

PinICL Expor PC0038771

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0038771	System call TIP1052-RED2078	18/02/2000 13:48:25	25/02/2000 11:48:58	john moran/7229 2000/	General/Other/Misc
EDSC			Closed		Reconciliation

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	50881482
ORIGREF	E-0002180565
CONSUMER	16953 A1GATE
CONSUMERREF	E-0002180565
PowerHelp	E-0002180565

Products

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

Activities

Date	User	Comment
18/02/2000 13:48:25	Customer Call	CALL PC0038771 opened
18/02/2000 13:48:26	Customer Call	CALL PC0038771:Priority C:CallType L - Target 25/02/00 13:48:25
18/02/2000 13:48:26	Customer Call	18/02/00 13:37 this is a system call related to tip 1052. please route this
18/02/2000 13:48:26	Customer Call	call to john moran in edsc
18/02/2000 13:48:26	Customer Call	18/02/00 13:39 uk080008
18/02/2000 13:48:26	Customer Call	Advice: asked to reassign by John moran
18/02/2000 13:48:27	Customer Call	F} Call details
18/02/2000 13:48:27	Customer Call	Diagnostician name:
18/02/2000 13:48:27	Customer Call	Customer opened date 18/02/2000 13:37:36
18/02/2000 13:58:38	Barbara Longley	Target Release updated to CSR-CI2_2R
18/02/2000 13:58:38	Barbara Longley	Product General/Other/Misc Reconciliation added
18/02/2000 13:58:39	Barbara Longley	The Call record has been transferred to the Team: MSU-Indt Mgt
18/02/2000 13:58:40	Barbara Longley	Defect cause updated to 99:General - Unknown
18/02/2000 13:58:40	Barbara Longley	Hours spent since call received: 0 hours

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18/02/2000 14:31:02	John Moran	The call summary has been changed from:-
18/02/2000 14:31:02	John Moran	this is a system call related to tip 1052. please
18/02/2000 14:31:02	John Moran	The call summary is now:-
18/02/2000 14:31:02	John Moran	System call TIP1052
18/02/2000 14:31:03	John Moran	F} Response :
18/02/2000 14:31:03	John Moran	*****
18/02/2000 14:31:03	John Moran	The following has been copied from business call e-0002180320/pc0038730
18/02/2000 14:31:03	John Moran	
18/02/2000 14:31:03	John Moran	TIP incident 1052. Descrepancy in Cash Account for week 46 (Week ending
18/02/2000 14:31:03	John Moran	9/2/00)
18/02/2000 14:31:03	John Moran	a comparison between values recieved within the cash account files and
18/02/2000 14:31:03	John Moran	those derived from the transaction stream for FAD 0051136 ORG unit 17831
18/02/2000 14:31:03	John Moran	identified the following differences: Cash Account line 2050 declared amount
18/02/2000 14:31:03	John Moran	125780.59 derived amount 125683.20 diff of 97.39, Cash account line 2051
18/02/2000 14:31:03	John Moran	declared amount 0 derived amoutn 97.39 difference -97.39. Reasons are
18/02/2000 14:31:03	John Moran	required.
18/02/2000 14:31:03	John Moran	*****
18/02/2000 14:31:03	John Moran	SSC Please investigate and attach message store. I suspect Steve Warwick
18/02/2000 14:31:03	John Moran	will want a look at this...
18/02/2000 14:31:03	John Moran	[END OF REFERENCE 15655788]
18/02/2000 14:31:03	John Moran	Responded to call type L as Category 40 -Incident Under Investigation
18/02/2000 14:31:04	John Moran	The response has been flagged to the gateway team for validation
18/02/2000 14:31:05	John Moran	The Call record has been transferred to the Team: EDSC
18/02/2000 14:31:05	John Moran	Hours spent since call received: .3 hours
18/02/2000 15:00:16	Paul Steed	The Call record has been assigned to the Team Member: Garrett Simpson
18/02/2000 15:00:16	Paul Steed	Hours spent since call received: 0 hours

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21/02/2000 10:19:30	Garrett Simpson	New evidence added - Duff ecco transactions
21/02/2000 10:19:31	Garrett Simpson	F} Response :
21/02/2000 10:19:31	Garrett Simpson	This is an illustration of the stupidities that ECCO software allows.
21/02/2000 10:19:31	Garrett Simpson	A clerk can transfer cash and cheques between stock units without bothering
21/02/2000 10:19:31	Garrett Simpson	to make sure they match up.
21/02/2000 10:19:31	Garrett Simpson	The result shows up when the transaction data is migrated to Horizon which
21/02/2000 10:19:31	Garrett Simpson	insists on clear demarcation between cash and cheques.
21/02/2000 10:19:31	Garrett Simpson	In this case the critical transactions are Transfers In of two cheques whose
21/02/2000 10:19:31	Garrett Simpson	total amount exactly equals the discrepancy noted.
21/02/2000 10:19:31	Garrett Simpson	Details are attached in file DuffTrans.txt.
21/02/2000 10:19:31	Garrett Simpson	
21/02/2000 10:19:31	Garrett Simpson	No fault in Horizon product.
21/02/2000 10:19:31	Garrett Simpson	[END OF REFERENCE 15695478]
21/02/2000 10:19:31	Garrett Simpson	Responded to call type L as Category 40 -Incident Under Investigation
21/02/2000 10:19:34	Garrett Simpson	The response was delivered to: PowerHelp
21/02/2000 10:19:36	Garrett Simpson	The Call record has been transferred to the Team: MSU-Indt Mgt
21/02/2000 10:19:36	Garrett Simpson	Hours spent since call received: 3 hours
22/02/2000 09:05:47	John Moran	F} Response :
22/02/2000 09:05:47	John Moran	I think Steve Warwick is aware of the ECCO problem here but as a matter of
22/02/2000 09:05:47	John Moran	course I will route the call to him to allow him to comment...
22/02/2000 09:05:47	John Moran	[END OF REFERENCE 15737041]
22/02/2000 09:05:48	John Moran	Responded to call type L as Category 40 -Incident Under Investigation
22/02/2000 09:05:48	John Moran	The response has been flagged to the gateway team for validation
22/02/2000 09:05:50	John Moran	The Call record has been transferred to the Team: QFP
22/02/2000 09:05:51	John Moran	Hours spent since call received: .1 hours
22/02/2000 09:09:46	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick

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22/02/2000 09:09:46	Lionel Higman	Hours spent since call received: 0 hours
22/02/2000 10:36:49	Steve Warwick	Target Release updated to NFR - No Fix Req'd
22/02/2000 10:36:51	Steve Warwick	F} Response :
22/02/2000 10:36:51	Steve Warwick	This issue is well documented in previous incidents with TIP. The effect is
22/02/2000 10:36:51	Steve Warwick	that the Pathway system reports the values of the affected products (in this
22/02/2000 10:36:51	Steve Warwick	case Cash and Cheques) incorrectly on the Cash Account for the migration CAP,
22/02/2000 10:36:51	Steve Warwick	although the Cash Account still balances. TIP then use the Cash Account
22/02/2000 10:36:51	Steve Warwick	figures from the migration CAP as the start point for validating the next
22/02/2000 10:36:51	Steve Warwick	Cash Account received from the outlet and report a discrepancy between the
22/02/2000 10:36:51	Steve Warwick	transactions received in week 2 and the Cash Account for week 2.
22/02/2000 10:36:51	Steve Warwick	
22/02/2000 10:36:51	Steve Warwick	This is a user error pre-migration of an ECCO+ Office.
22/02/2000 10:36:51	Steve Warwick	[END OF REFERENCE 15744847]
22/02/2000 10:36:51	Steve Warwick	Responded to call type L as Category 62 -No fault in product
22/02/2000 10:36:51	Steve Warwick	Hours spent since call received: .2 hours
22/02/2000 10:36:51	Steve Warwick	Defect cause updated to 40:General - User
22/02/2000 10:36:52	Steve Warwick	The Call record has been transferred to the Team: EDSC
22/02/2000 10:36:52	Steve Warwick	The response has been routed to the gateway team for validation
22/02/2000 10:38:02	Barbara Longley	The Call record has been assigned to the Team Member: Garrett Simpson
22/02/2000 10:38:02	Barbara Longley	Hours spent since call received: 0 hours
22/02/2000 16:13:12	Garrett Simpson	F} Response :
22/02/2000 16:13:12	Garrett Simpson	Passing to MSU for issue of RED.
22/02/2000 16:13:12	Garrett Simpson	[END OF REFERENCE 15769574]
22/02/2000 16:13:12	Garrett Simpson	Responded to call type L as Category 40 -Incident Under Investigation
22/02/2000 16:13:17	Garrett Simpson	The response was delivered to: PowerHelp
22/02/2000 16:13:18	Garrett Simpson	The Call record has been transferred to the Team: MSU-Indt Mgt

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22/02/2000 16:13:18	Garrett Simpson	Hours spent since call received: 0 hours
22/02/2000 16:47:46	John Moran	The Call record has been assigned to the Team Member: John Moran
22/02/2000 16:47:46	John Moran	Hours spent since call received: .1 hours
23/02/2000 12:59:03	John Moran	The call summary has been changed from:-
23/02/2000 12:59:03	John Moran	System call TIP1052
23/02/2000 12:59:03	John Moran	The call summary is now:-
23/02/2000 12:59:03	John Moran	System call TIP1052-RED2078
23/02/2000 17:02:07	Barbara Longley	F} Response :
23/02/2000 17:02:08	Barbara Longley	The Call record has been assigned to MSU Team Member: John Moran
23/02/2000 17:02:08	Barbara Longley	[END OF REFERENCE 15822719]
23/02/2000 17:02:08	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
23/02/2000 17:02:11	Barbara Longley	The response was delivered to: PowerHelp
25/02/2000 11:39:40	John Moran	F} Response :
25/02/2000 11:39:40	John Moran	Final red 2078 issued to customer. Not data error. please close this call.
25/02/2000 11:39:40	John Moran	[END OF REFERENCE 15916298]
25/02/2000 11:39:40	John Moran	Responded to call type L as Category 90 -Reconciliation - resolved
25/02/2000 11:39:41	John Moran	Hours spent since call received: .1 hours
25/02/2000 11:39:41	John Moran	The Call record has been transferred to the Team: EDSC
25/02/2000 11:39:41	John Moran	The response has been routed to the gateway team for validation
25/02/2000 11:45:54	Barbara Longley	F} Response :
25/02/2000 11:45:55	Barbara Longley	25/02/2000 11:39:40 - By John Moran - MSU
25/02/2000 11:45:55	Barbara Longley	Final red 2078 issued to customer. Not data error. please close this call.
25/02/2000 11:45:55	Barbara Longley	Closing as Admin
25/02/2000 11:45:55	Barbara Longley	[END OF REFERENCE 15917602]
25/02/2000 11:45:55	Barbara Longley	Responded to call type L as Category 68 -Administrative Response
25/02/2000 11:45:56	Barbara Longley	Hours spent since call received: 0 hours

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PC0038771 EDSC	System call TIP1052-RED2078	18/02/2000 13:48:25	25/02/2000 11:48:58 Closed	john moran/7229 2000/	General/Other/Misc Reconciliation

25/02/2000 11:45:59	Barbara Longley	CALL PC0038771 closed: Category 68, Type L			
25/02/2000 11:46:00	Barbara Longley	The response was delivered to: PowerHelp			
25/02/2000 11:48:57	Customer Call	Date and time complete: 25/02/2000 11:45:21			
25/02/2000 11:48:57	Customer Call	Service Complete (Confirmation) Received			