

## Annex 2

### Errors and Workarounds

Issue Title	Issue detail	Workaround	Scale / Impact	Time	
				Peak	Off-peak
<b>Payment failures/ cancelled transactions</b>	If a payment fails or a customer wishes to cancel the subscription process it can trigger a licence being produced without payment. This appears to affect payments taken by CSRs and not those completed online. It can happen if the CSR chooses the wrong closure reason or it can happen automatically with payment failures as the screen is re-routed.	<p>x2 Officers checking daily for failed payments, reconciling across the systems:</p> <ul style="list-style-type: none"> <li>• Civica</li> <li>• Granicus</li> <li>• Permiserv</li> <li>• Collections.</li> </ul> <p>This is time consuming.</p> <p><b>Requires additional training and reminders for CSRs to ensure cases are closed correctly.</b></p>	<p><b>Peak</b> - <b>Matt Stroud (MS)</b> and <b>2xESOs</b> working together as the issue was discovered in real-time – this involved reviewing 90 cases against</p> <ul style="list-style-type: none"> <li>• Civicalcon17</li> <li>• Granicus</li> <li>• Permiserv</li> <li>• Collections</li> </ul> <p>This also required problem solving and time spent correcting errors on all systems.</p>	3 hrs/day	15 min/day
			Sliding scale of work required as number of subscriptions reduced.		
			<b>Off-peak</b> (current) – <b>1xESO</b> daily checking failed and successful payments.		
			<b>Additional issue created: Ghost subscriptions</b> (explained below)		

<b>Licence 'Ghost subscriptions' on Collections and Incab</b>	<p>If a subscription is cancelled or incomplete, an 'FS-Case-xxxxxxx' is created in Collections which feeds back into the information shown on the customer Granicus form - this confuses the customer as the subscription process notes that they already have a subscription.</p> <p>It also prevents the system from allowing the Council Tax Support discount from being available, as it can only be applied to the first subscription purchased, and the system is unable to detect that the information is incorrect.</p> <p>The subscription details require manually clearing from Collections (by <b>ESO/TO</b>) with urgency so the Granicus form can be correctly completed, payment taken, and the API process triggered successfully.</p>	<p>'Ghost Subscriptions' also appear on the collection rounds that the crews see on the InCab units. Rounds in InCab tell the crews which properties to collect from, attempting to collect waste from Ghost Subscription properties will create operational inefficiencies.</p> <p>Once added to Collections, it is unlikely they can be identified, to date we don't have a process to identify and remove them. Eliminating the cause of Ghost Subscriptions before they are created in Collections is the desired solution.</p>	<p><b>Peak</b> – 10 incidents/day  <b>Off-peak</b> – 2 incidents/day</p>	<p>1 hr/day</p>	<p>15 min/day</p>
<b>Stuck Payments with Licence 'held' in Granicus</b>	<p>This occurs when a customer completes the Granicus form and payment section via Civica but does not return to the browser page to complete the form and therefore, does not trigger the API that produces information in Granicus, Collections or Permiserv.</p> <p>This results in payment being taken but no licence created until a manual intervention is carried out. Apart from adding a message on the Granicus form, human error is unavoidable and manual checks will still be required in 2025.</p> <p>Other reasons for stuck payments include missing fields from the Granicus form e.g. nothing listed for method of payment. To avoid these errors in 2025, all fields on Granicus form should be mandatory.</p>	<p>Initially this involved <b>ESO</b> responding to CSR request following contact/complaint from resident and then manually adding a subscription to Permiserv and Collections.</p> <p>Now <b>ESO</b> to check cases using spreadsheet created by <b>MS</b> to compare payment information from CivicalCON17 against subscriptions on Permiserv. Then request action from <b>ICT</b> support and <b>CSR</b> inform customer of issue and resolution.</p>	<p><b>Peak</b> – <b>MS</b> and <b>1xESO</b> to review and resolve backlog of cases, as issue was identified.</p>	<p>7.5 hrs/day</p>	<p>1h/wk</p>

<b>Quarantined Licences in Permiserv</b>	<p>Incorrect or blank lines in address lines will move permit licences into a quarantined section of Permiserv, which means they are suspended until further action is taken. This can occur for multiple reasons:</p> <p>1) Incorrect free text within address used when creating a York account</p> <p>2) Use of free text when licence delivery address is outside of York</p> <p>3) Incorrect or incomplete data from LLPG</p>	Manual intervention required to assess and correct data and then unquarantine the permit and move into the print queue in Permiserv.	<b>Peak</b> – once Permiserv changed initial parameters for quarantining stickers, reduced to 20/day, Off-peak – 2/day	1.5 hrs/day	few minutes/ day
<b>Property not on a round in Collections</b>	<p>Some properties do not have an allocated garden round as the existing GW collection is completed by a refuse round (R21) or the property has been missed off an existing garden waste round.</p> <p>If the round is not present on Collections then the property does not appear as eligible on the Granicus form and means the resident cannot subscribe online or via <b>CSR</b>. Issue must be raised with Waste team to investigate and rectify.</p>	<p>Manual intervention. Investigation on a case-by-case basis, then adding to round as appropriate. Contacting resident to confirm added or explain decision not to add.</p> <p>Additional actions: New round 41 created by <b>SH</b> to allow medical round properties (R21) to subscribe and properties allocated.</p>	<p><b>Peak</b> – 25 per day enquiries.</p> <p>Typical queries include:</p> <p>a) 2 properties per street not on GW collection when all others are.</p> <p>b) property/street needs adding to newly created Round 41</p> <p>c) review case with Ops team when no trails are apparent, or property presents GW on another street</p>	1.5 hr/day	1 hr/day
			<p><b>Off-peak</b> – 10 per day enquires including more complicated requests for commercial, holiday lets, churches, church halls, Scout Groups etc. 1xESO</p>		
<b>Processing Cheques</b>	Checking cheques which have been manually processed in West Offices to ensure they have a valid 'FS-Case-xxxxxx' and are on both Permiserv and Collections.	<p><b>1xESO</b> complete checks daily against Permiserv and Collections.</p> <p>Amending 'FS-Case-xxxxx' reference numbers – we found that a significant number of people who paid via cheque had unsuccessfully attempted to pay via card which created issues in Collections (as explained in <b>Payment failures/ cancelled transactions</b> section above)</p>	<p><b>Peak</b> – <b>1xESO</b> - 45 cheques/wk.</p> <p>Time taken depends on accuracy and amount of information provided with payment details.</p>	ad-hoc	ad-hoc
	Initially cheques only had manually uploaded address details which often had typos, missing post codes or payee address details from outside of York (purchasing remote licences on behalf of York address). This added significant delays to cross-checking against CivicCON17, Granicus and Collections.		<p><b>Off-peak</b> – <b>1xESO</b>, 16/week.</p>		

	FS-Cases added to cheque details from week 3				
<b>Sticker replacement requests</b>	This occurs when subscriber reports damaged bin through <b>CSR</b> process, or crews report to <b>ESO/TO</b> .	<b>Actions:</b> <b>ESO/TO</b> manually checks on Permiserv if/when original permit was issued to avoid duplicates – if property records look ok they then order replacement permit.	One area where workload is increasing during <b>off-peak</b> , with most common reason being requests for replacement of damaged garden waste bin since the service has begun, <u>meaning a replacement licence is required for new container.</u>	ad-hoc	ad-hoc
			Replacement requests via crews are issued to the customer via a postcard and then processed by <b>1xTO</b> ; and recorded via Workflow.		
			<b>Current</b> – 10/day being processed by <b>1xESO</b> .		