

PinICL Expor

PC0033173

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033173	Receipts and payments mismatch	11/11/1999 14:38:17	25/11/1999 08:30:40	Angela Shaw/7263 2581/	General/Other/Misc
EDSC	in cap 32		Closed		General/Other/Misc

References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	42330968
ORIGREF	E-9911110328
CONSUMER	16953 A1GATE
CONSUMERREF	E-9911110328
ORIGINATOR	Phelp
PowerHelp	E-9911110328
Work Package	PWY_WP_5760 & 5817

Products

Product Group	Product Name	Product Version
General/Other/Misc		

Activities

Date	User	Comment
11/11/1999 14:38:17	Customer Call	CALL PC0033173 opened
11/11/1999 14:38:20	Customer Call	CALL PC0033173:Priority B:CallType L - Target 16/11/99 14:38:17
11/11/1999 14:38:20	Customer Call	11/11/99 14:36 Transactions have not been havested Pass to edsc for
11/11/1999 14:38:20	Customer Call	recociliation.
11/11/1999 14:38:20	Customer Call	F} Call details
11/11/1999 14:38:21	Customer Call	Diagnostician name:
11/11/1999 14:38:25	Customer Call	Customer opened date 11/11/1999 14:36:03
11/11/1999 15:13:57	Deleted User (Mike Croshaw Sep/00)	Target Release updated to CSR
11/11/1999 15:13:57	Deleted User (Mike Croshaw Sep/00)	Product General/Other/Misc added
11/11/1999 15:13:58	Deleted User (Mike Croshaw Sep/00)	The Call record has been transferred to the Team: MgtSupportUnit

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EDSC	in cap 32		Closed		General/Other/Misc

11/11/1999 15:13:58	Deleted User (Mike Croshaw Sep/00)	Defect cause updated to 41:General - in Procedure
11/11/1999 15:13:58	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
11/11/1999 15:22:45	Customer Call	11/11/99 15:15 UK061824 HSH1 Information: This call refers to E-9911100411.
11/11/1999 15:22:45	Customer Call	This is a system call
11/11/1999 15:22:45	Customer Call	relating to the original call , which was a receipts and
11/11/1999 15:22:46	Customer Call	payments mismatch in cap 32 - where 15 offices were affected. All
11/11/1999 15:22:46	Customer Call	these offices are post migration offices in that they have
11/11/1999 15:22:46	Customer Call	previously produced a horizon cash account.
11/11/1999 15:29:02	Angela Shaw	New evidence added - red1324
11/11/1999 15:29:03	Angela Shaw	F} Response :
11/11/1999 15:29:03	Angela Shaw	full text now added!! PLEASE INVESTIGATE WHY these offices have post
11/11/1999 15:29:03	Angela Shaw	migration receipts and payments problems? please add transacion details etc
11/11/1999 15:29:03	Angela Shaw	if applicable. return to msu for closure.
11/11/1999 15:29:03	Angela Shaw	[END OF REFERENCE 13404816]
11/11/1999 15:29:03	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
11/11/1999 15:29:04	Angela Shaw	The response has been flagged to the gateway team for validation
11/11/1999 15:29:04	Angela Shaw	The Call record has been transferred to the Team: EDSC
11/11/1999 15:29:05	Angela Shaw	Hours spent since call received: 0.5 hours
11/11/1999 16:20:59	Barbara Longley	The call summary has been changed from:-
11/11/1999 16:20:59	Barbara Longley	Transactions have not been havested Pass to edsc f
11/11/1999 16:20:59	Barbara Longley	The call summary is now:-
11/11/1999 16:20:59	Barbara Longley	Receipts and payments mismatch in cap 32
11/11/1999 16:21:00	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
11/11/1999 16:21:01	Barbara Longley	Hours spent since call received: 0 hours
11/11/1999 16:24:07	Angela Shaw	The call summary has been changed from:-

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EDSC	in cap 32		Closed		General/Other/Misc

11/11/1999 16:24:07	Angela Shaw	Receipts and payments mismatch in cap 32
11/11/1999 16:24:07	Angela Shaw	The call summary is now:-
11/11/1999 16:24:07	Angela Shaw	Receipts and payments mismatch in cap 32
11/11/1999 16:24:08	Angela Shaw	F} Response :
11/11/1999 16:24:09	Angela Shaw	back to you barbara!
11/11/1999 16:24:09	Angela Shaw	[END OF REFERENCE 13407644]
11/11/1999 16:24:09	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
11/11/1999 16:24:10	Angela Shaw	The response has been flagged to the gateway team for validation
11/11/1999 16:24:11	Angela Shaw	The Call record has been transferred to the Team: EDSC
11/11/1999 16:24:11	Angela Shaw	Hours spent since call received: 0.2 hours
11/11/1999 16:38:53	Barbara Longley	F} Response :
11/11/1999 16:38:53	Barbara Longley	11/11/1999 15:29:03 - By Angela Shaw - MSU
11/11/1999 16:38:53	Barbara Longley	full text now added!! PLEASE INVESTIGATE WHY these offices have post
11/11/1999 16:38:53	Barbara Longley	migration receipts and payments problems? please add transacion details etc
11/11/1999 16:38:53	Barbara Longley	if applicable. return to msu for closure.
11/11/1999 16:38:53	Barbara Longley	[END OF REFERENCE 13408191]
11/11/1999 16:38:53	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
11/11/1999 16:38:57	Barbara Longley	The response was delivered to: PowerHelp
18/11/1999 09:29:53	Diane Rowe	The Call record has been assigned to the Team Member: Richard Coleman
18/11/1999 09:29:53	Diane Rowe	Defect cause updated to 99:General - Unknown
18/11/1999 09:29:54	Diane Rowe	Hours spent since call received: 0 hours
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 070422
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 127136
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 173328
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 175511
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 175523

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EDSC	in cap 32		Closed		General/Other/Misc

19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 176328
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 186328
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 201328
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 211328
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 228329
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 338523
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 345704
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 412523
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 465329
19/11/1999 16:56:49	Richard Coleman	New evidence added - FAD 467329
19/11/1999 16:58:12	Richard Coleman	Routing to development for investigation
19/11/1999 16:58:12	Richard Coleman	The Call record has been transferred to the Team: QFP
19/11/1999 16:58:13	Richard Coleman	Hours spent since call received: 0 hours
22/11/1999 10:35:38	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick
22/11/1999 10:35:39	Lionel Higman	Hours spent since call received: 0 hours
22/11/1999 13:56:38	Steve Warwick	F} Response :
22/11/1999 13:56:38	Steve Warwick	At outlet 127136 CAP 32 was the first Cash Account produced for the office
22/11/1999 13:56:38	Steve Warwick	after migration (the office was migrated into CAP 32 on 25.10.99 but did not
22/11/1999 13:56:38	Steve Warwick	carry out any transactions until 28.10.99 in CAP 32). The discrepancy on the
22/11/1999 13:56:38	Steve Warwick	Cash Account was a reflection of the same discrepancy reported on the Stock
22/11/1999 13:56:38	Steve Warwick	Unit Balance - at which point the user would have been given a warning that
22/11/1999 13:56:38	Steve Warwick	the Cash Account would not balance if they chose to continue. Inspection of
22/11/1999 13:56:38	Steve Warwick	the message store shows that P&A transactions undertaken on 28.10.99 did not
22/11/1999 13:56:38	Steve Warwick	contain any 'Primary Mapping' attributes, indicative that the reference data
22/11/1999 13:56:38	Steve Warwick	for the P&A products was not present when the transactions took place. The
22/11/1999 13:56:38	Steve Warwick	P&A Product Reference data appears to have been loded onto Node 38 (the

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EDSC			Closed		General/Other/Misc
22/11/1999 13:56:38	Steve Warwick	correspondence server) at c. 15:00 on 28.10.99. SSC/Customer Services need to explain why this reference data was not available at the outlet from the point of installation.			
22/11/1999 13:56:38	Steve Warwick	[END OF REFERENCE 13613731]			
22/11/1999 13:56:39	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation			
22/11/1999 13:56:40	Steve Warwick	The response has been flagged to the gateway team for validation			
22/11/1999 17:17:28	Steve Warwick	F} Response :			
22/11/1999 17:17:28	Steve Warwick	For FAD Code 070422, two of the stock units (LL and EE) carried out revaluation transactions on 28th October against product 21. In the case of LL the transactions (2) were for £80 and were subsequently reversed.			
22/11/1999 17:17:28	Steve Warwick	Unfortunately, one of the transactions was carried out in the same session as a housekeeping transaction to redeem £80 from the suspense account, resulting in the two transactions being settled by the revaluation settlement product which does not report to the Cash Account. Housekeeping transactions should be settled by Cash. The effect of this was to increase the value in the office (line 1085) by £160.00.			
22/11/1999 17:17:28	Steve Warwick	In the case of EE, the revaluation transaction for £19.48 was not reversed, but again the revaluation transaction was carried in the same session as a housekeeping transaction to redeem £19.48 from the suspense account, resulting in the two transactions being settled by the revaluation settlement product which does not report to the Cash Account. Housekeeping transactions should be settled by Cash. The effect of this was to increase the value in the office (line 1085) by £19.48.			
22/11/1999 17:17:28	Steve Warwick	The total discrepancy shown on the Cash Account was, therefore, £179.48 with			

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22/11/1999 17:17:28	Steve Warwick	Payments greater than receipts.
22/11/1999 17:17:28	Steve Warwick	
22/11/1999 17:17:28	Steve Warwick	A reference data change (from Pathway) is required to prevent users from
22/11/1999 17:17:28	Steve Warwick	navigating between Housekeeping and Revaluation while there are transactions
22/11/1999 17:17:28	Steve Warwick	on the session stack.
22/11/1999 17:17:28	Steve Warwick	[END OF REFERENCE 13622103]
22/11/1999 17:17:30	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
22/11/1999 17:17:31	Steve Warwick	The response has been flagged to the gateway team for validation
22/11/1999 19:56:19	Steve Warwick	F} Response :
22/11/1999 19:56:19	Steve Warwick	The issue identified at FAD Code 354704 has been traced to the fact that none
22/11/1999 19:56:19	Steve Warwick	of the 'Payments Table' transactions reported to the Cash Account, leaving
22/11/1999 19:56:19	Steve Warwick	the Cash Account misbalanced by the payment transaction total of £74,821.50.
22/11/1999 19:56:19	Steve Warwick	The transactions which were not reported were also missing from the Stock
22/11/1999 19:56:19	Steve Warwick	Unit Rollover records created at the time that Stock Unit AA rolled over.
22/11/1999 19:56:19	Steve Warwick	These transactions all had level 3 primary mappings to node 3005 and level 4
22/11/1999 19:56:19	Steve Warwick	primary mappings to node 3016. It is probable that the summary rollover
22/11/1999 19:56:19	Steve Warwick	records for these transactions failed to be written because of a missing
22/11/1999 19:56:19	Steve Warwick	object defining node 3005, possibly a by-product of the recent issues with
22/11/1999 19:56:19	Steve Warwick	faulty persistent object indices at outlets.
22/11/1999 19:56:19	Steve Warwick	[END OF REFERENCE 13625590]
22/11/1999 19:56:19	Steve Warwick	Responded to call type L as Category 38 -Potential Problem Identified
22/11/1999 19:56:20	Steve Warwick	The response has been flagged to the gateway team for validation
23/11/1999 09:45:41	Steve Warwick	F} Response :
23/11/1999 09:45:41	Steve Warwick	At FAD Code 173328 the misbalance occurred due to a problem with the
23/11/1999 09:45:41	Steve Warwick	revaluation of postage stamps undertaken in CAP 31. In CAP 31 postage was
23/11/1999 09:45:41	Steve Warwick	revalued up by £7.88. This revaluation should have been reported to line

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EDSC	in cap 32		Closed		General/Other/Misc
23/11/1999 09:45:41	Steve Warwick	0022 of the Cash Account but was instead added to the value of line 5001			
23/11/1999 09:45:41	Steve Warwick	(Table 5 Stock). The reason that the value was added to line 5002 was that			
23/11/1999 09:45:41	Steve Warwick	the update of the Cash Account mapping reference data for Product 21 which			
23/11/1999 09:45:41	Steve Warwick	added the new mappings for revaluation failed to update correctly at the			
23/11/1999 09:45:41	Steve Warwick	office (known problem already being addressed at 300+ outlets), the system			
23/11/1999 09:45:41	Steve Warwick	therefore added the value to the 'default' line which is line 5001.			
23/11/1999 09:45:41	Steve Warwick	The effect of this in CAP 31 was to produce an imbalance of £15.76 (2 x			
23/11/1999 09:45:41	Steve Warwick	£7.88) because the balance due to PO figure was incorrectly increased by			
23/11/1999 09:45:41	Steve Warwick	£7.88 and the receipts table was missing £7.88.			
23/11/1999 09:45:41	Steve Warwick	Because the balance due to post office (line 1085) in CAP 31 was £7.88			
23/11/1999 09:45:41	Steve Warwick	greater than it should have been, the brought forward value in CAP 32 was			
23/11/1999 09:45:41	Steve Warwick	also incorrectly increased by £7.88 with the result that the CAP 32 Cash			
23/11/1999 09:45:41	Steve Warwick	Account misbalanced by this amount.			
23/11/1999 09:45:41	Steve Warwick	[END OF REFERENCE 13629497]			
23/11/1999 09:45:41	Steve Warwick	Responded to call type L as Category 38 -Potential Problem Identified			
23/11/1999 09:45:43	Steve Warwick	The response has been flagged to the gateway team for validation			
23/11/1999 09:54:11	Steve Warwick	F} Response :			
23/11/1999 09:54:11	Steve Warwick	The remaining FAD Codes:			
23/11/1999 09:54:11	Steve Warwick	127136, 070422, 345704, 173328, 201328, 228329, 467329, 175523, 338523,			
23/11/1999 09:54:11	Steve Warwick	412523, 76328, 186328, 211328, 175511, 465329			
23/11/1999 09:54:11	Steve Warwick	all misbalanced for the same reason as described for FAD Code 173328 above			
23/11/1999 09:54:11	Steve Warwick	(failure to report revaluation correctly in CAP 31 due to failure of the			
23/11/1999 09:54:11	Steve Warwick	update to the Cash Account mappings for Product 21, followed by B/F value in			

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EDSC			Closed		General/Other/Misc

23/11/1999 09:54:11	Steve Warwick	CAP 32 being incorrect for the same reason).			
23/11/1999 09:54:11	Steve Warwick				
23/11/1999 09:54:11	Steve Warwick	The reference data issue identified earlier in this call where mixed-mode			
23/11/1999 09:54:11	Steve Warwick	transactions were able to be recorded, is being fixed by Peter Morgan with a			
23/11/1999 09:54:11	Steve Warwick	release of reference data. The corrupted object indices at the various			
23/11/1999 09:54:11	Steve Warwick	offices is already being corrected as a background activity at the affected			
23/11/1999 09:54:11	Steve Warwick	offices.			
23/11/1999 09:54:11	Steve Warwick				
23/11/1999 09:54:11	Steve Warwick	Passing this call to Peter Morgan as the vehicle for the deliveru of the			
23/11/1999 09:54:11	Steve Warwick	required reference data changes.			
23/11/1999 09:54:11	Steve Warwick	[END OF REFERENCE 13629663]			
23/11/1999 09:54:12	Steve Warwick	Responded to call type L as Category 42 -Product Error Diagnosed			
23/11/1999 09:54:13	Steve Warwick	The response has been flagged to the gateway team for validation			
23/11/1999 09:54:14	Steve Warwick	The Call record has been transferred to the Team: CS-RefDataTeam			
23/11/1999 09:54:14	Steve Warwick	Defect cause updated to 16:Development - Reference Data			
23/11/1999 09:54:14	Steve Warwick	Hours spent since call received: 5 hours			
23/11/1999 09:54:52	Steve Warwick	The Call record has been assigned to the Team Member: Peter Morgan			
23/11/1999 09:54:52	Steve Warwick	Hours spent since call received: 0 hours			
23/11/1999 13:14:57	Deleted user (Peter Morgan Jun01)	Data to prevent moving from REVALUATION to HOUSEKEEPING was resolved by data			
23/11/1999 13:14:57	Deleted user (Peter Morgan Jun01)	corrections (PinICLs 29998 & 30203), in WP 5760 & 5817, which went LIVE on			
23/11/1999 13:14:57	Deleted user (Peter Morgan Jun01)	03/11/99.			
23/11/1999 13:14:57	Deleted user (Peter Morgan Jun01)				
23/11/1999 13:14:57	Deleted user (Peter Morgan Jun01)	I believe that this completes actions on this PinICL; therefore the call is			

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EDSC	in cap 32		Closed		General/Other/Misc

23/11/1999 13:14:57	Deleted user (Peter Morgan Jun01)	returned to the originator/EDSC.
23/11/1999 13:14:57	Deleted user (Peter Morgan Jun01)	The call references have been updated. They are now:-
23/11/1999 13:14:57	Deleted user (Peter Morgan Jun01)	ORIGINATOR : Phelp
23/11/1999 13:14:57	Deleted user (Peter Morgan Jun01)	PowerHelp : E-9911110328
23/11/1999 13:14:57	Deleted user (Peter Morgan Jun01)	T Work Package : PWY_WP_5760 & 5817
23/11/1999 13:15:05	Deleted user (Peter Morgan Jun01)	The Call record has been transferred to the Team: EDSC
23/11/1999 13:15:06	Deleted user (Peter Morgan Jun01)	Hours spent since call received: 1 hours
23/11/1999 13:32:23	Diane Rowe	The Call record has been assigned to the Team Member: Richard Coleman
23/11/1999 13:32:24	Diane Rowe	Hours spent since call received: 0 hours
23/11/1999 13:55:15	Richard Coleman	Please see comments from development
23/11/1999 13:55:22	Richard Coleman	The Call record has been transferred to the Team: MgtSupportUnit
23/11/1999 13:55:22	Richard Coleman	Hours spent since call received: 0 hours
24/11/1999 17:53:41	Angela Shaw	F} Response :
24/11/1999 17:53:41	Angela Shaw	Resolution of the scenarios detailed above have been detailed to POCL in RED
24/11/1999 17:53:41	Angela Shaw	1324, Please close call.
24/11/1999 17:53:41	Angela Shaw	[END OF REFERENCE 13675884]
24/11/1999 17:53:41	Angela Shaw	Responded to call type L as Category 38 -Potential Problem Identified
24/11/1999 17:53:42	Angela Shaw	The response has been flagged to the gateway team for validation
24/11/1999 17:53:43	Angela Shaw	The Call record has been transferred to the Team: EDSC
24/11/1999 17:53:43	Angela Shaw	Hours spent since call received: 0.5 hours
25/11/1999 08:28:23	John Simpkins	F} Response :
25/11/1999 08:28:23	John Simpkins	Fix released to live estate on 03/11/99 and RED report 1324 sent to POCL to

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25/11/1999 08:28:23	John Simpkins	correct this instance. Clos call.
25/11/1999 08:28:23	John Simpkins	[END OF REFERENCE 13681071]
25/11/1999 08:28:23	John Simpkins	Responded to call type L as Category 60 -Fix Released to Call Logger
25/11/1999 08:28:24	John Simpkins	Hours spent since call received: 0 hours
25/11/1999 08:28:29	John Simpkins	CALL PC0033173 closed: Category 60, Type L
25/11/1999 08:28:33	John Simpkins	The response was delivered to: PowerHelp
25/11/1999 08:30:39	Customer Call	Date and time complete: 25/11/1999 08:28:12
25/11/1999 08:30:40	Customer Call	Service Complete (Confirmation) Received