

PinICL Expor PC0028847

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0028847	Incorrect CA value. Live trial, the	20/08/1999 14:18:48	30/12/1999 14:23:51	Paul Cockerton/01246 5	EPOSS & DeskTop
EDSC	CA sub file fo		Closed		

References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	35158572
ORIGREF	E-9908200185
CONSUMER	16953 A1GATE
CONSUMERREF	E-9908200185
ORIGINATOR	Phelp
PowerHelp	E-9908200185
Acceptance Incident	AI0376H
Call reference	PC0029699
Call reference	PC0029700
Work Package	PWY_WP_5767 CSR
Release PinICL	PC0029742
Fast track fix	FSTK_2_0_WP5767
Fast track fix	FSTK_2_0_WP5767

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

Activities

Date	User	Comment
20/08/1999 14:18:48	Customer Call	CALL PC0028847 opened
20/08/1999 14:18:50	Customer Call	CALL PC0028847:Priority B:CallType L - Target 25/08/99 15:18:48
20/08/1999 14:18:50	Customer Call	Incorrect CA value. Live trial, the CA sub file for org units 12609 (FAD
20/08/1999 14:18:50	Customer Call	316523) CA week 21 contains an entry for line 2050 with a value of
20/08/1999 14:18:50	Customer Call	£17181.05. However, TIP has calculated from the transactions it has received
20/08/1999 14:18:50	Customer Call	that the value of the line should be £17642.31. This leaves a difference of
20/08/1999 14:18:50	Customer Call	£461.26.

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EDSC	CA sub file fo		Closed		

20/08/1999 14:18:50	Customer Call	20/08/99 15:12 UK061354
20/08/1999 14:18:51	Customer Call	SMC Complete: EDCS1
20/08/1999 14:18:51	Customer Call	F} Call details
20/08/1999 14:18:51	Customer Call	Diagnostician name:
20/08/1999 14:18:52	Customer Call	Customer opened date 20/08/1999 15:03:37
20/08/1999 14:23:49	Barbara Longley	Target Release updated to PDR - CSR
20/08/1999 14:23:49	Barbara Longley	Product EPOSS & DeskTop added
23/08/1999 09:01:33	Barbara Longley	F} Response :
23/08/1999 09:01:33	Barbara Longley	Have spoken to Angela Shaw and call is being routed to her in MSU.
23/08/1999 09:01:33	Barbara Longley	[END OF REFERENCE 12138298]
23/08/1999 09:01:33	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
23/08/1999 09:01:36	Barbara Longley	The response was delivered to: PowerHelp
23/08/1999 09:01:37	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
23/08/1999 09:01:37	Barbara Longley	Defect cause updated to 40:General - User
23/08/1999 09:01:37	Barbara Longley	Hours spent since call received: 0 hours
23/08/1999 16:10:20	Angela Shaw	F} Response :
23/08/1999 16:10:20	Angela Shaw	Barbara, I have just spoken to John Pope (Requirements) this is classified
23/08/1999 16:10:20	Angela Shaw	unde r Acceptance Incident 376 (AI). Would you please raise the level to an
23/08/1999 16:10:20	Angela Shaw	A / AI incident. Would John Simpkins please take a look, then send to EPOSS
23/08/1999 16:10:20	Angela Shaw	Dev. Thanks
23/08/1999 16:10:20	Angela Shaw	[END OF REFERENCE 12147655]
23/08/1999 16:10:20	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
23/08/1999 16:10:21	Angela Shaw	The response has been flagged to the gateway team for validation
23/08/1999 16:10:22	Angela Shaw	The Call record has been transferred to the Team: EDSC
23/08/1999 16:10:22	Angela Shaw	Hours spent since call received: 0.5 hours
23/08/1999 16:27:17	John Simpkins	New evidence added - Entire Message Store

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EDSC	CA sub file fo		Closed		

23/08/1999 16:44:59	John Simpkins	I have checked the agent boxes at wigan for any T_HV_ALL event for this
23/08/1999 16:44:59	John Simpkins	office between 12-Aug-1999 and 18-Aug-1999 and did not find any.
24/08/1999 08:24:08	Barbara Longley	As John Simpkins is tied up with other calls, can another team member
24/08/1999 08:24:08	Barbara Longley	continue the investigation of this call.
24/08/1999 09:09:21	Barbara Longley	F} Response :
24/08/1999 09:09:21	Barbara Longley	Call has been assigned to Jim Anscomb in EDSC.
24/08/1999 09:09:21	Barbara Longley	[END OF REFERENCE 12150401]
24/08/1999 09:09:21	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
24/08/1999 09:09:23	Barbara Longley	The response was delivered to: PowerHelp
24/08/1999 09:09:24	Barbara Longley	The Call record has been assigned to the Team Member: Jim Anscomb
24/08/1999 09:09:24	Barbara Longley	Hours spent since call received: 0 hours
24/08/1999 09:51:55	Barbara Longley	F} Response :
24/08/1999 09:51:55	Barbara Longley	The Call record has been assigned to EDSC Team Member: Jim Anscomb
24/08/1999 09:51:55	Barbara Longley	[END OF REFERENCE 12151280]
24/08/1999 09:51:55	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
24/08/1999 09:51:56	Barbara Longley	The response was delivered to: PowerHelp
24/08/1999 10:33:50	Jim Anscomb	F} Response :
24/08/1999 10:33:50	Jim Anscomb	There is a null transaction Mode on -1-117305
24/08/1999 10:33:50	Jim Anscomb	- <Mode:> for a cash credit of gbp 143.22, though this is now not a problem
24/08/1999 10:33:50	Jim Anscomb	for the harvester.
24/08/1999 10:33:50	Jim Anscomb	No delays shown in the APR db.
24/08/1999 10:33:50	Jim Anscomb	Send to EPOSS-dev
24/08/1999 10:33:50	Jim Anscomb	[END OF REFERENCE 12152466]
24/08/1999 10:33:50	Jim Anscomb	Responded to call type L as Category 40 -Incident Under Investigation
24/08/1999 10:33:53	Jim Anscomb	The response was delivered to: PowerHelp
24/08/1999 10:33:54	Jim Anscomb	The Call record has been transferred to the Team: QFP

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Logged By			Status		Product At Fault
PC0028847 EDSC	Incorrect CA value. Live trial, the CA sub file fo	20/08/1999 14:18:48	30/12/1999 14:23:51 Closed	Paul Cockerton/01246 5	EPOSS & DeskTop

24/08/1999 10:33:54	Jim Anscorb	Hours spent since call received: 0 hours
24/08/1999 10:39:44	Lionel Higman	The Call record has been assigned to the Team Member: Nam Pandher
24/08/1999 10:39:44	Lionel Higman	Hours spent since call received: 0 hours
24/08/1999 10:40:57	Barbara Longley	F} Response :
24/08/1999 10:40:57	Barbara Longley	The Call record has been transferred to the Team: QFP assigned to the Team
24/08/1999 10:40:57	Barbara Longley	Member: Nam Pandher
24/08/1999 10:40:57	Barbara Longley	[END OF REFERENCE 12152554]
24/08/1999 10:40:57	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
24/08/1999 10:41:01	Barbara Longley	The response was delivered to: PowerHelp
24/08/1999 10:50:33	deleted Nam Pandher Feb02	The Call record has been transferred to the Team: EPOSS-FP
24/08/1999 10:50:33	deleted Nam Pandher Feb02	Hours spent since call received: 0 hours
24/08/1999 10:51:06	deleted Nam Pandher Feb02	The Call record has been assigned to the Team Member: Mark McGrath
24/08/1999 10:51:06	deleted Nam Pandher Feb02	Hours spent since call received: 0 hours
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	The erroneous message was 117938 not 117305 - in case any one else is relying
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	on this info.
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	We released a fix for this 20/8/99 into WP 5406 which went to OTT and is due
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	to be released in Tivoli package EPOSS_COUNTER_CORE version 3_3. Thus, it
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	has not made it to live yet.
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	The problem message is unfortunately an Exisitng Reversal message so the
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	harvesters automatic assignment to Serve Customer is likely to provide

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24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	problems, some one will need to amend this.
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	Routing to EDSC for them to solve the procedural problems. - and check when
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	the Tivoli package is due for release.
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	
24/08/1999 11:18:27	Deleted User (Mark McGrath left Jul/00)	..Austin
24/08/1999 11:18:29	Deleted User (Mark McGrath left Jul/00)	The Call record has been transferred to the Team: EDSC
24/08/1999 11:18:32	Deleted User (Mark McGrath left Jul/00)	Defect cause updated to 99:General - Unknown
24/08/1999 11:18:32	Deleted User (Mark McGrath left Jul/00)	Hours spent since call received: 0.5 hours
24/08/1999 11:41:52	Richard Coleman	The Call record has been assigned to the Team Member: Jim Anscomb
24/08/1999 11:41:52	Richard Coleman	Hours spent since call received: 0 hours
24/08/1999 12:32:24	Jim Anscomb	F} Response :
24/08/1999 12:32:24	Jim Anscomb	The total discrepancy is for GBP 461.26, 143.22 has been accounted for above
24/08/1999 12:32:24	Jim Anscomb	- can someone assist with any of the remaining 318.04.
24/08/1999 12:32:24	Jim Anscomb	[END OF REFERENCE 12155257]
24/08/1999 12:32:24	Jim Anscomb	Responded to call type L as Category 40 -Incident Under Investigation
24/08/1999 12:32:26	Jim Anscomb	The response was delivered to: PowerHelp
24/08/1999 12:32:27	Jim Anscomb	The Call record has been transferred to the Team: EPOSS-FP
24/08/1999 12:32:27	Jim Anscomb	Hours spent since call received: 0 hours

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EDSC	CA sub file fo		Closed		

24/08/1999 14:11:46	deleted user (John McLean 05/01)	THIS CALL IS ASSOCIATED WITH HIGH PRIORITY ACCEPTANCE INCIDENT 376.			
24/08/1999 14:11:46	deleted user (John McLean 05/01)	PLEASE PROGRESS RAPIDLY.			
24/08/1999 14:11:46	deleted user (John McLean 05/01)	The call references have been updated. They are now:-			
24/08/1999 14:11:46	deleted user (John McLean 05/01)	ORIGINATOR : Phelp			
24/08/1999 14:11:46	deleted user (John McLean 05/01)	T PowerHelp : E-9908200185			
24/08/1999 14:11:46	deleted user (John McLean 05/01)	Acceptance Incident : AI0376H			
24/08/1999 18:31:07	John Pope	Just a thought, but the sign reversal mentioned above (serve customer setn to			
24/08/1999 18:31:07	John Pope	TIP instead of Existing Reversal)may explain 2 X 143.22 = 286.44			
24/08/1999 18:31:07	John Pope	Can anybody help with £174.82 ?			
25/08/1999 18:01:56	Steve Warwick	F} Response :			
25/08/1999 18:01:57	Steve Warwick	It may be of interest that the value of the discrepancy between the TIP and			
25/08/1999 18:01:57	Steve Warwick	Pathway figures appears to correspond to 2 x £230.63. During the balancing			
25/08/1999 18:01:57	Steve Warwick	of stock unit AA on 18.8.99, a stock adjustment was made to reduce the value			
25/08/1999 18:01:57	Steve Warwick	of Cheques (Product 2) by this amount, with a corresponding increase in Cash.			
25/08/1999 18:01:57	Steve Warwick	These two stock adjustment records were later individually reversed,			
25/08/1999 18:01:57	Steve Warwick	generating a further 4 transactions for £230.63, 3 against Cash (Product 1)			
25/08/1999 18:01:57	Steve Warwick	and 1 against Cheques (Product 2). Therefore in total 4 Cash transactions			
25/08/1999 18:01:57	Steve Warwick	(two positive, two negative) and two Cheques transactions (one positive and			
25/08/1999 18:01:57	Steve Warwick	one negative) were written.			
25/08/1999 18:01:57	Steve Warwick				
25/08/1999 18:01:57	Steve Warwick	Given that there have previously been issues with TIP's rejections of			
25/08/1999 18:01:57	Steve Warwick	'Existing Reversal' transactions where the reversal settlement contained no			

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25/08/1999 18:01:57	Steve Warwick	cross-reference details, is it possible that this has caused the
25/08/1999 18:01:57	Steve Warwick	reconciliation failure? According to the message store data, the Cash
25/08/1999 18:01:57	Steve Warwick	Account for CAP 21 reported Total Receipts = Total Payments, indicating that
25/08/1999 18:01:57	Steve Warwick	the message store data is complete and accurate.
25/08/1999 18:01:57	Steve Warwick	[END OF REFERENCE 12179466]
25/08/1999 18:01:57	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
25/08/1999 18:01:58	Steve Warwick	The response has been flagged to the gateway team for validation
01/09/1999 09:06:18	Barbara Longley	F) Response :
01/09/1999 09:06:18	Barbara Longley	25/08/1999 19:01:57 - By Steve Warwick - EPOSS-FP
01/09/1999 09:06:18	Barbara Longley	It may be of interest that the value of the discrepancy between the TIP and
01/09/1999 09:06:18	Barbara Longley	Pathway figures appears to correspond to 2 x £230.63. During the balancing
01/09/1999 09:06:18	Barbara Longley	of stock unit AA on 18.8.99, a stock adjustment was made to reduce the value
01/09/1999 09:06:18	Barbara Longley	of Cheques (Product 2) by this amount, with a corresponding increase in Cash.
01/09/1999 09:06:18	Barbara Longley	
01/09/1999 09:06:18	Barbara Longley	These two stock adjustment records were later individually reversed,
01/09/1999 09:06:18	Barbara Longley	generating a further 4 transactions for £230.63, 3 against Cash (Product 1)
01/09/1999 09:06:18	Barbara Longley	and 1 against Cheques (Product 2). Therefore in total 4 Cash transactions
01/09/1999 09:06:18	Barbara Longley	(two positive, two negative) and two Cheques transactions (one positive and
01/09/1999 09:06:18	Barbara Longley	one negative) were written.
01/09/1999 09:06:18	Barbara Longley	
01/09/1999 09:06:18	Barbara Longley	Given that there have previously been issues with TIP's rejections of
01/09/1999 09:06:18	Barbara Longley	'Existing Reversal' transactions where the reversal settlement contained no
01/09/1999 09:06:18	Barbara Longley	cross-reference details, is it possible that this has caused the
01/09/1999 09:06:18	Barbara Longley	reconciliation failure? According to the message store data, the Cash
01/09/1999 09:06:18	Barbara Longley	Account for CAP 21 reported Total Receipts = Total Payments, indicating that
01/09/1999 09:06:18	Barbara Longley	the message store data is complete and accurate.

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01/09/1999 09:06:18	Barbara Longley	[END OF REFERENCE 12220106]			
01/09/1999 09:06:19	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation			
01/09/1999 09:06:22	Barbara Longley	The response was delivered to: PowerHelp			
07/09/1999 15:58:09	Steve Warwick	Target Release updated to NFR - No Fix Req'd			
07/09/1999 15:58:10	Steve Warwick	F} Response :			
07/09/1999 15:58:10	Steve Warwick	From further information received from TIP, the sequence of events seems to			
07/09/1999 15:58:10	Steve Warwick	be as follows:			
07/09/1999 15:58:10	Steve Warwick				
07/09/1999 15:58:10	Steve Warwick	1. At 17:21:20 on 18.8.99 a stock adjustment was carried out to reduce the			
07/09/1999 15:58:10	Steve Warwick	value of cheques by £230.63. This wrote two transactions - one to reduce the			
07/09/1999 15:58:10	Steve Warwick	value of cheques (17:21:20), one to increase the value of cash (17:21:20) by			
07/09/1999 15:58:10	Steve Warwick	the same amount, both transactions carried the mode 'SAN' (TIP - 18).			
07/09/1999 15:58:10	Steve Warwick				
07/09/1999 15:58:10	Steve Warwick	2. At 18:22:27 on 18.8.99 a reversal of THE CASH SETTLEMENT transaction for			
07/09/1999 15:58:10	Steve Warwick	the Cheque adjustment took place resulting in two transactions being written			
07/09/1999 15:58:10	Steve Warwick	against Cash, one to reduce the value of cash (18:22:27) and one to increase			
07/09/1999 15:58:10	Steve Warwick	the value of cash to settle the reversal (18:22:49), both transactions			
07/09/1999 15:58:10	Steve Warwick	carried the mode 'ER' (TIP - 1 with reversal indicator).			
07/09/1999 15:58:10	Steve Warwick				
07/09/1999 15:58:10	Steve Warwick	3. At 18:24:32 on 18.8.99 a reversal of the CHEQUE ADJUSTMENT transaction			
07/09/1999 15:58:10	Steve Warwick	(see 1 above) was carried out, generating two transactions - one to increase			
07/09/1999 15:58:10	Steve Warwick	the value of cheques (18:24:32) and one to reduce the value of cash by the			
07/09/1999 15:58:10	Steve Warwick	same amount (18:24:37).			
07/09/1999 15:58:10	Steve Warwick				
07/09/1999 15:58:10	Steve Warwick	These transactions are recorded in the message store with the correct signs.			
07/09/1999 15:58:10	Steve Warwick	From the information supplied by TIP it seems as though they have			

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EDSC	CA sub file fo		Closed		

07/09/1999 15:58:10	Steve Warwick	received/treated the transaction at 18:24:32 (a reversal of a previous
07/09/1999 15:58:10	Steve Warwick	reduction in the value of cheques) as though it was a reduction in value
07/09/1999 15:58:10	Steve Warwick	rather than an increase in value, thereby calculating a discrepancy of twice
07/09/1999 15:58:10	Steve Warwick	the amount.
07/09/1999 15:58:10	Steve Warwick	
07/09/1999 15:58:10	Steve Warwick	Either the sign on the transaction value sent to TIP was incorrect, or TIP
07/09/1999 15:58:10	Steve Warwick	have misinterpreted the data sent.
07/09/1999 15:58:10	Steve Warwick	[END OF REFERENCE 12282892]
07/09/1999 15:58:11	Steve Warwick	Responded to call type L as Category 62 -No fault in product
07/09/1999 15:58:11	Steve Warwick	Hours spent since call received: 2 hours
07/09/1999 15:58:12	Steve Warwick	The Call record has been transferred to the Team: EDSC
07/09/1999 15:58:12	Steve Warwick	The response has been routed to the gateway team for validation
07/09/1999 16:13:03	Barbara Longley	F) Response :
07/09/1999 16:13:03	Barbara Longley	07/09/1999 16:58:10 - By Steve Warwick - EPOSS-FP
07/09/1999 16:13:03	Barbara Longley	From further information received from TIP, the sequence of events seems to
07/09/1999 16:13:03	Barbara Longley	be as follows:
07/09/1999 16:13:03	Barbara Longley	1. At 17:21:20 on 18.8.99 a stock adjustment was carried out to reduce the
07/09/1999 16:13:03	Barbara Longley	value of cheques by £230.63. This wrote two transactions - one to reduce the
07/09/1999 16:13:03	Barbara Longley	
07/09/1999 16:13:03	Barbara Longley	value of cheques (17:21:20), one to increase the value of cash (17:21:20) by
07/09/1999 16:13:03	Barbara Longley	the same amount, both transactions carried the mode 'SAN' (TIP - 18).
07/09/1999 16:13:03	Barbara Longley	2. At 18:22:27 on 18.8.99 a reversal of THE CASH SETTLEMENT transaction for
07/09/1999 16:13:03	Barbara Longley	the Cheque adjustment took place resulting in two transactions being written
07/09/1999 16:13:03	Barbara Longley	against Cash, one to reduce the value of cash (18:22:27) and one to increase
07/09/1999 16:13:03	Barbara Longley	the value of cash to settle the reversal (18:22:49), both transactions
07/09/1999 16:13:03	Barbara Longley	carried the mode 'ER' (TIP - 1 with reversal indicator).

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EDSC	CA sub file fo		Closed		

07/09/1999 16:13:03	Barbara Longley	3. At 18:24:32 on 18.8.99 a reversal of the CHEQUE ADJUSTMENT transaction
07/09/1999 16:13:03	Barbara Longley	(see 1 above) was carried out, generating two transactions - one to increase
07/09/1999 16:13:03	Barbara Longley	the value of cheques (18:24:32) and one to reduce the value of cash by the
07/09/1999 16:13:03	Barbara Longley	same amount (18:24:37).
07/09/1999 16:13:03	Barbara Longley	These transactions are recorded in the message store with the correct signs.
07/09/1999 16:13:03	Barbara Longley	From the information supplied by TIP it seems as though they have
07/09/1999 16:13:03	Barbara Longley	received/treated the transaction at 18:24:32 (a reversal of a previous
07/09/1999 16:13:03	Barbara Longley	reduction in the value of cheques) as though it was a reduction in value
07/09/1999 16:13:03	Barbara Longley	rather than an increase in value, thereby calculating a discrepancy of twice
07/09/1999 16:13:03	Barbara Longley	the amount.
07/09/1999 16:13:03	Barbara Longley	Either the sign on the transaction value sent to TIP was incorrect, or TIP
07/09/1999 16:13:03	Barbara Longley	have misinterpreted the data sent.
07/09/1999 16:13:03	Barbara Longley	Call currently assigned back to Jim Anscomb in EDSC.
07/09/1999 16:13:03	Barbara Longley	[END OF REFERENCE 12283255]
07/09/1999 16:13:03	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
07/09/1999 16:13:06	Barbara Longley	The response was delivered to: PowerHelp
07/09/1999 16:13:07	Barbara Longley	The Call record has been assigned to the Team Member: Jim Anscomb
07/09/1999 16:13:07	Barbara Longley	Hours spent since call received: 0 hours
10/09/1999 13:59:14	Jim Anscomb	F} Response :
10/09/1999 13:59:15	Jim Anscomb	Waiting for archive retrieval days 18,19,20/08/99.
10/09/1999 13:59:15	Jim Anscomb	[END OF REFERENCE 12323238]
10/09/1999 13:59:15	Jim Anscomb	Responded to call type L as Category 40 -Incident Under Investigation
10/09/1999 13:59:22	Jim Anscomb	The response was delivered to: PowerHelp
14/09/1999 10:40:07	Jim Anscomb	F} Response :
14/09/1999 10:40:07	Jim Anscomb	Archive files will be installed in /home/jansc01/tps
14/09/1999 10:40:07	Jim Anscomb	[END OF REFERENCE 12355092]

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PC0028847	Incorrect CA value. Live trial, the	20/08/1999 14:18:48	30/12/1999 14:23:51	Paul Cockerton/01246 5	EPOSS & DeskTop
EDSC	CA sub file fo		Closed		

14/09/1999 10:40:07	Jim Anscomb	Responded to call type L as Category 40 -Incident Under Investigation
14/09/1999 10:40:11	Jim Anscomb	The response was delivered to: PowerHelp
15/09/1999 13:48:08	Jim Anscomb	New evidence added - extract of TIP/message store
15/09/1999 13:48:08	Jim Anscomb	New evidence added - Tip file 19/08/99
15/09/1999 13:48:14	Jim Anscomb	F} Response :
15/09/1999 13:48:14	Jim Anscomb	Looking at the tip file there were 2 reversals for 230.63 in quick
15/09/1999 13:48:14	Jim Anscomb	succession, the first is translated for tip as balancing + and - entries, the
15/09/1999 13:48:14	Jim Anscomb	second however is translated into two + entries, which would account for the
15/09/1999 13:48:14	Jim Anscomb	error. See extract of tip file and message store attached.
15/09/1999 13:48:14	Jim Anscomb	Also translation of Mode:ER to TIP ModeCode 18 seems not consistent.
15/09/1999 13:48:14	Jim Anscomb	[END OF REFERENCE 12380809]
15/09/1999 13:48:14	Jim Anscomb	Responded to call type L as Category 40 -Incident Under Investigation
15/09/1999 13:48:18	Jim Anscomb	The response was delivered to: PowerHelp
15/09/1999 13:48:20	Jim Anscomb	The Call record has been transferred to the Team: EPOSS-FP
15/09/1999 13:48:20	Jim Anscomb	Hours spent since call received: 0 hours
16/09/1999 12:17:56	deleted Nam Pandher Feb02	Target Release updated to PDR - CSR
16/09/1999 16:18:33	Deleted User (Mark McGrath left Jul/00)	Changes to be made to clsEPOSS and clsTransaction in EPOSSCore.
16/09/1999 16:18:33	Deleted User (Mark McGrath left Jul/00)	Fix applied to EPOSSCore.
16/09/1999 16:18:33	Deleted User (Mark McGrath left Jul/00)	You should get in the attribute grammar for a cash settlement for an ER
16/09/1999 16:18:33	Deleted User (Mark McGrath left Jul/00)	transaction the additional data of
16/09/1999 16:18:33	Deleted User (Mark McGrath left Jul/00)	CrossReference.Omode:<what ever the original mode was>
16/09/1999 16:18:33	Deleted User (Mark McGrath left Jul/00)	The harvesters need this.

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EDSC	CA sub file fo		Closed		

16/09/1999 16:18:33	Deleted User (Mark McGrath left Jul/00)	..Austin	
16/09/1999 16:18:34	Deleted User (Mark McGrath left Jul/00)	The Call record has been transferred to the Team: EPOSS-Rel	
16/09/1999 16:18:34	Deleted User (Mark McGrath left Jul/00)	Defect cause updated to 14:Development - Code	
16/09/1999 16:18:34	Deleted User (Mark McGrath left Jul/00)	Hours spent since call received: 10 hours	
16/09/1999 16:34:22	Deleted User (Mark McGrath left Jul/00)	testing of this should include transacting in each mode: the messages shoul	
16/09/1999 16:34:22	Deleted User (Mark McGrath left Jul/00)	dbe as they were.	
16/09/1999 16:34:22	Deleted User (Mark McGrath left Jul/00)	Then performing a reversal of each mode and checking that the new attribute	
16/09/1999 16:34:22	Deleted User (Mark McGrath left Jul/00)	grammar exists in the cash settlements ofthe reversals.	
16/09/1999 16:34:22	Deleted User (Mark McGrath left Jul/00)	..Austin	
17/09/1999 10:05:42	Barbara Longley	F} Response :	
17/09/1999 10:05:42	Barbara Longley	6/09/1999 17:34:22 - By Mark McGrath - EPOSS-Rel	
17/09/1999 10:05:42	Barbara Longley	testing of this should include transacting in each mode: the messages shoul	
17/09/1999 10:05:42	Barbara Longley	dbe as they were.	
17/09/1999 10:05:42	Barbara Longley	Then performing a reversal of each mode and checking that the new attribute	
17/09/1999 10:05:42	Barbara Longley	grammar exists in the cash settlements ofthe reversals.	
17/09/1999 10:05:42	Barbara Longley	[END OF REFERENCE 12407507]	
17/09/1999 10:05:42	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation	
17/09/1999 10:05:46	Barbara Longley	The response was delivered to: PowerHelp	
17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	Link tested OK on CSR dev counter (WP 5767)	

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EDSC	CA sub file fo		Closed		

17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	
17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	Performed a transaction followed by a existing reversal for
17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	each of the following modes :
17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	
17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	Serve customer, Rems (all modes), reval up/down, House keeping,
17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	non-acc data, parcel traffic, bulk input.
17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	
17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	On each existing reversal the message store was checked for the new
17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	attribute grammer.
17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	
17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	CrossReference.OMode - Followed by the corresponding mode of the reversal.
17/09/1999 11:57:03	Deleted user (mar01 Gurdeep Atwal)	
17/09/1999 11:57:23	Deleted user (mar01 Gurdeep Atwal)	The Call record has been transferred to the Team: EPOSS-Post-Rel
17/09/1999 11:57:23	Deleted user (mar01 Gurdeep Atwal)	Hours spent since call received: 2 hours
17/09/1999 12:30:24	Deleted User (Tim Canniffe Sep01)	Fix released in WP5767 CSR.
17/09/1999 12:30:24	Deleted User (Tim Canniffe Sep01)	The call references have been updated. They are now:-

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0028847 EDSC	Incorrect CA value. Live trial, the CA sub file fo	20/08/1999 14:18:48	30/12/1999 14:23:51 Closed	Paul Cockerton/01246 5	EPOSS & DeskTop

17/09/1999 12:30:24	Deleted User (Tim Canniffe Sep01)	ORIGINATOR : Phelp
17/09/1999 12:30:24	Deleted User (Tim Canniffe Sep01)	PowerHelp : E-9908200185
17/09/1999 12:30:24	Deleted User (Tim Canniffe Sep01)	Acceptance Incident : AI0376H
17/09/1999 12:30:24	Deleted User (Tim Canniffe Sep01)	Call reference : PC0029699
17/09/1999 12:30:24	Deleted User (Tim Canniffe Sep01)	Call reference : PC0029700
17/09/1999 12:30:24	Deleted User (Tim Canniffe Sep01)	T Work Package : PWY_WP_5767 CSR
17/09/1999 12:30:26	Deleted User (Tim Canniffe Sep01)	The Call record has been transferred to the Team: Dev-Int-Rel
17/09/1999 12:30:27	Deleted User (Tim Canniffe Sep01)	Hours spent since call received: 001 hours
17/09/1999 13:38:05	Deirdre Conniss	The call references have been updated. They are now:-
17/09/1999 13:38:05	Deirdre Conniss	ORIGINATOR : Phelp
17/09/1999 13:38:05	Deirdre Conniss	PowerHelp : E-9908200185
17/09/1999 13:38:05	Deirdre Conniss	Acceptance Incident : AI0376H
17/09/1999 13:38:05	Deirdre Conniss	Call reference : PC0029699
17/09/1999 13:38:05	Deirdre Conniss	Call reference : PC0029700
17/09/1999 13:38:05	Deirdre Conniss	T Work Package : PWY_WP_5767 CSR
17/09/1999 13:38:05	Deirdre Conniss	Release PinICL : PC0029742
28/09/1999 11:40:24	Del(Patricia McLoughlin ??/00)	fast track available, please test
28/09/1999 11:40:24	Del(Patricia McLoughlin ??/00)	The call references have been updated. They are now:-
28/09/1999 11:40:24	Del(Patricia McLoughlin ??/00)	ORIGINATOR : Phelp
28/09/1999 11:40:24	Del(Patricia McLoughlin ??/00)	PowerHelp : E-9908200185
28/09/1999 11:40:24	Del(Patricia McLoughlin ??/00)	Acceptance Incident : AI0376H

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0028847	Incorrect CA value. Live trial, the	20/08/1999 14:18:48	30/12/1999 14:23:51	Paul Cockerton/01246 5	EPOSS & DeskTop
EDSC	CA sub file fo		Closed		

28/09/1999 11:40:24	Del(Patricia McLoughlin ??/00)	Call reference : PC0029699
28/09/1999 11:40:24	Del(Patricia McLoughlin ??/00)	Call reference : PC0029700
28/09/1999 11:40:24	Del(Patricia McLoughlin ??/00)	Work Package : PWY_WP_5767 CSR
28/09/1999 11:40:24	Del(Patricia McLoughlin ??/00)	Release PinICL : PC0029742
28/09/1999 11:40:24	Del(Patricia McLoughlin ??/00)	T Fast track fix : FSTK_2_0_WP5767
28/09/1999 11:40:24	Del(Patricia McLoughlin ??/00)	T Fast track fix : FSTK_2_0_WP5767
28/09/1999 11:40:27	Del(Patricia McLoughlin ??/00)	The Call record has been transferred to the Team: Live Supp.Test
28/09/1999 11:40:28	Del(Patricia McLoughlin ??/00)	Hours spent since call received: 0 hours
12/10/1999 16:00:17	Barbara Longley	F} Response :
12/10/1999 16:00:17	Barbara Longley	The Call record has been transferred to the Team: Live Supp.Test
12/10/1999 16:00:17	Barbara Longley	[END OF REFERENCE 12786431]
12/10/1999 16:00:17	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
12/10/1999 16:00:20	Barbara Longley	The response was delivered to: PowerHelp
26/10/1999 14:39:35	Nicola Lambert	F} Response :
26/10/1999 14:39:35	Nicola Lambert	WP_5766 has been applied to live. Routing call back to call logger for
26/10/1999 14:39:35	Nicola Lambert	closure.
26/10/1999 14:39:35	Nicola Lambert	[END OF REFERENCE 13054501]
26/10/1999 14:39:35	Nicola Lambert	Responded to call type L as Category 60 -Fix Released to Call Logger
26/10/1999 14:39:36	Nicola Lambert	Hours spent since call received: 0 hours
26/10/1999 14:39:36	Nicola Lambert	The Call record has been transferred to the Team: EDSC
26/10/1999 14:39:36	Nicola Lambert	The response has been routed to the gateway team for validation
26/10/1999 15:07:06	Barbara Longley	The Call record has been assigned to the Team Member: Garrett Simpson
26/10/1999 15:07:08	Barbara Longley	Hours spent since call received: 0 hours
27/10/1999 09:17:51	Garrett Simpson	F} Response :
27/10/1999 09:17:51	Garrett Simpson	We have seen that when a call is the subject of an acceptance incident (as
27/10/1999 09:17:51	Garrett Simpson	this call is) then there is no point in us ringing the originator to ask for

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PC0028847 EDSC	Incorrect CA value. Live trial, the CA sub file fo	20/08/1999 14:18:48	30/12/1999 14:23:51 Closed	Paul Cockerton/01246 5	EPOSS & DeskTop

27/10/1999 09:17:51	Garrett Simpson	closure. They always say that such calls are the subject of regular			
27/10/1999 09:17:51	Garrett Simpson	discussions between John Pope at FEL01 and Martin Box of TIP. Eventually			
27/10/1999 09:17:51	Garrett Simpson	somebody at TIP rings us with a list of calls which can be closed.			
27/10/1999 09:17:51	Garrett Simpson				
27/10/1999 09:17:51	Garrett Simpson	Accordingly I shall send this call to our holding stack to await such closure.			
27/10/1999 09:17:51	Garrett Simpson	[END OF REFERENCE 13067310]			
27/10/1999 09:17:51	Garrett Simpson	Responded to call type L as Category 46 -Product Error Fixed			
27/10/1999 09:17:56	Garrett Simpson	The response was delivered to: PowerHelp			
27/10/1999 09:17:57	Garrett Simpson	The Call record has been assigned to the Team Member: SSC Holding			
27/10/1999 09:17:57	Garrett Simpson	Hours spent since call received: 0 hours			
13/12/1999 10:58:17	Barbara Longley	Target Release updated to CSR-CI2			
30/12/1999 14:19:02	Catherine Obeng	F} Response :			
30/12/1999 14:19:02	Catherine Obeng	Call closure agreed by call raiser, David Salt.			
30/12/1999 14:19:02	Catherine Obeng	[END OF REFERENCE 14319733]			
30/12/1999 14:19:02	Catherine Obeng	Responded to call type L as Category 60 -Fix Released to Call Logger			
30/12/1999 14:19:03	Catherine Obeng	Hours spent since call received: 0 hours			
30/12/1999 14:19:05	Catherine Obeng	CALL PC0028847 closed: Category 60, Type L			
30/12/1999 14:19:06	Catherine Obeng	The response was delivered to: PowerHelp			
30/12/1999 14:23:51	Customer Call	Date and time complete: 30/12/1999 14:20:00			
30/12/1999 14:23:51	Customer Call	Service Complete (Confirmation) Received			