

PinICL Expor PC0033339

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033339	Within CAP 33, a comparison was	15/11/1999 12:59:50	10/01/2000 10:50:03	Angela Shaw/7263 2582/	General/Other/Misc
EDSC	made between the		Closed		Reconciliation

References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	42670656
ORIGREF	E-9911150311
CONSUMER	16953 A1GATE
CONSUMERREF	E-9911150311
ORIGINATOR	Phelp
PowerHelp	E-9911150311
Acceptance Incident	AI0376H
Acceptance Incident	AI0376H
Call reference	PC0035901

Products

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

Activities

Date	User	Comment
15/11/1999 12:59:50	Customer Call	CALL PC0033339 opened
15/11/1999 12:59:52	Customer Call	CALL PC0033339:Priority B:CallType L - Target 18/11/99 12:59:50
15/11/1999 12:59:52	Customer Call	15/11/99 12:47 This call relates to e-9911120507. Within CAP 33, a
15/11/1999 12:59:52	Customer Call	comparison was made between the values recieved within the cash acc files
15/11/1999 12:59:52	Customer Call	and those derived from the trans stream for FAD 183306 and 028614 where the
15/11/1999 12:59:52	Customer Call	following differences have been identified. Fad 183306, line 2050declared =
15/11/1999 12:59:52	Customer Call	33183.21, derived = 33627.61, difference £444.40-, line 2051 declared =
15/11/1999 12:59:52	Customer Call	£0.00 derived = £444.40-, difference of £444.40, office 028614 line 2050
15/11/1999 12:59:52	Customer Call	declared = 188728.46, derived 188564.36, difference 164.10, line 2051
15/11/1999 12:59:52	Customer Call	declared 3910.43 derived 4074.53 difference £164.10-. This may be related to
15/11/1999 12:59:52	Customer Call	the transfers problem that occurred in CAP 28. Please investigate and

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15/11/1999 12:59:52	Customer Call	outline the differences.
15/11/1999 12:59:52	Customer Call	15/11/99 12:47 uk058728
15/11/1999 12:59:52	Customer Call	Information: no requirement to search kel, forwarding for progression
15/11/1999 12:59:52	Customer Call	F} Call details
15/11/1999 12:59:53	Customer Call	Diagnostician name:
15/11/1999 12:59:53	Customer Call	Customer opened date 15/11/1999 12:47:14
15/11/1999 13:24:50	Catherine Obeng	Target Release updated to CSR
15/11/1999 13:24:50	Catherine Obeng	Product General/Other/Misc Reconciliation added
16/11/1999 10:32:12	Barbara Longley	The call summary has been changed from:-
16/11/1999 10:32:12	Barbara Longley	This call relates to e-9911120507. Within CAP 33,
16/11/1999 10:32:12	Barbara Longley	The call summary is now:-
16/11/1999 10:32:12	Barbara Longley	Within CAP 33, a comparison was made between the
16/11/1999 10:32:13	Barbara Longley	F} Response :
16/11/1999 10:32:14	Barbara Longley	routing to MSU
16/11/1999 10:32:14	Barbara Longley	[END OF REFERENCE 13480938]
16/11/1999 10:32:14	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
16/11/1999 10:32:16	Barbara Longley	The response was delivered to: PowerHelp
16/11/1999 10:32:17	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
16/11/1999 10:32:17	Barbara Longley	Defect cause updated to 99:General - Unknown
16/11/1999 10:32:17	Barbara Longley	Hours spent since call received: 0 hours
18/11/1999 12:03:05	Angela Shaw	The call summary has been changed from:-
18/11/1999 12:03:05	Angela Shaw	Within CAP 33, a comparison was made between the
18/11/1999 12:03:05	Angela Shaw	The call summary is now:-
18/11/1999 12:03:05	Angela Shaw	Within CAP 33, a comparison was made between the
18/11/1999 12:03:05	Angela Shaw	F} Response :
18/11/1999 12:03:06	Angela Shaw	THIS CALL NEEDS INVESTIGATION BY SSC, THEN IT MAY NEEDD TO GO TO STEVE

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18/11/1999 12:03:06	Angela Shaw	WARWICK (DEVELOPMENT) FOR FURTHER INPUT. THIS IS COVERED BY AI376. THANKS.			
18/11/1999 12:03:06	Angela Shaw	[END OF REFERENCE 13541586]			
18/11/1999 12:03:06	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation			
18/11/1999 12:03:06	Angela Shaw	The response has been flagged to the gateway team for validation			
18/11/1999 12:03:07	Angela Shaw	The Call record has been transferred to the Team: EDSC			
18/11/1999 12:03:07	Angela Shaw	Hours spent since call received: 0.2 hours			
22/11/1999 11:25:02	Richard Coleman	PRESCAN: Messagestore will be required by development			
22/11/1999 11:25:03	Richard Coleman	The Call record has been assigned to the Team Member: Lina Kiang			
22/11/1999 11:25:04	Richard Coleman	Hours spent since call received: 0 hours			
22/11/1999 14:54:52	Lina Kiang	New evidence added - Message store for FAD 028614			
22/11/1999 14:54:52	Lina Kiang	New evidence added - Message store for FAD 183306			
22/11/1999 14:54:53	Lina Kiang	F} Response :			
22/11/1999 14:54:53	Lina Kiang	Attached complete message store for FADs 183306 and 028614 and routing call			
22/11/1999 14:54:53	Lina Kiang	to QFP for the attention of development.			
22/11/1999 14:54:53	Lina Kiang	[END OF REFERENCE 13615985]			
22/11/1999 14:54:53	Lina Kiang	Responded to call type L as Category 40 -Incident Under Investigation			
22/11/1999 14:55:16	Lina Kiang	The response was delivered to: PowerHelp			
22/11/1999 14:55:18	Lina Kiang	The Call record has been transferred to the Team: QFP			
22/11/1999 14:55:19	Lina Kiang	Hours spent since call received: 0 hours			
22/11/1999 15:32:19	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick			
22/11/1999 15:32:19	Lionel Higman	Hours spent since call received: 0 hours			
23/11/1999 15:28:45	Steve Warwick	Target Release updated to NFR - No Fix Req'd			
23/11/1999 15:29:10	Steve Warwick	New evidence added - Spreadsheet of Cheque Transactions at 183306			
23/11/1999 15:29:12	Steve Warwick	F} Response :			
23/11/1999 15:29:13	Steve Warwick	FAD Code 183306 - I can find no explanation for why TIP have calculated a			
23/11/1999 15:29:13	Steve Warwick	value different to that reported on the Cash Account. The Cash Account value			

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23/11/1999 15:29:13 Steve Warwick for cheques at the end of CAP 32 was 0.00 and the value of transactions undertaken in CAP 33 net to 0.00, therefore the value of 0.00 reported for line 2051 on the Cash Account was correct. The only possible reason could be that two of the transactions (one for £441.40 and the other for £3.00) were either not passed to TIP or were misinterpreted by TIP.

23/11/1999 15:29:13 Steve Warwick A spreadsheet with all the Cheque transactions for CAP 33 at 183306 is attached for information (the 'SaleValue' column has had the attribute name removed to allow the values to be summed).

23/11/1999 15:29:13 Steve Warwick At FAD Code 028614, the problem was caused by transfers within the ECCO system prior to migration in CAP 32. Transfer IN transactions for £164.10 were recorded against product 2 (Cheques) without any corresponding Transfers OUT of cheques. As a result, the cheque value reported on the Cash Account against line 2051 in CAP 32 would have been reduced by this amount and the Cash line (2050) increased. Since these values were then used by TIP as the start point for calculating the CAP 33 Cash Account, the holdings at the end of CAP 33 would appear to be £164.10 too high on Cash and £164.10 too low on cheques.

23/11/1999 15:29:13 Steve Warwick The transactions recorded at the counter are entirely consistent with the Cash Account data recorded at the counter.

23/11/1999 15:29:13 Steve Warwick [END OF REFERENCE 13645048]

23/11/1999 15:29:26 Steve Warwick Responded to call type L as Category 62 -No fault in product

23/11/1999 15:29:28 Steve Warwick Hours spent since call received: 1 hours

23/11/1999 15:29:28 Steve Warwick Defect cause updated to 40:General - User

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23/11/1999 15:29:41	Steve Warwick	The Call record has been transferred to the Team: EDSC
23/11/1999 15:29:44	Steve Warwick	The response has been routed to the gateway team for validation
23/11/1999 15:37:54	Richard Coleman	The Call record has been assigned to the Team Member: Lina Kiang
23/11/1999 15:37:58	Richard Coleman	Hours spent since call received: 0 hours
23/11/1999 16:18:00	Lina Kiang	The Call record has been transferred to the Team: MgtSupportUnit
23/11/1999 16:18:01	Lina Kiang	Hours spent since call received: 0 hours
26/11/1999 19:15:06	John Pope	The call references have been updated. They are now:-
26/11/1999 19:15:06	John Pope	ORIGINATOR : Phelp
26/11/1999 19:15:06	John Pope	T PowerHelp : E-9911150311
26/11/1999 19:15:06	John Pope	Acceptance Incident : AI0376H
26/11/1999 19:15:06	John Pope	Acceptance Incident : AI0376H
30/11/1999 10:22:47	John Pope	F} Response :
30/11/1999 10:22:47	John Pope	I fed back to TIP SW's comments above, and asked TIP to check their
30/11/1999 10:22:47	John Pope	calculations. TIP's response to me was:
30/11/1999 10:22:47	John Pope	
30/11/1999 10:22:47	John Pope	TIP findings: There are 2 transactions that total £444.40 that post to
30/11/1999 10:22:47	John Pope	cash account line 2051as follows:
30/11/1999 10:22:47	John Pope	08/11/1999 13:24:03 3.00
30/11/1999 10:22:47	John Pope	10/11/1999 14:28:40 441.40
30/11/1999 10:22:47	John Pope	Both have been transacted using transaction mode 18 (stock
30/11/1999 10:22:47	John Pope	adjustment negative)
30/11/1999 10:22:47	John Pope	
30/11/1999 10:22:47	John Pope	These are the 2 transactions which provide an overall negative
30/11/1999 10:22:47	John Pope	total for this line of £ - 444.40.
30/11/1999 10:22:47	John Pope	
30/11/1999 10:22:47	John Pope	These 2 transactions are also correctly shown as increasing cash

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EDSC	made between the		Closed		Reconciliation
30/11/1999 10:22:47	John Pope	(line 2050) by £444.40 giving an overall cash line total of			
30/11/1999 10:22:47	John Pope	£33627.61.			
30/11/1999 10:22:47	John Pope				
30/11/1999 10:22:47	John Pope	It appears that these transactions haven't been taken into			
30/11/1999 10:22:47	John Pope	account when providing the declared totals.			
30/11/1999 10:22:47	John Pope				
30/11/1999 10:22:47	John Pope	[END OF REFERENCE 13796570]			
30/11/1999 10:22:48	John Pope	Responded to call type L as Category 40 -Incident Under Investigation			
30/11/1999 10:22:49	John Pope	The response has been flagged to the gateway team for validation			
30/11/1999 11:01:07	Nicole Meredith	F} Response :			
30/11/1999 11:01:07	Nicole Meredith	Can SSC please check to see whether the 2 transactions at FAD 183306, as			
30/11/1999 11:01:07	Nicole Meredith	mentioned in John's comments, were correctly sent to TIP.			
30/11/1999 11:01:07	Nicole Meredith	[END OF REFERENCE 13798505]			
30/11/1999 11:01:07	Nicole Meredith	Responded to call type L as Category 68 -Administrative Response			
30/11/1999 11:01:08	Nicole Meredith	Hours spent since call received: 0.2 hours			
30/11/1999 11:01:08	Nicole Meredith	The Call record has been transferred to the Team: EDSC			
30/11/1999 11:01:09	Nicole Meredith	The response has been routed to the gateway team for validation			
30/11/1999 11:48:27	Paul Steed	The Call record has been assigned to the Team Member: Lina Kiang			
30/11/1999 11:48:28	Paul Steed	Hours spent since call received: 0 hours			
01/12/1999 17:14:40	Lina Kiang	F} Response :			
01/12/1999 17:14:40	Lina Kiang	As was explained to Nicole, David Salt (POCL-TIP) supplied the detailed info			
01/12/1999 17:14:40	Lina Kiang	about the 2 transactions (08/11/1999 13:24:03 3.00 and 10/11/1999 14:28:40			
01/12/1999 17:14:40	Lina Kiang	441.40) which was used in John Pope's comment. Therefore, TIP has received			
01/12/1999 17:14:40	Lina Kiang	the 2 transactions. Routing call back to Nicole Meredith.			
01/12/1999 17:14:40	Lina Kiang	[END OF REFERENCE 13836418]			
01/12/1999 17:14:40	Lina Kiang	Responded to call type L as Category 40 -Incident Under Investigation			

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01/12/1999 17:14:46	Lina Kiang	The response was delivered to: PowerHelp
01/12/1999 17:14:47	Lina Kiang	The Call record has been transferred to the Team: MgtSupportUnit
01/12/1999 17:14:47	Lina Kiang	Hours spent since call received: 0 hours
03/12/1999 11:35:11	Angela Shaw	F} Response :
03/12/1999 11:35:11	Angela Shaw	POCL have now been updated on the above responses via RED 1355. Awaiting
03/12/1999 11:35:11	Angela Shaw	confirmation of closure.
03/12/1999 11:35:11	Angela Shaw	[END OF REFERENCE 13872490]
03/12/1999 11:35:11	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
03/12/1999 11:35:12	Angela Shaw	The response has been flagged to the gateway team for validation
03/12/1999 11:35:13	Angela Shaw	The Call record has been assigned to the Team Member: Pending closure
03/12/1999 11:35:13	Angela Shaw	Hours spent since call received: 0.5 hours
08/12/1999 16:49:15	John Moran	F} Response :
08/12/1999 16:49:16	John Moran	PLEASE CLOSE THIS CALL AS THE INVESTIGATION OF THIS SYTEM CALL IS COMPLETE.
08/12/1999 16:49:16	John Moran	THE ASSOCIATED BUSINESS CALL WILL BE CLOSED AS SOON AS POCL PERMITS IT.
08/12/1999 16:49:16	John Moran	[END OF REFERENCE 13970435]
08/12/1999 16:49:16	John Moran	Responded to call type L as Category 90 -Reconciliation - resolved
08/12/1999 16:49:16	John Moran	Hours spent since call received: .1 hours
08/12/1999 16:49:17	John Moran	The Call record has been transferred to the Team: EDSC
08/12/1999 16:49:17	John Moran	The response has been routed to the gateway team for validation
08/12/1999 16:51:32	Richard Coleman	F} Response :
08/12/1999 16:51:32	Richard Coleman	Call raiser has agreed closure.
08/12/1999 16:51:32	Richard Coleman	Reconciliation complete
08/12/1999 16:51:32	Richard Coleman	[END OF REFERENCE 13970577]
08/12/1999 16:51:33	Richard Coleman	Responded to call type L as Category 90 -Reconciliation - resolved
08/12/1999 16:51:33	Richard Coleman	Hours spent since call received: 0 hours
08/12/1999 16:51:36	Richard Coleman	CALL PC0033339 closed: Category 90, Type L

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PC0033339 EDSC	Within CAP 33, a comparison was made between the	15/11/1999 12:59:50	10/01/2000 10:50:03 Closed	Angela Shaw/7263 2582/	General/Other/Misc Reconciliation

08/12/1999 16:51:38	Richard Coleman	The response was delivered to: PowerHelp			
08/12/1999 16:55:34	Customer Call	Date and time complete: 08/12/1999 16:53:02			
08/12/1999 16:55:34	Customer Call	Service Complete (Confirmation) Received			
07/01/2000 11:08:02	John Pope	This incident has NOT been resolved. Steve Warwick said they only			
07/01/2000 11:08:02	John Pope	explanation we could see was that the transactions were either not sent to			
07/01/2000 11:08:02	John Pope	TIP or were not accounted for correctly by them, and TIP's response is that			
07/01/2000 11:08:02	John Pope	they both received them and correctly accounted for them.			
07/01/2000 11:08:02	John Pope	Please re-open			
10/01/2000 10:50:02	John Pope	re-opened as 35901			