

End to End Testing Evaluation Report for Nile Release 2.0

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*Bringing Technology to Post Offices and Benefit Payments*

**END TO END TESTING**

**EVALUATION REPORT FOR NILE RELEASE 2.0**

Controlled Copy No

Reference: *R2E2Eevl.doc*

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**Document Summary:**

*This document reports the results and conclusions drawn from the final pass of the End to End testing of Nile release 2.0.*

*Outstanding incidents, known problems and usability issues will also be identified.*

## End to End Testing Evaluation Report for Nile Release 2.0

**0 DOCUMENT CONTROL****0.1 Circulation**

<i>Contact</i>	<i>Area</i>	<i>Copy</i>	<i>Signature</i>
Baldwin, Hadley	CAPS		
Baldwin, Ted	Ref. Data Project		
Blood, Iain	HAPS		
Bollom, Sue	BA OBCS		
Box, Martin	TIP Project		
Brunskill, Richard	Pathway BSU		
Gaze, Richard	Horizon		
Holleran, Ruth	POCL		
Jepmond, Carol	CAPS		
Jeram, Peter	Pathway		
Jones, Peter	TIP Project		
Meagher, John	Horizon		
Miller, Dave	Horizon		
Moran, Sue	BA PACS		
O'Sullivan, Nikki	Pathway		
Parnell, Dave	TIP Project		
Radka, Andy	Horizon		
Reardon, Marc	Horizon		
Shervington, Graham	HAPS		
Simpkins, Andrew	Horizon		
Stocker, Rod	Horizon		
Topham, Janet	Horizon		
Young, Chris	Horizon		

**0.2 Version History**

<i>Version</i>	<i>Issue Date</i>	<i>Change Details</i>
Version 0.01 draft	19/03/99	Initial draft sent for QR

**0.3 Related documentation**

<i>Reference</i>	<i>Title</i>	<i>Version</i>	<i>Date</i>	<i>Author</i>
[1]	End to End Interface and Model Office Testing Approach	1.0		Horizon



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[2]	End to End Testing Final Pass - Daily Reports	-	-	Horizon
[3]	New Release 2 MOT Release Notice	1.0	19/02/99	Pathway

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## 2 MANAGEMENT SUMMARY

### 2.1 *Summary*

End to End testing originated from the requirement to test some of the longer business processes i.e. 3 week cash account, and to ensure that data integrity was maintained throughout the system environment. Using lower volumes and including more exception tests than the Model Office Test, an agreed plan was generated and scripted by the Horizon test team, with input from all parties i.e. CAPS, TIP, HAPS, OBCS and POCL RDP.

The final pass of End to End was the culmination of earlier passes, which achieved their test objectives to an extent. However, throughout the earlier passes some areas of functionality were not available in the build being used for the test, and other areas fell short of the expected functionality.

Prior to the commencement of the final pass, to provide sufficient confidence that the software was stable enough to enter the End to End and Model Office testing final passes, an additional 6 - day pre-proving exercise took place. Two runs of the 6 - day test were performed and were deemed as successful.

Lessons learnt from previous passes of End to End were implemented prior to the commencement of the final pass. These were:

- A reduction in the volume of transactions entered onto the Horizon counter throughout the cycle.
- Additional information on areas which had previously been unclear i.e. 3 week cash account, BES recovery etc.
- Expected results for each Stock Unit and Office Balance for each day of the cycle e.g. all transactions were reconciled to the office balance each day.
- Additional checking of the input data versus the output reports and summaries. This was performed on the day following the day of input.

As a result of the work performed by all parties between End to End 2<sup>nd</sup> pass and the commencement of the final pass, in ensuring that the test data and environment would support the cycle, the final pass was performed with fewer issues than previous cycles. The main differences were:

- The cycle ran day - for - day to the end with no slippage
- There was a reduction in invalid incidents raised



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- Test results were proven at a higher success rate i.e. higher % of scripts run and passed
  - Test conditions were identified prior to the cycle and tracked during the cycle
  - Incident management was resourced adequately, which assisted all parties to monitor the current position at any given time
  - Incident management processes had an improved structure, which included the involvement of Horizon Product Management for Business impact assessment
  - Reconciliation of transactions across different Business boundaries was possible, including POCL and BA back end systems e.g. CBDB (POCL), PACS (BA) and BSU (Pathway).

Throughout the final pass issues were identified by all parties. Some issues were remedied and re-tested within the cycle i.e. POCL reference data drop to change the Cash Account type from London to Provincial. It was necessary to apply fixes to the counter environment to either move forward, or to improve the quality of the test results i.e. the incorrect cash account mapping for a stock item would have caused mis-balancing Cash Accounts in all offices.

In all, the final pass of End to End was successful, in that, the 'key' tests contained within the test plan were executed as planned, and incidents have been raised for failed tests. The incidents which have been assessed by the partners including Horizon Product Management, and a greater impact on the live environment during the 'live trial' period have been planned for targeted testing.

### *2.2 Conclusion*

End to End Testing final pass achieved the test phase objectives as defined in the Testing Approach Document.

The ability to maintain day for day running was achieved by careful management and communication between all parties.

Ongoing reviews of incidents throughout the cycle have enabled decisions to be made with regard to the status of each incident i.e. when a fix or change will be required. This process has led to a short cycle of targeted testing which will witness those incidents regarded by each sponsor organisation as a risk to the live trial. Outstanding incidents are under discussion for inclusion on the Known Problem Register (KPR).



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### 3 INTRODUCTION

#### 3.1 *Background*

End to End Testing was originally scoped from tests that were required for inclusion in the Model Office Test, but would have increased the cycle length beyond that previously agreed with BA (CAPS).

The plan for End to End was for two rehearsal cycles and a final pass. Each rehearsal incurred slippage, as the system functionality, test data and scripts did not fully support the test. Between the second rehearsal and the final pass, time was used for the application and testing of PinJCL fixes, by Pathway, pre-proving of some of the fixes, by Horizon and CAPS. There was also an opportunity for the Horizon test team and CAPS to revisit the test script, with a view to improving the quality of the tests and in particular the expected results.

#### 3.2 *Purpose*

The purpose of this report is to provide details of the tests performed, the results achieved, and conclusions drawn from the phase.

#### 3.3 *Scope*

The scope of this report is Nile Release 2, End to End Testing, Final pass only.

#### 3.4 *Test Objectives*

As described in the Horizon Testing Approach document [1], the objectives of the End to End Final pass are as follows:

"E2E will be planned for a low volume of transactions, which specifically test End to End business processes, which are too lengthy and complex to be performed within the timeframe and structure of MOT. Whilst ensuring that the integrity of the data remains intact when all systems interface on the same environment."

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### 4 SYSTEM UNDER TEST

#### 4.1 *Parties and systems involved in Nile 2.0 End to End Testing*

The following areas were involved in the End to End Test:

- BSU - Pathway Business Support Unit - performed reconciliation liaison activities with BA and POCL
- CAPS - Customer Accounting and Payments Strategy - provided input data required at the counter to perform BES related tests. Received encashed payments from Pathway and tracked against the expected results. Supplied data to PACS to enable reconciliation of BES encashments.
- De La Rue - Supplied Benefit Payment Cards and PUNs
- HAPS - Host Automated Payments System - POCL AP transaction distribution system - received AP transactions from Pathway and hybrid platform (APT) and passed the data to APACHI for reconciliation in CBDB.
- Horizon Test Team - Planned and scripted the counter related tests with input from the other parties involved. Executed the tests at the counter throughout the cycle and reported results.
- OBCS (PRCS) - BA Order Book stop notice control system
- PACS - BA Benefit payment/encashment reconciliation system - received and reconciled BES transaction data with BSU and TIP
- Pathway - Managed the Pathway Central Systems, incoming and outgoing data, incident analysis etc.
- POCL RDP - Provided Pathway with required reference data to enable transactions to be performed at the counter, along with drops of data contains details of product changes.
- TIP - Received transaction data from Pathway and validated it before processing Cash Account information within CBDB. Verified data integrity with input data information from the counter activities.

#### 4.2 *Environment*

This section describes the environment used for End to End Final pass.

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### 4.2.1 Pathway Domain

The test environment within the Pathway domain comprised of a Release 2 datacentre with links to all external systems.

Gateway PC's, for the transmission of data to remote sites, were located at Farnborough, Huthwaite, and de La Rue, Tewkesbury.

Access to the Payment Card Helpline was made via a Helpdesk PC simulator located at the Pathway site rather than via telephone to Girobank.

### 4.2.2 Test Office Configurations

The Test Offices used during End to End final pass comprised of 8 Post Offices, of these:

- 1 non-automated - for BES Helpdesk transactions only
- 2 were migrated from ECCO+ using the MiECCO migration tool, and also had electronic scales attached
- 5 were migrated from manual offices using the MiMAN migration tool.
- Offices were connected to the Correspondence Server via:
  - LAN connection (3)
  - ISDN (2)
  - Frame Relay (2)
- A variety of Regions were included in the configurations including Welsh and Northern Ireland office types.

The test counters comprised of Pentium II processors, with 64 Mb RAM and a combination of Flatscreen and standard touchscreen monitors. Full security lock down was not applied, as agreed, to enable Pathway to manage the day to day running of the environment.

### 4.3 *Software baseline*

The software release was the MOT baseline (9f increment 7.2) [3], with some additional changes made to this baseline during the cycle (See [2] for details). The changes were agreed by the relevant testing partners prior to being applied.

### 4.4 *Summary of system functionality*

The following applications formed part of the testing baseline:



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- BPS
- EPOSS
- APS
- OBCS
- RDMC
- TPS

### 4.4.1 Areas covered within End to End

In conjunction with the system applications noted above, the following 'key' areas of functionality were included within the tests performed during the final pass:

- Migration from manual accounting and ECCO offices, using the relevant migration tools. Tests included both 'clean' Cash Account and 'mid-week' Cash Account migrations.
- Extended Cash Account period - using the option of 3 weeks
- BES Recovery
- OBCS stops and recalls
- Use of the counter when the LAN connection has failed
- Long term Office closure - the movement of cards and payments to a different 'nominated' office.
- Temporary Tokens and Urgent Payments
- Multiple benefit types - Child Benefit (ChB), Job Seekers Allowance (JSA) and Income Support (IS). This area included a combination of payee roles i.e. Standard Beneficiary, Permanent Agent, Appointee, Card and Uncarded Casual Agents. It should be noted that the tests relating to multiple benefit types were outside the scope of the release being tested. The decision to include Child Benefit as the only benefit type was made shortly before the commencement of the first rehearsal. As it would have taken too long to amend the test packs of both Horizon and CAPS, it was agreed by all parties for the scope to remain as originally planned.
- POCL Reference Data changes - these tests were included to test the reaction of the changes at the counter, including the revaluation of products, and also the reaction of the changed reference data between Pathway and TIP i.e. changes sent to both systems from POCL RDP are aligned when implemented.

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- Removal of the ISDN line for more than 10 days – this test was to ensure that BES transactions, held on the counter for a period longer than the 10 day reconciliation statement can account for, are placed on the relevant reports and can be reconciled by BSU, TIP and PACS.
  - Losses and Gains, including error notice processing at the counter.
  - Standard EPOSS, AP, OBCS and BES transactions being keyed to counter throughout the cycle to populate daily, weekly, stock unit and office reports and client summaries, including the Cash Account.
  - Cash Accounts were produced at various times throughout the cycle. These were planned specifically to test the integrity of Cash accounts when produced at unexpected times i.e. not aligned with the Cash account calendar which determines when Postmasters should produce the office weekly account. Such tests included:
    - the Cash Account calendar file containing a short week and a long week
    - 3 week cash account period from week 52 to week 03
    - rolling over the office from week 52 to week 01
    - producing a Cash account when the LAN between 2 counters is disconnected
    - producing a Cash account when the ISDN line is disconnected
    - Postmaster does not produce a Cash Account for 2 weeks
    - All Cash Accounts were processed by CBDB, including the 2 week 04 cash accounts which were produced as a result of re-planned tests. These were produced by agreement of the relevant parties
  - All data was passed to the relevant systems each day for processing, using usual business processes to achieve expected results.

### 4.4.2 Areas not covered within End to End

- Datacentre migration
- Training mode
- Testing of counter procedures – although the procedures were used for functional areas which were only covered by End to End
- Use of 'live' Helpdesks



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- Use of PLU's for selection of products
- No security 'lock down' on the counters i.e. POLO
- Invoicing via the Pathway datacentre

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### 5 TEST CONDUCT

#### 5.1 *Timescales*

##### 5.1.1 Planned Schedule

End to End final pass was scheduled to run across the following 'key' dates:

- 08/12 Feb - System set-up and loading of input data, including delivery of BES cards
- 13 Feb - Migrate 3 manual offices to Release 2 using MiMAN
- 14 Feb - Perform BES and OBCS transactions which had been scheduled for Days 1 - 5 in a previous plan. These days were subsequently removed along with the datacentre migration activity, however, the transactions were required to be executed before Day 8 to keep the expected results aligned.
- 15 Feb - 12 March - Execution of the test plan at the counter, including transmission of data to external systems.
- 13 March - 17 March - Final processing of data and reconciliation at the 'back end' systems, and system clear down where applicable.

##### 5.1.2 Actual Schedule

The schedule was executed as planned, with no slippage incurred.

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### 6 OBSERVATIONS

#### 6.1 *Training Issues*

The Horizon training event was attended by all members of the Horizon Test Team and all test operators who executed the test scripts during the final pass. There is a unanimous view that the training event, as presented to the End to End team, will not be sufficient to equip 'real' end users in readiness for their offices receiving the Horizon system.

The course was thought to be too short, with too little time to reflect on areas being demonstrated. The course handout booklet was not referred to enough to sufficiently familiarise the user with the book for when they return to their office.

More time should be allowed for the more complex areas of Stock Unit Balancing, and office accounting, as the concept of an automated system will be new to many users.

The trainers will require a deeper knowledge of POCL processes, including those that require the interaction of POCL users, Customers and BA i.e. when Customers should be referred to the local BA office etc. This knowledge will be necessary to deal with the variety of questions they will be asked.

#### 6.2 *Counter processes*

Throughout End to End testing, the following observations were made in relation to the counter.

##### 6.2.1 Shared Stock Unit Balancing

The concept of shared stock unit balancing will be new to most of the users. Although the system functionality works as designed, it is not a user friendly process to follow and could lead to a confused state at the counter.

The procedures and training will need to be clear with regard to backing out of problems and best practices to follow for ease of use.

##### 6.2.2 Losses and Gains

Again, the system functionality does support the process of accounting for losses and gains between stock units and the suspense account. However, use should be made aware that, in posting a loss or gain to suspense, there will be a subsequent loss or gain visible on

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the stock unit for the next accounting week. This does clear following a stock unit balance, but it could lead to confusion.

### 6.3 *Support Throughout the Cycle*

Lessons learnt from the rehearsal cycles led to changes in communication and support mechanisms. These played an important part in achieving a cleaner cycle, and it is worth noting what the changes were.

- Pathway provided full time support at the counter to resolve issues and queries. This helped with the analysis of incidents when raised, as the Pathway support person was close to the problem when it occurred. It also reduced the amount of incidents being raised when there was no fault.
- CAPS provided two members of their team to support End to End final pass. This level of support improved the management of the tests cases, and the communication between Horizon and CAPS when issues arose.
- The Horizon testing team had spent time reducing the volume of transactions throughout the test plan. Expected results were tighter, and the communication between Horizon and TIP during the preparation of the scripts assisted in the checking of expected results both at TIP and on the counter.
- Finally, the daily progress meetings were invaluable for keeping all parties together on the schedule, but also for providing continuous updates on outstanding incidents, which gave the entire group a better understanding of the serious issues, and the status of the cycle at that time.

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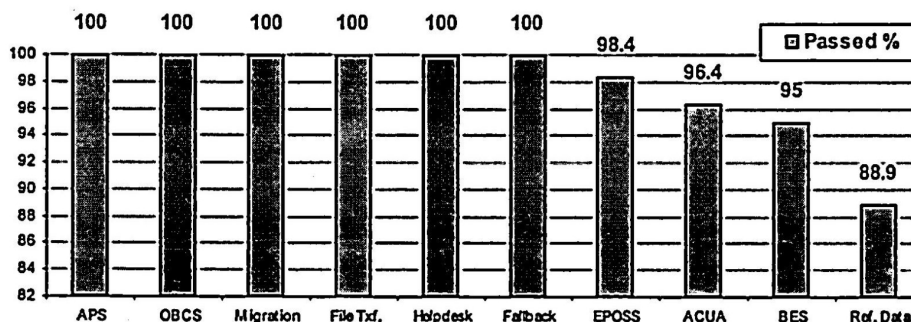
## 7 TEST RESULTS

The following section details the statistics obtained during the E2E cycle. This includes;

- An assessment of performance against pre-defined test conditions
- A review of the 82 incidents raised during previous test cycles, that were declared for retest within E2E Final.
- Details of new incidents raised during E2E Final.

The following pages breakdown this information, by Product Area and then by System or Interface.

A summary of the test condition results is as follows;



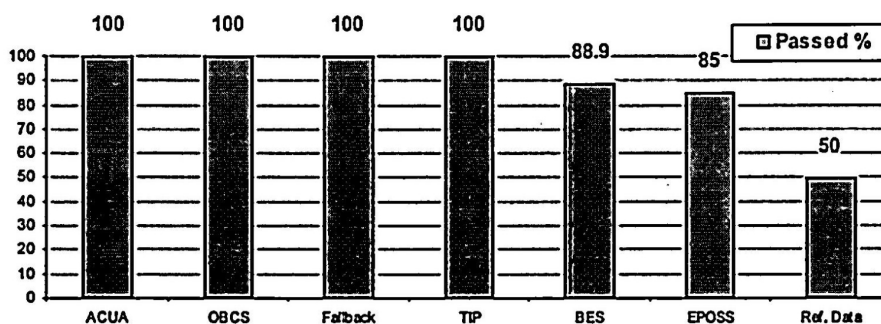
	Total	} 96.3 % passed **
Conditions Passed	418	
Conditions Failed	9	
Conditions Not Run	7	
Conditions Planned	434	

\*\* This figure does not imply that 3.7 % of conditions failed.



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The results of the incident retesting activities are as follows;



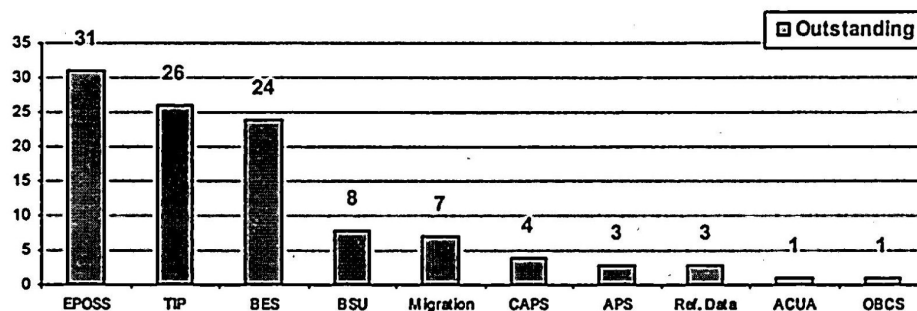
	High	Medium	Low	Closed	Total
Retests failed	0	1	0	0	1
Retests not covered	0	1	5	0	6
Retests cleared	4	40	22	9	75
Retests outstanding	0	0	0	0	0
Retests declared	4	42	27	9	82

91.5 %  
passed \*\*

\*\* This figure does not imply that 8.5 % of retests failed. Some retests were not covered.

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An overview of new incidents raised during E2E Final (as at 17/03/99);



	High	Medium	Low	Unclassified	Total
Raised during E2E Final	12	78	105	15	210
New Incidents Closed	5	31	51	15	102
Outstanding New Incidents	7	47	54	0	108

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**7.1 Horizon End to End****7.1.1 Access Control / User Administration (ACUA)****7.1.1.1 ACUA Test Conditions**

Test Conditions Planned : 28

Test Conditions Passed : 27

Conditions Failed/Not Run: 1

**7.1.1.1.1 Details of Conditions failed / Not Run**

Description	Reason
Deleting an Individual Stock Unit	The system identified the stock unit as having stock levels and transactions in the current CAP, therefore we were unable to delete the stock unit.

**7.1.1.2 ACUA Retests**

	High	Med	Low	Total
Retests Passed	-	-	1	1
Retests Not Covered	-	-	-	-
Retests Failed	-	-	-	-
Retests Planned	0	0	1	1

**7.1.1.2.1 Details of failures**

None

**7.1.1.3 New ACUA Incidents**

	High	Med	Low	Total
New Incidents Raised	-	1	1	2
New Incidents Closed	-	1	-	1
New incidents Outstanding	0	0	1	1

**7.1.1.3.1 Details of Outstanding ACUA Incidents**

Issue Ref.	PinICL	Description	Priority
IR 390 (*)	21726	Cannot delete a stock unit - When attempting to delete a stock unit the message 'cannot delete stock, still has stock' appeared. A snapshot was produced which confirmed that the stock levels were Nil. The stock levels were adjusted to zero in the previous CAP.	LOW

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### 7.1.1.4 *Observations*

(\*) Denotes outstanding incidents currently scheduled for Target Testing.

### 7.1.1.5 *Overall Testing Status of Product*

GREEN

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**7.1.2 Automated Payment Service (APS)****7.1.2.1 APS Test Conditions**

Test Conditions Planned : 3

Test Conditions Passed : 3

Conditions Failed/Not Run: 0

**7.1.2.1.1 Details of Conditions failed / Not Run**

None

**7.1.2.2 APS Retests**

	High	Med	Low	Total
Retests Passed	-	-	-	0
Retests Not Covered	-	-	-	0
Retests Failed	-	-	-	0
Retests Planned	0	0	0	0

**7.1.2.2.1 Details of failures**

None

**7.1.2.3 New APS Incidents**

	High	Med	Low	Total
New Incidents Raised	-	2	3	5
New Incidents Closed	-	1	1	2
New incidents Outstanding	0	1	2	3

**7.1.2.3.1 Details of Outstanding APS Incidents**

Issue Ref.	PinICL	Description	Priority
IR 415 (*)	21742	Stock Unit APS Transaction List does not report a transaction entered onto Horizon (British Gas Trading Ltd) -  APS Transaction List produced with a missing Magcard transaction, APS No 010009, Client: British Gas Trading Ltd, Ref: 9826103220000009695 for £21.03. Bar-coded Bill transaction for £51.28 is also printed out of line. Could be similar to IR 389.	Medium
IR 375	CP 1716	APS Transaction Summary prints out of line - Produced an APS Transaction Summary containing 2 transactions, Client details printed correctly but the 2nd transactions Type and Value were mis-aligned.	LOW



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IR 436 (*)	22137	Reversal of an AP transaction Increases the volume on the Stock unit Snapshot -  Processed an AP transaction and then reversed it by the AP reversal method. Produced a Stock Unit Balance Snapshot which reported a volume of 2 and a value of £0.00 for BG pymt and Welsh Water Bill under Automated Payments.	LOW
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*7.1.2.4 Observations*

Reconciliation throughout the environment was successful.

(\*) Denotes outstanding incidents currently scheduled for Target Testing.

*7.1.2.5 Overall Testing Status of Product*

GREEN

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## 7.1.3 Benefit Encashment Service (BES)

## 7.1.3.1 BES Test Conditions

Conditions Planned :	220
Conditions Passed :	208
Conditions Failed/Not Run :	12

## 7.1.3.1.1 Details of Conditions failed / Not Run

CAPS Reference	Description	Notes
CAPS - 027	Answer first customer verification question incorrectly, followed by answering the second customer verification question incorrectly.	See IR 411
CAPS - 425	One-off payment(s) due same day received from HBS on-line.	CAPS Dialogue error, Urgent payment failure, payment picked up by batch.
CAPS - 558	Customer with Alternative Payee and Permanent Agent (Alt Payee and Agent are same person / have same NINO): Alternative Payee attends NPO and attempts to collect customers CHB and other benefits when customer has been recorded as being deceased.	Problems with a date of death being input and removed on the case, caused this condition to fail.
CAPS - 591	Contact the helpdesk when the batch of cards has been stopped.	See IR 481
CAPS - 81	Customer has an uncarded casual agent who collects customers payment and milk token.	CAPS incident F990300041
CAPS - 048 (*)	Duplicate Payments. (Customer and other payee cash same payment at different Post Offices simultaneously or while one of the PO's is disconnected (e.g. during ISDN failure).	Not Run
CAPS - 011	NON-URGENT - Scan bar-code on batch identifier slip on jiffy bag/sealed tray to receive batch of cards.	Not Run
CAPS - 286 (*)	Standing Agent (A) attempts to collect own payments which have already been collected by Standing Agent (B)	Not Run
CAPS - 66	Temporary Tokens - Ensure BES transactions are Precommitted.	Not Run
CAPS - 594	Customer attempts to make an encashment but their card has expired.	Not Run
CAPS - 010	URGENT - Scan bar-code on batch identifier slip on jiffy bag/sealed tray to receive batch of cards.	Not Run
CAPS - 54	Customer at foreign post office, previous foreign encashment limit reached. New period starts.	Not Run

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## 7.1.3.2 BES Retests

	High	Med	Low	Total
Retests Passed	1	4	3	8
Retests Not Covered	-	-	-	-
Retests Failed	-	1	-	1
Retests Planned	1	5	3	9

## 7.1.3.2.1 Details of failures

Incident Record No	Brief Description	Priority
IR 312	BES Payment available at Helpdesk, but not at counter.	Medium

## 7.1.3.3 New BES Incidents

	High	Med	Low	Unclassified	Total
New Incidents Raised	4	6	29	3	42
New Incidents Closed	-	-	15	3	18
New incidents Outstanding	4	6	14	0	24

## 7.1.3.3.1 Details of Outstanding BES Incidents

Issue Ref.	PinICL	Description	Priority
IR 411 (*)	21921	Missing EVP questions during card activation - On activating this card we were supposed to answer two EVP questions incorrectly resulting in a PUN impound. EVP was not invoked and the card was activated. All the data required to enable EVP was witnessed as correct at the Helpdesk. As a further test we used the same card to begin a change of NPO at a foreign office, which should invoke EVP. EVP was not invoked which suggests a localised problem with card."	High
IR 458 (*)	22357	Payments available at the PCHL, not accessible at the counter - Case E6, NINO <span style="border: 1px solid black; padding: 0 5px;">GRO</span> On swiping this customers card and attempting to encash payments AP1 & AP2 (total = £119.40) the message "No payments available..." was displayed. The PCHL was checked and the payments were shown as being available. As the card had only just been activated as part of the same script, a priority message was sent to eliminate the possibility that the payments were not available because the card activation had not been harvested at the PCHL. This had no affect and the payments had to	High

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Issue Ref.	PinICL	Description	Priority
		be encashed via the PCHL.	
IR 469 (*)	22580	<p>Payments available at the counter, not showing at the PCHL -</p> <p>Case A6, NINO [GRO] There have been various problems attached to this Case stemming from a D.O D being input and removed for the Customer [GRO]. The result being that there are two Child Benefit payments totalling £22.10 available at the Counter (2 @ £11.05, due dates 01/04/97 &amp; 08/04/97) and only one of these payments (due date 08/04/97) available at the PCHL.</p>	High
IR 466 (*)	22494	<p>Extra payments available during BES encashment.</p> <p>When attempting to encash a payment for £11.05 at a foreign office (E), a payment that was collected on day 16 at office A for £11.05 was also payable, making the total encashment £22.10.</p>	High
IR 445 (*)	22245	<p>Not all transactions are reported to the Office Weekly BES Reconciliation report -</p> <p>When obtaining a BES Office Weekly Reconciliation Report only transactions that have been input normally before the ISDN Line was removed report to the Summary. None of the recovered transactions report to the Summary.</p> <p>The office has rolled BP once following migration.</p>	Medium
IR 363	21054	<p>Could not produce a BES Weekly Encashment Report for a previous CAP - After rolling stock unit BA into CAP 01 the system would not produce a report for BES weekly for CAP 52. There is a screen in which a different CAP can be selected but if any other than the current CAP to which it defaulted was selected, it would not allow a report.</p>	Medium
IR 430 (*)	17586	<p>BES lock applied when Customer/Alt.Payee encashes as one payee role, finishes the transaction and the attempts to encash as another payee role -</p> <p>Case A12 (NINO [GRO]) is a customer in their own right and also an Alt.Payee for Case A11 (NINO [GRO]). The customers' card was swiped at foreign office "E", payments for the customer and for Case A11 were visible on the stack. The payments for the customer were encashed and the transaction finished. We then swiped the card again and attempted to encash the payments for Case A11 and the "No payments available..." message displayed. On investigation it was found that a BES lock of 30-mins had been applied to the payments and as a result we were able to make the encashments after this time period had elapsed.</p> <p>Although this is how the system has been designed to</p>	Medium



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Issue Ref.	PinICL	Description	Priority
		work, is this in the best interests of customer service?	
IR 437 (*)	N/A	<p>Inability to perform BES mis-match recovery during an extended Cash Account -</p> <p>Office A has had its Cash Account extended to CAP 4, which commences on 17/04/97. Therefore if a PCHL encashment is made during this extended Cash Account period and recovered incorrectly onto Horizon at Office A using a current date, the system will search for a date in CAP 4 and display the message "The Date entered is not in the current CAP...".</p> <p>E.G. PCHL encashment made today 02/04/97, recovered incorrectly and today's date input (02/04/97), the system will search for a date from the 17/04/97 onwards as this is the CAP it believes the Office to be in.</p> <p>This has already been discussed with Pathway.</p>	Medium
IR 470	23086	<p>E2EFP - Contingency File Error Reporting</p> <p>08/03/1999 15:57:04 - By Peter Ashley</p> <p>On Day 25 of End to End Final Pass a Contingency file was produced by</p> <p>Pathway, for Service 2 (CPD5) and sent to CAPS. Pathway's Outward Control</p> <p>log shows successful validation by CAS and CAPS, with a status 40 (File fully</p> <p>accepted) being issued by CAPS on 04/03/99 at 15:49. CAS has since updated</p> <p>the status 40 to 99 (Entry complete, awaiting deletion by CAS Housekeeping).</p> <p>On 08/03/99 Pathway received an error file (Type 20) for the Service 2</p> <p>Contingency file. The error file contains the following CAPS errors: 14026,</p> <p>14027, 14028 and 14029; all relate to reconciliation failures.</p> <p>The type 20 file is unexpected. Errors are reported following the status 30</p> <p>entry in the control log.</p>	Medium
IR 478	23097	<p>During End to End Final Pass an examination of the PASCMS database prior to the contingency run highlighted an Authorised payment for GRO</p> <p>Further investigation showed that the following scenario had taken place in relation to this case:</p> <p>1. Payment made to beneficiary and permanent agent / 2. Beneficiary made EOI / 3. Contingency payments</p>	Medium

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Issue Ref.	PinICL	Description	Priority
		<p>made in CAPS fallback</p> <p>In this case the Contingency payments process would have decided that an authorised payment would be created for the agent but not for the beneficiary (since they were EOI). This would result in the beneficiary not being present in the CAPS payments contingency file. A CAS validation failure would result. The original rules dictated that payments were invalid if the beneficiary could not encash and did not have an appointee (as in this case). No authorised payment should therefore have been made to either the Beneficiary, or any payment_payee.</p> <p>The matter was passed to Tony Haywood for comment and he responded with the following:</p> <ol style="list-style-type: none"> <li>1. Payment made to beneficiary (encash_by_ben = 'Y') and permanent agent, (which I believe is an invalid business scenario). The beneficiary can encash but has decided they want a Permanent Agent who can encash on their behalf.</li> <li>2. Beneficiary made EOI. Beneficiary is made CMS EOI for two main reasons - either death or an Appointee is set up. In both cases CAPS will immediately recall (Stop) any uncollected payments for both Beneficiary and the Permanent Agent. The payment stops will remove the payments from the mandate table.</li> <li>3. Contingency payments made in CAPS fallback. The payments have been removed from the mandates table, thus there will be no Contingency payments to either the Beneficiary nor to the Permanent Agent. The scenario was invalid simply in that when the Beneficiary is made CMS EOI, all outstanding payments are stopped.</li> </ol>	
IR 464	N/A	<p>BES lock when attempting to use the same card to make simultaneous encashments at two separate offices -</p> <p>Case A1, NINO <span style="border: 1px solid black; padding: 0 2px;">GRO</span>: The encashment process was started at Office "A", the payment left on the stack but not finished. The same card was then used to attempt to encash the same payments at Office "E". As expected the payments were not available at Office "E" as the payment had already been locked at "A". Previously when testing this scenario the user was then able to return to "A" and make the encashment. Now on attempting to "Finish" the transaction at "A" a caption bubble is displayed stating "Warning.The status of this payment has changed. Card ID...Please remove this transaction before settling and perform the payment again."</p> <p>This message would be more user friendly if the word</p>	Low



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Issue Ref.	PinICL	Description	Priority
		<p>"remove" was replaced with "void", also, if the customer at "A" was making encashments in more than one payee role which payment would have to be removed or would all pyments be affected.</p> <p>Finally on attempting to "perform the payment again" we found that a BES lock had been applied to the payment, as a result the payment could not be encashed for a further 30-mins. This is not customer friendly.</p>	
IR 446	19959	<p>What message should the counter/receipt display when a BA customer with a GRO in place attempts to encash their payments at an office not within their territory -</p> <p>Case A16, NINO <span style="border: 1px solid black; padding: 0 5px;">GRO</span> NPO "A" 004 038: On attempting to make an encashment for this customer at Office "D" which is a Northern Ireland office, the system displays the usual "No payments available..." message as does the BES receipt produced. Should these not give more information relating to the fact that the customer is in the wrong territory?</p> <p>This also happens when the same scenario is performed at the PCHL (Case C12, NINO <span style="border: 1px solid black; padding: 0 5px;">GRO</span> NPO "C" 007 261).</p>	Low
IR 481	23125	<p>A previously stopped batch of cards not showing as "Stopped" when received at the counter -</p> <p>Batch No. DT000000408GB, Cases D5 (A,B &amp; C): This batch was previously stopped via the PCHL on Day 19 (04/04/97). On attempting to receive the batch today we were expecting the system to display a message prompting that "This batch of cards has been stopped..." at the point of the batch code being input. This did not happen, but on reconciling the cards the system did prompt that the individual cards had been stopped.</p> <p>We were informed that the system was working as designed, but after further reflection, and having spoken to the BES Product Manager, we would still like the batch to be displayed as "Stopped" at the point of the batch code being input.</p> <p>An example of why we would like this change to be made would be: The time wasted by a stopped batch containing 50 cards arriving at an Office and the clerk having to receive the cards.</p>	Low
IR 472	22614	<p>The inbound CAPS data files for End to End Final Pass (Day 24) have been checked against the plan. The following errors were identified:</p> <p>1. Case A12 <span style="border: 1px solid black; padding: 0 5px;">GRO</span> Uncarded Casual Agent</p>	Low

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Issue Ref.	PinICL	Description	Priority
		<p>details missing (inserted as an amendment 9/2/99).</p> <p>2. CAsE B07 <input type="text" value="GRO"/> Customer details/Card request not expected.</p>	
IR 362 (*)	21632	<p>Card Impounded at the counter not harvested to the Helpdesk -</p> <p>During the activation of this card, the PUN details were entered manually (due to earlier issues surrounding batch numbers). This worked OK. EVP was answered successfully and the card was then swiped to activate it. At this point the message "The card swiped differs from that expected. Check the card and reswipe to correct mistake or press impound to impound the card" was displayed. The card was reswiped with the same result and then impounded. The following day it was noticed that the status of the card on the attached batch printout was "rec" instead of "stp". This was checked at the helpdesk and confirmed on day we attempted to issue this card to make an encashment and after entering the card details manually the system informed us that the card was already impounded and then impounded the PUN.</p>	Low
IR 473	23003	<p>Temporary Token not able to arrive at the Horizon counter -</p> <p>Case A12, NINO <input type="text" value="GRO"/> A Temporary Token was due to be available at the counter for this Uncarded Casual Agent on Day 24 (09/04/97), but it was not. The test was first deferred to Day 30, then Day 31 and finally Day 32. When the TT was again unavailable on Day 32 the decision was taken to stop attempting to send the file.</p> <p>The problem appears to be with the issuing of the TT by CAPS.</p>	Low
IR 426 (*)	22257	<p>When attempting to encash a BES encashment, system crashed -</p> <p>After swiping a BES card to obtain payment a Windows dialog box appeared stating: 'HEAP MANAGER CLICK OK TO CONTINUE'. When OK was pressed the desktop crashed and returned to Windows. The system was then restarted and the payment was obtained.</p>	Low
IR 412	21920	<p>Previously stopped card still able to be received as part of a batch -</p> <p>This card was stopped by CMS, due to the customer changing their NPO, before the batch containing the card was received. The batch report produced daily</p>	Low

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Issue Ref.	PinICL	Description	Priority
		shows the card as "Stopped". On receiving the batch containing this card we WERE able to receive the card, the system should display a message stating "that the card has been previously stopped, please retain the card..".	
IR 477	23013	Failed Precommittal of a scanned Temporary Token after enforced Lock Out -  Case D4(A), NINO <span style="border: 1px solid black; padding: 0 5px;">GRO</span> The TT was scanned and the payment of £11.05 viewed on the BES encashment screen. The system was then left on this screen for a minimum of 1hr 29mins to invoke the enforced Lock Out process. On returning to the system the Lock Out had been enforced, but, after producing a BES Daily Encashed report it was found that the payment had not been "forced committed". On scanning the TT again we were then able to encash the payment again.	Low
IR 402	21853	An examination of the Pathway Acceptance File (AF19970327006) for day 11  indicated that the file contained the following exceptions:  See PinICL - 21853	Low
IR 400	21867	BES Reconciliation Report is not reporting the correct Tokens - There is a nil value against the word Tokens on the Office BES Reconciliation Report. If this means milk tokens the figure should be 3.	Low
IR 367	19439	Carded Casual Agent details do not appear on screen or on the ATP receipt - A casual card agent Transaction was performed using the above cards. Both cards were swiped correctly. When the encashment screen was displayed no reference to the CCA details were shown, therefore unable to verify. When the BES receipt was printed CCA details were also missing.	Low
IR 443	17341	E2EFP - Pathway 39 rejected by CAPS with 59  See PinICL - 17341.....Fix in Live	Low
IR 482	22981	A contingency file was sent on Service 2 (CPS320. The OCL shows a status 10, 20 and 30 but the status 40 remains outstanding.  It is understood that the Contingency file was processed successfully.	Low

## End to End Testing Evaluation Report for Nile Release 2.0

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### 7.1.3.4 *Observations*

This area currently contains more than 50% of the outstanding number of HIGH incidents, of which all are included within Target Testing.

However the success rate of the planned test conditions along with the complexity of the tests within E2E, and the inclusion of multiple benefit types i.e. JSA, IS and ChB, have proved this area of functionality to be sufficiently stable to support a single benefit release.

(\*) Denotes outstanding incidents currently scheduled for Target Testing.

### 7.1.3.5 *Overall Testing Status of Product*

AMBER – Pending results of Target Testing.



## End to End Testing Evaluation Report for Nile Release 2.0

## 7.1.4 Electronic Point Of Sale Service (EPOSS)

## 7.1.4.1 Test Conditions

Test Conditions Planned : 122

Test Conditions Passed : 120

Conditions Failed/Not Run: 2

## 7.1.4.1.1 Details of Conditions failed / Not Run

Description	Reason
Produce an Office Weekly P&A P2311MA Summary.	This report did not display the appropriate information.
Produce a counter Daily APS Transactions Summary.	When producing this report there were various problems, where the report did not total all the transactions or that it did not include transactions on the report itself.

## 7.1.4.2 EPOSS Retests

	High	Med	Low	Total
Retests Passed	1	7	9	17
Retests Not Covered	-	1	2	3
Retests Failed	-	-	-	0
Retests Planned	1	8	11	20

## 7.1.4.2.1 Details of failures

None

## 7.1.4.3 New EPOSS Incidents

	High	Med	Low	Unclassified	Total
New Incidents Raised	-	18	31	11	60
New Incidents Closed	-	4	14	11	29
New incidents Outstanding	0	14	17	0	31

## 7.1.4.3.1 Details of Outstanding EPOSS Incidents

Issue Ref.	PinICL	Description	Priority
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IR 358 (*)	21865	Fees on Giro Deposits Daily Summary, printed in a smaller font to the rest of the report - When producing a counter Daily Summary for Giro Deposits, the fees total font, was smaller than that of the amounts total font. This was not what had been produced in previous cycles or at a recent Peritas training event.	Medium
IR 356 (*)	21599	Counter printer 'locked' when paper was low, with the only means of escaping, to re-boot the terminal - After selecting to print a receipt, the device lock message was shown on the screen, this was due to the paper being low. Having changed the paper, the receipt was automatically shown on screen, after escaping from this screen and trying to reprint the receipt, nothing happened. The 'Desktop' Icon was now 'No Entry', leaving the only option to reboot the terminal.	Medium
IR 395 (*)	21573	Office Balance report prints incorrect details - When producing an Office Balance report after invoking a 3 week Cash Account option it showed 7 times the amount of Stock and MOP compared to that on the Stock Unit report and Office Trial. There were also transactions appearing that were not processed in this CAP.	Medium
IR 398 (*)	21864	Wrong line number recorded on Redeemed Stamp Summary for British Gas Stamp - Cash Account line code for British Gas should be 10 - 05, but it was recorded as 10 - 61 on Redeemed Stamp Summary. the format of the summary is different than the one shown on Horizon OPS reports and receipts.	Medium
IR 476	22200	Trial cash account was entitled 'SNAPSHOT'  After producing a cash account snapshot at 11:15, we then produced a trial and rolled over, this trial cash account was headed 'SNAPSHOT'.	Medium
IR 438 (*)	21573	The Trial and Final Office Balances report different figures -  Produced a Trial Office Balance for Office B which reported correctly.  Produced a Final Office Balance which reported an amalgamation of Week 52 and Week 01 figures.  The cash account balance reports correctly.	Medium
IR 447 (*)	22230	Volumes for P & A Allowances is not correct on the Cash Account -  The volume for P & A Allowances on the P2311ma is 6, the volume for Allowances on the Cash Account is 5, the correct figure is 6. The volume for Pensions is 5 which is reporting correctly to the Cash Account.	Medium

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IR 448 (*)	22244	<p>P &amp; A Summary P2311(MA) does not report all P &amp; A groups -</p> <p>P &amp; A Summary P2311(MA) only reports P &amp; A groups that have transactions against them. All P &amp; A groups should report to the P2311(MA) summary with or without volume and value.</p>	Medium
IR 449	22149	<p>When attempting to obtain a Cash Account during a printer failure the system does not automatically offer a preview -</p> <ul style="list-style-type: none"><li>- Produced a Cash Account Snapshot via the printer</li><li>- Disconnected the printer</li><li>- Attempted to produce a Cash Account Trial Report</li><li>- System invoked Windows dialogue box: Pressing cancel system returns to print screen.</li><li>- Manually invoked preview.</li></ul>	Medium
IR 453 (*)	N/A	<p>When Attempting to produce a cash account snapshot, the system hung....</p> <p>Attempted to produce the 1st cash account snapshot after balancing the office the previous night, the system displayed the cash account preparation screen, then hung. The desktop was taken down, rebooted, then attempted again, the same result was achieved. The system was then switched off, rebooted, an office balance report was produced, and then attempted to again produce a cash account snapshot, the system once again hung.</p> <p>The system was then taken down while the ISDN line was re-connected and a copy of the message store was taken. This was examined by Pathway development, a fix was implemented and the ISDN line was disconnected. The system was then re-booted, and the cash account was produced..</p>	Medium
IR 455 (*)	22326	<p>When producing a Suspense Account Report, system processing time is too long and only limited information produced -</p> <p>When attempting to print a Suspense Account Report on the A4 printer the system takes 20 minutes to produce a report, whereas at another office it only takes a few minutes. The screen message during printing stated that it is printing the Uncharged Receipts, this is all it printed, the Unclaimed Payments were missing.</p>	Medium

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IR 456	22327	<p>When attempting to reverse a non-reversible product the system remains on the reverse screen after accepting the non-reversible message -</p> <p>Entered a non-reversible Game License Occasional onto the system and then attempted to perform an existing reversal. System invoked a screen message advising that this was not reversible. Accepted this via the green tick icon and only one of the two messages disappeared leaving a message 'screen check for reversals complete'. The system does not automatically return to Desktop.</p>	Medium
IR 468	N/A	According to the Reports and Receipts OPS the "Discrepancies Table" should appear on page 1 of the Cash Account but it actually appears at the bottom of Table 5.	Medium
IR 396 (*)	21671	Event Log reporting Customer Session receipts as "Report Office Snapshot" - Customer Session receipts for scripts 3101, 3113, 3095, 3089 and 3119 which have the Ref numbers 1-1625, 1-1635, 1-1640, 1-1648 and 1-1655 were reported to the Event Log but appeared as "Report Office Snapshot"	Medium
IR 365	21644	Extended CAP option does not appear to work from CAP 52 onwards - On requesting an extended CAP from Week 52 for a 3 week period the following screen message was displayed "You cannot extend the rollover because the requested week is in a different cash account week".	Low
IR 385 (*)	21771	BES summaries not reporting to the event log	Low
IR 383	21776	Wrong volumes appear on transaction log following stock adjustment - On examination of the transaction log, it was found that during stock adjustment, when entering adjustments to transactions with no volumes the system assigns the volume from the previous adjustment instead of a volume of 1.	Low
IR 381 (*)	21671	Event Log does not display the production of Rem In Report - Printed Event Log, expected it to display 'Rem In Report Printed' but it did not. 'Report was not produced'	Low
IR 374	21674	Missing and Mis-leading options when producing a Transaction Log using 'CAP' Icon - When selecting a Transaction Log via the CAP Icon the system invoked a pick-list of options. Options CAP52/BP01 worked correctly, CAP52 worked correctly but Next CAP was mis-leading and produced all the current CAP transactions. The icon to select the current BP was missing.	Low



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IR 410	20205	When producing Counter Daily Summaries when no transactions have been processed withdrawals and Deposits print different results - No Giro Deposit and Withdrawal transactions performed. Produced Giro Deposit and Withdrawal Counter Daily Summaries. On the Counter Daily Giro Withdrawal Summary the cash value box is completely blank. On the Counter Daily Giro Deposit Summary the cash value box has 0.00. This is inconsistent.	Low
IR 364 (*)	21671	Event log displays multiple entries for "Report Transaction Log" - Produced an Event log at end of day. On examination found that there were 9 entries for "Report transaction Log" when only 1 had been printed.	Low
IR 376	21012	On Stock Unit Snapshot 'First Class Self Adhesive Stamps' is mis-aligned - After producing a Stock Unit Balance Snapshot all products except the 'First Class Self Adhesive Stamps' title are aligned.	Low
IR 404	21904	Session number on Counter Weekly Rems In Report is incorrect -  Counter Weekly Rems In Report displays session number as 7261 - 1 - 2047, with Date/Time underneath. Horizon OPS Reports and Receipts states that the session should be e.g. 1 - 15578 with the Date/Time on the same line.	Low
IR 409	21913	After an enforced log out whilst still having a transaction on the stack the session receipt indicated an amalgamation of the last 2 customer sessions -  Processed an Error Notice Giro Withdrawal, settled the session and produced a receipt. Entered a BES encashment onto stack, activated the temporary lock, left system for an additional hour, system enforced log out, logged back onto the system and produced a copy receipt (could not produce an original receipt). On the copy receipt both the Giro Error Notice and the BES encashment were present and the settlement was the net of the 2 transactions.	Low
IR 417	21039	During log on, when a revaluation message is printed, the system will repeat the message if 'OK' Icon is selected -  When the 'OK' Icon has been selected another revaluation message is printed and the screen message reappears. The only way to stop this from reoccurring is to select desktop. This is now the second occurrence of this problem, as it happened on day 13 at office B.	Low



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IR 420	21979	<p>When logging on after a non-testing day the system did not invoke an ONCH declaration -</p> <p>When logging onto Stock Unit BA, which is a individual stock unit, for the first time, but not the first activity that had been carried out on counter i.e. another stock unit had processed transactions. There was not an ONCH declaration for 30/03/97 enforced. All other stock units were required to declare there ONCH figures during initial log on. The 2 other stock units were both the first to log on at each node of the 2 nodes.</p>	Low
IR 421	21978	<p>UKPA PO Chge description on the Stock Unit Daily UKPA Summary is incorrect -</p> <p>UKPA Daily Summary recorded the UKPA Post Office Charge as 'UKPA acc charge', should be 'UKPA PO Chge' as stated in the OPS reports and Receipts.</p>	Low
IR 425	22050	<p>Entering an ordinary P &amp; A foil transaction onto the Horizon system, was not possible as there were no Icon's to complete this transaction.</p> <p>There should be a means of entering normal P&amp;A foil transactions onto the Horizon system, in order for correct reporting to both reports and Cash Accounts.</p> <p>THIS TRANSACTION HAS NO LINK TO OBCS</p>	Low
IR 429	18754	<p>Following a system enforced log out the items on the transaction stack were not committed -</p> <p>Postage stamps and AP transaction were on the transaction stack and at the settlement screen the system was left to time out. When the system was logged back on a receipt was produced but only the previous transaction was available. Produced a transaction log which did not contain the postage and AP transactions.</p>	Low
IR 439 (*)	20537	<p>After balancing the office and rolling into the next CAP, (02) the DEF Stock remains in CAP 01 -</p> <p>Produced an Office Balance Snapshot</p> <p>Produced an Office Balance Report</p> <p>Rolled office into next CAP to CAP 02</p> <p>Produced a Cash Account Snapshot</p> <p>Produced a Cash Account Balance Report</p> <p>Rolled over Cash Account to CAP 02</p> <p>Checked Stock Unit status - DEF Stock still shows CAP 01.</p>	Low

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IR 405	19808	Parcel traffic print out on Counter displays unnecessary additional details -  Parcel traffic Report produced by a Stock unit contains volume and value figures but it also displays a single item value which is incorrect and not required. However it does not affect Table 12 on the Cash Account.	Low
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*7.1.4.4 Observations*

In general the EPOSS functionality performed well throughout the E2E final pass. The main areas where incidents occurred are in the reports and summaries, the incidents deemed to have the highest impact on Live Trial are scheduled for Target Testing.

(\*) Denotes outstanding incidents currently scheduled for Target Testing.

*7.1.4.5 Overall Testing Status of Product*

GREEN

## End to End Testing Evaluation Report for Nile Release 2.0

### 7.1.5 Fallback & Recovery

#### 7.1.5.1 Test Conditions

Test Conditions Planned : 25

Test Conditions Passed : 25

Conditions Failed/Not Run: 0

##### 7.1.5.1.1 Details of Conditions failed / Not Run

None

#### 7.1.5.2 Fallback & Recovery Retests

	High	Med	Low	Total
Retests Passed	-	1	-	1
Retests Not Covered	-	-	-	0
Retests Failed	-	-	-	0
Retests Planned	0	1	0	1

##### 7.1.5.2.1 Details of failures

None

#### 7.1.5.3 New Fallback & Recovery Incidents

	High	Med	Low	Total
New Incidents Raised	-	-	-	0
New Incidents Closed	-	-	-	0
New incidents Outstanding	0	0	0	0

##### 7.1.5.3.1 Details of Outstanding Fallback Incidents

None

#### 7.1.5.4 Observations

None

#### 7.1.5.5 Overall Testing Status of Product

GREEN

## End to End Testing Evaluation Report for Nile Release 2.0

### 7.1.6 File Transfers

#### 7.1.6.1 Test Conditions

Test Conditions Planned : 2

Test Conditions Passed : 2

Conditions Failed/Not Run: 0

##### 7.1.6.1.1 Details of Conditions failed / Not Run

None

#### 7.1.6.2 File transfer Retests

	High	Med	Low	Total
Retests Passed	-	-	-	0
Retests Not Covered	-	-	-	0
Retests Failed	-	-	-	0
Retests Planned	0	0	0	0

##### 7.1.6.2.1 Details of failures

None

#### 7.1.6.3 New File transfer Incidents

	High	Med	Low	Total
New Incidents Raised	-	-	-	0
New Incidents Closed	-	-	-	0
New incidents Outstanding	0	0	0	0

##### 7.1.6.3.1 Details of Outstanding File transfer Incidents

None

#### 7.1.6.4 Observations

In the final pass the file transfers were consistently successful, enabling day to day running and data reconciliation on a daily basis.

#### 7.1.6.5 Overall Testing Status of Product

GREEN



## End to End Testing Evaluation Report for Nile Release 2.0

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### 7.1.7 Helpdesks

#### 7.1.7.1 Test Conditions

Test Conditions Planned : 28

Test Conditions Passed : 28

Conditions Failed/Not Run: 0

##### 7.1.7.1.1 Details of Conditions failed / Not Run

None

#### 7.1.7.2 Helpdesk Retests

	High	Med	Low	Total
Retests Passed	-	-	-	0
Retests Not Covered	-	-	-	0
Retests Failed	-	-	-	0
Retests Planned	0	0	0	0

##### 7.1.7.2.1 Details of failures

None

#### 7.1.7.3 New Helpdesk Incidents

	High	Med	Low	Total
New Incidents Raised	-	-	-	0
New Incidents Closed	-	-	-	0
New incidents Outstanding	0	0	0	0

##### 7.1.7.3.1 Details of Outstanding Helpdesk Incidents

None

#### 7.1.7.4 Observations

None

#### 7.1.7.5 Overall Testing Status of Product

GREEN

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## 7.1.8 Migration

## 7.1.8.1 Test Conditions

Test Conditions Planned :	5
Test Conditions Passed :	5
Conditions Failed/Not Run:	0

## 7.1.8.1.1 Details of Conditions failed / Not Run

None

## 7.1.8.2 Migration Retests

	High	Med	Low	Total
Retests Passed	-	-	-	0
Retests Not Covered	-	-	-	0
Retests Failed	-	-	-	0
Retests Planned	0	0	0	0

## 7.1.8.2.1 Details of failures

None

## 7.1.8.3 New Migration Incidents

	High	Med	Low	Total
New Incidents Raised	-	1	7	8
New Incidents Closed	-	-	1	1
New incidents Outstanding	0	1	6	7

## 7.1.8.3.1 Details of Outstanding Migration Incidents

Issue Ref.	PinICL	Description	Priority
IR 389	21742	Only Pre-Migrated figures showed on AP summary, none of the current days transactions appeared - After processing 3 AP transactions in the current day, an AP daily summary was produced only the Migration amount was shown on the summary. The transactions that were performed on that day were missing. The report was cut off and then a NIL receipt was produced.	Medium
IR 380 (*)	21784	All Weekly Summaries for CAP 52 BP 02 includes BP 01 transactions - Weekly Stock Unit summaries P&A, MVLS, and Green Giros for BP 02 have included transactions (migrated transactions) performed in BP 01 but do not appear on Stock Unit Balance Snapshot for CAP 52 BP 02.	Low

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IR 378 (*)	21784	Counter Daily Summaries includes Day 6 transactions - Counter Daily Summaries produced on day 8 includes migrated transactions. These migrated transactions do not appear on the Stock Unit Balance Snapshot as expected.	Low
IR 377 (*)	21784	UKPA transactions appear on Counter Daily Report for pre & post migration, also on the Office Daily Report but fees report correctly - The Counter Daily UKPA Report shows transactions and fees for pre and post migration when it should only report post migration. The Office Daily UKPA report also shows transactions for pre and post migration incorrectly but the fees are reported correctly as post migration only.	Low
IR 369 (*)	21784	Transactions from pre-migrated BP appear on reports after migration - When producing reports for Giro Deposits and Giro Withdrawals it was found that figures that were migrated from either manual or Ecco offices appeared on these reports.	Low
IR 360 (*)	20115	Number of Giro transactions recorded on the office snapshot is different to the number of transactions entered during Migration - 18 Giro personal withdrawal transactions were keyed in during migration in Table 10f, but 19 were recorded on the snapshot produced after migration.....4 Giro change giving transactions were entered during migration, with 4- now reporting to the snapshot.....1 Gas/Utility transacash and 4 ordinary transacash are now reporting as just 4 Giro deps/transacash.	Low
IR 353	17649	System could not migrate 30 E111 transactions that were performed in a manual office - In table 10g, lines 9172, 9179, 9178 and 9182 were not available for data entry during migration. In order to make sure these transactions report to the first cash account, they had to be keyed into Horizon via serve customer, instead of Migration.	Low

## 7.1.8.4 Observations

The migration activities performed during final pass were successful. It should however be noted that the input data used was targeted at avoiding the known migration issues which are fixed in 'Live' reference data.

(\*) Denotes outstanding incidents currently scheduled for Target Testing.

## 7.1.8.5 Overall Testing Status of Product

GREEN

## End to End Testing Evaluation Report for Nile Release 2.0

### 7.1.9 Reference Data

#### 7.1.9.1 Test Conditions

Test Conditions Planned : 9

Test Conditions Passed : 8

Conditions Failed/Not Run: 1

##### 7.1.9.1.1 Details of Conditions failed / Not Run

Description	Reason
Change of Multiple selling volume	Attempt at changing the multiple selling volume on £2 BT stamps failed, however this was later confirmed by product management as an inappropriate test.  Changing the multiple selling value of a fixed value item, is currently a Release 2, exception

#### 7.1.9.2 Ref. Data Retests

	High	Med	Low	Total
Retests Passed	-	1	2	3
Retests Not Covered	-	-	3	3
Retests Failed	-	-	-	-
Retests Planned	0	1	5	6

##### 7.1.9.2.1 Details of failures

None

#### 7.1.9.3 New Ref. Data Incidents

	High	Med	Low	Total
New Incidents Raised	1	0	2	3
New Incidents Closed	0	0	0	0
New incidents Outstanding	1	0	2	3

##### 7.1.9.3.1 Details of Outstanding Ref. Data Incidents

Issue Ref.	PinICL	Description	Priority
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IR 457 (*)	22062	System allowed shared stock unit to balance while holding vouchers in stock -  During a shared stock unit balance declaration, vouchers were entered and the stock unit was balanced and rolled into the next CAP. No warning message was displayed that vouchers 'should not' be declared within a stock unit balance.	High
IR 462	N/A	Insufficient product description on Rem In By Product report -  - Stamp Book Cartoon is displayed as Stpbk Other - DWS 2nd x 10 Stamp Book is displayed as DW Stmp Bk - DWS Stamp Book Cartoon is displayed as DW Stmp Bk	Medium
IR 433	N/A	The Icons for posting and redeeming Rem Surplus to Suspense are incorrectly labelled -  The Icon Rem Surplus (F8) which is in Housekeeping is the Icon used if a Rem Surplus is to be redeemed from Suspense.  The Icon Rem Dec Surplus (F5) is the Icon to use to post Descrrepancy to Suspense.  According to the Horizon Menu Hiarachy Document: F5 is labelled Rem Surplus F8 is labelled Rdm Rem Surplus.	Low

## 7.1.9.4 Observations

None

(\*) Denotes outstanding incidents currently scheduled for Target Testing.

## 7.1.9.5 Overall Testing Status of Product

GREEN



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**7.1.10 Order Book Control Service (OBCS)****7.1.10.1 Test Conditions**

Test Conditions Planned : 9

Test Conditions Passed : 9

Conditions Failed/Not Run: 0

**7.1.10.1.1 Details of Conditions failed / Not Run**

None

**7.1.10.2 OBCS Retests**

	High	Med	Low	Total
Retests Passed	-	2	-	2
Retests Not Covered	-	-	-	0
Retests Failed	-	-	-	0
Total	0	2	0	2

**7.1.10.2.1 Details of failures**

None

**7.1.10.3 New OBCS Incidents**

	High	Med	Low	Unclassified	Total
New Incidents Raised	1	1	1	1	4
New Incidents Closed	1	0	1	1	3
New incidents Outstanding	0	1	0	0	1

**7.1.10.3.1 Details of Outstanding OBCS Incidents**

Issue Ref.	PinICL	Description	Priority
IR 397	21937	When encashing more than 13 OBCS foils the message advises to encash in 2 sessions - The system correctly informs the user that the maximum allowable amount is 13 foils then advises to encash the 14th foil in a different session.	Medium

**7.1.10.4 Observations**

None

**7.1.10.5 Overall Testing Status of Product**

GREEN

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**7.2 External Systems****7.2.1 Business Support Unit (BSU)****7.2.1.1 BSU Retests**

None

**7.2.1.2 New BSU Incidents**

	High	Med	Low	Total
New Incidents Raised	2	14	1	17
New Incidents Closed	2	6	1	9
New incidents Outstanding	0	8	0	8

**7.2.1.2.1 Details of Outstanding BSU Incidents**

Issue Ref.	PinICL	Description	Priority
BSU 17	22966	3 Unmatched encashments were reported on PMSR100 and PMSR103 (dated 15/04/97), after they were re-input (unchanged) on SUPF138 the previous day. <<< Full details available on original incident >>>	Medium
BSU 16	22959	PSR115 for transaction on 7/4/99 reports various 320 exceptions. These are known as recovered EPOSS orphans because they have not been matched to a corresponding BES orphan created during fallback. In every case on this report the 320 exceptions have date entered in the fallback field of the report. How can this be if an unmatched EPOSS orphan should only have a date in the recovery field? (BES orphans are reported correctly as in their case the recovery field is blank and Fallback field does have a date in it.)	Medium
BSU 15	22796	On SUPF138 (maintain adjusted encashments screen), encashment number 5050380100001260 has no encashment details. The PAS exception code is 18, and there should be encashment details returned from the counter, together with encashed payments.  There is also an encashed payment on SUPF138 (5050380100001269) which is not reported as suspended on PMSR105 or PMSR100/101. This needs to be investigated.	Medium

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BSU 14	22730	<p>PMSR116 (dated 12/04/97) reported as cleared all the fallback and recovery exceptions which were previously on PMSR115. However, the following errors were detected: -</p> <p>1- Where the PCHL encashment was voided, PMSR116 included a value. this is incorrect as the value should be Zero (as it is on PMSR115)</p> <p>2- For EPOSS orphans and BES orphans, BAD records should be sent to TIP once the exceptions have been cleared, yet in the column 'BAD to TIP' on PMSR116, all of the indicators are set to 'N'. However, Linda Austin has confirmed that BAD records were received by TIP for these exceptions, so it appears to be a reporting problem.</p>	Medium
BSU 13	22534	SUPR100 (from 07/04/97 to date) reports an EPOSS duplicate (325) in the section named 'Exceptions Brought Forward', but it does not include this exception in the 'Exceptions Carried Forward today' section. The EPOSS duplicate was (correctly) automatically cleared along with the corresponding EPOSS orphan on 07/04/97. However, only the EPOSS orphan was reported as cleared on PMSR116 on 07/04/97. There is no evidence of the EPOSS duplicate being cleared, and there is still a discrepancy on the SUPR100 being carried forward.	Medium
BSU 10	22744	PMSR 105 dated 8/4/97 for transactions on 7/4/97 reports one suspended encashment (44000YG020035C001, 5050380100001260) for the amount of £11.05. This suspended encashment should also be reported on PMSR 100 and PMSR 101 under section 3 of those reports entitled "ENCASHED PAYMENT VALIDATION FAILURES" but it is not reported there under activity for 7/4/97, or any other date in that report.	Medium
BSU 07 (*)	19789	The APS Reconciliation report (National Totals) report with report date 07/04/99 shows 11 dates in the Date Entered / Date Harvested columns. The report is meant to be a ten day rolling report in which case the row of data with the date of the 4/03/97 should have come off the report.	Medium
BSU 02	20204	The APS transaction summary report still appears to be incorrectly structured: a. I was led to believe that the Giro/Non-Giro split was to be abolished and replaced with a simple 'Client' column? and b. The 'Total value of Normal Transactions' is still in a non-monetary format i.e. £20.00 as opposed to 2000 (which could be misinterpreted).	Medium

## End to End Testing Evaluation Report for Nile Release 2.0

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### 7.2.1.3 *Observations*

BSU performed BES and APS reconciliation as per 'Live' procedures and although anomalies still exist on the PMSR reports, the process itself was reported to have been successful.

(\*) Denotes outstanding incidents currently scheduled for Target Testing.

### 7.2.1.4 *Overall Testing Status of Product*

GREEN



## End to End Testing Evaluation Report for Nile Release 2.0

## 7.2.2 Customer Accounting and Payments System (CAPS)

## 7.2.2.1 CAPS Retests

None

## 7.2.2.2 New CAPS Incidents

	High	Med	Low	Total
New Incidents Raised	0	3	7	10
New Incidents Closed	0	1	5	6
New incidents Outstanding	0	2	2	4

## 7.2.2.2.1 Details of Outstanding CAPS Incidents

Issue Ref.	PinICL	Description	Priority
CAPS 140 (*)	23073	This TT was rejected by Pathway with 55118 - Card type invalid. The card type field was blank as the TT was for an Uncarded Casual Agent. The DIDVR describes this field as optional and therefore CAPS believe that this rejection is inappropriate.	Medium
CAPS 123 (*)	21697	IPTE2E(R2) - CAPS Codes files produce 199 rejections when processed by Pathway	Medium
CAPS 133 (*)	19962	An urgent payment was attempted but PW responded with error 52021 = Declaration type given does not exist on database. The declaration type given was "000" but page 16 of the R2 DIDVR states that this field is only applicable if the ENC by beneficiary suggests that "000" should be acceptable when the ENC by Beneficiary flag is "N".  This incident has been given a LOW priority. However, if Live Trial included a second benefit then this would be a HIGH.	Low
CAPS 127	17699	Carded casual agent cashed AP3 £20.05 at NPO, counter receipt shows payment cashed by customer rather than carded casual agent.	Low

## 7.2.2.3 Observations

None

(\*) Denotes outstanding incidents currently scheduled for Target Testing.

## 7.2.2.4 Overall Testing Status of Product

GREEN

## End to End Testing Evaluation Report for Nile Release 2.0

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### 7.2.3 Host Automated Payment System (HAPS)

#### 7.2.3.1 HAPS Retests

None

#### 7.2.3.2 New HAPS Incidents

	High	Med	Low	Total
New Incidents Raised	0	4	0	4
New Incidents Closed	0	4	0	4
New incidents Outstanding	0	0	0	0

#### 7.2.3.2.1 Details of Outstanding HAPS Incidents

None

#### 7.2.3.3 Observations

None

#### 7.2.3.4 Overall Testing Status of Product

GREEN

## End to End Testing Evaluation Report for Nile Release 2.0

## 7.2.4 Transaction Information Project (TIP)

## 7.2.4.1 TIP Retests

	High	Med	Low	Closed	Total
Retests Passed	2	25	7	9	43
Retests Not Covered	0	0	0	0	0
Retests Failed	0	0	0	0	0
Retests Planned	2	25	7	9	43

## 7.2.4.1.1 Details of failures

None

## 7.2.4.2 New TIP Incidents

	High	Med	Low	Total
New Incidents Raised	4	28	23	55
New Incidents Closed	2	14	13	29
New incidents Outstanding	2	14	10	26

## 7.2.4.2.1 Details of Outstanding TIP Incidents

Issue Ref.	PinICL	Description	Priority
TIP 743 (*)	22534	E2EF: BES encashments performed at Tottenham (23578) on (03/04/97), encashment ref. 505038/01/00000220 for amount £24.10. The exception for this transaction on PMSR 115 (07/04/97) was missing from PMSR 115 and PMSR 116 on (08/04/97). Should have received a code 120 (EPOSS no BES) on the BARSF (08/04/97).	High
TIP 738 (*)	22744	E2EF: BARSF subfile W_097066 contained a value of £763.10 against 'Total Encashments'. The 'adjusted' total of encashments for this date as reported on the PMSR 101 is £729.95, a difference of £33.15. The two should always be the same.	High
TIP 697 (*)	22214	E2EF: Upon transmission file creation at Pathway, file W_093009 was found to contain a negative session sequence number in an OTX record for Org unit 23579 (Rhyll - non-automated). the item id within this record was 852 (milk token). The file was edited prior to transmission to TIP and was therefore not rejected.	Medium
TIP 665 (*)	21809	E2EF - Newport, org unit code 23573, cash account week 52. Electronic Cash Account record receive (CAC) and Final Balance Office Report cash figure values agree: £56540.43. Electronic Stock Holdings record received (STX) = 356545.09. Difference = £4.66	Medium

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TIP 672	20212	E2EF: BARSF file W_088066 contains a BAT record for 29/03/97, with a value of £3279.60 against the 'reconciled encashments' field. TIP expected this value to be £1093.20, the reconciled figure appears to be 3 times expected.	Medium
TIP 683 (*)	22228	BES E2EF - PCHL authorise BES encashment of £11.05 (NINO YA011053A). Amount recovered to EPOSS £21.05. BAD record received. However Date of transaction expected 20.04.96, Date of transaction received in OTX Additional details 31.03.97. The date sent to TIP was the date the transaction was recovered to EPOSS (31.03.97). The date which TIP should have been sent was the date that was keyed which was (20.04.96).	Medium
TIP 684	21970	E2EF: Cash Account received for Week 1, Org Unit 23574 (Aston Villa) misbalances by £2.92 i.e. line 0700 (Receipts total) = £89,589.87 and line 1700 (Payments total) = £89,592.79.	Medium
TIP 691 (*)	22229	Stock Holdings report Man Utd C/A Week 1 received the following record that was not on the office printout Name = Cheque Value = 1.82 Quantity = 6	Medium
TIP 705 (*)	22230	E2EF: Cash account for week 01, Office 23576 (Man Utd), Line 4011 shows a quantity of 5. Transactions received by TIP indicate that this line should show a quantity of 6.	Medium
TIP 733 (*)	N/A	E2EF:BES Encashment performed at Tottenham (23578) on (26/03/97), encashment ref. 505038/01/00001260 for £11.05 was not reported on the PMSR reports . (ISDN Link down 10 days).  This encashment was expected to be reported on the PMSR 104 on 07/04/97.	Medium
TIP 763	22634	E2EF: File W_101030 contained OTRAN subfile for org unit 23576 (Man Utd) dated 09/04/97. This subfile contained 2 OTX records with item = 914 (Produce Final Cash Account Event) and cash account week number = 2. There can only be one record with this item per org unit per cash account week.	Medium
TIP 734 (*)	22477	E2EF:BES Encashment performed at Tottenham (23578) on (26/03/97), encashment ref. 505038/01/00001218 for £11.05 was voided at PCHL and recovered as completed transaction for £6.05. 2 BAD Records have been received by TIP; 140 (status mismatch) with zero values (correct), and a 100 (amount mismatch) showing authorised £11.05, encashed £6.05. In this scenario the authorised amount should have been 0, because PCHL voided the encashment.	Medium



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TIP 711 (*)	22435	E2EF: File W_097011 received by TIP on 02/03/99 contains numerous OTRAN subfiles for org unit 23578 (Tottenham). This outlet has an ISDN failure from 26/03/97 to 06/04/97. The first subfile within the file contains OTX records from 08:14:38 on 26/03/97 to 23:59:59 on 27/03/97 with only one EOD marker dated 27/03/97. The OTX records must be split into two subfiles with an EOD marker at the end of each subfile.	Medium
TIP 726 (*)	22477	BES Encashment performed at Tottenham (23578) on (03/04/97), for amount £11.05, encashment ref. 505038/99/00000214 was voided at PCHL but recovered to EPOSS as completed. As the ISDN link was down at the time of recovery expected exceptions are a 320 for £11.05 and a 330 status void for £0. When the system matched these two orphan transactions two new exceptions should have been generated- a 310 status mismatch with zero values and a 300 value mismatch showing zero authorised and £11.05 encashed (NB: at this point the 320 and 330 would transfer to the PMSR 116 as cleared). 2 corresponding BAD records should have been sent to TIP for the exception code 300 and 310. TIP has received a BAD record for code 310(BAD140) but not 300(BAD100). The exceptions received on PMSR115 were 320 and 310.	Medium
TIP 722 (*)	N/A	E2EF: Session sequence 1259 for Org unit 23578 (Tottenham), Stock unit GA contains two records, i.e. item = 37 (Stamp Book 1st x10), Txn mode = 1 (sell), Amount = 7.80 and item = 1 (cash), Txn mode = 1 (sell), Amount = -3.25. The session does therefore not balance.	Medium

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TIP 718 (*)	22251	<p>BES Encashment performed at Tottenham (23578) on (02/04/97), encashment ref. 505038/99/00000209 for amount £11.05. (recovered to EPOSS as £15.05) has generated two exceptions on the PMSR115. 1st is for exception code 300 (amount mismatch); 2nd is for exception code 320 (EPOSS no BES). Only one transaction was recovered, therefore only one exception expected.</p> <p>The following text has been added from Incident TIP724, and 724 has now been closed.</p> <p>BES Encashment performed at Tottenham (23578) via PCHL on (03/04/97), PCHL encashment ref. 505038/99/00000223 amount £22.10 was recovered to EPOSS with encashment ref.</p> <p>*****224 amount £18.10. Which Postmaster confirmed at end of week. Two exceptions expected. 1st an exception code 320 (EPOSS no BES) for encashment ref. "224 for amount £18.10 and a 2nd exception code 330 (BES no EPOSS) for encashment ref. "223 for amount £22.10. However, three exceptions were received for encashment ref "224 (300, 310, 320).</p>	Medium
TIP 658	N/A	E2EF: OTRAN subfile (W_081035) for Org unit 23572, contains a number of invalid item transaction mode combinations: Items 340, 685, 691, 692 and 693 were all received with transaction mode 1 (sell). The only transaction mode applicable for all these items is 15 (housekeeping).	Low
TIP 769	N/A	<p>E2EF: Cash account for Tottenham (23578) Week 2</p> <p>Table 2(a) Line 46 has a value of -100. Negative values should not be allowed on this line.</p>	Low
TIP 698	N/A	E2EF: during E2EF OTX records have been received by TIP for Org Units 23573 and 23575 where the method of data captur has been set to 5 (Scales). Howeve, neither of these Org units are equipped with scales in the E2EF test environment	Low
TIP 688 (*)	22224	E2EF: BARSF file W_092066 contains a BAD record with exception code 130 (BES no EPOSS) which has no value in the 'authorised value' field. TIP did not expect to receive BAD records for BES no EPOSS where the authorised amount was zero.	Low
TIP 670	21499	E2EF - Aston Villa wk 52 - STX quantity record of 25 with a zero value for Discount Wholesale Stamp Books. Quantities without values shouldn't be generated.	Low

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TIP 669	21499	E2EF: During the test phase TIP has received many transactions with transaction modes 16 & 18 (Stock adjust +/-) where the quantity value has been incorrect. After investigation it appears that on occasion the quantity is involved in the previous stock adjust is being carried through to the next current. Exmpl: Day 06, Org Unit 23574, Amount £675.00 Tran mode 18, Quantity received as 20. The quantity was scripted as 1.	Low
TIP 668	21952	File W_085058 ORG Unit 23573 Session Sequence 1587 Start Time 1305383 The OTX record has the wrong Transaction mode code, the received code is 1 and it should be 15. Session Sequence 1583 is displaying the correct Transaction mode Codes session sequence 1587 should follow the same rules for reversal.	Low
TIP 710	N/A	E2EF: During this phase TIP has received several transaction records for Item ID 188(Postal Order Cashed Stam) , Tran mode 1 with quantity 0, value 0.  For a specific example of this error please see file W_082047.  Org Unit - 23573, Item ID -188(Postal Order Cashed Stam) Transaction mode - 1, quantity 0, value 0.	Low
TIP 664	N/A	E2EF: OTRAN subfile (W_083051) for Org unit 23575, contains an invalid item. Transaction mode combination: Items 341 was received with transaction mode 1 (sell). The only transaction mode applicable for this item is 15 (housekeeping)	Low
TIP 680	22001	E2EF: Session sequence number 1845 for Org unit 23574 (Aston Villa), Stock Unit 'CA', till id '1' on 23/03/97 (Day 7) contains two transactions. The two transactions carry different transaction modes i.e. 1 (sell) and 14 (bulk input). A single session must only contain 1 transaction mode. The 2 transactions also have different employee id's and Fallback mode flags which must be consistent within a single session.	Low

## 7.2.4.3 Observations

Of the 26 outstanding TIP incidents, 14 have been scheduled for Target Testing.

(\*) Denotes outstanding incidents currently scheduled for Target Testing.

## 7.2.4.4 Overall Testing Status of Product

GREEN

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## 8 CLOSED INCIDENTS

Issue Ref.	PinICL	Description	Priority
BSU 08	N/A	<p>PMSR115 (dated 07/04/97) reports several fallback and recovery exceptions, due to the ISDN line for office 505038 being connected for the first time. PMSR115 has not reported these exceptions correctly. The following errors have been detected: -</p> <p>Some encashments have resulted in an EPOSS orphan (code 320) as well as a status mismatch (310) and an amount mismatch (300). Codes 300 and 310 mean that both the EPOSS and the BES transactions have been found with corresponding encashment IDs, the only difference being in the amount and/or the status of the transaction. we would therefore not expect to see an EPOSS orphan in this case, as it suggests that the BES encashment has not been sent to the counter, thus contradicting a code 310 and 300.</p> <p>There is a case of a 310 being reported without a 300. The transaction ID for the 310 is 5050389900000214, and the PCHL status is void, while the counter has recovered the transaction as cashed. This should have also resulted in an amount mismatch.</p> <p>A series of BES and EPOSS orphans have been received . Some can be matched by the NINO, the amount and the status. The only field that differs is the fallback date. This suggests that the fallback dates which have been reported are erroneous.</p> <p>There are three EPOSS orphans reported on PMSR115 on 07/04/97, and they are also reported as cleared on PMSR116 on the same day. This should not happen and requires investigating.</p> <p>This incident must be given the 1 - Highest priority as the above problems have prevented us from reconciling TIP with CBOS, and this is not acceptable to ICL Pathway or our sponsors.</p>	High



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BSU 09	N/A	<p>Four fallback and recovery exceptions which were reported on PMSR115 on 07/04/97, have been removed from the following day's PMSR115, yet they are not reported as cleared on PMSR116. The transactions that have been removed are as follows:-</p> <p>Exception Code    Transaction ID</p> <p>320                5050389900000230</p> <p>320                5050389900000226</p> <p>320                5050389900000220</p> <p>325                5050389900000220</p> <p>These exceptions should remain on PMSR115 until they are cleared by BSU. Once they have been cleared by BSU, they should be reported on PMSR116.</p>	High
IR 444	19459	<p>OBCS book status displayed as Encash but should have Impound -</p> <p>Scanned OBCS book M38, expecting an Impound message to be displayed but instead the book was encashable. Did not make payment and escaped from screen.</p> <p>Sue Bollom confirmed that the stop notice for book M38 was sent on 26/03/97.</p>	High
TIP 717	N/A	BES Encashment performed at Tottenham (23578) on (26/03/97), encashment ref. 505038/01/00001269 for £22.10 not received by TIP. (ISDN Link down 10 days).	High
TIP 732	N/A	E2EF:BES Encashment performed at Tottenham (23578) on (26/03/97), encashment ref. 505038/01/00001260 for £11.05 not received by TIP. (ISDN Link down 10 days).	High
BSU 01	N/A	Section 2 of PMSR 114 (dated 23/03/97) does not report any files being produced and issued by ICL Pathway, yet PMSR 100 confirms that 26 encashments took place. PMSR 114 should have shown that these encashments had been sent to CPCS.	Medium
BSU 04	N/A	On the APS transaction Summary reports for test dates 30/03/97 and 31/03/97 the second entry in the client name column does not exist ('E2E Electricity?'). Should it not be part of Yorkshire Electricity (Client code 114)?	Medium

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BSU 05	N/A	<p>The APS Transactions Transferred total on the APS Reconciliation report (National Totals) for the test day 04/04/97 is 55 transactions for a value of 3903.79</p> <p>The Total number of Normal Transactions on the APS Transaction Summary report for test day 04/04/97 is 49 transactions for a value of 3728.67</p> <p>The transaction numbers and values on these two reports should match.</p>	Medium
BSU 06	N/A	<p>PMSR 114 dated 04/04/97 for transaction on 03/04/97 reports a total of 99 payments received for an amount of £2986.40. PMSR 100 for the same date reports 99 payments received but for an amount of £2966.35. There were no payments reported on PMSR 112. The values of payments received on PMSR 112 + PMSR 114 should = PMSR 100 but in this case they do not.</p> <p>PMSR 114 also reports one stop processed by Pathway for an amount of 11.05, but this does not show on PMSR 100 as it should. No stops were reported on PMSR 100 at all.</p>	Medium
BSU 11	N/A	<p>According to Iain Blood at POCL Farnborough, HAPS was expecting to receive NO APS transaction files for the date entered 9/4/97. However the APS reconciliation report (National totals) reports 4 transactions at £267.99 as transferred.</p> <p>Should there not be an entry of 4 transactions for £267.99 in the APS delayed column ?</p>	Medium
BSU 12	N/A	<p>PMSR 100 for transactions on 10/04/97 reports 91 payments from CAPS for an amount of £2773.60. There is not a single payment reported as received on PMSR 114. Why is this so ?</p>	Medium
CAPS 142	N/A	<p>IPTE2E(R2) - Duplicate encashment by Alt payee and Customer.</p> <p>On 01/04/97 Alt Payee (YA 011016D) cashes AP3 01/04/97 @ £11.05 at Restricted NPO (A).</p> <p>On 09/04/97 Customer cashes AP4 08/04/97 @ £11.05 and AP3 01/04/97 @ £11.05 is also available again at Restricted NPO (E). AP3 has been encashed twice..</p>	Medium
HAPS 107	N/A	Service ID mismatch	Medium
HAPS 108	N/A	No control file on PCS PC for PCSOI	Medium
HAPS 109	N/A	Transaction in lower case	Medium
HAPS 110	N/A	Validation Failure	Medium
IR 354	20183	System enforces 'ONCH' declaration after log on - Following log on the system enforced an 'ONCH' declaration, this also happened on the second and third occasions when the user logged on. The incident was repeated on both the master and the counter positions.	Medium

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IR 387	21773	Cannot enter item 365, Anglia Water Smart Card - It is not available on the Horizon picklist in this office.....It should have been as it is a core product	Medium
IR 393	21845	Office daily reports do not display transaction or stock unit / BP details - After printing counter daily reports for Giro deposits and withdrawals, Bt bills, NS deposits and withdrawals and cutting off. The office daily reports did not show the transactions that were reported on the counter dailys	Medium
IR 423	21970	The Cash Account mis-balanced by twice the amount of the revaluation completed on Day 13 - When producing the Cash Account: - The Stock Unit snapshot and report balanced - The Office Snapshot and Report balanced - The Cash Account Snapshot mis-balanced by £2.92 between the receipts and payments - The revaluation figure of £1.46 did not report to the revaluation line of the Cash Account - The revaluation figure reported to the postage figure - The post Cash Account Stock Unit and Office Snapshot both report the correct figures.	Medium
IR 424	N/A	Office Daily Reports for Day 13 include Day 11's transactions - Office Daily Reports: - Giro Deposit Summary - Giro Withdrawal Summary - B/T Bill Summary - NS Deposit Summary - NS Withdrawal Summary Include Day 11's transactions.	Medium
IR 463	N/A	Product list produced has included Product Change Listing - On the Product List a Product Change Listing appears at the end of the report. The changed products appear on the Product List with the new details. Therefore is it necessary for the Product Change Listing to be printed and how long will a product remain on this list after the date of change.	Medium



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TIP 666	N/A	E2EF: Cash Account for org unit 23573 (Newport) for week 52 has entries against Cash Account lines 0021, 0034, 0044, 0048, 0053, 0062, 0072. These lines relate to stock received from Hemel Hempstead, as Newport is a 'provincial' office it should not receive stock from Hemel Hempstead, these entries should have been on lines 6037 / 77 / 07 / 05 / 06, 6035, 6034, 6039, 6039 / 73 / 41 / 42 / 40, 6043, 6052 and 6033 respectively in Table 6 (ie stock from other offices). The incorrect transactions for this office type should have been noted at the Horizon counter, the equivalent Horizon incident has been covered by this TIP incident to avoid duplication.	Medium
TIP 692	N/A	Newport Stock Holding Records Received CA Week 1 Cash = 81834.34 and on the Office Printout = 81829.44.	Medium
TIP 712	N/A	E2EF: During the test phase there is an ISDN failure re. org unit 23578 (Tottenham). In files W_097003 and W_097011, TIP received 8 EOD markers with an incorrect time. i.e. 27/03 = 23:59:59, 28/03 = 22:13:20, 30/03 = 23:59:59, 01/04 = 23:59:59, 03/04 = 20:30:30, 04/04 = 19:01:07, 05/03 = 23:59:59 and 06/04 = 23:59:59. End to End reference data identifies 17:00 as the closing time for this outlet on all days of the week, therefore these EOD markers should all have been written at 17:30.	Medium
TIP 721	N/A	E2EF: Session sequence 1270 for Org unit 23578 (Tottenham), Stock unit GA contains only one record, i.e. item = 1 (cash), Txn mode = 1 (sell) and Amount = - 22.10. The session does therefore not balance.	Medium
TIP 723	22251	BES Encashments performed at Tottenham (23578) on (03/04/97), encashment refs. 505038/99/00000230  *****226  *****229  *****220  Each generated a 1st exception code 320 (EPOSS no BES) on PMSR115. 2nd exception code 330 (BES no EPOSS) for these encashment refs. and amounts was expected but is missing from the report. In this scenario either both exceptions should appear or none at all.	Medium
TIP 724	22251	BES Encashment performed at Tottenham (23578) via PCHL on (03/04/97), PCHL encashment ref. 505038/99/00000223 amount £22.10 was recovered to EPOSS with encashment ref.  *****224 amount £18.10. Which Postmaster confirmed at end of week. Two exceptions expected. 1st an exception code 320 (EPOSS no BES) for encashment ref. "224 for amount £18.10 and a 2nd exception code 330 (BES no EPOSS) for encashment ref. "223 for amount £22.10. However, three exceptions were received for encashment ref "224 (300, 310, 320).	Medium



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TIP 727	N/A	<p>Aston Villa(23574) CA Week 2: Received the following Stock Holding record that was not on the Final Balance Office Report:</p> <p>qty: 71 Name: Rail tkt</p> <p>Portadown (23575) CA Week 52: Receieved the following Stock Holding record that was not on the Final Balance Office Report:</p> <p>qty: 318 Name: Rail tkt</p>	Medium
TIP 728	21809	E2EF: Newport Stock Holding Records Received CA Week 2 Cash = 83062.18 and on the Office Printout = 83057.52	Medium
TIP 731	N/A	<p>E2EF: Tottenham (23578) CA Week 1</p> <p>CA Lines 1004 and 4081 on paper Cash Account: the values do not match the number of transaction records received from TIP.</p> <p>Linked to Incident numbers 721 and 722</p>	Medium
TIP 735	22251	E2EF:BES Encashment performed at Tottenham (23578) on (26/03/97), encashment ref. 50538/01/0001218 for £11.05. Exceptions expected on PMSR115 were 320 for amount £6.05 and a 330 with status of void. The system should have matched these clearing the two exceptions to PMSR116, creating two new exceptions of; 300 (amount mismatch) and 310 (status mismatch) the next day. The exceptions reported were 300, 310, 320 all same day.	Medium
TIP 736	22251	<p>E2EF:BES Encashments performed at Tottenham (23578) on (26/03/97), encashment refs. 505038/01/00001232</p> <p>*****223</p> <p>have created spurious exception on PMSR115 code 320 for zero values.</p>	Medium
TIP 747	N/A	E2EF: No OTRAN subfile for org unit 23573 (Newport) for day 24 (system date 09/04/97) sent to TIP with transmission of day 24 files.	Medium
TIP 750	N/A	E2EF: No OTRAN subfile for org unit 23579 (Rhyl, non-automated) for day 24 (system date 09/04/97) sent to TIP with transmission of day 24 files.	Medium
TIP 753	N/A	<p>E2EF: Aston Villa Week 2 Cash Account Cash Account line 5010</p> <p>Value displayed on Cash Account is £3159.47</p> <p>Value by adding OTX records for week 2 is £3160.93</p> <p>N.B. Brought forward figure from week 1 is £2294.20</p> <p>There is a difference of £1.46</p>	Medium

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BSU 03	N/A	PMSR114 (section 4) reports a rejection received from DSS. However, the 'transaction ID' column is populated correctly. It contains the word 'CHECKSUM' rather than a genuine transaction ID. it also does not report the NINO of the rejected transaction.	Low
CAPS 125	N/A	IPTE2E(R2) - Encashment file received with keyed cards at BES machines	Low
CAPS 126	21632	Encashment of AP1 & AP2 total £22.10 due to be made on day 7 at PO A have not been made. Card impounded at HD not the counter	Low
CAPS 131	N/A	Customer was in the process of collecting card at NPO. EVP was expected but user was not prompted by the counter. As a result, test condition 27 - "Customer gets 2 EVP questions wrong - PUN and card Impounded" was not tested.	Low
CAPS 132	N/A	Temp Token requested in CP610 for SPO (POB), replacement card requested, no change made to NPO, replacement card has been sent to SPO (POB) in error rather than NPO (POE) NB. Priority of stir only L as multi benefit which does not impact CHB go-live Already covered in IR 416	Low
CAPS 144	N/A	All weekly JSA cases within the test pack have not had contingency payments produced. All these cases are JSA weekly paid.	Low
IR 355	N/A	Transaction ID differs between customer receipt and transaction log - Performed a BES transaction and received an Impound message, Produced a customer receipt for the transaction with the ID of 01-2122 (Script No. 2401).....Produced a transaction log which displayed the NIL BES transaction with the transaction ID of 01-2124 (Script No. 124)	Low
IR 357	N/A	A batch of BES cards failed to be received into the office, due to an error in the ordering process - When trying to receive a batch of BES cards into the office, the numbers were not recognised, causing two of the cards to be impounded. This has been traced to the fact that the batches were incorrectly setup..	Low
IR 359	N/A	Printout formats appear differently with NSB withdrawals and deposits - When printing NSB withdrawals summary a sub heading of NS Ord A/C special withdrawal appears, even though no entry is made against this - Also on NSB withdrawals there are sub totals for each different group, on the deposits there is only a total.	Low
IR 361	N/A	Transaction log does not report migrated Table 5 and Discrepancies figures - During Migration stock was entered in Table 5 and a loss entered in Discrepancies. Printed a Transaction Log at the end of day and these items did not report.	Low

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IR 366	N/A	Unable to activate OBCS Receive screen - After accessing Token Management attempted to activate OBCS receive book icon. Icon turned grey but the screen did not change. Other icons on this screen invoked their associated screens. The receive book icon can be accessed on other offices.	Low
IR 368	21680	Temporary Tokens unable to be cashed at the counter in Offices A, B & C - On attempting to perform manual Temporary Token encashments the system displayed the message "This card cannot be used at this office.....". Checked with CAPS and the elpdesk and these Temporary Tokens have all been set-up correctly.	Low
IR 370	N/A	Could not produce a transaction log when no transactions had been entered - When a user attempted to produce a transaction log (when no transactions had been entered onto the Horizon system) on a shared stock unit with both users logged on, by selecting the 'By User' option the report was not produced.	Low
IR 371	N/A	The Grand Total is not displayed on Counter Rem In Summary - After producing a Counter Rem In Summary, 2 sessions for Rem In were reported and the addition was correct but there was not a Grand Total shown.	Low
IR 372	N/A	Cannot migrate V10/V62 Transactions (Item 119) - During migration there is not a line in the Receipts Data Entry Table to input V10/V62 transactions. V10/V62 (item 119) is included in E2E Reference Data Requirement for Nnon-core products in this office.	Low
IR 373	21871	Cannot produce a BES Weekly Cards Impounded Report - When attempting to produce a BES Weekly Cards Impounded Report following inputting CAP date a message is invoked stating date is not a valid CAP resulting in the report not being produced.	Low
IR 379	N/A	Transaction ID (Ref) differs between the Transaction Log and the Rem In Slip - Following Rem In session Rem In Slip was produced with Ref 02-589 but on the Transaction Log it appears as 2-590.	Low
IR 382	21666	The e2e test plan shows that the customer details for YC012005B should have been sent to Pathway on Day 8, 24/03/97. No customer details record was found in the files received by Pathway.	Low
IR 384	N/A	Tables on cash account do not have totals - The following tables do not display a total.....Table 2, 29, 3, 6, 8 and 9.	Low
IR 391	21783	Enforce ONCH problem when an incorrect figure is entered - If an incorrect Daily Cash declaration is entered when enforced during log on there is no way to enter a correct one.	Low



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IR 392	21783	Enforced ONCH declaration uses current cash holding to compare amount entered - On an individual stock unit the discrepancy check is being made against the current cash holding other than the cash held overnight.	Low
IR 394	21843	Migration Verification Report, Suspense Account Report do not report to the Event log - Migration Verification Report produced at 09:47 25/3/97 and the Suspense Account Report produced at 09:58 25/3/97. Both reports are not included in the Event Log produced at 14:42 25/3/97.	Low
IR 399	21814	When processing a Cash Account and rolling into the next CAP, a message indicated that the year was 1996 - After rolling the Cash Account from week 52 to week 01 the next CAP end date was in 1996. The date was confirmed by obtaining an Office Weekly P&A Summary that has the next CAP printed on it.	Low
IR 401	21811	The inbound CAPS Data files for End to End Final Pass Day 9 have been checked  and the following errors have been identified:  See PinICL - 21811	Low
IR 403	21863	The inbound CAPS Data files for End to End Final Pass Day 10 have been  checked against the plan and the following errors identified:  See PinICL - 21863	Low
IR 406	N/A	System enforced Log Out did not activate after 90 minutes -  Attempting to test if the system would enforce a lock out, the system was left for 90 minutes but the temporary lock did not even activate. The temporary lock eventually activated after 105 minutes. The system was not left after this due to time restraints. The temporary lock did however activate after the 30 minute mark on office C 'Aston Villa'.	Low
IR 407	20115	Cash Account Week 52 reporting incorrect volumes for Giro transactions -  Cash Account week 52 is reporting 1 more Giro inpayment and Giro outpayment: Giro inpayment should be 29 not 30, Giro outpayment should be 4 not 5. Could be connected to IR 360 (PinICL - 20115) incorrect giro volumes on Office snapshot.	Low



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IR 408	21874	The inbound CAPS Data files for End to End Final Pass Day 11 have been  checked against the plan and the following errors identified:  See PinICL - 21874	Low
IR 416	21910	Batch receipt via Helpdesk failed due to batch setup with incorrect office details -  On attempting to receive a batch (DT000000204GB) via the Helpdesk using the FAD code for Office "G" 505038 (containing 2 cards NINO's: YG020035 & YG020035 which had TT's assigned for FAD code 501680 instead of the correct FAD code of 505038) the Helpdesk prompted that the batch was not recognised at this office. On investigation it was found that the batch had been incorrectly setup against office "B" 501680. This could be related to the existing issue whereby assigning TT's to a SPO other than the NPO changes the NPO to the SPO.	Low
IR 418	N/A	Following a Reference Data drop APE2E117 did not change Client name -  AP card APE2E117 'Yorkshire Electricity' was expected to have changed Client name to 'E2E Electricity' following Reference Data Drop (28/03/97). Performed Magcard APE2E117 transaction for £25.00, Client name still displayed as 'Yorkshire Electricity'.	Low
IR 432	22014	E2E FP - Missing or unexpected CAPS data  See PinICL - 22014	Low
IR 434	22075	E2EFP - Missing or unexpected CAPS Data.  See PinICL - 22075	Low
IR 441	N/A	Product Listing Report different from the example in the Receipts and Reports OPS -  Product Listing Report generated by Horizon contains Version, Unit Price and From but does not include PLU number. This report differs from the example in the Receipts and Reports OPS.	Low
IR 442	22170	E2EFP - Missing or Unexpected CAPS Data Files  See PinICL - 22170	Low

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IR 459	22535	<p>BES recovery transaction not appearing in the "Mis-match" screen during Cash Account rollover -</p> <p>Case G6,NINO GRO On Day 18 payments AP1 &amp; AP2 (total = £40.10) were encashed via the PCHL. This was then recovered twice at the counter.</p> <p>The first recovery was performed using the correct transaction ID and the correct payment value, the second recovery was performed using the correct transaction ID but the incorrect payment value (£24.10).</p> <p>When attempting to roll the Cash Account into the next CAP, the BES "Mis-match" screen was displayed. As the ISDN line was still out at this Office, every recovered BES transaction was displayed with the exception of the £24.10 encashment.</p> <p>This encashment did appear on the relevant "Daily BES Recovered" report.</p>	Low
IR 460	I22389	<p>E2EFP - Missing or unexpected CAPS Data (Day 22)</p> <p>See PinICL - 22389</p>	Low
IR 461	22385	<p>E2EFP - Missing or unexpected CAPS Data</p> <p>See PinICL - 22385</p>	Low
IR 471	22617	<p>On attempting to activate a card using an obsolete PUN the system displayed the message "Invalid PUN. Refer the customer to the office that deals with their claim...". I would have thought that a system invoked PUN impound would be required in order to remove the PUN from circulation.</p>	Low
TIP 657	N/A	<p>E2EF: BARSF subfile (W_081066) dated 22/03/97, contains BAM records for Org units 23575, 23576, 23577, 23578. These Org units are not yet automated and therefore should not have been reported as missing.</p>	Low
TIP 659	N/A	<p>E2EF: Chelsea (23572) day 6, TIP received OTX records for day 6 with item 932 "Log on Fail P/word Event". this event is not on the relevant event log.</p>	Low
TIP 663	N/A	<p>E2EF: Office B, day 8, Event logs, the event transactions received by TIP show various events for item ID 913 (benefit books OBCS event). In the event logs for these are not shown.</p>	Low
TIP 667	14681	<p>E2EF: During the test phase TIP has received various transactions for item IDs 121 (Giro Transcash Fee) and 233 (Gas / Utility Transcash Fee). The problem with some of the records is that the quantity and value are nil. This indicates that there was no fee to be paid, so TIP should not receive these records.</p>	Low

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TIP 671	22039	E2EF: File W_088003, Org Unit 23574, Date 29/03/97. This file contains 2 invalid item transaction modes, i.e. Items 259 (Giro E/N Receipts) and 349 (Giro E/N Withdrawal) received with a transaction mode 1 (Sell), the only appropriate transaction mode for these two items is 15 (Housekeeping).	Low
TIP 678	N/A	E2EF: Cash Account for Org unit 23576 (Man Utd) for week 52 has no entry against line 4016. 1 transaction for item id 188, transaction mode 1 (Postal Order cashed stamps) was received by TIP and according to the E2E reference data this maps to line 4016.	Low
TIP 679	N/A	E2EF:No OTRAN subfile for Org unit 23576 (man utd) sent to TIP overnight at the end of day 14 (system date 30/03/97). A subfile for this Org unit was scripted to be sent on this day.	Low
TIP 682	N/A	E2EF: File_09003019 contains OTRAN subfile for Org Ub=nit 23576 (Man Utd) for 30/03/97. The EOD marker within this file has an end time of 19:31:010, the latest time for an EOD marker is 19:00.	Low
TIP 714	N/A	E2EF: During this phase TIP has received transaction records for Item ID 852, Tran mode 1 with quantity 0, value 0.  For a specific example of this error please see file W_094015  Org Unit - 23574, Item ID - 852 (BES Milk Token) Transaction mode - 1, quantity 0, value 0.	Low
TIP 716	N/A	E2EF: File W_092041 contains the records for office 23576 (Man.Utd) on the 02/04/97. The session sequence number 1521 shows 2 records which have the transaction mode of 19. One record is for Item 222 (Loss System) and the other is for item 1. The value of these transactions is £262.90, The script for these transactions shows that the value should be £157.90. This problem has been discussed with the Horizon test team at Feltham who, after investigation, thought that we should receive the scripted amount of £157.90. This means that there is a difference of £105.00 which is unexplained.	Low
TIP 719	22251	PMSR115 for 07.04.97 shows an exception code 320 (EPOSS no BES) for encashment refs. 505038/99/00000230 for £11.05  *****226 for £49.10  *****229 for £11.05  *****220 for £40.10  The "Fallback Date" on the report is (02/04/97) but these encashments were performed at the PCHL (03/04/97).	Low



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TIP 720	N/A	<p>E2EF: During this phase TIP has received 2 transaction records for Item ID 2334, Tran mode 4 with quantity 0, value 0.</p> <p>For a specific example of this error please see file W_088003</p> <p>Org Unit - 23573, Item ID - 2334 (STPBK Greet Rupert), Transaction mode - 4, quantity 0, value 0.</p>	Low
TIP 725	N/A	<p>E2EF: During this phase TIP has received a transaction record for Item ID 2334, Tran mode 5 with quantity 0, value 0.</p> <p>For a specific example of this error please see file W_091020</p> <p>Org Unit - 23573, Item ID - 2334 (STPBK Greet Rupert), Transaction mode - 5, quantity 0, value 0.</p>	Low
IR 413	N/A	<p>Revaluation up slip reporting the wrong volume -</p> <p>Revaluation up slip reporting a volume of '0', should be '320'</p>	Unclassified
IR 414	N/A	<p>Cannot encash OBCS foil (holiday payment) in Northern Ireland -</p> <p>OBCS is not available in Northern Ireland, but there is no method on the system to enter a foil of an English book making a temporary encashment whilst on holiday. Also there is no method of encashing any P&amp;A other than with BES cards.</p>	Unclassified
IR 419	N/A	<p>No Beneficiary details when a Permanent Agent attempts to make encashments on the Beneficiaries behalf -</p> <p>NINO: <span style="border: 1px solid black; padding: 0 5px;">GRO</span> who is a beneficiary in his own right and a Permanent Agent for NINO: <span style="border: 1px solid black; padding: 0 5px;">GRO</span> attempted to encash payments for NINO: <span style="border: 1px solid black; padding: 0 5px;">GRO</span> which had already been encashed by NINO: <span style="border: 1px solid black; padding: 0 5px;">GRO</span></p> <p>We were expecting to be able to select the payment for NINO: <span style="border: 1px solid black; padding: 0 5px;">GRO</span> and be told that there were "No payments available...", but there was no option to do this as the details for NINO: <span style="border: 1px solid black; padding: 0 5px;">GRO</span> were not available in the stack.</p>	Unclassified
IR 422	N/A	<p>No log out event between 2 log ons -</p> <p>On the Event Log, user ABA007 logs on at 08:10 and Logs on again at 08:21, without a record of logging out. The 'User Logon/Logout History' also does not have a record of the log out.</p>	Unclassified



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IR 427	N/A	<p>Stock unit balance snapshot shows summary of P &amp; A transactions, even though none have been done -</p> <p>Stock unit EB has no transactions for pensions and allowances, but a summary has appeared on the 'Payments' section of the stock unit balance snapshot, although this was a nil summary it is not required.</p> <p>This stock unit did 1 P&amp;A Grp 11 for £11.08, but this was reversed out.</p>	Unclassified
IR 428	N/A	<p>Also includes script no.s 3007 and 3008</p> <p>Desktop Icons names do not match up with the reports that they produce.</p> <p>Stock receipts - should be counter weekly Rem in</p> <p>Stock return - should be counter weekly Rem out</p> <p>Stock receipts and returns should be Rem summary</p>	Unclassified
IR 431	N/A	<p>Produced a Cheque Listing which did not report previous days cheques -</p> <p>Produce a Cheque Listing (only current days cheques) = £107.50</p> <p>Remmed out total amount of cheques = £153.93</p> <p>Produced another Cheque Listing = £46.43-</p>	Unclassified
IR 435	N/A	<p>UKPA Office Daily Report missing transactions for that day -</p> <p>On the Office Daily UKPA report, it reported nil transactions for day 15 (31/03/97), but on the Counter Daily Report Day 15, 1 transaction reported for £21.00 + fee £2.00 which is correct.</p> <p>The Stock Unit Balance Snapshot does report the transaction.</p>	Unclassified

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IR 450	19003	<p>Should the system invoke card impounds for both cards during a Carded Casual Agent transaction if one of the cards has been previously stopped?-</p> <p>Case C2 NINO <b>GRO</b> &amp; Case C3 NINO <b>GRO</b> On attempting to perform a CCA encashment using these cards, one of the cards had been previously unknowingly impounded (due to the same problem being raised now). When this card was swiped the system displayed the card impound screen and allowed the user to print a receipt and/or continue. On selecting "Continue" it was noticed that the system then displays a card impound screen showing the details for the other card (this was missed previously because the screen changes quite quickly and the user thought that they had not selected "Continue" originally".</p> <p>The question is, should the fact that one of the cards had been previously impounded result in the other card being impounded?</p> <p>The only scenario I can think of that should result in both cards being impounded is if EVP is invoked and failed.</p>	Unclassified
IR 451	N/A	<p>Should presenting an obsolete PUN result in a system invoked PUN impound?-</p> <p>Case E15 NINO <b>GRO</b> : On attempting to activate a card using an obsolete PUN the system displayed the message "Invalid PUN. Refer the customer to the office that deals with their claim...". I would have thought that a system invoked PUN impound would be required in order to remove the PUN from circulation.</p>	Unclassified
IR 452	N/A	Cash Account receipts table, line 0081 "Instant Win Acvtivate" is reporting "Rem in from Client" National lottery instants £1	Unclassified
IR 454	N/A	<p>Daily office summaries, reportind previous CAP's transactions.</p> <p>Summaries produced on 5/4/97 in CAPS 02 have reported transactions from day 15 31/3/97, which is in CAP 01.</p> <p>Summaries produced :-</p> <p>Giro Deposit</p> <p>Giro Withdrawal</p> <p>BT Bill</p> <p>NS Deposits</p> <p>NS Withdrawals</p>	Unclassified
IR 467	N/A	Cash Account Payment Table has included the line 10 86 "Final Account Deficiency" which is not displayed in the Reports and Receipts OPS.	Unclassified

## End to End Testing Evaluation Report for Nile Release 2.0

IR 474	N/A	<p>The AP recovery screen is not envoked after a system crash.</p> <p>Following printing problems which envoked a system crash, the system was re-booted. When the operator logged on the system did not envoke the AP recovery screen.</p>	Unclassified
IR 475	N/A	<p>Volume of postage stamps sold is different than the volume recorded on the transaction log.</p> <p>The customers receipt is reporting a volume of 1 with a value of £4.60</p> <p>The transaction log is reporting a volume of 3 with a value of £4.60</p>	Unclassified