

PinICL Expor PC0027139

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0027139	cross refered to e-9906230224 ,	24/06/1999 15:22:00	06/07/1999 08:39:35	nicole merideth/01344 4	EPOSS & DeskTop
EDSC	the receipts and p		Closed		EPOSS & DeskTop

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	30237595
ORIGREF	E-9906240218
CONSUMER	16953 A1GATE
CONSUMERREF	E-9906240218
PowerHelp	E-9906240218

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

Activities

Date	User	Comment
24/06/1999 15:22:00	Customer Call	CALL PC0027139 opened
24/06/1999 15:22:25	Customer Call	CALL PC0027139:Priority A:CallType L - Target 25/06/99 16:22:00
24/06/1999 15:22:27	Customer Call	cross refered to e-9906230224 , the receipts and payments table's do not match
24/06/1999 15:22:28	Customer Call	at office 176328 when rolling over the cash account, even though the bought
24/06/1999 15:22:28	Customer Call	forward figure is correct - this call needs to be sent to ssc to attatch the
24/06/1999 15:22:29	Customer Call	messagedoor extract for this post office, and then to development for
24/06/1999 15:22:29	Customer Call	investigation24/06/99 16:16 UK061815 Information: paged pathway duty
24/06/1999 15:22:30	Customer Call	manager and voiced smc1 duty team leader (Chris Gulliver) regarding this
24/06/1999 15:22:30	Customer Call	call
24/06/1999 15:22:31	Customer Call	F} Call details
24/06/1999 15:22:32	Customer Call	Diagnostician name:
24/06/1999 15:22:38	Customer Call	Customer opened date 24/06/1999 16:07:21
24/06/1999 15:28:30	Customer Call	24/06/99 16:21 uk061537 HSH1 Information: Voiced Julia Bowes regarding
24/06/1999 15:28:30	Customer Call	this call. 24/06/99 16:21 uk061537 HSH1 Information: If this problem is

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24/06/1999 15:28:30	Customer Call	not resolved in a couple of hours, please contact Julia Bowes, Duty Manager,
24/06/1999 15:28:30	Customer Call	and inform
24/06/1999 15:28:30	Customer Call	her.
24/06/1999 15:30:08	Barbara Longley	Target Release updated to PDR - NR2/LT1
24/06/1999 15:30:08	Barbara Longley	Product EPOSS & DeskTop added
24/06/1999 15:33:38	Barbara Longley	F} Response :
24/06/1999 15:33:38	Barbara Longley	Call being assigned to Diane Rowe at EDSC.
24/06/1999 15:33:38	Barbara Longley	[END OF REFERENCE 11611553]
24/06/1999 15:33:39	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
24/06/1999 15:33:43	Barbara Longley	The response was delivered to: PowerHelp
24/06/1999 15:42:17	Nicole Meredith	We need to know the exact cause of this incident and find out whether it
24/06/1999 15:42:17	Nicole Meredith	should have been fixed already.
24/06/1999 15:57:03	Barbara Longley	The Call record has been assigned to the Team Member: Diane Rowe
24/06/1999 15:57:03	Barbara Longley	Defect cause updated to 99:General - Unknown
24/06/1999 15:57:03	Barbara Longley	Hours spent since call received: 0 hours
24/06/1999 15:58:47	Barbara Longley	F} Response :
24/06/1999 15:58:47	Barbara Longley	Nicole Meredith has returned call to Diane Rowe (EDSC) as she needs to know
24/06/1999 15:58:47	Barbara Longley	the exact cause of this incident and find out whether it should have been
24/06/1999 15:58:47	Barbara Longley	fixed already.
24/06/1999 15:58:47	Barbara Longley	[END OF REFERENCE 11612195]
24/06/1999 15:58:47	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
24/06/1999 15:58:53	Barbara Longley	The response was delivered to: PowerHelp
24/06/1999 16:40:34	Diane Rowe	New evidence added - complete messagestore
24/06/1999 16:40:34	Diane Rowe	F} Response :
24/06/1999 16:40:35	Diane Rowe	The receipts and payments do not match. The brought forward figure appears to
24/06/1999 16:40:35	Diane Rowe	be correct. The details of the figures are on pc27105. Nicole needs this

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EDSC	the receipts and p		Closed		EPOSS & DeskTop

24/06/1999 16:40:35	Diane Rowe	investigating. I have voice prompted Steve Warwick. I have attached the
24/06/1999 16:40:35	Diane Rowe	complete message store.
24/06/1999 16:40:35	Diane Rowe	[END OF REFERENCE 11613683]
24/06/1999 16:40:35	Diane Rowe	Responded to call type L as Category 40 -Incident Under Investigation
24/06/1999 16:40:45	Diane Rowe	The response was delivered to: PowerHelp
24/06/1999 16:40:46	Diane Rowe	The Call record has been transferred to the Team: QFP
24/06/1999 16:40:47	Diane Rowe	Hours spent since call received: 0 hours
25/06/1999 08:54:49	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick
25/06/1999 08:54:49	Lionel Higman	Hours spent since call received: 0 hours
25/06/1999 14:15:32	Barbara Longley	F} Response :
25/06/1999 14:15:32	Barbara Longley	Have spoken to Steve Warwick in QFP and he is curently investigating the call.
25/06/1999 14:15:32	Barbara Longley	[END OF REFERENCE 11628351]
25/06/1999 14:15:32	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
25/06/1999 14:15:33	Barbara Longley	The response was delivered to: PowerHelp
28/06/1999 08:07:40	Steve Warwick	F} Response :
28/06/1999 08:07:40	Steve Warwick	Initial investigations have shown that the problem arose at the time that the
28/06/1999 08:07:40	Steve Warwick	Office Trial Balance report was produced. On the Office Trial Balance report
28/06/1999 08:07:40	Steve Warwick	the brought forward value was £71k instead of £14k. This appears to have
28/06/1999 08:07:40	Steve Warwick	been caused by the creation of a correctional stock unit (Stock Unit 22)
28/06/1999 08:07:40	Steve Warwick	which was additional to the normal stock unit (AA). Due to an error in the
28/06/1999 08:07:40	Steve Warwick	code, when the stock unit balance records are read the first stock unit (22 -
28/06/1999 08:07:40	Steve Warwick	first in alphabetical sequence) is correctly identified as having no 'Brought
28/06/1999 08:07:40	Steve Warwick	Forward' value from the previous week, the system then incorrectly assumes
28/06/1999 08:07:40	Steve Warwick	that this must be the migration week and generates a brought forward value
28/06/1999 08:07:40	Steve Warwick	for the stock unit which is incorrect.
28/06/1999 08:07:40	Steve Warwick	

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28/06/1999 08:07:40	Steve Warwick	This error is being investigated for urgent correction.
28/06/1999 08:07:40	Steve Warwick	
28/06/1999 08:07:40	Steve Warwick	Further investigation of the discrepancy on the Cash Account is continuing to
28/06/1999 08:07:40	Steve Warwick	make sure that this is the only issue at the root of the problem.
28/06/1999 08:07:40	Steve Warwick	[END OF REFERENCE 11635984]
28/06/1999 08:07:42	Steve Warwick	Responded to call type L as Category 42 -Product Error Diagnosed
28/06/1999 08:07:43	Steve Warwick	The response has been flagged to the gateway team for validation
28/06/1999 11:46:39	Steve Warwick	F} Response :
28/06/1999 11:46:39	Steve Warwick	Investigation of the Cash Account Receipts/Payments mismatch shows:
28/06/1999 11:46:39	Steve Warwick	
28/06/1999 11:46:39	Steve Warwick	1. The CA Snapshot was prepared (but not printed) on 23.6.99
28/06/1999 11:46:39	Steve Warwick	2. The CA Trial Report was prepared and printed on 24.6.99
28/06/1999 11:46:39	Steve Warwick	
28/06/1999 11:46:39	Steve Warwick	The records generated fro the Trial print on 24.6.99 did not include the
28/06/1999 11:46:39	Steve Warwick	Remittance totals (In, Out or to CHEC), giving incorrect Receipts and
28/06/1999 11:46:39	Steve Warwick	Payments totals and a mis-match of £5709.01 (Payments lower than Receipts).
28/06/1999 11:46:39	Steve Warwick	This appears to be an error in the CA preparation process since the same set
28/06/1999 11:46:39	Steve Warwick	of records prepared for the CA Snapshot the day before DID include the
28/06/1999 11:46:39	Steve Warwick	remittance records.
28/06/1999 11:46:39	Steve Warwick	
28/06/1999 11:46:39	Steve Warwick	Re-running the message store data on our development system did not replicate
28/06/1999 11:46:39	Steve Warwick	
28/06/1999 11:46:39	Steve Warwick	the problem and the Cash Account was correctly produced in a balanced state.
28/06/1999 11:46:39	Steve Warwick	
28/06/1999 11:46:39	Steve Warwick	Investigation of how this occurred will continue, however in the meantime if
28/06/1999 11:46:39	Steve Warwick	the office has not yet rolled into CAP 14 then I suggest that they re-run the

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28/06/1999 11:46:39	Steve Warwick	
28/06/1999 11:46:39	Steve Warwick	CA Snapshot, CA Trial and Rollover the office. On the evidence we have seen,
28/06/1999 11:46:39	Steve Warwick	
28/06/1999 11:46:39	Steve Warwick	I would expect this to produce a correctly balanced Cash Account.
28/06/1999 11:46:39	Steve Warwick	[END OF REFERENCE 11640758]
28/06/1999 11:46:40	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
28/06/1999 11:46:40	Steve Warwick	The response has been flagged to the gateway team for validation
28/06/1999 12:22:24	Lionel Higman	QFP decision no further LT1 fixes will be produced between now and LT2 delta
28/06/1999 12:22:24	Lionel Higman	application. Resetting target release to CSR.
28/06/1999 12:22:24	Lionel Higman	Target Release updated to PDR - CSR
28/06/1999 12:52:18	Paul Steed	I have spoken to Nicole and she is going to check with the PO that the office
28/06/1999 12:52:18	Paul Steed	has rolled over (or is rolled over if it hasn't).
28/06/1999 13:14:03	Nicole Meredith	The PM has confirmed that the office has now been rolled over to CAP14, so
28/06/1999 13:14:03	Nicole Meredith	the CA snapshot and CA trial cannot be re-run for the previous CAP.
28/06/1999 14:26:14	Steve Warwick	F} Response :
28/06/1999 14:26:16	Steve Warwick	Please confirm whether the Receipts and Payments totals matched when the
28/06/1999 14:26:16	Steve Warwick	Final Cash Account was produced (this can be determined from the messages in
28/06/1999 14:26:16	Steve Warwick	the message store - look for attributes <CashAccline:700> and
28/06/1999 14:26:16	Steve Warwick	<CashAccline:1700>)
28/06/1999 14:26:16	Steve Warwick	[END OF REFERENCE 11643582]
28/06/1999 14:26:19	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
28/06/1999 14:26:19	Steve Warwick	The response has been flagged to the gateway team for validation
28/06/1999 17:13:36	Steve Warwick	F} Response :
28/06/1999 17:13:36	Steve Warwick	The doubling (or multiplying) of the brought forward value on the Cash
28/06/1999 17:13:36	Steve Warwick	Account has been traced to an error in the changes which were delivered to
28/06/1999 17:13:36	Steve Warwick	correct the previous problem related to the previewing of the 'Final' Cash

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EDSC	the receipts and p		Closed		EPOSS & DeskTop

28/06/1999 17:13:36 Steve Warwick Account. THIS WORK-AROUND NEEDS TO BE BROUGHT TO THE ATTENTION OF THE NBSC AND HSH HELPDESKS AS A MATTER OF URGENCY IN ORDER TO AVOID CASH ACCOUNT IMBALANCES DURING THE NEXT TWO CASH ACCOUNT PERIODS.

28/06/1999 17:13:36 Steve Warwick

28/06/1999 17:13:36 Steve Warwick

28/06/1999 17:13:36 Steve Warwick

28/06/1999 17:13:36 Steve Warwick Part of the changes allowed the user to re-start the production of the CA Snapshot, Trial or Final if the process was interrupted by returning to the menu. Previously, if the process was interrupted then the user was required to re-run the Office Balance Trial, Final, CA Snapshot, CA Trial and then the CA Final (Rollover).

28/06/1999 17:13:36 Steve Warwick

28/06/1999 17:13:36 Steve Warwick

28/06/1999 17:13:36 Steve Warwick Due to an error, if the user does not run the CA Snapshot process followed immediately by the CA Trial and Final reports then the system writes a further 'Brought Forward' transaction record each time the process is interrupted and re-started. This causes the Cash Account Brought Forward value to be multiplied up as many times as the process is re-entered.

28/06/1999 17:13:36 Steve Warwick

28/06/1999 17:13:36 Steve Warwick

28/06/1999 17:13:36 Steve Warwick This problem does not occur in the LT2 software (due for release on 10.7.99) due to the restructuring of the Cash Account production process in line with the recent CRs. Tests have been conducted to demonstrate that LT2 does not exhibit the same behaviour.

28/06/1999 17:13:36 Steve Warwick

28/06/1999 17:13:36 Steve Warwick

28/06/1999 17:13:36 Steve Warwick In the meantime, for the remaining two Cash Account Periods on LT1, the work-around is to re-run the Office Balance Trial and Final reports, re-run the CA Snapshot process and follow this immediately with the CA Trial and Final prints.

28/06/1999 17:13:36 Steve Warwick

28/06/1999 17:13:36 Steve Warwick [END OF REFERENCE 11646616]

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EDSC	the receipts and p		Closed		EPOSS & DeskTop

28/06/1999 17:13:36	Steve Warwick	Responded to call type L as Category 42 -Product Error Diagnosed
28/06/1999 17:13:37	Steve Warwick	The response has been flagged to the gateway team for validation
28/06/1999 17:13:38	Steve Warwick	The Call record has been transferred to the Team: EDSC
28/06/1999 17:13:38	Steve Warwick	Defect cause updated to 14:Development - Code
28/06/1999 17:13:38	Steve Warwick	Hours spent since call received: 5 hours
29/06/1999 08:15:12	Barbara Longley	The Call record has been assigned to the Team Member: Paul Steed
29/06/1999 08:15:13	Barbara Longley	Hours spent since call received: 0 hours
29/06/1999 13:45:42	Paul Steed	F} Response :
29/06/1999 13:45:42	Paul Steed	Forwarding to Nicole with information provided by Steve Warwick.
29/06/1999 13:45:42	Paul Steed	[END OF REFERENCE 11655967]
29/06/1999 13:45:42	Paul Steed	Responded to call type L as Category 42 -Product Error Diagnosed
29/06/1999 13:45:44	Paul Steed	The response was delivered to: PowerHelp
29/06/1999 13:45:45	Paul Steed	The Call record has been transferred to the Team: BusinessSupprt
29/06/1999 13:45:45	Paul Steed	Hours spent since call received: 0 hours
29/06/1999 14:17:46	Nicole Meredith	I have informed both the Horizon Helpdesk and NBSC of the workaround which is
29/06/1999 14:17:46	Nicole Meredith	in place to deal with such incidents until LT2. The calls will be monitored
29/06/1999 14:17:46	Nicole Meredith	tomorrow.
29/06/1999 14:18:08	Nicole Meredith	The Call record has been assigned to the Team Member: Nicole Meredith
29/06/1999 14:18:08	Nicole Meredith	Hours spent since call received: 0 hours
29/06/1999 15:21:13	Barbara Longley	CALL PC0027139:Priority B:CallType L - Target 29/06/99 16:22:00
29/06/1999 15:21:14	Barbara Longley	F} Response :
29/06/1999 15:21:14	Barbara Longley	Nicole Meredith has requested that this call be downgraded to 'B' priority.
29/06/1999 15:21:14	Barbara Longley	[END OF REFERENCE 11658491]
29/06/1999 15:21:14	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
29/06/1999 15:21:17	Barbara Longley	The response was delivered to: PowerHelp
30/06/1999 12:35:39	Nicole Meredith	F} Response :

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EDSC	the receipts and p		Closed		EPOSS & DeskTop
30/06/1999 12:35:39	Nicole Meredith	Is there still a problem with the creation of a correctional stock unit? If			
30/06/1999 12:35:39	Nicole Meredith	so, then this needs to be fixed for LT2. Please pass to Development for the			
30/06/1999 12:35:39	Nicole Meredith	attention of Steve Warwick.			
30/06/1999 12:35:39	Nicole Meredith	[END OF REFERENCE 11667802]			
30/06/1999 12:35:39	Nicole Meredith	Responded to call type L as Category 40 -Incident Under Investigation			
30/06/1999 12:35:41	Nicole Meredith	The response has been flagged to the gateway team for validation			
30/06/1999 12:36:20	Nicole Meredith	The Call record has been transferred to the Team: EDSC			
30/06/1999 12:36:20	Nicole Meredith	Hours spent since call received: 0 hours			
30/06/1999 12:39:09	Barbara Longley	The Call record has been assigned to the Team Member: Paul Steed			
30/06/1999 12:39:09	Barbara Longley	Hours spent since call received: 0 hours			
01/07/1999 07:54:31	Paul Steed	F} Response :			
01/07/1999 07:54:31	Paul Steed	Nicole has a question for Steve Warwick.			
01/07/1999 07:54:31	Paul Steed	[END OF REFERENCE 11675755]			
01/07/1999 07:54:32	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation			
01/07/1999 07:54:36	Paul Steed	The response was delivered to: PowerHelp			
01/07/1999 07:54:37	Paul Steed	The Call record has been transferred to the Team: QFP			
01/07/1999 07:54:38	Paul Steed	Hours spent since call received: 0 hours			
01/07/1999 08:18:26	Steve Warwick	Target Release updated to NFR - No Fix Req			
01/07/1999 08:18:28	Steve Warwick	F} Response :			
01/07/1999 08:18:28	Steve Warwick	The issue with the correctional stock unit has been tested on the LT2			
01/07/1999 08:18:28	Steve Warwick	software and the situation is handled correctly, no imbalance is caused.			
01/07/1999 08:18:28	Steve Warwick	[END OF REFERENCE 11676153]			
01/07/1999 08:18:28	Steve Warwick	Responded to call type L as Category 94 -Advice and guidance given			
01/07/1999 08:18:29	Steve Warwick	Hours spent since call received: .1 hours			
01/07/1999 08:18:30	Steve Warwick	The Call record has been transferred to the Team: EDSC			
01/07/1999 08:18:30	Steve Warwick	The response has been routed to the gateway team for validation			

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01/07/1999 08:48:48	Barbara Longley	The Call record has been assigned to the Team Member: Paul Steed
01/07/1999 08:48:48	Barbara Longley	Hours spent since call received: 0 hours
01/07/1999 14:56:43	Paul Steed	F} Response :
01/07/1999 14:56:43	Paul Steed	Nicole, Steve has added comments as requested. Can you please agree closure.
01/07/1999 14:56:43	Paul Steed	[END OF REFERENCE 11684713]
01/07/1999 14:56:43	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
01/07/1999 14:56:47	Paul Steed	The response was delivered to: PowerHelp
01/07/1999 14:56:48	Paul Steed	The Call record has been transferred to the Team: BusinessSupprt
01/07/1999 14:56:48	Paul Steed	Hours spent since call received: 0 hours
01/07/1999 15:54:42	Nicole Meredith	The Call record has been assigned to the Team Member: Nicole Meredith
01/07/1999 15:54:42	Nicole Meredith	Hours spent since call received: 0 hours
02/07/1999 10:45:02	Barbara Longley	F} Response :
02/07/1999 10:45:02	Barbara Longley	The Call record has been assigned to BSU Team Member: Nicole Meredith
02/07/1999 10:45:02	Barbara Longley	[END OF REFERENCE 11691618]
02/07/1999 10:45:03	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
02/07/1999 10:45:08	Barbara Longley	The response was delivered to: PowerHelp
06/07/1999 08:13:06	Nicole Meredith	F} Response :
06/07/1999 08:13:06	Nicole Meredith	I agree closure of this call, on the basis that the problem will not re-occur
06/07/1999 08:13:06	Nicole Meredith	in LT2.
06/07/1999 08:13:06	Nicole Meredith	[END OF REFERENCE 11706269]
06/07/1999 08:13:06	Nicole Meredith	Responded to call type L as Category 68 -Administrative Response
06/07/1999 08:13:07	Nicole Meredith	Hours spent since call received: 1 hours
06/07/1999 08:13:08	Nicole Meredith	The Call record has been transferred to the Team: EDSC
06/07/1999 08:13:08	Nicole Meredith	The response has been routed to the gateway team for validation
06/07/1999 08:22:09	Barbara Longley	The Call record has been assigned to the Team Member: Paul Steed
06/07/1999 08:22:10	Barbara Longley	Hours spent since call received: 0 hours

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EDSC	the receipts and p		Closed		EPOSS & DeskTop

06/07/1999 08:35:24	Paul Steed	F} Response :
06/07/1999 08:35:24	Paul Steed	Closing call following Nicole Meredith's agreement.
06/07/1999 08:35:24	Paul Steed	Closure Code:Software Error
06/07/1999 08:35:24	Paul Steed	Repair Code:Fixed in Next Release
06/07/1999 08:35:24	Paul Steed	[END OF REFERENCE 11706908]
06/07/1999 08:35:24	Paul Steed	Responded to call type L as Category 68 -Administrative Response
06/07/1999 08:35:25	Paul Steed	Hours spent since call received: 0 hours
06/07/1999 08:35:44	Paul Steed	CALL PC0027139 closed: Category 68, Type L
06/07/1999 08:35:48	Paul Steed	The response was delivered to: PowerHelp
06/07/1999 08:39:34	Customer Call	Date and time complete: 06/07/1999 09:39:18
06/07/1999 08:39:35	Customer Call	Service Complete (Confirmation) Received