**Triage work notes**

INC4742649 – check tomorrow (19/03/25), chase 2 on (25/03/25) if no reply

When customer number was searched on atlas, there seems to be no record, I should be able to see profile with passport number. We need more information from the applicant.

INC4742677

We checked Atlas and they have an approved grant for settlement, category family\_life.

Use the atlas number to check person and prove to see their immigration status, product type and subtype. Check on API spreadsheet to confirm their status title and cross reference that is matches either Family/Private Life or Settlement.

If the status title is Family/Private Life there is no fault found.

If the status title is Settlement like the applicant believes it should, much be escalated to PA Consulting Status team.

“Hi L3,

I ran the applicant UAN in the check persons view and prove task on the ELS tool and it shows an expired LTR as below:

Event Date: 2024-09-29T17:06:51Z

Optional Expiry Date: 2024-10-24T00:00:00.000Z

Status: LTR

Product Type: DEP\_CHILDREN\_BRP\_EXCEPT\_PARAS\_296\_303

Product Sub Type: FAMILY\_PRIVATE

I voided this grant as there is a settlement shown on Atlas and this grant has expired.

After I voided this LTR, the check person view and prove was then showed the expired grant as seen below:

Active Date:

Event Date:

Optional Expiry Date: 2024-10-24T00:00:00.000z

Status: EXPIRED

Product Type: DEP\_CHILDREN\_BRP\_EXCEPT\_PARAS\_296\_303

Product Sub Type: FAMILY\_PRIVATE

I also voided this grant too - CID\_CASES\_30611655.

The check person now shows UNKNOWN and it is not picking up the settlements grant as seen below:

Active Date:

Event Date:

Optional Expiry Date:

Status: UNKNOWN

Product Type:

Product Sub Type:

I ran the settlement UAN in the retrieve status events tab and there is none.

Please can you investigate the issue above.

Many thanks,

L2”

Void the expired LTR

And then we checked person, and it went to an older grant

Then voided that older grant too

Checked person again then it said unknown bc there is no status event for settlement

If there was the bess replay should have shown the new settlement status, but it didn’t so we escalate to PA consulting to create a status event for settlement

INC4742662

We checked atlas and the applicant’s PDR was granted and they should have settlement (ILR).

We check atlas number on ELS check person view and prove to see whether is displays ILR or pre-settlement.

The ticket should be escalated to PA Consulting to investigate the issue.

“I checked Atlas and the applicant had a previous in date grant.   
I double checked on check person view and prove ELS tool and the in date LTR was being picked up.   
I voided the LTR and checked check person view and prove again and the correct status of ILR is now showing.”

Checked atlas and saw the old in date grant

Also saw the old in date grant on check person

Voided the old grant

Check person again and the correct status is showing

Explained in notes

Change ticket to in progress – save – resolved

Use customer notes KO to fill in appropriate resolution notes

INC4742681 – tagged to check

INC4742695 – completed

INC4742703 –

I can see the applicant approved asylum grant when I check on Atlas but when I check the UAN number on check person view prove task on the ELS tool there is an error in processing. Same for SAR – view and prove report. Checked RTWR triage script and the statuses have the same decision dates so the system doesn’t know which one to pick up

Escalate to

“Hi L3,

I checked Atlas and found the valid asylum grant and then used the HO Customer Reference Number to check the RTWR triage script, see below:

Checking persisted

status calculation...

STATUS CONCLUSIONS:

RTWR will choose persisted status over on-demand status.

Persisted status

and on-demand status both have the same decision dates.

As the persistant status and on-demand status have the same date, the system is picking up the incorrect one. Possible problems found as below:

POSSIBLE PROBLEM FOUND:

This might be a missing persisted status mapping:

status: personId:

LTR

CID\_PEOPLE\_14461843

productType:

productSubType:

statusLabels:

activeDate:

expiryDate:

eventDate:

grantConditions - work type: grantconditions - restrictions:

REFUGEE

ASYLUM\_CLAIM\_LEO

2024-11-27

2029-11-26

2024-11-27

I tried to run Bess replay: Outcome decided to rectify this but it failed.

Please can you investigate?

Thank you,

L2”

INC4742705

Status shows