PinICL Expor   PC0030182

Ref	Summary		Opened	Last update	Customer	Product Group
Logged By				Status		Product At Fault
PC0030182	Reversing TV Licence - ' business		24/09/1999 19:34:57	28/09/1999 08:48:02	D. Patel **GRO**	EPOSS & DeskTop
EDSC	rule' message			Closed		EPOSS

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	38201608
ORIGREF	E-9909230512
CONSUMER	16953 A1GATE
CONSUMERREF	E-9909230512
PowerHelp	E-9909230512

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	EPOSS	

Activities

Date	User	Comment
24/09/1999 19:34:57	Customer Call	CALL PC0030182 opened
24/09/1999 19:35:00	Customer Call	CALL PC0030182:Priority B:CallType L - Target 29/09/99 20:00:00
24/09/1999 19:35:00	Customer Call	trying to reverse a transaction, she has taken a TV license twice by
24/09/1999 19:35:00	Customer Call	mistake, she is reversing as existing, entering transaction ref and whilst
24/09/1999 19:35:00	Customer Call	it is searching for this trarsaction ref, an error message appears,
24/09/1999 19:35:00	Customer Call	"transaction cannot be completed, associated oproduct has not been
24/09/1999 19:35:00	Customer Call	transacted." it is showing 2 items on the report
24/09/1999 19:35:00	Customer Call	23/09/99 15:01 uk066702
24/09/1999 19:35:00	Customer Call	Information: Advised the clerk to try and reverse the other TV licence,
24/09/1999 19:35:00	Customer Call	which she tried but it is coming up with the message -"
24/09/1999 19:35:00	Customer Call	business rule". Both of these transactions were done this
24/09/1999 19:35:00	Customer Call	morning and she has not cut off today.
24/09/1999 19:35:01	Customer Call	23/09/99 15:04 uk066702
24/09/1999 19:35:01	Customer Call	Information: Contacted Kerry at NBSC to see if it was possile for them

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PC0030182	Reversing TV Licence - ' business rule' message	24/09/1999 19:34:57	28/09/1999 08:48:02	D. Patel/[GRO]	EPOSS & DeskTop
EDSC			Closed		EPOSS

24/09/1999 19:35:01	Customer Call	to reverse a TV Licence. Kerry advises that yes it is OK to
24/09/1999 19:35:01	Customer Call	reverse a TV Liense. Checking for possible software error
24/09/1999 19:35:01	Customer Call	24/09/99 20:21 uk058804
24/09/1999 19:35:01	Customer Call	Information: Passing to SSC for progression, no ref in ssc rel.
24/09/1999 19:35:01	Customer Call	24/09/99 20:22 uk058804
24/09/1999 19:35:01	Customer Call	SMC Complete: EDSC1
24/09/1999 19:35:01	Customer Call	F} Call details
24/09/1999 19:35:01	Customer Call	Diagnostician name:
24/09/1999 19:35:03	Customer Call	Customer opened date 23/09/1999 14:57:58
27/09/1999 07:44:37	Catherine Obeng	Target Release updated to PDR - CSR
27/09/1999 07:44:37	Catherine Obeng	Product EPOSS & DeskTop EPOSS added
27/09/1999 09:08:03	Barbara Longley	The call summary has been changed from:-
27/09/1999 09:08:03	Barbara Longley	trying to reverse a transaction, she has taken a
27/09/1999 09:08:03	Barbara Longley	The call summary is now:-
27/09/1999 09:08:03	Barbara Longley	Reversing TV Licence - ' business rule' message
27/09/1999 13:34:15	Paul Steed	The Call record has been assigned to the Team Member: Paul Steed
27/09/1999 13:34:16	Paul Steed	Defect cause updated to 99:General - Unknown
27/09/1999 13:34:16	Paul Steed	Hours spent since call received: 0 hours
27/09/1999 15:56:40	Paul Steed	F} Response :
27/09/1999 15:56:40	Paul Steed	The transaction for the colour licence was a slightly unusual one in that the
27/09/1999 15:56:40	Paul Steed	prurchaser had a blind concession.
27/09/1999 15:56:40	Paul Steed	[END OF REFERENCE 12546575]
27/09/1999 15:56:41	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
27/09/1999 15:56:43	Paul Steed	The response was delivered to: PowerHelp
28/09/1999 07:53:57	Paul Steed	F} Response :
28/09/1999 07:53:57	Paul Steed	The problem here is that the PM has tried to reverse the concession part of

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EDSC	rule' message		Closed		EPOSS

28/09/1999 07:53:57	Paul Steed	the transaction on its own. Attempts to do this will result in the Business
28/09/1999 07:53:57	Paul Steed	Rule tablet being displayed with the message "Transaction cannot be
28/09/1999 07:53:57	Paul Steed	completed, associated product has not been transacted.". What this means is
28/09/1999 07:53:57	Paul Steed	that the reversal for the main part of the transaction has not been done. The
28/09/1999 07:53:57	Paul Steed	correct procedure would be as follows: -
28/09/1999 07:53:57	Paul Steed	Serve Customer -> Transactions -> Reversals -> Existing Reversal -> then use
28/09/1999 07:53:57	Paul Steed	the transaction id of the Colour TV lic transactions (£101.00). This will put
28/09/1999 07:53:57	Paul Steed	the reversal on the stack. Then Reversals -> Existing Reversal -> then use
28/09/1999 07:53:57	Paul Steed	the transaction id of the Colour TV conc (£1.25). This will put another
28/09/1999 07:53:57	Paul Steed	reversal on the stack and the Total to pay the customer will be £99.75. This
28/09/1999 07:53:57	Paul Steed	can then be settled.
28/09/1999 07:53:57	Paul Steed	[END OF REFERENCE 12549477]
28/09/1999 07:53:57	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
28/09/1999 07:54:03	Paul Steed	The response was delivered to: PowerHelp
28/09/1999 08:19:22	Paul Steed	F} Response :
28/09/1999 08:19:22	Paul Steed	I have just 'phoned the PO and explained the procedure to follow. J. Patel
28/09/1999 08:19:22	Paul Steed	has said that he will convey the message to D. Patel who will be there
28/09/1999 08:19:22	Paul Steed	tomorrow.
28/09/1999 08:19:22	Paul Steed	
28/09/1999 08:19:22	Paul Steed	I do not think that the documentation covers this type of transaction and
28/09/1999 08:19:22	Paul Steed	there is no mention of it in the training manual.
28/09/1999 08:19:22	Paul Steed	[END OF REFERENCE 12550121]
28/09/1999 08:19:22	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
28/09/1999 08:19:26	Paul Steed	The response was delivered to: PowerHelp
28/09/1999 08:45:43	Paul Steed	F} Response :
28/09/1999 08:45:43	Paul Steed	I have spoken to Audrey Adams and she will liaise with POCL and if necessary

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EDSC	rule' message			Closed			EPOSS

28/09/1999 08:45:43	Paul Steed	raise a note for distribution to POs.	
28/09/1999 08:45:43	Paul Steed	(KEL PSteed4031J.htm created)	
28/09/1999 08:45:43	Paul Steed	Closure Code:Operator Error	
28/09/1999 08:45:43	Paul Steed	Repair Code:Advice Given	
28/09/1999 08:45:43	Paul Steed	[END OF REFERENCE 12551033]	
28/09/1999 08:45:43	Paul Steed	Responded to call type L as Category 62 -No fault in product	
28/09/1999 08:45:43	Paul Steed	Hours spent since call received: 0 hours	
28/09/1999 08:45:43	Paul Steed	Defect cause updated to 39:General - User Knowledge	
28/09/1999 08:45:47	Paul Steed	CALL PC0030182 closed: Category 62, Type L	
28/09/1999 08:45:48	Paul Steed	The response was delivered to: PowerHelp	
28/09/1999 08:48:02	Customer Call	Date and time complete: 28/09/1999 09:45:43	
28/09/1999 08:48:02	Customer Call	Service Complete (Confirmation) Received	