

PinICL Expor PC0027321

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0027321	FAD2113287- Live trial org unit	30/06/1999 15:16:15	28/09/1999 16:37:19	Dave Salt	TPS
EDSC	7620 Lucy Mottram		Closed		TPS

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
ORIGREF	E-9906300195
CONSUMER	16953 A1GATE
CONSUMERREF	E-9906300195
PowerHelp	E-9906300195
REQUEST_KEY	37424868

Products

Product Group	Product Name	Product Version
TPS		

Activities

Date	User	Comment
30/06/1999 15:16:15	Customer Call	CALL PC0027321 opened
30/06/1999 15:16:18	Customer Call	CALL PC0027321:Priority C:CallType L - Target 07/07/99 16:16:15
30/06/1999 15:16:18	Customer Call	Call raised by Lucy Mottram on behalf of above. Live trial org unit 7620 (FAD
30/06/1999 15:16:18	Customer Call	code 2113287), from a total of all transactions for week 13 has a tip
30/06/1999 15:16:18	Customer Call	derieved cash account line 0001 total £2388.22. The CA file passed for
30/06/1999 15:16:18	Customer Call	pathway has a derieved total of £7840.60. The difference is atributable to a
30/06/1999 15:16:18	Customer Call	transaction on the 19/6/99 at 10.15am using transaction mode 15 (stock
30/06/1999 15:16:18	Customer Call	adjustment positive) of £5452.38 which hasn't been applied to the live total.
30/06/1999 15:16:18	Customer Call	30/06/99 16:11 uk059133 Information: Re-assigning to EDSC1 for
30/06/1999 15:16:18	Customer Call	further investigation.
30/06/1999 15:16:18	Customer Call	F} Call details
30/06/1999 15:16:18	Customer Call	Diagnostician name:
30/06/1999 15:16:19	Customer Call	Customer opened date 30/06/1999 15:47:19
30/06/1999 15:22:35	Barbara Longley	Target Release updated to PDR - NR2/LT1

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EDSC	7620 Lucy Mottram		Closed		TPS

30/06/1999 15:22:35	Barbara Longley	Product TPS added
30/06/1999 15:22:36	Barbara Longley	The Call record has been assigned to the Team Member: Paul Sausman
30/06/1999 15:22:37	Barbara Longley	Defect cause updated to 99:General - Unknown
30/06/1999 15:22:37	Barbara Longley	Hours spent since call received: 0 hours
05/07/1999 13:27:27	Barbara Longley	F} Response :
05/07/1999 13:27:27	Barbara Longley	Call is currently under investigation by EDSC Team Member: Paul Sausman
05/07/1999 13:27:27	Barbara Longley	[END OF REFERENCE 11702684]
05/07/1999 13:27:27	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
05/07/1999 13:27:30	Barbara Longley	The response was delivered to: PowerHelp
05/07/1999 14:33:19	Paul Sausman	A message was not harvested, apparently because it had no mode. Details are:
05/07/1999 14:33:19	Paul Sausman	-- SU AA, 19/06/99, 09:30:02, product 1, quantity -1, amount -5452.38
05/07/1999 14:33:19	Paul Sausman	TIP may have observed the session 72134 did not balance. Please arrange
05/07/1999 14:33:19	Paul Sausman	reconciliation then return for investigation into the underlying fault.
05/07/1999 14:33:20	Paul Sausman	The Call record has been transferred to the Team: BusinessSupprt
05/07/1999 14:33:21	Paul Sausman	Hours spent since call received: 0 hours
05/07/1999 16:25:45	Nicole Meredith	The Call record has been assigned to the Team Member: Nicole Meredith
05/07/1999 16:25:46	Nicole Meredith	Hours spent since call received: 0 hours
05/07/1999 16:37:33	Nicole Meredith	F} Response :
05/07/1999 16:37:33	Nicole Meredith	Full details of this transaction have been included on a RED report for POCL.
05/07/1999 16:37:33	Nicole Meredith	Reconciliation complete.
05/07/1999 16:37:33	Nicole Meredith	[END OF REFERENCE 11704805]
05/07/1999 16:37:33	Nicole Meredith	Responded to call type L as Category 90 -Reconciliation - resolved
05/07/1999 16:37:34	Nicole Meredith	Hours spent since call received: 0.5 hours
05/07/1999 16:45:31	Nicole Meredith	The Call record has been transferred to the Team: EDSC
05/07/1999 16:45:34	Nicole Meredith	The response has been routed to the gateway team for validation
05/07/1999 16:47:17	deleted (Sampath Kumar)	The Call record has been assigned to the Team Member: Paul Sausman

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EDSC	7620 Lucy Mottram		Closed		TPS

05/07/1999 16:47:18	deleted (Sampath Kumar)	Hours spent since call received: 0 hours
06/07/1999 10:48:54	Barbara Longley	F} Response :
06/07/1999 10:48:55	Barbara Longley	The Call record has been assigned to EDSC Team Member: Paul Sausman
06/07/1999 10:48:55	Barbara Longley	[END OF REFERENCE 11711424]
06/07/1999 10:48:55	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
06/07/1999 10:48:57	Barbara Longley	The response was delivered to: PowerHelp
08/07/1999 14:17:27	Paul Sausman	New evidence added - Message store
08/07/1999 14:17:55	Paul Sausman	The Call record has been transferred to the Team: QFP
08/07/1999 14:17:55	Paul Sausman	Hours spent since call received: 0 hours
09/07/1999 07:51:01	Deleted User (Pauline Kenna feb01)	The Call record has been assigned to the Team Member: Pauline Kenna
09/07/1999 07:51:02	Deleted User (Pauline Kenna feb01)	Hours spent since call received: 0 hours
09/07/1999 08:26:53	Deleted User (Pauline Kenna feb01)	The Call record has been transferred to the Team: EPOSS-Pre-Dev
09/07/1999 08:26:53	Deleted User (Pauline Kenna feb01)	Hours spent since call received: .1 hours
09/07/1999 08:27:20	Deleted User (Pauline Kenna feb01)	The Call record has been assigned to the Team Member: Mark McGrath
09/07/1999 08:27:20	Deleted User (Pauline Kenna feb01)	Hours spent since call received: 0 hours
09/07/1999 09:05:38	Deleted User (Mark McGrath left Jul/00)	The Call record has been transferred to the Team: EPOSS-Dev
09/07/1999 09:05:38	Deleted User (Mark McGrath left Jul/00)	Hours spent since call received: 0 hours
09/07/1999 09:06:15	Deleted User (Mark McGrath left Jul/00)	The Call record has been assigned to the Team Member: Mark McGrath
09/07/1999 09:06:15	Deleted User (Mark McGrath left Jul/00)	Hours spent since call received: 0 hours

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EDSC	7620 Lucy Mottram		Closed		TPS
09/07/1999 09:07:48	Deleted User (Pauline Kenna feb01)	Target Release updated to PDR - CSR			
12/07/1999 12:07:54	Deleted User (Mark McGrath left Jul/00)	I am currently looking at how the mode was not set in cash settlement of the			
12/07/1999 12:07:54	Deleted User (Mark McGrath left Jul/00)	reversal, but have also noticed that the PM has done the reversal on the			
12/07/1999 12:07:54	Deleted User (Mark McGrath left Jul/00)	ORIGINAL cash settlement NOT the original transaction.			
12/07/1999 12:07:54	Deleted User (Mark McGrath left Jul/00)				
12/07/1999 12:07:54	Deleted User (Mark McGrath left Jul/00)	They did a reversal on transaction ID 211328-1-72120 NOT SessionID			
12/07/1999 12:07:54	Deleted User (Mark McGrath left Jul/00)	211328-1-72119. Did they successfully get the PO to balance at the end of the			
12/07/1999 12:07:54	Deleted User (Mark McGrath left Jul/00)	week?			
12/07/1999 12:07:54	Deleted User (Mark McGrath left Jul/00)	..Austin			
16/07/1999 10:57:05	Deleted User (Asim Mushtaq feb01)	F} Response :			
16/07/1999 10:57:05	Deleted User (Asim Mushtaq feb01)	Response Category changed to 54, at request of QFP.			
16/07/1999 10:57:05	Deleted User (Asim Mushtaq feb01)	[END OF REFERENCE 11814710]			
16/07/1999 10:57:05	Deleted User (Asim Mushtaq feb01)	Responded to call type L as Category 54 -Live Fix Impact Required			
16/07/1999 10:57:06	Deleted User (Asim Mushtaq feb01)	Hours spent since call received: 0 hours			
16/07/1999 10:57:06	Deleted User (Asim Mushtaq feb01)	The response has been flagged to the gateway team for validation			
21/07/1999 10:16:07	Deleted User (Mark McGrath left Jul/00)	The Call record has been transferred to the Team: EPOSS-Pre-Dev			

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EDSC	7620 Lucy Mottram		Closed		TPS

21/07/1999 10:16:07	Deleted User (Mark McGrath left Jul/00)	Hours spent since call received: 0 hours
04/08/1999 10:27:04	Barbara Longley	F} Response :
04/08/1999 10:27:04	Barbara Longley	The Call record has been transferred to the Team: EPOSS-Pre-Dev
04/08/1999 10:27:04	Barbara Longley	[END OF REFERENCE 11958521]
04/08/1999 10:27:04	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
04/08/1999 10:27:06	Barbara Longley	The response was delivered to: PowerHelp
09/08/1999 08:36:56	Deirdre Conniss	Fix authorised at RMF 6/8/99 for CSR. Acceptance incident.
09/08/1999 14:54:27	Barbara Longley	F} Response :
09/08/1999 14:54:28	Barbara Longley	Call with EPOSS-Pre-Dev - Deirdre Conniss (RMF) has added that fix
09/08/1999 14:54:28	Barbara Longley	authorised at RMF 6/8/99 for CSR. Acceptance incident.
09/08/1999 14:54:28	Barbara Longley	[END OF REFERENCE 12002815]
09/08/1999 14:54:28	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
09/08/1999 14:54:31	Barbara Longley	The response was delivered to: PowerHelp
16/08/1999 07:54:07	Francesco Chiarini	The Call record has been transferred to the Team: EPOSS-Dev
16/08/1999 07:54:07	Francesco Chiarini	Hours spent since call received: .1 hours
16/08/1999 07:54:32	Francesco Chiarini	The Call record has been assigned to the Team Member: Francesco Chiarini
16/08/1999 07:54:32	Francesco Chiarini	Hours spent since call received: .1 hours
16/08/1999 08:46:26	Deleted User (Mark McGrath left Jul/00)	F} Response :
16/08/1999 08:46:26	Deleted User (Mark McGrath left Jul/00)	There have been three pinICL's raised on ER transactions whose settlement has
16/08/1999 08:46:26	Deleted User (Mark McGrath left Jul/00)	had a NULL mode parameter which causes trouble for harvesting.
16/08/1999 08:46:26	Deleted User (Mark McGrath left Jul/00)	We have applied a fix for this under PinICL number 27871 the other pinICL
16/08/1999 08:46:26	Deleted User (Mark McGrath left Jul/00)	number is 28282.

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EDSC	7620 Lucy Mottram		Closed	GRO	TPS
16/08/1999 08:46:26	Deleted User (Mark McGrath left Jul/00)	The code has been fixed, however, you will need to apply an adjustment into			
16/08/1999 08:46:26	Deleted User (Mark McGrath left Jul/00)	the messagestore to remove their sicrepancies.			
16/08/1999 08:46:26	Deleted User (Mark McGrath left Jul/00)	..Austin			
16/08/1999 08:46:26	Deleted User (Mark McGrath left Jul/00)	[END OF REFERENCE 12062396]			
16/08/1999 08:46:26	Deleted User (Mark McGrath left Jul/00)	Responded to call type L as Category 60 -Fix Released to Call Logger			
16/08/1999 08:46:27	Deleted User (Mark McGrath left Jul/00)	Hours spent since call received: 5 hours			
16/08/1999 08:46:27	Deleted User (Mark McGrath left Jul/00)	Defect cause updated to 14:Development - Code			
16/08/1999 08:46:27	Deleted User (Mark McGrath left Jul/00)	The Call record has been transferred to the Team: EDSC			
16/08/1999 08:46:27	Deleted User (Mark McGrath left Jul/00)	The response has been routed to the gateway team for validation			
16/08/1999 08:49:08	Barbara Longley	The Call record has been assigned to the Team Member: Paul Sausman			
16/08/1999 08:49:08	Barbara Longley	Hours spent since call received: 0 hours			
23/08/1999 09:45:12	Garrett Simpson	There have been several calls where we in SSC believe the call can be closed			
23/08/1999 09:45:12	Garrett Simpson	but TIP have refused to agree closure "because we are approaching a crucial			
23/08/1999 09:45:12	Garrett Simpson	date". For the time being we have decided to send them to EDSC-Holding.			
23/08/1999 09:45:13	Garrett Simpson	The Call record has been transferred to the Team: EDSC-Holding			
23/08/1999 09:45:14	Garrett Simpson	Hours spent since call received: 0 hours			
23/08/1999 12:04:47	Garrett Simpson	The Call record has been transferred to the Team: EDSC			
23/08/1999 12:04:47	Garrett Simpson	Hours spent since call received: 0 hours			
23/08/1999 12:09:11	Garrett Simpson	The Call record has been assigned to the Team Member: Paul Sausman			
23/08/1999 12:09:11	Garrett Simpson	Hours spent since call received: 0 hours			

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EDSC	7620 Lucy Mottram		Closed		TPS

23/08/1999 16:13:16 Garrett Simpson F} Response :

23/08/1999 16:13:17 Garrett Simpson This problem arose because of <Mode>, which has now been fixed in the

23/08/1999 16:13:17 Garrett Simpson harvester.

23/08/1999 16:13:17 Garrett Simpson I have spoken to Ian Senior about closure but he refuses to agree as it is

23/08/1999 16:13:17 Garrett Simpson the subject of an acceptance incident.

23/08/1999 16:13:17 Garrett Simpson [END OF REFERENCE 12147786]

23/08/1999 16:13:17 Garrett Simpson Responded to call type L as Category 42 -Product Error Diagnosed

23/08/1999 16:13:21 Garrett Simpson The response was delivered to: PowerHelp

24/08/1999 10:16:34 Garrett Simpson F} Response :

24/08/1999 10:16:34 Garrett Simpson In the absence of Ian Senior on a training course I spoke to Martin Box at

24/08/1999 10:16:34 Garrett Simpson TIP. I told him that if a call is open against an acceptance incident then

24/08/1999 10:16:34 Garrett Simpson the incident will not be closed - so the call must be closed. I also told him

24/08/1999 10:16:34 Garrett Simpson that if a solution is in place then the call will be closed. There is no

24/08/1999 10:16:34 Garrett Simpson question of waiting to see if the solution works: if it recurs then a fresh

24/08/1999 10:16:34 Garrett Simpson call can be opened.

24/08/1999 10:16:34 Garrett Simpson Under these conditions I am closing this call.

24/08/1999 10:16:34 Garrett Simpson [END OF REFERENCE 12151912]

24/08/1999 10:16:34 Garrett Simpson Responded to call type L as Category 60 -Fix Released to Call Logger

24/08/1999 10:16:35 Garrett Simpson Hours spent since call received: 0 hours

24/08/1999 10:16:38 Garrett Simpson CALL PC0027321 closed: Category 60, Type L

24/08/1999 10:16:39 Garrett Simpson The response was delivered to: PowerHelp

24/08/1999 10:22:39 Customer Call Date and time complete: 24/08/1999 11:15:47

24/08/1999 10:22:39 Customer Call Service Complete (Confirmation) Received

25/08/1999 09:10:25 Customer Call CALL PC0027321 Reopened: This incident has been reopened

25/08/1999 09:10:28 Customer Call CALL PC0027321:Priority C:CallType L - Target 02/09/99 10:10:25

25/08/1999 09:10:29 Customer Call 24/08/99 13:20 UK052512

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EDSC	7620 Lucy Mottram		Closed		TPS

25/08/1999 09:10:29	Customer Call	Information: Have rang to speak to call logger but is on leave. Someone
25/08/1999 09:10:29	Customer Call	else will call us back reference this call.
25/08/1999 09:10:29	Customer Call	25/08/99 09:34 UK052512
25/08/1999 09:10:29	Customer Call	Information: Have called to speak to someone this morning as nobody
25/08/1999 09:10:29	Customer Call	called back yesterday. Have been told that someone will call me
25/08/1999 09:10:29	Customer Call	back.
25/08/1999 09:10:29	Customer Call	25/08/99 10:01 UK052512
25/08/1999 09:10:30	Customer Call	Information: Have spoken to Ian Senior and call closure is NOT agreed.
25/08/1999 09:10:30	Customer Call	Therefore reassigning call for further investigation.
25/08/1999 09:10:30	Customer Call	25/08/99 10:02 UK052512
25/08/1999 09:10:30	Customer Call	Information: Fix for this was only planned to go live on 23/8/99. TIP
25/08/1999 09:10:30	Customer Call	will continue to monitor for reoccurrences of this incident
25/08/1999 09:10:30	Customer Call	until 24/9/99. But also see TIP 870 which may contradict the
25/08/1999 09:10:30	Customer Call	release date into the live estate.
25/08/1999 09:10:30	Customer Call	25/08/99 10:05 UK052512
25/08/1999 09:10:30	Customer Call	ReOpen OTI: EDSC1
25/08/1999 09:10:30	Customer Call	F} Call details
25/08/1999 09:10:31	Customer Call	Diagnostician name:
25/08/1999 16:07:11	Barbara Longley	The Call record has been assigned to the Team Member: Garrett Simpson
25/08/1999 16:07:12	Barbara Longley	Hours spent since call received: 0 hours
26/08/1999 09:43:31	Garrett Simpson	F} Response :
26/08/1999 09:43:31	Garrett Simpson	There is no further investigation required on this call. The problem has been
26/08/1999 09:43:31	Garrett Simpson	identified and fixed.
26/08/1999 09:43:31	Garrett Simpson	If the originator wants to monitor the situation he is welcome to do so, but
26/08/1999 09:43:31	Garrett Simpson	this does NOT require this call to be kept open.
26/08/1999 09:43:31	Garrett Simpson	[END OF REFERENCE 12182582]

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EDSC	7620 Lucy Mottram		Closed		TPS

26/08/1999 09:43:31	Garrett Simpson	Responded to call type L as Category 60 -Fix Released to Call Logger
26/08/1999 09:43:31	Garrett Simpson	Hours spent since call received: 0 hours
26/08/1999 09:43:33	Garrett Simpson	CALL PC0027321 closed: Category 60, Type L
26/08/1999 09:43:34	Garrett Simpson	The response was delivered to: PowerHelp
26/08/1999 09:54:04	Customer Call	Date and time complete: 26/08/1999 10:51:16
26/08/1999 09:54:04	Customer Call	Service Complete (Confirmation) Received
15/09/1999 19:52:36	Customer Call	CALL PC0027321 Reopened: This incident has been reopened
15/09/1999 19:52:38	Customer Call	CALL PC0027321:Priority C:CallType L - Target 22/09/99 20:00:00
15/09/1999 19:52:38	Customer Call	31/08/99 08:38 UK061916
15/09/1999 19:52:38	Customer Call	Information: Spoke to Dave Salt to try and agree call closure. I read
15/09/1999 19:52:38	Customer Call	out the main body of call text to him and he said call should
15/09/1999 19:52:38	Customer Call	remain open until at least 24/09/99
15/09/1999 19:52:38	Customer Call	31/08/99 09:16 UK061916
15/09/1999 19:52:38	Customer Call	Information: Call needs to stay open until 24/09/99 because TIP want to
15/09/1999 19:52:38	Customer Call	monitor reoccurrences of this incident until then. Dave Salt
15/09/1999 19:52:38	Customer Call	happy for call to remain open on this stack until further
15/09/1999 19:52:38	Customer Call	update added.
15/09/1999 19:52:38	Customer Call	15/09/99 19:41 uk059132
15/09/1999 19:52:38	Customer Call	Information: as call logger does not want to close call it will need to
15/09/1999 19:52:39	Customer Call	go back to edsc
15/09/1999 19:52:39	Customer Call	15/09/99 20:48 uk059129
15/09/1999 19:52:39	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *
15/09/1999 19:52:39	Customer Call	15/09/99 20:48 uk059129
15/09/1999 19:52:39	Customer Call	Information: Assigning call to SSC as call originator not happy with
15/09/1999 19:52:39	Customer Call	call closure at this time.
15/09/1999 19:52:39	Customer Call	F} Call details

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EDSC	7620 Lucy Mottram		Closed		TPS

15/09/1999 19:52:39	Customer Call	Diagnostician name:
16/09/1999 08:36:56	deleted (Sampath Kumar)	The Call record has been assigned to the Team Member: Sampath Kumar
16/09/1999 08:36:57	deleted (Sampath Kumar)	Hours spent since call received: 0 hours
16/09/1999 14:17:17	deleted (Sampath Kumar)	The Call record has been assigned to the Team Member: SSC Holding
16/09/1999 14:17:17	deleted (Sampath Kumar)	Defect cause updated to 42:Gen - Outside Pathway Control
16/09/1999 14:17:17	deleted (Sampath Kumar)	Hours spent since call received: 0 hours
23/09/1999 16:10:36	Barbara Longley	The call summary has been changed from:-
23/09/1999 16:10:36	Barbara Longley	Call raised by Lucy Mottram on behalf of above. L
23/09/1999 16:10:36	Barbara Longley	The call summary is now:-
23/09/1999 16:10:36	Barbara Longley	FAD2113287- Live trial org unit 7620 Lucy Mottram
28/09/1999 16:27:46	Jim Anscomb	The Call record has been assigned to the Team Member: Jim Anscomb
28/09/1999 16:27:46	Jim Anscomb	Hours spent since call received: 0 hours
28/09/1999 16:37:15	Jim Anscomb	F} Response :
28/09/1999 16:37:15	Jim Anscomb	Dave Salt agrees closure - fix applied
28/09/1999 16:37:15	Jim Anscomb	[END OF REFERENCE 12567336]
28/09/1999 16:37:15	Jim Anscomb	Responded to call type L as Category 60 -Fix Released to Call Logger
28/09/1999 16:37:16	Jim Anscomb	Hours spent since call received: 0 hours
28/09/1999 16:37:19	Jim Anscomb	CALL PC0027321 closed: Category 60, Type L
28/09/1999 16:37:19	Jim Anscomb	The response was delivered to: PowerHelp