AUK1 & AUK2 payment incidents

AUK/ APP NO.1212 - use Jenkins Jobs

AUK2/ APP NO. 3434 – use script

Unable with customer application unable to fix - Deloitte - ApplyForThings - INC

ACCESS UK 1

Payment style ticket instructions:

**Payment tickets**

Read description

Find GWF reference in description. If GWF is not available, can use payment reference number (change the next drop down to PNN) or UAN.

Go to Jenkins job 1

Build with parameters, paste GWF reference and search by GWF

Check console output and copy application ID

Paste application ID at the end of url

Click on raw data and then pretty print

Search for payment made

Run second Jenkins job using application ID for resubmission

Go to Kibana, search by application ID, select field auk, select field messages

Check for output of ‘200’ meaning successful sometimes will show ‘400’ instead (meaning it’s already been replayed).

 If not these are not present, pass onto L3 Deloitte and include a link to second jenkins job in the work notes.

Ticket resolved (if you get a 200 or 400 response code)If application ID cannot be found for 1212 UAN: Pass onto L3 Deloitte Apply for things**Notes:**

DB Output: Payment Made successfully

Kibana - 200 or 400

**Resolution notes**

Payment Successfully Replayed

Refund Initiated

Should problems persist, please contact the ITnow Service Desk and we shall endeavor to assist.

Please provide as much information as possible for SAS L2 to investigate further.

ITnow Service Desk: [0300 0734444](tel:03000734444)**Refunds**

If refund was requested in the ticket email:

[Charging.Workpermits@homeoffice.gov.uk](mailto:Charging.Workpermits@homeoffice.gov.uk)**Refunds template:**

(Subject line of email) INC: \* - Refund Request - Access UK Application from Apply Online - IHS: \*

Hello Team,

We have an incident raised regarding a refund to be issued via SNOW: \*

Details from SNOW incident: \*

Applicant's details below:

Application Number -

Email Address -

Payment Reference Number -

If anything further is required, please let me know.

Thanks,

**SAS L23434 Payments**

* <https://eue-db-service-v2-prod-i-cust-auk2-kops1.service.pr.iptho.co.uk/applications/3434-6428-2892-7371>

You will need to use the link above for all 3434/AUK2 payment issues to get the payment status information. Replace the UAN in the link with the UAN in the ticket you have

IF the status is showing as PAID and within the incident description it states the applicant did not receive an email confirmation the payment will need to be refunded via TSC and the incident will need to be passed over to PA Atlas to void the Atlas application in order for the applicant to reapply.

IF the status is showing as Pending, send it to Deloitte to proces

Take reference from ticker (eg. Gwf or UAN) – if not do chase1

Put into Jenkins job 1 – make sure type of ref corresponds with drop down

A screenshot of a computer

AI-generated content may be incorrect.

Run the job and check console output – if fails send to Deloitte

Success – copy app ID

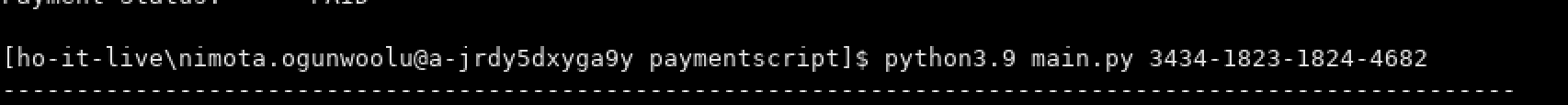
Paste after / in the Jenkins url on the end point

Cmd + f and find “payment made”

Verify if payment made and compare to ticket

AUK2

Copy the 3434 UAN and paste into script



Check the dates and if the payment match

OR

Use AUK2 endpoint and change the number post / to the UAN ref

Cmd + f – payment

If a refund is required then run the cmd again but add `-i INC…` to the end

Copy the email and adjust your name at the bottom – send to [transactionalservicescorrespondence@homeoffice.gov.uk](mailto:transactionalservicescorrespondence@homeoffice.gov.uk)