Peak Incident Management System

Call Reference	**PC0273234**	Call Logger	_Customer Call_ -- EDSC
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	INC1249800
Call Type	Live Incidents/Defects	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- No fault in product
Target Date	26/08/2018	Effort (Man Days)	0
Summary	INC1249800 : FW: Failed Drop & Go Top Up - 22145833 - ATF:I11423851		
All References	Type	Value	
	DevIntRel-Director	Live Supp.Test	
	TFSNow	INC1249800	
Collections	Name	User	Date
	.SSCCBA	Chad Daborn	21-Aug-2018 16:16:09

Progress Narrative

```
Date:21-Aug-2018 15:43:36 User:_Customer Call_
CALL PC0273234 opened
Details entered are:-
Summary:INC1249800 : FW: Failed Drop & Go Top Up - 22145833 - ATF:I11423851
Call Type:L
Call Priority:C
Target Release:HNG-X Rel. Ind.
Routed to:EDSC - _Unassigned_
```

```
Date:21-Aug-2018 15:43:36 User:_Customer Call_
=================================================================
INCIDENT MANAGEMENT
Date/Time Raised: Aug 21 2018 2:41PM
Priority: C
Contact Name: Overton Road 117844
Contact Phone:[        GRO        ]
Originator: XXXXXX@TFS01
Originator's reference: INC1249800
Product Serial No:
Product Site:
=================================================================
From: Henk Bakker [              GRO              ]
Sent: Tuesday, August 21, 2018 2:29 PM
To: Post Office Service Desk [          GRO          ]
Cc: Stuart Banfield [          GRO          ]
Subject: RE: Failed Drop & Go Top Up - 22145833 - ATF:I11423851

Hello Service Desk,

Could you please assign the ticket to Fujitsu, to check logs at their end, based
on the following:

The attached shows that session 527025 at counter 2 in branch 117844 on 31 July at
14:11 topped up a Drop & Go account. This was settled against a payment card. But
Drop & Go account 22145833 shows no top-up on that date.

Also refer to Accenture's finding, reported below, that CDP logs do not show a
```

transaction for £30 on that date for any Drop & Go account.
From other data we know that this customer regularly tops up by £30.

The mystery is how a Top Up of £30 came to be in the Horizon basket, without
having been credited to any Drop & Go account. We have heard anecdotals of other
such occasions, but never with adequate information to be able to investigate.

Thanks and regards,

Henk Bakker
+44 [GRO]

Caller : Overton Road 117844
Caller Contact : [GRO]
Configuration Item : ADMIN
Location: 117844

Date:**21-Aug-2018 15:45:04** User:_**Mail Manager**_
Added evidence item 'OriginalEmail.eml' from Email attachment
External Progress Update Received via Email.
Originator : "MAC[. GRO]
Sent Date : Tue Aug 21 15:44:46 BST 2018
Subject : FW: Failed Drop & Go Top Up - 22145833 - ATF:I11423851
Added evidence item '117844 - Transaction Log.jpg' from Email attachment

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Date:**21-Aug-2018 15:45:39** User:_**Customer Call**_
21/08/2018 15:44:59 - Jack Steptoe (Additional comments)
Attachment & full email trail has been fwd to the PEAK

Date:**21-Aug-2018 16:16:28** User:**Chad Daborn**
Product HNG-X Platforms -- HNG-X Counter App (CNT) (version unspecified) added.

Date:**21-Aug-2018 16:19:10** User:**Chad Daborn**
[Start of Response]

PRESCAN
Comments:
KEL Reference:
Assigned User:Joe

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under
Investigation
Response was delivered to Consumer

Date:**21-Aug-2018 16:19:19** User:**Chad Daborn**
The Call record has been assigned to the Team Member: Joe Harrison
Progress was delivered to Consumer

Date:**21-Aug-2018 17:03:30** User:**Joe Harrison**
[Start of Response]

This is an instance of KEL cardc235Q. Counter 2 did receive the "MSG10802: Top Up Timed Out" unsuccessful message but debited the customer "MALGORZATA SZCZESIAK" to the amount of GBP 30.00 anyway.

As stated in the KEL "This may be an issue with script ADCScript-CDBalanceTopUp, or a user error. [...] The Drop&Go scripts are supplied and maintained by ATOS. Therefore please route calls to ATOS."

Here are the keystrokes and messages from the counter, which might help Atos. (Times are in UTC timezone.)

```
2018-07-31 13:11:24,073 UTC    Button : WS-F-Home-1-55 / Drop & Go...
2018-07-31 13:11:25,936 UTC    Button : WS-F-PostalServicesDG-1-24 / Count Mails
2018-07-31 13:11:31,554 UTC    Button : enter / Enter
2018-07-31 13:11:31,985 UTC    MSG10800: Check Parcels and Services Required
2018-07-31 13:11:53,367 UTC    Button : 0 / OK to continue
2018-07-31 13:11:53,867 UTC    MSG10800: Check for Restricted & Prohibited Goods
2018-07-31 13:11:54,618 UTC    Button : 0 / Continue
2018-07-31 13:11:56,772 UTC    MSG10800: Confirm Drop & Go Customer
2018-07-31 13:11:57,863 UTC    Button : 0 / Continue
2018-07-31 13:11:58,314 UTC    MSG10800: Check Balance will cover costs
2018-07-31 13:12:02,260 UTC    Button : 0 / Yes - Top-up
2018-07-31 13:12:04,233 UTC    Button : enter / Enter
2018-07-31 13:12:09,410 UTC    Button : 1 / Debit Card
2018-07-31 13:12:12,235 UTC    Button : enter / Enter
2018-07-31 13:12:12,535 UTC    MSG10800: Certificate of Posting Required?
2018-07-31 13:12:13,366 UTC    Button : 0 / Yes
2018-07-31 13:13:49,771 UTC    MSG10802: Top Up Timed Out
2018-07-31 13:13:52,324 UTC    Button : 0 / OK
2018-07-31 13:14:43,150 UTC    MSG10802: Top Up Unsuccessful
2018-07-31 13:15:01,598 UTC    Button : 0 / OK
2018-07-31 13:15:07,767 UTC    Button : plu / PLU
2018-07-31 13:15:10,772 UTC    Button : previous / Previous
2018-07-31 13:15:11,493 UTC    Button : settle / Settle
2018-07-31 13:15:12,514 UTC    Button : WS-F-Settlement-1-62 / Chip & PIN
2018-07-31 13:15:13,366 UTC    MSG99928: Card Insertion or Present
2018-07-31 13:15:14,327 UTC    MSG10601: Card Inserted
2018-07-31 13:15:18,423 UTC    Button : enter / Enter
2018-07-31 13:15:18,473 UTC    MSG01436: Partner Bank
2018-07-31 13:15:18,734 UTC    Button : 0 / Continue
2018-07-31 13:15:19,705 UTC    MSG00962: PIN Entry
2018-07-31 13:15:29,690 UTC    MSG80026: Transaction Authorised
2018-07-31 13:15:32,023 UTC    Button : 0 / Continue
```

[End of Response]
Response code to call type L as Category 62 -- Final -- No fault in product
Routing to Call Logger following Final Progress update.
Service Response was delivered to Consumer

Date:**21-Aug-2018 17:03:30** User:**Joe Harrison**
CALL PC0273234 closed: Category 62 Type L

Date:**21-Aug-2018 17:03:30** User:**Joe Harrison**
Defect cause updated to 42 -- Gen - Outside Program Control

Root Cause	Gen - Outside Program Control
Logger	_Customer Call_ -- EDSC
Subject Product	HNG-X Platforms -- HNG-X Counter App (CNT) (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	21-Aug-2018 17:03 -- Joe Harrison