

PinICL Expor PC0035599

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0035599	CP2 selling stamps on its own & transactions slow	24/12/1999 11:03:45	14/01/2000 11:14:15	Mrs Jennifer Parsons/01	EPOSS & DeskTop
EDSC			Closed		EPOSS

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	46033315
ORIGREF	E-9912230145
CONSUMER	16953 A1GATE
CONSUMERREF	E-9912230145
PowerHelp	E-9912230145

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	EPOSS	

Activities

Date	User	Comment
24/12/1999 11:03:45	Customer Call	CALL PC0035599 opened
24/12/1999 11:03:47	Customer Call	CALL PC0035599:Priority B:CallType L - Target 04/01/00 11:03:45
24/12/1999 11:03:48	Customer Call	23/12/99 10:16 There appears to be a problem whereby CP2 is selling stamps
24/12/1999 11:03:48	Customer Call	on it's own and transactions are taking up to 40 minutes before appearing on
24/12/1999 11:03:48	Customer Call	the balance snapshot, the types of things are P&A's & Girobank transactions.
24/12/1999 11:03:48	Customer Call	23/12/99 10:21 Peritas04
24/12/1999 11:03:48	Customer Call	Escalate: Informed PM of transaction ref number and told to call back
24/12/1999 11:03:48	Customer Call	after Hols if she has not been contacted
24/12/1999 11:03:48	Customer Call	23/12/99 10:40 uk058804
24/12/1999 11:03:48	Customer Call	Information: On Counter Position 1, user 'csi001' was logged on this
24/12/1999 11:03:48	Customer Call	system, the user did not sell a 19p stamp then logged out,
24/12/1999 11:03:48	Customer Call	logged back in the system came up with a 19p stamp in the sale
24/12/1999 11:03:48	Customer Call	stack, the user did not complete the transaction.
24/12/1999 11:03:48	Customer Call	On Tuesday night on Counter position 2, PM cut off the

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24/12/1999 11:03:49	Customer Call	pensions and manually added up the pensions at 17:10, the PM
24/12/1999 11:03:49	Customer Call	previewed the balance snapshot. The total for the pensions did
24/12/1999 11:03:49	Customer Call	not agree, two pensions were missing off the snapshot
24/12/1999 11:03:49	Customer Call	(group 14's, £113 and £120 approx), giving a descriptance of £240
24/12/1999 11:03:49	Customer Call	approx.
24/12/1999 11:03:49	Customer Call	Advised the PM to trade normally, then if any problems
24/12/1999 11:03:49	Customer Call	today to ring in with transaction information whereby, SMC can
24/12/1999 11:03:49	Customer Call	the progress with this incident.
24/12/1999 11:03:49	Customer Call	24/12/99 09:02 uk058804
24/12/1999 11:03:49	Customer Call	Information: Phone PM this morning, problem still exists with Cash on
24/12/1999 11:03:49	Customer Call	snapshot £331.38 is more what the PM has got.
24/12/1999 11:03:49	Customer Call	24/12/99 09:47 uk058804
24/12/1999 11:03:49	Customer Call	Information: Event logs for counter 2 have been retrieved, retrieval ID
24/12/1999 11:03:49	Customer Call	20523. Found info in ssc kel, passing incident to SSC for
24/12/1999 11:03:49	Customer Call	progression.
24/12/1999 11:03:49	Customer Call	F} Call details
24/12/1999 11:03:50	Customer Call	Diagnostician name:
24/12/1999 11:03:51	Customer Call	Customer opened date 23/12/1999 10:16:31
24/12/1999 11:40:13	Catherine Obeng	Target Release updated to CSR-CI2
24/12/1999 11:40:13	Catherine Obeng	Product EPOSS & DeskTop EPOSS added
31/12/1999 08:44:56	Paul Steed	The Call record has been assigned to the Team Member: Paul Steed
31/12/1999 08:44:57	Paul Steed	Defect cause updated to 99:General - Unknown
31/12/1999 08:44:57	Paul Steed	Hours spent since call received: 0 hours
31/12/1999 09:42:54	Paul Steed	F} Response :
31/12/1999 09:42:54	Paul Steed	The information on this call is jumbled and inconsistent. The points being
31/12/1999 09:42:54	Paul Steed	made are: -

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31/12/1999 09:42:54	Paul Steed	1).Counter 2 is selling stamps on its own.
31/12/1999 09:42:54	Paul Steed	2).Transactions are taking up to 40 mins before appearing on Bal Snapshot
31/12/1999 09:42:54	Paul Steed	3).Counter 1 sold a 19p stamp on its own
31/12/1999 09:42:54	Paul Steed	4).Pensions missing off snapshot to value of £240.00
31/12/1999 09:42:54	Paul Steed	5).Snapshot discrepancy of £331.38
31/12/1999 09:42:54	Paul Steed	
31/12/1999 09:42:54	Paul Steed	The phantom 19p stamp sales could be a sticky F2 key but we need more
31/12/1999 09:42:54	Paul Steed	information as to the frequency since it has been reported from both counter
31/12/1999 09:42:54	Paul Steed	1 and counter 2. Since the transactions have been binned there will be no
31/12/1999 09:42:54	Paul Steed	evidence in the message store.
31/12/1999 09:42:54	Paul Steed	
31/12/1999 09:42:54	Paul Steed	The length of time is a red herring, the balance snapshot can be at variance
31/12/1999 09:42:54	Paul Steed	depending on the committed state of transactions.
31/12/1999 09:42:54	Paul Steed	
31/12/1999 09:42:54	Paul Steed	The only area that can be investigated is the £240.00 & £331.38 discrepancies.
31/12/1999 09:42:54	Paul Steed	[END OF REFERENCE 14321635]
31/12/1999 09:42:55	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
31/12/1999 09:42:58	Paul Steed	The response was delivered to: PowerHelp
31/12/1999 11:10:00	Paul Steed	F} Response :
31/12/1999 11:10:01	Paul Steed	On 24-Dec-1999 at 09:02 there is a comment that the problem still exists. The
31/12/1999 11:10:01	Paul Steed	PO did not do a Balance Snapshot on the 24-Dec-1999 until 09:12 when it was
31/12/1999 11:10:01	Paul Steed	previewed.
31/12/1999 11:10:01	Paul Steed	[END OF REFERENCE 14321879]
31/12/1999 11:10:01	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
31/12/1999 11:10:03	Paul Steed	The response was delivered to: PowerHelp
31/12/1999 11:17:17	Paul Steed	F} Response :

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31/12/1999 11:17:17	Paul Steed	My conclusion is that we need to know the Volume and Value for the lines on the Balance Snapshot which are thought to be in error. Without this, no further progress is possible. I shall 'phone the PM after the holiday to explain this.
31/12/1999 11:17:17	Paul Steed	
31/12/1999 11:17:17	Paul Steed	
31/12/1999 11:17:17	Paul Steed	
31/12/1999 11:17:17	Paul Steed	[END OF REFERENCE 14321917]
31/12/1999 11:17:17	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
31/12/1999 11:17:19	Paul Steed	The response was delivered to: PowerHelp
03/01/2000 15:53:08	Barbara Longley	The call summary has been changed from:-
03/01/2000 15:53:08	Barbara Longley	There appears to be a problem whereby CP2 is selli
03/01/2000 15:53:08	Barbara Longley	The call summary is now:-
03/01/2000 15:53:08	Barbara Longley	CP2 selling stamps on it's own & transactions slow
05/01/2000 09:54:49	Paul Steed	F} Response :
05/01/2000 09:54:49	Paul Steed	I have spoken to Mrs Parsons and the problems are: -
05/01/2000 09:54:49	Paul Steed	Firstly.
05/01/2000 09:54:49	Paul Steed	Phantom transactions appearing on the stack (one appeared on counter 3 as we were talking). She says that this is occurring on all counters. She also mentioned the system going to a different screen when she was in the middle of a group 5 P & A transaction. This type of problem is suggesting keystrokes being generated by the hardware; I find it difficult to believe this is happening at all counter positions but an engineer will need to invstigate this.
05/01/2000 09:54:49	Paul Steed	Secondly.
05/01/2000 09:54:49	Paul Steed	Discrepancies when declaring cash. The declared and derived figures are different. Thursday 30-Dec-1999 short by £97.23.
05/01/2000 09:54:49	Paul Steed	[END OF REFERENCE 14345457]
05/01/2000 09:54:49	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation

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05/01/2000 09:54:52	Paul Steed	The response was delivered to: PowerHelp
07/01/2000 13:11:26	Paul Steed	The call summary has been changed from:-
07/01/2000 13:11:26	Paul Steed	CP2 selling stamps on it's own & transactions slow
07/01/2000 13:11:26	Paul Steed	The call summary is now:-
07/01/2000 13:11:26	Paul Steed	CP2 selling stamps on its own & transactions slow
10/01/2000 15:29:01	Paul Steed	F} Response :
10/01/2000 15:29:01	Paul Steed	I have been unable to find any evidence relating to a figure of £97.23. I
10/01/2000 15:29:01	Paul Steed	have seen an authorised shortage of £90.96 in final cash account.
10/01/2000 15:29:01	Paul Steed	[END OF REFERENCE 14427272]
10/01/2000 15:29:01	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
10/01/2000 15:29:05	Paul Steed	The response was delivered to: PowerHelp
10/01/2000 16:01:15	Barbara Longley	Target Release updated to CSR-CI2_2R
13/01/2000 11:16:15	Customer Call	13/01/00 10:15 uk066702 HSH1 Repeat Call: whilst logging a separate issue
13/01/2000 11:16:16	Customer Call	for this office - pm
13/01/2000 11:16:16	Customer Call	reiterated problem with stamps appearing when not sold on the
13/01/2000 11:16:16	Customer Call	system - latest example.....
13/01/2000 11:16:16	Customer Call	1. 12/01/00 - approx. 11.15am
13/01/2000 11:16:16	Customer Call	third counter at office
13/01/2000 11:16:16	Customer Call	p&a group 16 - £34.41 encashed - 2x2nd class stamps
13/01/2000 11:16:16	Customer Call	suddenly deducted from the amount due to customer!.....please
13/01/2000 11:16:16	Customer Call	investigate.
14/01/2000 09:26:09	Paul Steed	The Call record has been assigned to the Team Member: Diane Rowe
14/01/2000 09:26:09	Paul Steed	Hours spent since call received: 0 hours
14/01/2000 11:03:23	Diane Rowe	F} Response :
14/01/2000 11:03:23	Diane Rowe	I have spoken to the caller about her two problems.
14/01/2000 11:03:23	Diane Rowe	

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14/01/2000 11:03:23	Diane Rowe	They had a loss of about £300 before Christmas which seemed to start on 23rd			
14/01/2000 11:03:23	Diane Rowe	December. This has now been removed from the stockunit and the cash accounts			
14/01/2000 11:03:23	Diane Rowe	for the latest 2 weeks have been OK. She is happier about this now.			
14/01/2000 11:03:23	Diane Rowe				
14/01/2000 11:03:23	Diane Rowe	They are still having problems with the phantom transactions. They are most			
14/01/2000 11:03:23	Diane Rowe	likely to appear on counter 3 but also appear on the other 2 counters. They			
14/01/2000 11:03:23	Diane Rowe	are often stamps, but not always. They are being very careful with it now and			
14/01/2000 11:03:23	Diane Rowe	doing the transactions slowly and checking them before they complete them.			
14/01/2000 11:03:23	Diane Rowe	From here we can see no reason why this should be happening and suggest that			
14/01/2000 11:03:23	Diane Rowe	an engineer is sent to site to investigate the situation. Perhaps there is a			
14/01/2000 11:03:23	Diane Rowe	environmental problem of some type at this office which is interfering with			
14/01/2000 11:03:23	Diane Rowe	the equipment.			
14/01/2000 11:03:23	Diane Rowe	[END OF REFERENCE 14557160]			
14/01/2000 11:03:24	Diane Rowe	Responded to call type L as Category 92 -Suspected hardware fault			
14/01/2000 11:03:25	Diane Rowe	Hours spent since call received: 0 hours			
14/01/2000 11:03:29	Diane Rowe	CALL PC0035599 closed: Category 92, Type L			
14/01/2000 11:03:31	Diane Rowe	The response was delivered to: PowerHelp			
14/01/2000 11:14:15	Customer Call	Date and time complete: 14/01/2000 11:11:00			
14/01/2000 11:14:15	Customer Call	Service Complete (Confirmation) Received			