

PinICL Expor PC0028263

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0028263	TIP- reconciliation - missing transactions live tr	04/08/1999 11:31:21	29/09/1999 13:34:17	David Salt	General/Other/Misc
EDSC			Closed		Reconciliation

References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	33766155
ORIGREF	E-9908040139
CONSUMER	16953 A1GATE
CONSUMERREF	E-9908040139
ORIGINATOR	Phelp
PowerHelp	E-9908040139
Acceptance Incident	AI0376H

Products

Product Group	Product Name	Product Version
General/Other/Misc	Reconciliation	

Activities

Date	User	Comment
04/08/1999 11:31:21	Customer Call	CALL PC0028263 opened
04/08/1999 11:31:23	Customer Call	CALL PC0028263:Priority B:CallType L - Target 09/08/99 12:31:21
04/08/1999 11:31:23	Customer Call	TIP- reconciliation - missing transactions live trial : cash account week 18
04/08/1999 11:31:23	Customer Call	office 230511, pathway derived cash account line 2050 value = £36272.65 ,
04/08/1999 11:31:23	Customer Call	TIP derived value = £36133.20, difference of £139.45.
04/08/1999 11:31:23	Customer Call	this has a knock on affect to line 1085, 1700, 2072 and 2700.
04/08/1999 11:31:23	Customer Call	this is probably attributable to missing transactions, although identical
04/08/1999 11:31:23	Customer Call	problems were also identified at offices 013523 (£1936.38), 278523(£155),
04/08/1999 11:31:23	Customer Call	101114(£15.41).
04/08/1999 11:31:23	Customer Call	PLS INVESTIGATE
04/08/1999 11:31:23	Customer Call	04/08/99 12:26 UK061356
04/08/1999 11:31:23	Customer Call	Information: Reconciliation issue - passing for investigation.
04/08/1999 11:31:24	Customer Call	04/08/99 12:26 UK061356

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EDSC			Closed		Reconciliation

04/08/1999 11:31:24	Customer Call	SMC Complete: EDSC1
04/08/1999 11:31:24	Customer Call	F} Call details
04/08/1999 11:31:25	Customer Call	Diagnostician name:
04/08/1999 11:31:25	Customer Call	Customer opened date 04/08/1999 12:17:22
04/08/1999 11:52:34	Catherine Obeng	Target Release updated to PDR - CSR
04/08/1999 11:52:34	Catherine Obeng	Product TPS TPS added
04/08/1999 12:37:28	Barbara Longley	The Call record has been assigned to the Team Member: Paul Sausman
04/08/1999 12:37:29	Barbara Longley	Defect cause updated to 99:General - Unknown
04/08/1999 12:37:29	Barbara Longley	Hours spent since call received: 0 hours
09/08/1999 14:19:22	Paul Sausman	These outlets do not appear to have been affected by the harvesting issue of
09/08/1999 14:19:22	Paul Sausman	28218 nor are they in the spreadsheet of errant transactions.
09/08/1999 15:03:15	Paul Sausman	Null modes (27321) appear to account for the transactions lost from 230511:
09/08/1999 15:03:15	Paul Sausman	-- AA, 26/07/99 12:36:19, product 1, quantity -1, amount -46.20;
09/08/1999 15:03:15	Paul Sausman	-- AA, 24/07/99 09:15:00, product 1, quantity -1, amount -93.25.
09/08/1999 15:13:48	Paul Sausman	A null mode (27321) appears to account for the transaction lost from 101114:
09/08/1999 15:13:48	Paul Sausman	-- AA, 23/07/99 18:08:53, product 1, quantity -1, amount -15.41.
09/08/1999 15:29:40	Paul Sausman	A null mode (27321) appears to account for the transaction lost from 13523:
09/08/1999 15:29:40	Paul Sausman	-- AA, 26/07/99 11:16:59, product 1, quantity -1, amount -1936.38.
09/08/1999 15:41:43	Paul Sausman	Please arrange reconciliation then return for investigation into 278523.
09/08/1999 15:41:44	Paul Sausman	The Call record has been transferred to the Team: MgtSupportUnit
09/08/1999 15:41:45	Paul Sausman	Hours spent since call received: 0 hours
10/08/1999 16:59:36	Angela Shaw	The Call record has been assigned to the Team Member: Angela Shaw
10/08/1999 16:59:36	Angela Shaw	Hours spent since call received: 0 hours
10/08/1999 17:07:52	Angela Shaw	F} Response :
10/08/1999 17:07:52	Angela Shaw	Paul, have raised RED 515 for this call. Would you please send back to me
10/08/1999 17:07:52	Angela Shaw	when you have more info and a reason why these transaction were not included.

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10/08/1999 17:07:52	Angela Shaw	Thanks
10/08/1999 17:07:52	Angela Shaw	[END OF REFERENCE 12017482]
10/08/1999 17:07:52	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
10/08/1999 17:07:53	Angela Shaw	The response has been flagged to the gateway team for validation
10/08/1999 17:07:53	Angela Shaw	The Call record has been transferred to the Team: EDSC
10/08/1999 17:07:53	Angela Shaw	Hours spent since call received: 0.5 hours
11/08/1999 08:10:49	Barbara Longley	The Call record has been assigned to the Team Member: Paul Sausman
11/08/1999 08:10:49	Barbara Longley	Hours spent since call received: 0 hours
11/08/1999 13:33:14	Barbara Longley	F} Response :
11/08/1999 13:33:14	Barbara Longley	The Call record has been assigned to EDSC Team Member: Paul Sausman
11/08/1999 13:33:14	Barbara Longley	[END OF REFERENCE 12024050]
11/08/1999 13:33:14	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
11/08/1999 13:33:16	Barbara Longley	The response was delivered to: PowerHelp
11/08/1999 13:34:09	Angela Shaw	Will these transactions ever get returned to TIP & HAPS? Please update.
11/08/1999 15:36:59	Paul Sausman	Transactions not sent because mode attribute was null. They will not be sent
11/08/1999 15:36:59	Paul Sausman	by the system to TIP or HAPS.
13/08/1999 13:38:51	Barbara Longley	Product TPS TPS deleted
13/08/1999 13:38:51	Barbara Longley	Product General/Other/Misc Reconciliation added
23/08/1999 11:48:38	Jim Anscomb	The Call record has been assigned to the Team Member: Jim Anscomb
23/08/1999 11:48:38	Jim Anscomb	Hours spent since call received: 0 hours
23/08/1999 13:47:03	Jim Anscomb	F} Response :
23/08/1999 13:47:03	Jim Anscomb	Cash Account week 18 was the first week for FAD 278523 - small discrepancies
23/08/1999 13:47:03	Jim Anscomb	are acceptable during that week.
23/08/1999 13:47:03	Jim Anscomb	[END OF REFERENCE 12145328]
23/08/1999 13:47:03	Jim Anscomb	Responded to call type L as Category 38 -Potential Problem Identified
23/08/1999 13:47:06	Jim Anscomb	The response was delivered to: PowerHelp

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EDSC			Closed		Reconciliation

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23/08/1999 13:49:03 Jim Anscomb The Call record has been transferred to the Team: MgtSupportUnit

23/08/1999 13:49:04 Jim Anscomb Hours spent since call received: 0 hours

24/08/1999 11:28:55 Angela Shaw F} Response :

24/08/1999 11:28:55 Angela Shaw Paul originally provided me with the missing transaction details for 3 of the

24/08/1999 11:28:55 Angela Shaw 4 fads listed. I still need the missing transaction details for 278523, as I

24/08/1999 11:28:55 Angela Shaw have to send the details to POCL for reconciliation purposes. Is it not

24/08/1999 11:28:55 Angela Shaw possible to resend the transactions to TIP in this case? Can we progress

24/08/1999 11:28:55 Angela Shaw these missing transactions asap, as they come under AI 376. please route

24/08/1999 11:28:55 Angela Shaw back to MSU afterwards. thanks

24/08/1999 11:28:55 Angela Shaw [END OF REFERENCE 12153576]

24/08/1999 11:28:55 Angela Shaw Responded to call type L as Category 40 -Incident Under Investigation

24/08/1999 11:28:56 Angela Shaw The response has been flagged to the gateway team for validation

24/08/1999 11:28:57 Angela Shaw The Call record has been transferred to the Team: EDSC

24/08/1999 11:28:57 Angela Shaw Hours spent since call received: 0.5 hours

24/08/1999 12:27:36 Barbara Longley The Call record has been assigned to the Team Member: Garrett Simpson

24/08/1999 12:27:37 Barbara Longley Hours spent since call received: 0 hours

24/08/1999 14:11:03 deleted user (John McLean 05/01) THIS CALL IS ASSOCIATED WITH HIGH PRIORITY ACCEPTANCE INCIDENT 376.

24/08/1999 14:11:03 deleted user (John McLean 05/01) PLEASE PROGRESS RAPIDLY.

24/08/1999 14:11:03 deleted user (John McLean 05/01) The call references have been updated. They are now:-

24/08/1999 14:11:03 deleted user (John McLean 05/01) ORIGINATOR : Phelp

24/08/1999 14:11:03 deleted user (John McLean 05/01) T PowerHelp : E-9908040139

24/08/1999 14:11:03 deleted user (John McLean 05/01) Acceptance Incident : AI0376H

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EDSC			Closed		Reconciliation

25/08/1999 09:27:23	Garrett Simpson	New evidence added - Complete message store for 278523
25/08/1999 09:31:51	Garrett Simpson	F} Response :
25/08/1999 09:31:52	Garrett Simpson	I have checked this message store but can find no reason for the problem
25/08/1999 09:31:52	Garrett Simpson	complained of in 278523.
25/08/1999 09:31:52	Garrett Simpson	Passing to development for further investigation.
25/08/1999 09:31:52	Garrett Simpson	[END OF REFERENCE 12166893]
25/08/1999 09:31:52	Garrett Simpson	Responded to call type L as Category 40 -Incident Under Investigation
25/08/1999 09:32:00	Garrett Simpson	The response was delivered to: PowerHelp
25/08/1999 09:32:03	Garrett Simpson	The Call record has been transferred to the Team: EPOSS-FP
25/08/1999 09:32:03	Garrett Simpson	Hours spent since call received: 2 hours
26/08/1999 09:02:35	Steve Warwick	Target Release updated to NFR - No Fix Reqd
26/08/1999 09:02:37	Steve Warwick	F} Response :
26/08/1999 09:02:37	Steve Warwick	The £155 error reported by TIP at FAD Code 278523 is almost certainly related
26/08/1999 09:02:37	Steve Warwick	to an MVL transaction (Product 125 or 128). A number of these transactions
26/08/1999 09:02:37	Steve Warwick	took place in the week and there was also a Loss declared the previous week
26/08/1999 09:02:37	Steve Warwick	for this value against Cash. The value of £155 was also transferred between
26/08/1999 09:02:37	Steve Warwick	two stock units during the week and a gain of £155 was recorded when
26/08/1999 09:02:37	Steve Warwick	balancing at the end of CAP 18 (offsetting the Loss of £155 declared at the
26/08/1999 09:02:37	Steve Warwick	end of CAP 17).
26/08/1999 09:02:37	Steve Warwick	
26/08/1999 09:02:37	Steve Warwick	Since there was no failure of the office to balance its Cash Account, it
26/08/1999 09:02:37	Steve Warwick	would seem that either one of these transactions has not been sent to TIP or
26/08/1999 09:02:37	Steve Warwick	TIP have miscalculated the value of the transactions reporting to the Cash
26/08/1999 09:02:37	Steve Warwick	Account.
26/08/1999 09:02:37	Steve Warwick	[END OF REFERENCE 12181408]
26/08/1999 09:02:38	Steve Warwick	Responded to call type L as Category 62 -No fault in product

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EDSC			Closed		Reconciliation

26/08/1999 09:02:38	Steve Warwick	Hours spent since call received: 2 hours
26/08/1999 09:02:39	Steve Warwick	The Call record has been transferred to the Team: EDSC
26/08/1999 09:02:39	Steve Warwick	The response has been routed to the gateway team for validation
26/08/1999 09:25:04	Barbara Longley	The Call record has been assigned to the Team Member: Garrett Simpson
26/08/1999 09:25:04	Barbara Longley	Hours spent since call received: 0 hours
26/08/1999 11:10:27	Garrett Simpson	F} Response :
26/08/1999 11:10:27	Garrett Simpson	We have now had an explanation from development for the final office in this call.
26/08/1999 11:10:27	Garrett Simpson	Passing to management support for reconciliation.
26/08/1999 11:10:27	Garrett Simpson	[END OF REFERENCE 12185008]
26/08/1999 11:10:27	Garrett Simpson	Responded to call type L as Category 40 -Incident Under Investigation
26/08/1999 11:10:29	Garrett Simpson	The response was delivered to: PowerHelp
26/08/1999 11:10:30	Garrett Simpson	The Call record has been transferred to the Team: MgtSupportUnit
26/08/1999 11:10:30	Garrett Simpson	Hours spent since call received: 0 hours
26/08/1999 12:54:01	Angela Shaw	The Call record has been assigned to the Team Member: Angela Shaw
26/08/1999 12:54:02	Angela Shaw	Hours spent since call received: 0 hours
26/08/1999 15:20:08	Angela Shaw	F} Response :
26/08/1999 15:20:08	Angela Shaw	Can SSC re-check for the last FAD details as per Steve Warwick's last update.
26/08/1999 15:20:08	Angela Shaw	I am also requesting that TIP re-investigate their findings too, as this is
26/08/1999 15:20:08	Angela Shaw	due to the possibility of the above 2 scenarios. Please re-send back to MSU.
26/08/1999 15:20:08	Angela Shaw	Thanks
26/08/1999 15:20:08	Angela Shaw	[END OF REFERENCE 12188798]
26/08/1999 15:20:08	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
26/08/1999 15:20:09	Angela Shaw	The response has been flagged to the gateway team for validation
26/08/1999 15:20:10	Angela Shaw	The Call record has been transferred to the Team: EDSC
26/08/1999 15:20:10	Angela Shaw	Hours spent since call received: 0.5 hours

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26/08/1999 15:24:12	Barbara Longley	The Call record has been assigned to the Team Member: Garrett Simpson
26/08/1999 15:24:12	Barbara Longley	Hours spent since call received: 0 hours
31/08/1999 08:49:09	Garrett Simpson	F} Response :
31/08/1999 08:49:09	Garrett Simpson	Re-sending back to MSU as requested.
31/08/1999 08:49:09	Garrett Simpson	[END OF REFERENCE 12208227]
31/08/1999 08:49:09	Garrett Simpson	Responded to call type L as Category 40 -Incident Under Investigation
31/08/1999 08:49:14	Garrett Simpson	The response was delivered to: PowerHelp
31/08/1999 08:49:15	Garrett Simpson	The Call record has been transferred to the Team: MgtSupportUnit
31/08/1999 08:49:15	Garrett Simpson	Hours spent since call received: 0 hours
01/09/1999 10:12:08	Barbara Longley	F} Response :
01/09/1999 10:12:10	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
01/09/1999 10:12:10	Barbara Longley	[END OF REFERENCE 12221597]
01/09/1999 10:12:12	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
01/09/1999 10:12:23	Barbara Longley	The response was delivered to: PowerHelp
14/09/1999 13:00:25	Steve Warwick	F} Response :
14/09/1999 13:00:27	Steve Warwick	The cause of the imbalance at FAD Code 278523 was the deletion of Stock Unit
14/09/1999 13:00:27	Steve Warwick	ZZ on 29th July 1999 before the EOD marker for the outlet had been written.
14/09/1999 13:00:27	Steve Warwick	This meant that transactions carried out on the stock unit totalling £155.00
14/09/1999 13:00:27	Steve Warwick	(Declaration Discrepancy) in CAP 19 were not reported to TIP.
14/09/1999 13:00:27	Steve Warwick	[END OF REFERENCE 12358563]
14/09/1999 13:00:31	Steve Warwick	Responded to call type L as Category 60 -Fix Released to Call Logger
14/09/1999 13:00:32	Steve Warwick	Hours spent since call received: 3 hours
14/09/1999 13:00:39	Steve Warwick	The Call record has been transferred to the Team: EDSC
14/09/1999 13:00:41	Steve Warwick	The response has been routed to the gateway team for validation
14/09/1999 13:16:28	Barbara Longley	The Call record has been assigned to the Team Member: Garrett Simpson
14/09/1999 13:16:29	Barbara Longley	Hours spent since call received: 0 hours

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16/09/1999 10:51:31	Garrett Simpson	F} Response :
16/09/1999 10:51:32	Garrett Simpson	I have told the originator that the cause of this problem was the deletion of
16/09/1999 10:51:32	Garrett Simpson	the relevant stock unit and asked him to agree closure.
16/09/1999 10:51:32	Garrett Simpson	He wanted to know if there is going to be a change in the software to prevent
16/09/1999 10:51:32	Garrett Simpson	such deletion and when it is going to arrive. It sounded as though he would
16/09/1999 10:51:32	Garrett Simpson	agree closure once he has a date.
16/09/1999 10:51:32	Garrett Simpson	This is not relevant to this call: we have explained the discrepancy in the
16/09/1999 10:51:32	Garrett Simpson	figures which is what, strictly, is required.
16/09/1999 10:51:32	Garrett Simpson	[END OF REFERENCE 12392148]
16/09/1999 10:51:32	Garrett Simpson	Responded to call type L as Category 36 -Known Problem Registered
16/09/1999 10:51:36	Garrett Simpson	The response was delivered to: PowerHelp
16/09/1999 11:03:07	Garrett Simpson	F} Response :
16/09/1999 11:03:09	Garrett Simpson	David Salt rang back. I had spoken to Steve Warwick in the meantime and found
16/09/1999 11:03:09	Garrett Simpson	that the fix to prevent such stock unit deletion went out to the live estate
16/09/1999 11:03:09	Garrett Simpson	on 15-Aug - so it has been in place now for a month.
16/09/1999 11:03:09	Garrett Simpson	David wants to wait until the end of September before agreeing a close.
16/09/1999 11:03:09	Garrett Simpson	[END OF REFERENCE 12392454]
16/09/1999 11:03:09	Garrett Simpson	Responded to call type L as Category 36 -Known Problem Registered
16/09/1999 11:03:13	Garrett Simpson	The response was delivered to: PowerHelp
16/09/1999 11:03:49	Garrett Simpson	The Call record has been assigned to the Team Member: SSC Holding
16/09/1999 11:03:49	Garrett Simpson	Hours spent since call received: 0 hours
21/09/1999 16:35:55	Garrett Simpson	New evidence added - Email from Dave Salt at TIP
21/09/1999 16:35:55	Garrett Simpson	F} Response :
21/09/1999 16:35:55	Garrett Simpson	I rang the originator to pass on Steve Warwick's response of 14-Sep.
21/09/1999 16:35:55	Garrett Simpson	In due course he responded by sending me an email (attached) in which he said

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21/09/1999 16:35:55	Garrett Simpson	there was a totally different root cause given to TIP.
21/09/1999 16:35:55	Garrett Simpson	
21/09/1999 16:35:55	Garrett Simpson	I feel that Pathway should agree internally what the problem is and then
21/09/1999 16:35:55	Garrett Simpson	present that to the customer.
21/09/1999 16:35:55	Garrett Simpson	
21/09/1999 16:35:55	Garrett Simpson	For the attention of Steve Warwick or John Pope.
21/09/1999 16:35:55	Garrett Simpson	[END OF REFERENCE 12475927]
21/09/1999 16:35:56	Garrett Simpson	Responded to call type L as Category 40 -Incident Under Investigation
21/09/1999 16:36:00	Garrett Simpson	The response was delivered to: PowerHelp
21/09/1999 16:36:01	Garrett Simpson	The Call record has been transferred to the Team: QFP
21/09/1999 16:36:01	Garrett Simpson	Hours spent since call received: 0 hours
21/09/1999 18:01:52	Steve Warwick	F) Response :
21/09/1999 18:01:52	Steve Warwick	The original response given to TIP was based on the fact that the symptom of
21/09/1999 18:01:52	Steve Warwick	the call appeared to be similar to other calls which had been identified as
21/09/1999 18:01:52	Steve Warwick	being signing problems. This initial view was provided along with the
21/09/1999 18:01:52	Steve Warwick	statement that the incident was still under investigation and that once the
21/09/1999 18:01:52	Steve Warwick	evidence had been examined the root cause would be setermined. The root
21/09/1999 18:01:52	Steve Warwick	cause has now been determined and John Pope has updated the spreadsheet
21/09/1999 18:01:52	Steve Warwick	shared with POCL re. AI376. Closure will be agreed between John Pope and
21/09/1999 18:01:52	Steve Warwick	Calum Craig (POCL).
21/09/1999 18:01:52	Steve Warwick	
21/09/1999 18:01:52	Steve Warwick	Passing the call to John Pope for confirmation of the above.
21/09/1999 18:01:52	Steve Warwick	[END OF REFERENCE 12477568]
21/09/1999 18:01:53	Steve Warwick	Responded to call type L as Category 42 -Product Error Diagnosed
21/09/1999 18:01:54	Steve Warwick	The response has been flagged to the gateway team for validation
21/09/1999 18:01:56	Steve Warwick	The Call record has been assigned to the Team Member: John Pope

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EDSC			Closed		Reconciliation

21/09/1999 18:01:56	Steve Warwick	Hours spent since call received: .1 hours
24/09/1999 12:56:26	Barbara Longley	F} Response :
24/09/1999 12:56:26	Barbara Longley	he Call record has been assigned to QFP Team Member: John Pope
24/09/1999 12:56:26	Barbara Longley	[END OF REFERENCE 12522042]
24/09/1999 12:56:26	Barbara Longley	Responded to call type L as Category 42 -Product Error Diagnosed
24/09/1999 12:56:29	Barbara Longley	The response was delivered to: PowerHelp
28/09/1999 16:55:06	deleted (Sampath Kumar)	F} Response :
28/09/1999 16:55:06	deleted (Sampath Kumar)	Fix applied to the live system. David Salt (POCL TIP - customer) agrees to
28/09/1999 16:55:06	deleted (Sampath Kumar)	close the call. Waiting to discuss closure with John Pope, before closing
28/09/1999 16:55:06	deleted (Sampath Kumar)	call.
28/09/1999 16:55:06	deleted (Sampath Kumar)	[END OF REFERENCE 12568003]
28/09/1999 16:55:06	deleted (Sampath Kumar)	Responded to call type L as Category 40 -Incident Under Investigation
28/09/1999 16:55:14	deleted (Sampath Kumar)	The response was delivered to: PowerHelp
29/09/1999 13:27:38	John Pope	The Call record has been transferred to the Team: EDSC
29/09/1999 13:27:39	John Pope	Hours spent since call received: 0 hours
29/09/1999 13:30:50	deleted (Sampath Kumar)	F} Response :
29/09/1999 13:30:50	deleted (Sampath Kumar)	Fix applied to the live system. David Salt (POCL TIP - customer) agrees to
29/09/1999 13:30:50	deleted (Sampath Kumar)	close the call.
29/09/1999 13:30:50	deleted (Sampath Kumar)	[END OF REFERENCE 12582308]
29/09/1999 13:30:50	deleted (Sampath Kumar)	Responded to call type L as Category 60 -Fix Released to Call Logger
29/09/1999 13:30:51	deleted (Sampath Kumar)	Hours spent since call received: 0 hours
29/09/1999 13:30:51	deleted (Sampath Kumar)	Defect cause updated to 14:Development - Code
29/09/1999 13:30:53	deleted (Sampath Kumar)	CALL PC0028263 closed: Category 60, Type L
29/09/1999 13:30:55	deleted (Sampath Kumar)	The response was delivered to: PowerHelp
29/09/1999 13:34:17	Customer Call	Date and time complete: 29/09/1999 14:32:17
29/09/1999 13:34:17	Customer Call	Service Complete (Confirmation) Received