

## PinICL Expor PC0034961

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0034961	This is a system incident relating to	13/12/1999 17:32:37	06/01/2000 14:57:12	John Moran/7263 2643/	General/Other/Misc
EDSC	9912090525 a		Closed		Reconciliation

## References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	45105931
ORIGREF	E-9912130440
CONSUMER	16953 A1GATE
CONSUMERREF	E-9912130440
ORIGINATOR	Phelp
PowerHelp	E-9912130440
Acceptance Incident	AI0376H

## Products

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

## Activities

Date	User	Comment
13/12/1999 17:32:37	Customer Call	CALL PC0034961 opened
13/12/1999 17:32:42	Customer Call	CALL PC0034961:Priority B:CallType L - Target 16/12/99 17:32:37
13/12/1999 17:32:42	Customer Call	13/12/99 16:49 This is a system incident relating to 9912090525 and
13/12/1999 17:32:42	Customer Call	991209528 please forward to John Moran in MSU via EDSC1.
13/12/1999 17:32:42	Customer Call	F} Call details
13/12/1999 17:32:42	Customer Call	Diagnostician name:
13/12/1999 17:32:43	Customer Call	Customer opened date 13/12/1999 16:49:20
14/12/1999 09:14:06	Barbara Longley	Target Release updated to CSR-CI2
14/12/1999 09:14:06	Barbara Longley	Product General/Other/Misc Reconciliation added
14/12/1999 09:14:07	Barbara Longley	F} Response :
14/12/1999 09:14:07	Barbara Longley	Routing to John Moran in MSU via EDSC1.
14/12/1999 09:14:07	Barbara Longley	[END OF REFERENCE 14081629]
14/12/1999 09:14:07	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation



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14/12/1999 09:14:10	Barbara Longley	The response was delivered to: PowerHelp
14/12/1999 09:14:10	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
14/12/1999 09:14:10	Barbara Longley	Defect cause updated to 99:General - Unknown
14/12/1999 09:14:10	Barbara Longley	Hours spent since call received: 0 hours
14/12/1999 10:06:31	John Moran	The Call record has been assigned to the Team Member: John Moran
14/12/1999 10:06:31	John Moran	Hours spent since call received: .1 hours
14/12/1999 10:16:00	John Moran	F} Response :
14/12/1999 10:16:00	John Moran	Responded to call type L as Category 40 -Incident Under Investigation
14/12/1999 10:16:00	John Moran	The response has been flagged to the gateway team for validation
14/12/1999 10:16:01	John Moran	The Call record has been transferred to the Team: EDSC
14/12/1999 10:16:01	John Moran	Hours spent since call received: .2 hours
14/12/1999 10:25:03	Barbara Longley	F} Response :
14/12/1999 10:25:03	Barbara Longley	Please note that John Moran's update is condensed within Click and View
14/12/1999 10:25:03	Barbara Longley	Response Ref: 14083048 dated 14/12/99.
14/12/1999 10:25:03	Barbara Longley	
14/12/1999 10:25:03	Barbara Longley	Routing to Garrett Simpson in EDSC as instructed.
14/12/1999 10:25:03	Barbara Longley	
14/12/1999 10:25:03	Barbara Longley	[END OF REFERENCE 14083434]
14/12/1999 10:25:03	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
14/12/1999 10:25:07	Barbara Longley	The response was delivered to: PowerHelp
14/12/1999 10:25:08	Barbara Longley	The Call record has been assigned to the Team Member: Garrett Simpson
14/12/1999 10:25:08	Barbara Longley	Hours spent since call received: 0 hours
14/12/1999 17:24:32	Garrett Simpson	New evidence added - Week 36 for 008323
14/12/1999 17:24:32	Garrett Simpson	New evidence added - Week 36 for 322420
14/12/1999 17:24:32	Garrett Simpson	New evidence added - Week 36 for 377422
14/12/1999 17:30:53	Garrett Simpson	F} Response :



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14/12/1999 17:30:53	Garrett Simpson	Office 322420 (NOT 3222420 as the originator put it)
14/12/1999 17:30:53	Garrett Simpson	When I looked in the message store for £4.16 or -£4.16 I found under <Id:2>
14/12/1999 17:30:53	Garrett Simpson	an instance of selling product260 and its settlement - looks innocuous.
14/12/1999 17:30:53	Garrett Simpson	I also founf on <Id:1> an APS transaction APSREF010537 and its reversal.
14/12/1999 17:30:53	Garrett Simpson	I also found Mode:ER transaction referring to Omode:RISD without a
14/12/1999 17:30:53	Garrett Simpson	corresponding Mode:RISD which looks odd.
14/12/1999 17:30:53	Garrett Simpson	I cannot make sense of this.
14/12/1999 17:30:53	Garrett Simpson	[END OF REFERENCE 14099499]
14/12/1999 17:30:53	Garrett Simpson	Responded to call type L as Category 40 -Incident Under Investigation
14/12/1999 17:30:55	Garrett Simpson	The response was delivered to: PowerHelp
14/12/1999 17:35:03	Garrett Simpson	F} Response :
14/12/1999 17:35:05	Garrett Simpson	For office 377422 I found OBCS transaction for £74.90, then sale of
14/12/1999 17:35:05	Garrett Simpson	product577 £9.90 then a settlement of £65. All looks OK.
14/12/1999 17:35:05	Garrett Simpson	I also found OBCS product 178, settled for cash for £65.
14/12/1999 17:35:05	Garrett Simpson	Finally there was a set of transactions involving APSSEQ 021478, settled for
14/12/1999 17:35:05	Garrett Simpson	cheque followed by a reversal which said Omode:RISD - just as in the first
14/12/1999 17:35:05	Garrett Simpson	office.
14/12/1999 17:35:05	Garrett Simpson	There was also an APS transaction, in cash, for £65.
14/12/1999 17:35:05	Garrett Simpson	[END OF REFERENCE 14099534]
14/12/1999 17:35:10	Garrett Simpson	Responded to call type L as Category 40 -Incident Under Investigation
14/12/1999 17:35:20	Garrett Simpson	The response was delivered to: PowerHelp
14/12/1999 17:36:14	Garrett Simpson	F} Response :
14/12/1999 17:36:15	Garrett Simpson	Over to development for further investigation.
14/12/1999 17:36:15	Garrett Simpson	[END OF REFERENCE 14099827]
14/12/1999 17:36:15	Garrett Simpson	Responded to call type L as Category 40 -Incident Under Investigation
14/12/1999 17:36:17	Garrett Simpson	The response was delivered to: PowerHelp



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EDSC	9912090525 a		Closed		Reconciliation

14/12/1999 17:36:18	Garrett Simpson	The Call record has been transferred to the Team: QFP
14/12/1999 17:36:18	Garrett Simpson	Hours spent since call received: 3 hours
15/12/1999 07:30:35	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick
15/12/1999 07:30:35	Lionel Higman	Hours spent since call received: .1 hours
15/12/1999 10:44:31	Steve Warwick	F} Response :
15/12/1999 10:44:32	Steve Warwick	The problem at outlet 8323 appears to have originated in CAP 35 and was
15/12/1999 10:44:32	Steve Warwick	caused by a transfer of stock between two stock units for a total value Of
15/12/1999 10:44:32	Steve Warwick	£428.10. The transfer appears to have caused an imbalance in the office
15/12/1999 10:44:32	Steve Warwick	during CAP 35 with the total Payments being greater than total Receipts by
15/12/1999 10:44:32	Steve Warwick	£528.20 (twice the value of the transfer). This therefore meant that the
15/12/1999 10:44:32	Steve Warwick	Balance Due to Post Office (line 1085) on the CAP 35 Cash Account was £528.20
15/12/1999 10:44:32	Steve Warwick	higher than it should have been, causing the Balance Brought Forward (line
15/12/1999 10:44:32	Steve Warwick	0001) on the CAP 36 Cash Account to be similarly affected. The stock lines
15/12/1999 10:44:32	Steve Warwick	on table 5 of the CAP 35 and Cap 36 Cash Accounts were similarly affected.
15/12/1999 10:44:32	Steve Warwick	[END OF REFERENCE 14112410]
15/12/1999 10:44:35	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
15/12/1999 10:44:36	Steve Warwick	The response has been flagged to the gateway team for validation
15/12/1999 13:09:49	Steve Warwick	Target Release updated to NFR - No Fix Reqd
15/12/1999 13:09:51	Steve Warwick	F} Response :
15/12/1999 13:09:51	Steve Warwick	The cause of the imbalance in CAP 35 at 008323 was that a 'Session Swap' was
15/12/1999 13:09:51	Steve Warwick	made between nodes 7 and 1 while the user was in the middle of the Transfer
15/12/1999 13:09:51	Steve Warwick	In. The system recorded the transfer in records on the new node (node 1) but
15/12/1999 13:09:51	Steve Warwick	failed to write the settlement product or update the EPOSSTransfers object.
15/12/1999 13:09:51	Steve Warwick	As a result, when the stock units came to balance on 24.11.99, the transfer
15/12/1999 13:09:51	Steve Warwick	was still listed as outstanding and was reversed (effectively creating a
15/12/1999 13:09:51	Steve Warwick	on-sided transfer). This problem was originally identified in PC0034332,



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EDSC	9912090525 a		Closed		Reconciliation

15/12/1999 13:09:51	Steve Warwick	which will now be updated with this information and passed to EPOSS
15/12/1999 13:09:51	Steve Warwick	Development for resolution.
15/12/1999 13:09:51	Steve Warwick	
15/12/1999 13:09:51	Steve Warwick	The discrepancy of £4.16 at 322420 arose from the reversal of an APS
15/12/1999 13:09:51	Steve Warwick	transaction, the settlement for which was recorded as Mode:ER with an
15/12/1999 13:09:51	Steve Warwick	Omode:RISD. This will have caused the settlement transaction (Cash) to be
15/12/1999 13:09:51	Steve Warwick	reported to TIP as a 'Rem In Supplies Division' transaction reversal,
15/12/1999 13:09:51	Steve Warwick	effectively increasing Cash whereas the transaction should have been reported
15/12/1999 13:09:51	Steve Warwick	as a 'Serve Customer' transaction reversal decreasing Cash. This is a known
15/12/1999 13:09:51	Steve Warwick	problem which is being fixed against PC0031713 for delivery in CI2_2 - due
15/12/1999 13:09:51	Steve Warwick	for implementation in Live offices over the weekend of 18/19 December.
15/12/1999 13:09:51	Steve Warwick	
15/12/1999 13:09:51	Steve Warwick	The £65 discrepancy at 377422 was also caused by the APS reversal settlement
15/12/1999 13:09:51	Steve Warwick	problem described above (settlement recorded as MODE:ER, Omode:RISD).
15/12/1999 13:09:51	Steve Warwick	[END OF REFERENCE 14119975]
15/12/1999 13:09:52	Steve Warwick	Responded to call type L as Category 72 -Duplicate Call
15/12/1999 13:09:53	Steve Warwick	Hours spent since call received: 3 hours
15/12/1999 13:09:53	Steve Warwick	Defect cause updated to 14:Development - Code
15/12/1999 13:09:53	Steve Warwick	The Call record has been transferred to the Team: EDSC
15/12/1999 13:09:54	Steve Warwick	The response has been routed to the gateway team for validation
15/12/1999 13:19:43	Barbara Longley	In the absence of Garrett, this needs reassigning.
16/12/1999 09:00:16	John Simpkins	PRESCAN: John, is this all the information you require to agree closure?
16/12/1999 09:00:17	John Simpkins	The Call record has been transferred to the Team: MgtSupportUnit
16/12/1999 09:00:17	John Simpkins	Hours spent since call received: 0 hours
16/12/1999 09:06:21	John Moran	The Call record has been assigned to the Team Member: John Moran
16/12/1999 09:06:22	John Moran	Hours spent since call received: .1 hours



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PC0034961 EDSC	This is a system incident relating to 9912090525 a	13/12/1999 17:32:37	06/01/2000 14:57:12 Closed	John Moran/7263 2643/	General/Other/Misc Reconciliation

16/12/1999 15:00:19	John Moran	F} Response :
16/12/1999 15:00:20	John Moran	As investigation of sytem call is complete please close this call. business
16/12/1999 15:00:20	John Moran	call will remain open until pocl say we can close it...
16/12/1999 15:00:20	John Moran	[END OF REFERENCE 14152563]
16/12/1999 15:00:20	John Moran	Responded to call type L as Category 90 -Reconciliation - resolved
16/12/1999 15:00:21	John Moran	Hours spent since call received: .2 hours
16/12/1999 15:00:21	John Moran	The Call record has been transferred to the Team: EDSC
16/12/1999 15:00:21	John Moran	The response has been routed to the gateway team for validation
16/12/1999 15:10:55	Barbara Longley	F} Response :
16/12/1999 15:10:55	Barbara Longley	16/12/1999 15:00:20 - By John Moran - MSU
16/12/1999 15:10:55	Barbara Longley	As investigation of sytem call is complete please close this call. business
16/12/1999 15:10:55	Barbara Longley	call will remain open until pocl say we can close it...
16/12/1999 15:10:55	Barbara Longley	
16/12/1999 15:10:55	Barbara Longley	John Moran is call raiser - closing as Reconciliation resolved.
16/12/1999 15:10:55	Barbara Longley	
16/12/1999 15:10:55	Barbara Longley	
16/12/1999 15:10:55	Barbara Longley	[END OF REFERENCE 14153359]
16/12/1999 15:10:55	Barbara Longley	Responded to call type L as Category 90 -Reconciliation - resolved
16/12/1999 15:10:56	Barbara Longley	Hours spent since call received: 0 hours
16/12/1999 15:10:58	Barbara Longley	CALL PC0034961 closed: Category 90, Type L
16/12/1999 15:11:00	Barbara Longley	The response was delivered to: PowerHelp
16/12/1999 17:30:06	Customer Call	Date and time complete: 16/12/1999 17:23:00
16/12/1999 17:30:06	Customer Call	Service Complete (Confirmation) Received
06/01/2000 14:57:10	John Pope	The call references have been updated. They are now:-
06/01/2000 14:57:10	John Pope	ORIGINATOR : Phelp
06/01/2000 14:57:10	John Pope	T PowerHelp : E-9912130440

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06/01/2000 14:57:10	John Pope	Acceptance Incident : AI0376H
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