PinICL Expor PC0027324

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0027324 Meredith	PM - Receipts and Payments don't equal	30/06/1999 15:34:19	09/03/2000 11:10:50 Closed		EPOSS & DeskTop Balancing

References

Name	Value
Call reference	PC0025047
Call reference	PC0027141
Call reference	PC0027139
Customer reference	10000004

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Balancing	

Activities

Date	User	Comment
30/06/1999 15:34:18	Nicole Meredith	References entered are:-
30/06/1999 15:34:18	Nicole Meredith	T Call reference : PC0025047
30/06/1999 15:34:18	Nicole Meredith	Call reference : PC0027141
30/06/1999 15:34:18	Nicole Meredith	Call reference : PC0027139
30/06/1999 15:34:18	Nicole Meredith	Product EPOSS & DeskTop Balancing added
30/06/1999 15:34:18	Nicole Meredith	Target Release entered: Unknown
30/06/1999 15:34:18	Nicole Meredith	PM - Receipts and Payments don't equal
30/06/1999 15:34:18	Nicole Meredith	We have been notified that there have been approximately 300 instances where
30/06/1999 15:34:18	Nicole Meredith	cash accounts have been harvested and sent to TIP showing a mis-balance when
30/06/1999 15:34:18	Nicole Meredith	comparing the total of the Receipts table to the total of the Payments table.
30/06/1999 15:34:18	Nicole Meredith	This problem can occur during migration and there is a separate problem
30/06/1999 15:34:18	Nicole Meredith	logged. However, there are instances where the software has been proven to
30/06/1999 15:34:18	Nicole Meredith	be causing mis-balances in the subsequent weeks after migration. To date the
30/06/1999 15:34:18	Nicole Meredith	following causes have been identified: -
30/06/1999 15:34:18	Nicole Meredith	
30/06/1999 15:34:18	Nicole Meredith	1. When an OBCS transaction is settled, if the Settlement icon (cash / fast
30/06/1999 15:34:18	Nicole Meredith	cash) is selected quickly, more than once, it can cause a first or second

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Ref Logged By	Summary		Opened	Last update Status	Customer	Product Group Product At Fault	
PC0027324 Meredith	PM - Rec equal	eipts and Payments don't	30/06/1999 15:34:19	09/03/2000 11:10:5 Closed	50	EPOSS & DeskTop Balancing	
30/06/1999	15:34:18	Nicole Meredith	class stamp to be atta	sched to the OBCS trans	saction with no correspor	nding -	
30/06/1999		Nicole Meredith			o icon placement within tl		
30/06/1999		Nicole Meredith		g directly behind the Se			
30/06/1999	15:34:18	Nicole Meredith					
30/06/1999		Nicole Meredith	A fix to prevent the a	ttachment of a stamp t	o the transaction has bee	n	
30/06/1999	15:34:18	Nicole Meredith	delivered to the coun				
30/06/1999	15:34:18	Nicole Meredith					
30/06/1999	15:34:18	Nicole Meredith					
30/06/1999		Nicole Meredith	2. If during cash accor	unt production, the cle	rk is unable to print the fi	nal	
30/06/1999	15:34:18	Nicole Meredith	cash account, due per	rhaps to printer proble	ms, he will select 'Print Pr	eview'	
30/06/1999	15:34:18	Nicole Meredith	to check his figures ar	nd then print the cash a	account when the printer	is	
30/06/1999	15:34:18	Nicole Meredith	available. This has no	affect on any of the to	otals within the cash acco	unt	
30/06/1999	15:34:18	Nicole Meredith			veek's cash account is pro		
30/06/1999	15:34:18	Nicole Meredith			previous week causes the		
30/06/1999		Nicole Meredith			rupted - usually tripled an		
30/06/1999	15:34:18	Nicole Meredith			stituted for the correct		
30/06/1999	15:34:18	Nicole Meredith	figure, i.e. the balance	e due to post office figu	are from the previous wee	ek,	
30/06/1999	15:34:18	Nicole Meredith	the Receipts and Payr	ments tables would in f	act balance and this is on	e of the	
30/06/1999	15:34:18	Nicole Meredith	checks performed by	the HSH if a call is take	n of this nature from the	outlet.	
30/06/1999	15:34:18	Nicole Meredith					
30/06/1999	15:34:18	Nicole Meredith	A fix has been deliver	ed to all LT1 counters.			
30/06/1999	15:34:18	Nicole Meredith					
30/06/1999	15:34:18	Nicole Meredith	This problem is cover	ed by PinICL 25047.			
30/06/1999	15:34:18	Nicole Meredith					
30/06/1999	15:34:18	Nicole Meredith	3. Offices may report	that when producing t	heir Trial or Final Cash Ac	count	
30/06/1999		Nicole Meredith			he Receipts Table of the		

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Ref Logged By	Summary	,	Opened	Last update Status	Customer	Product Group Product At Fault
PC0027324		eipts and Payments don't	30/06/1999 15:34:19	09/03/2000 11:10:50		EPOSS & DeskTop
Meredith	equal			Closed		Balancing
30/06/1999	15:34:18	Nicole Meredith	Account (Line 0001) c	contains a value which is i	ncorrect and is a multiple	e of
30/06/1999	15:34:18	Nicole Meredith	the value which was i	reported as the 'Balance [Oue to Post Office (Line 10	085)'
30/06/1999	15:34:18	Nicole Meredith	on the previous week	c's Cash Account. The Cas	h Account report will also	o show
30/06/1999	15:34:18	Nicole Meredith	a difference between	the Receipts Table total	and the Payments Table t	cotal
30/06/1999	15:34:18	Nicole Meredith	(which in normal circu	umstances would be iden	tical amounts).	
30/06/1999	15:34:18	Nicole Meredith				
30/06/1999	15:34:18	Nicole Meredith	If this arises, it is caus	sed by the user having sta	rted the Cash Account	
30/06/1999	15:34:18	Nicole Meredith	production process b	ut not having completed i	it through to production (of the
30/06/1999	15:34:18	Nicole Meredith	Final Report and Roll	over without returning to	the system menu. Retur	ning to
30/06/1999	15:34:18	Nicole Meredith	the menu and re-com	nmencing the process cau	ses the system to add and	other
30/06/1999	15:34:18	Nicole Meredith	transaction for the br	ought forward value, the	refore incrementing the v	value
30/06/1999	15:34:18	Nicole Meredith	each time the process	s is attempted and stoppe	ed.	
30/06/1999	15:34:18	Nicole Meredith				
30/06/1999	15:34:18	Nicole Meredith				
30/06/1999	15:34:18	Nicole Meredith	This problem will be f	fixed by code available for	LT2. In the meantime a	
30/06/1999	15:34:18	Nicole Meredith	workaround has beer	n distributed to both HSH	and NBSC.	
30/06/1999	15:34:18	Nicole Meredith				
30/06/1999	15:34:18	Nicole Meredith	This problem is cover	ed by PinICL 27141.		
30/06/1999	15:34:18	Nicole Meredith				
30/06/1999	15:34:18	Nicole Meredith	4. A problem has bee	n identified when creatin	g a correctional stock uni	t.
30/06/1999	15:34:18	Nicole Meredith	Due to an error in the	e code, when the stock un	it balance records are rea	ad,
30/06/1999	15:34:18	Nicole Meredith	the first stock unit is	correctly identified as hav	ing no Brought Forward	
30/06/1999	15:34:18	Nicole Meredith	value from the previo	ous week. The system the	n incorrectly assumes tha	at this
30/06/1999	15:34:18	Nicole Meredith	must be the migration	n week, and generates a I	Brought Forward value fo	r the
30/06/1999	15:34:18	Nicole Meredith	stock unit. This resul	ts in a mis-balance in the	Receipts and Payments	
30/06/1999	15:34:18	Nicole Meredith	tables.			

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Ref Logged By	Summary	У	Opened	Last update Status	Customer	Product Group Product At Fault	
PC0027324 Meredith	PM - Rec equal	ceipts and Payments don't	30/06/1999 15:34:19	09/03/2000 11:10:50 Closed		EPOSS & DeskTop Balancing	
30/06/19	99 15:34:18	Nicole Meredith					
30/06/19	99 15:34:18	Nicole Meredith	To date we have no fi	ix to resolve this problem	which currently reside	s with	
30/06/19	99 15:34:18	Nicole Meredith	Pathway Developmer	nt. We need to discuss ar	ATP with POCL for dist	tribution to	
30/06/19	99 15:34:18	Nicole Meredith	the HSH and NBSC. T	his will be discussed and	agreed by 09/07/99.		
30/06/19	99 15:34:18	Nicole Meredith					
30/06/19	99 15:34:18	Nicole Meredith	This problem is cover	ed by PinICL 27139.			
30/06/19	99 15:34:19	Nicole Meredith	CALL PC0027324 open	ned			
30/06/19	99 15:34:21	Nicole Meredith	CALL PC0027324:Prio	rity B:CallType Z - Target	04/08/99 20:00:00		
30/06/19	99 15:34:23	Nicole Meredith	The Call record has be	een transferred to the Te	am: Problem Mgt		
30/06/19	99 15:34:23	Nicole Meredith	Defect cause updated	i to 14:Development - Co	de		
30/06/19	99 15:34:23	Nicole Meredith	Hours spent since call	l received: 0 hours			
30/06/19	99 15:40:42	Janet Reynolds	The Call record has be	een assigned to the Team	Member: Janet Reyno	lds	
30/06/19	99 15:40:42	Janet Reynolds	Defect cause updated	d to 99:General - Unknow	n		
30/06/19	99 15:40:42	Janet Reynolds	Hours spent since call	l received: 0.1 hours			
01/07/19	99 10:49:18	Janet Reynolds	The Call record has be	een assigned to the Team	Member: Richard Brur	nskill	
01/07/19	99 10:49:18	Janet Reynolds	Hours spent since call	l received: 0.1 hours			
06/07/19	99 08:25:49	Nicole Meredith	HSH and NBSC have b	een informed of the wor	karound which is in pla	ce for this	
06/07/19	99 08:25:49	Nicole Meredith	problem until the con	nmencement of LT2.			
06/07/19	99 08:25:49	Nicole Meredith					
06/07/19	99 08:25:49	Nicole Meredith	Corrected 'Brought Fo	orward' figures have beer	issued to POCL for the		
06/07/19	99 08:25:49	Nicole Meredith	instances where there	e was a Receipts and Pay	ments mis-balance due	to this	
06/07/19	99 08:25:49	Nicole Meredith	problem.				
06/07/19	99 08:25:49	Nicole Meredith					
06/07/19	99 08:25:49	Nicole Meredith	This will be monitored	d until LT2.			
14/07/19	99 13:37:47	Richard Brunskill	Problem should now	be eradicated following L	T2 fix delivered on 12.0	07.99.	
14/07/19	99 13:37:47	Richard Brunskill	However, Cash Accou	int completion for CAP16	is not due until close o	f business	

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Ref	Summary		Opened	Last update	Customer	Product Group
Logged By				Status		Product At Fault
PC0027324	PM - Rec	eipts and Payments don't	30/06/1999 15:34:19	09/03/2000 11:10:50		EPOSS & DeskTop
Meredith	equal			Closed		Balancing
14/07/1999	13:37:47	Richard Brunskill	on 14.07.99 and any o	occurances of this nature v	will only come to light d	uring
14/07/1999	13:37:47	Richard Brunskill	the balancing process	at the outlet. This proble	m will remain on monito	or
14/07/1999	13:37:47	Richard Brunskill	until the balance of C	AP18 (28.07.99) has been	completed. If there are	no
14/07/1999	13:37:47	Richard Brunskill	further occurances th	e problem will then be clo	sed with the agreemen	t of POCL
14/07/1999	13:37:47	Richard Brunskill	BSM.			
15/07/1999	15:25:56	Richard Brunskill	One call was received	into the HSH on 14.07.99	from office 324511 sta	ting
15/07/1999	15:25:56	Richard Brunskill	that the receipts and	payments did not reconcil	e. We are currently	
15/07/1999	15:25:56	Richard Brunskill	determining whether	this office / counter posti	on has received the	
15/07/1999	15:25:56	Richard Brunskill	appropriate fix.			
15/07/1999	15:25:56	Richard Brunskill	Further update 16.07	.99		
20/07/1999	14:53:19	Richard Brunskill	No further incidents r	eceived. Will monitor dur	ing C/A balancing of 21.	07.99
22/07/1999	10:41:34	Richard Brunskill	Four incidents brough	nt to the attention of ICL P	athway following meeti	ing with
22/07/1999	10:41:34	Richard Brunskill	POCL on 21.07.99, wi	th the following response:		
22/07/1999	10:41:34	Richard Brunskill	" Office 390329 - rece	ipts and payments misbal	ance CAP16. This incide	nt was
22/07/1999	10:41:34	Richard Brunskill	diagnosed during a te	lephone conversation bet	ween ICL Pathway and	the office
22/07/1999	10:41:34	Richard Brunskill	manager (Simon Smit	h), the transactions having	g occurred on 14th July.	The
22/07/1999	10:41:34	Richard Brunskill	incident was caused b	by the fact that the transfe	er of £1320.00 and the t	wo
22/07/1999	10:41:34	Richard Brunskill	first class stamp sales	were carried out on coun	ter position 2 and it wa	5
22/07/1999	10:41:34	Richard Brunskill	found that this count	er position has a corrupt v	ersion of the	
22/07/1999	10:41:34	Richard Brunskill	'EPOSSSettlementObj	ect.dll' file causing transac	ctions to be committed	without
22/07/1999	10:41:34	Richard Brunskill	the balancing settlem	ent.		
22/07/1999	10:41:34	Richard Brunskill	The corrupt .dll issue	has already been identifie	d (on problem manager	ment
22/07/1999	10:41:34	Richard Brunskill	database) and has be	en corrected. Only counte	r position 2 at this offic	e was
22/07/1999	10:41:34	Richard Brunskill	affected."			
22/07/1999	10:41:34	Richard Brunskill	"Offices 008523, 0135	523, 166328 - receipts and	payments misbalance f	for CAP16.
22/07/1999	10:41:34	Richard Brunskill	A similar scenario to t	he above with the transac	ction occurring on 13th.	July.

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Ref .ogged By	Summary	,	Opened	Last update Status	Customer	Product Group Product At Fault	
PC0027324	PM - Rec	eipts and Payments don't	30/06/1999 15:34:19	09/03/2000 11:10:5	0	EPOSS & DeskTop	
Meredith	equal			Closed		Balancing	
22/07/199	9 10:41:34	Richard Brunskill	It has been establishe	d that the counter term	inal in each of these off	ces	
22/07/199	9 10:41:34	Richard Brunskill	has a corrupt version	of the 'EPOSSSettlemen	tObject.dll' file causing		
22/07/199	9 10:41:34	Richard Brunskill	transactions to be cor	mmitted without the ba	lancing settlement. The	corrupt	
22/07/199	9 10:41:34	Richard Brunskill	dll files for each offic	e were corrected on the	e evening of 13th July."		
22/07/199	9 10:41:34	Richard Brunskill	Reconciliation Except	ion Database (RED) repo	orts for the above have b	een sent	
22/07/199	9 10:41:34	Richard Brunskill	to POCL TP today (no	s 469, 470, 471 & 472).			
22/07/199	9 10:41:34	Richard Brunskill	This problem will rem	ain at 'Monitor' status ເ	until 2 clear CAP's have b	een	
22/07/199	9 10:41:34	Richard Brunskill	reconcilied without a	ny Outlet or TP raised in	cidents regarding R&P		
22/07/199	9 10:41:34	Richard Brunskill	misbalances.				
29/07/199	9 12:42:34	Nicole Meredith	There have been 3 inc	cidents reported for Rec	eipts and Payments mis	matches in	
29/07/199	9 12:42:34	Nicole Meredith	CAP 17. The first of the	hese occurred at FAD 39	0329. This office also		
29/07/199	9 12:42:34	Nicole Meredith	experienced a misbala	ance in CAP 16, due to a	corrupt		
29/07/199	9 12:42:34	Nicole Meredith	'EPOSSSettlementObj	ect.dll' file. The probler	n of the corrupt file was		
29/07/199	9 12:42:34	Nicole Meredith	corrected on 20/07/9	9, so the Receipts and P	ayments tables will be c	orrect	
29/07/199	9 12:42:34	Nicole Meredith	from CAP 18.				
29/07/199	9 12:42:34	Nicole Meredith					
29/07/199	9 12:42:34	Nicole Meredith	FAD 008523 also expe	erienced a misbalance ir	Receipts and Payments	in CAPs 16	
29/07/199	9 12:42:34	Nicole Meredith	and 17. Again this wa	s caused by a corrupt 'E	POSSSettlementObject.	dll' file.	
29/07/199	9 12:42:34	Nicole Meredith	The misbalance re-oc	ccurred in CAP 17 due to	a knock on effect, but t	his is	
29/07/199	9 12:42:34	Nicole Meredith	corrected from CAP 1	8.			
29/07/199	9 12:42:34	Nicole Meredith					
29/07/199	9 12:42:34	Nicole Meredith	The final misbalance	was reported at office F.	AD 278523 in CAP 17. Tl	nis is a	
29/07/199	9 12:42:34	Nicole Meredith	newly migrated office	, and there was a discre	pancy between the syst	em	
29/07/199	9 12:42:34	Nicole Meredith	calculated brought fo	rward value for the offic	ce and the value of the		
29/07/199	9 12:42:34	Nicole Meredith	transactional data en	tered during the migrati	on. The difference wou	ld have	
29/07/199	9 12:42:34	Nicole Meredith	caused an error mess	age to be displayed to t	he user at the time and	was	

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Ref Logged By	Summary		Opened	Last update Status	Customer	Product Group Product At Fault
PC0027324 Meredith	PM - Rece	eipts and Payments don't	30/06/1999 15:34:19	09/03/2000 11:10:50 Closed		EPOSS & DeskTop Balancing
29/07/1999	12:42:34	Nicole Meredith	recorded in the mess	age store. The system beh	aved correctly in this case.	
29/07/1999	12:42:34	Nicole Meredith				
29/07/1999	12:42:34	Nicole Meredith	This problem is to rer	nain at 'Monitor'.		
30/07/1999	08:45:05	Richard Brunskill	No further incidents r	eceived from CAP17 or an	y notification via HSH or NBSC	
30/07/1999	08:45:05	Richard Brunskill	for occurances within	the CAP18 balance just co	ompleted.	
30/07/1999	08:45:05	Richard Brunskill	Problem to remain at	monitor.		
30/07/1999	08:45:05	Richard Brunskill	NB refers to Acceptar	nce incident number 211.		
09/08/1999	16:17:42	Richard Brunskill	No further incidents h	nave been raised since 29.	07.99, (CAP18 a Northern	
09/08/1999	16:17:42	Richard Brunskill	Ireland office had pro	blems during migration), e	either from the Outlet or POCL	
09/08/1999	16:17:42	Richard Brunskill	TP.			
09/08/1999	16:17:42	Richard Brunskill	Suggest this problem	remains on monitor until	CAP19 balances completed	are bron besiden bars bars bars and berein es angen es a isan es directive en insen es and es inde
09/08/1999	16:17:42	Richard Brunskill	(12/13.08.99.			
25/08/1999	15:21:32	Richard Brunskill	There have been 4 oc	curances of R&P mismatch	nes. 2 for CAP 20 (E990816011	8 &
25/08/1999	15:21:32	Richard Brunskill	0116) and 2 for CAP2	1 (E9908240174 & 0175).	Both calls have been routed to	
25/08/1999	15:21:32	Richard Brunskill	ICL Pathway Developi	ment for resolution of the	cause. Will update further as	
25/08/1999	15:21:32	Richard Brunskill	soon as a response is	received. This is being give	en priority attention.	
24/09/1999	13:43:58	Richard Brunskill	There has been a seri	es of Receipts / Payment i	ncidents reported within CAP2	22
24/09/1999	13:43:58	Richard Brunskill	onwards which are no	ot connected to the migrat	tion process.	
24/09/1999	13:43:58	Richard Brunskill	8 within week 22			
24/09/1999	13:43:58	Richard Brunskill	5 within week 23			
24/09/1999	13:43:58	Richard Brunskill	0 within week 24			
24/09/1999	13:43:58	Richard Brunskill	2 within week 25			
24/09/1999	13:43:58	Richard Brunskill	1 within week 26			
24/09/1999	13:43:58	Richard Brunskill				
24/09/1999	13:43:58	Richard Brunskill	Causes: (for application	on to individual offices ple	ase refer to RED reports	
24/09/1999	13:43:58	Richard Brunskill	issued for each incide	ent)		

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Ref	,		Customer	Product At Foult			
Logged By				Status		Product At Fault	
PC0027324	PM - Red	ceipts and Payments don't	30/06/1999 15:34:19	09/03/2000 11:10	:50	EPOSS & DeskTop	
Meredith	equal			Closed		Balancing	
24/09/1999	13:43:58	Richard Brunskill					
24/09/1999	13:43:58	Richard Brunskill	1. Due to a historical	problem with referen	ce data, 39 bus ticked prod	ucts	
24/09/1999	13:43:58	Richard Brunskill	will not have been ap	pearing on the balanc	e report causing a misbalar	nce as	
24/09/1999	13:43:58	Richard Brunskill	they will have been tr	ansacted at the coun	ter. A fix for this problem h	as	
24/09/1999	13:43:58	Richard Brunskill	been developed and i	s currently undergoin	g testing within ICL Pathwa	y.	
24/09/1999	13:43:58	Richard Brunskill					
24/09/1999	13:43:58	Richard Brunskill	2. A misbalance can b	e caused following th	e committal of a session co	ntaining	
24/09/1999	13:43:58	Richard Brunskill	a remittance in (RIOP) against product 1 (C	ASH) which was settled by a	3	
24/09/1999	13:43:58	Richard Brunskill	transaction with a Mo	ode of 'Exisiting Rever	sal' also against CASH for a	1	
24/09/1999	13:43:58	Richard Brunskill	equal and opposite ar	mount. A remittance i	tem should be settled by th	ne use of	
24/09/1999	13:43:58	Richard Brunskill	a Pathway settlement	t product which does	not accumilate to the Cash	Account.	
24/09/1999	13:43:58	Richard Brunskill	In this case, both tran	sactions would have l	peen added to the Cash Acc	count	
24/09/1999	13:43:58	Richard Brunskill	causing the misbaland	ce as the user could na	avigate the reversals screer	ı whist	
24/09/1999	13:43:58	Richard Brunskill	having a remittance o	on the EPOSS stack, th	us settling the transaction v	within	
24/09/1999	13:43:58	Richard Brunskill	the incorrect mode. A	fix has been released	l (WP5386)		
24/09/1999	13:43:58	Richard Brunskill					
24/09/1999	13:43:58	Richard Brunskill	3. The user was able t	o effect the stock uni	t roll over process twice - a		
24/09/1999	13:43:58	Richard Brunskill	balanced stock unit fr	om CAP20 was rolled	over into CAP21 and CAP2.	2. The	
24/09/1999	13:43:58	Richard Brunskill	value brought forwar	d figure for the start o	f CAP21 was then added to	the the	
24/09/1999	13:43:58	Richard Brunskill	Balance due to PO fig	ure for CAP20 causing	the misbalance. The affect	ed	
24/09/1999	13:43:58	Richard Brunskill	office has had the Cas	sh Account returned t	o its correct state to enable		
24/09/1999	13:43:58	Richard Brunskill	business as usual. A fi	x has been released (WP5686)		
24/09/1999	13:43:58	Richard Brunskill					
24/09/1999	13:43:58	Richard Brunskill	4. A scales transaction	n processed a record v	vithout a 'Mode'. The user	was	
24/09/1999	13:43:58	Richard Brunskill	allowed to settle in ar	n available mode caus	ing a misbalance. A fix has	been	
24/09/1999	13:43:58	Richard Brunskill	released within WP54	147			

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Ref Logged By	Summary		Opened	Last update Status	Customer	Product Group Product At Fault
PC0027324	PM - Rece	eipts and Payments don't	30/06/1999 15:34:19			EPOSS & DeskTop
Meredith				Closed		Balancing
24/09/1999	13:43:58	Richard Brunskill				
30/09/1999	13:13:32	Richard Brunskill	This problem will rem	ain open until both ICL P	athway and POCL are complete	lly
30/09/1999	13:13:32	Richard Brunskill	satisfied that ALL Rec	eipts / Payment misbalar	ices have been eradicated. ICL	
30/09/1999	13:13:32	Richard Brunskill	Pathway suggest that	3 consecutive Cash Acco	unt balances must be complete	ed
30/09/1999	13:13:32	Richard Brunskill	without any R & P mis	sbalances (ex Migration e	rrors which POCL have accepte	d
30/09/1999	13:13:32	Richard Brunskill	my occur).			
07/10/1999	10:58:04	Richard Brunskill	A Further 7 R&P incid	ents have been received	for CAP 26 - all associated with	
07/10/1999	10:58:04	Richard Brunskill	the 'bus ticket' issue i	dentified in (1) above.		
07/10/1999	10:58:04	Richard Brunskill	For CAP 27 there have	e been 59 R&P issues to o	date. 45 can be ignored as they	
07/10/1999	10:58:04	Richard Brunskill	were caused by migra	ntion errors, however 14	have been received for previou	sly
07/10/1999	10:58:04	Richard Brunskill	migrated offices, agai	n the initial investigation	points at the bus ticket	
07/10/1999	10:58:04	Richard Brunskill	issue which is current	ly being resolved. Call re	mains open.	
22/10/1999	10:10:49	Richard Brunskill	1. Product 2533 refer	ence data contains no Pr	imary Mapping attributes. ICL	
22/10/1999	10:10:49	Richard Brunskill	Pathway has identifie	d that this product (and a	approx. 38 other 'Local	
22/10/1999	10:10:49	Richard Brunskill	Products') has never h	nad a set of Primary Map	pings applied since the data wa	ns
22/10/1999	10:10:49	Richard Brunskill	delivered from POCL.	A correction to this refer	ence data has been delivered	
22/10/1999	10:10:49	Richard Brunskill	in WP5759, which has	s been applied to the live	system on 24/9/99. This date	
22/10/1999	10:10:49	Richard Brunskill	would suggest that w	e should have now eradi	cated this problem, however I a	ım
22/10/1999	10:10:49	Richard Brunskill	reviewing all current I	R&P incidents received si	nce this transaction date to	
22/10/1999	10:10:49	Richard Brunskill	ensure the fix has bee	en applied appropriately.	I will update via the PM	
22/10/1999	10:10:49	Richard Brunskill	database ASAP.			
22/10/1999	10:10:49	Richard Brunskill				
22/10/1999	10:10:49	Richard Brunskill	2. To the best of our l	knowledge, the errors car	used by the accidental deletion	
22/10/1999	10:10:49	Richard Brunskill	of the Transfer Settle	ment products and the M	Node Parameters from the live	
22/10/1999	10:10:49	Richard Brunskill	estate on the night of	the 30/9/99 has resulted	d in the following offices	
22/10/1999	10:10:49	Richard Brunskill	recording a R&P misb	alance for CAP28.		

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Ref Logged By	Summary	Opened	Last update Status	Customer	Product Group Product At Fault
PC0027324	PM - Receipts and Payments don't	30/06/1999 15:34:19	09/03/2000 11:10:50		EPOSS & DeskTop
Meredith	equal		Closed		Balancing
22/10/19	99 10:10:49 Richard Brunskill				
22/10/19	99 10:10:49 Richard Brunskill	006329 £18630.00 x2	2 =£37260.00		
22/10/19	99 10:10:49 Richard Brunskill	010116 £300.00 x2 =	£600.00		
22/10/19	99 10:10:49 Richard Brunskill	010511 £1436.00 x2	=£2872.00		
22/10/19	99 10:10:49 Richard Brunskill	127140 £931.50 x2 =	£1863.00		
22/10/19	99 10:10:49 Richard Brunskill	221328 £2820.00 x2	=£5640.00		
22/10/19	99 10:10:49 Richard Brunskill	455329 £1368.50 x2	=£2737.00		
22/10/19	99 10:10:49 Richard Brunskill				
22/10/19	99 10:10:49 Richard Brunskill	All of these discrepar	ncies arose because the sy:	stem defaulted to settling the	
22/10/19	99 10:10:49 Richard Brunskill	Transfer Out session	with a compensating Cash	transaction which effectively	,
22/10/19	99 10:10:49 Richard Brunskill	left the supplying sto	ck unit with an unchanged	d total of Stock and Cash while	2
22/10/19	99 10:10:49 Richard Brunskill	the receiving stock u	nit also included the transf	ferred value. The reason that	
22/10/19	99 10:10:49 Richard Brunskill	only 6 out of the orig	inal 87 offices affected rer	mained in that state was	
22/10/19	99 10:10:49 Richard Brunskill	that the amending tr	ansactions which ICL Pathy	way inserted into the messag	е
22/10/19	99 10:10:49 Richard Brunskill	store on 5/10/99 to 0	correct the problem were t	too late for these particular	
22/10/19	99 10:10:49 Richard Brunskill	outlets who had alre	ady rolled over some of th	e affected stock units during	
22/10/19	99 10:10:49 Richard Brunskill	the day on Tuesday.			
22/10/19	99 10:10:49 Richard Brunskill				
22/10/19	99 10:10:49 Richard Brunskill	I also spoke to Anne	Clarke at SRF (20/10/99), a	and she stated that she had	
22/10/19	99 10:10:49 Richard Brunskill	evidence that there a	are possibly more R&P inci	dents waiting in the wings	
22/10/19	99 10:10:49 Richard Brunskill	connected with the T	ransfer Out problem (2). S	She was unable to give me	
22/10/19	99 10:10:49 Richard Brunskill	specifics yesterday, h	owever she ensured me tl	hat Julie Dart would be raising	3
22/10/19	99 10:10:49 Richard Brunskill	them as incidents, (w	hich I welcomed), and we	would then look into them a	s a
22/10/19	99 10:10:49 Richard Brunskill	matter of urgency.			
22/10/19	99 10:10:49 Richard Brunskill				
22/10/19	99 10:10:49 Richard Brunskill				

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Ref Logged By	Summary	Opened	Last update Status	Customer	Product Group Product At Fault
PC0027324 Meredith	PM - Receipts and Payment equal	s don't 30/06/1999 15:34:19			EPOSS & DeskTop Balancing
22/10/1999	10:10:49 Richard Brunskill				
22/10/1999	10:10:49 Richard Brunskill				
22/10/1999	10:10:49 Richard Brunskill	Original Message			
22/10/1999	10:10:49 Richard Brunskill	From: phil.turnock	GRO		
22/10/1999	10:10:49 Richard Brunskill	[mailto:phil.turnock	GRO)		
22/10/1999	10:10:49 Richard Brunskill	Sent: 19 October 199	9 21:48		
22/10/1999	10:10:49 Richard Brunskill	To: richard.brunskill	GRO		
22/10/1999	10:10:49 Richard Brunskill	Cc: david.mclaughlin	GRO		
22/10/1999	10:10:49 Richard Brunskill	Subject: Receipts & P	'ayments		
22/10/1999	10:10:49 Richard Brunskill				
22/10/1999	10:10:49 Richard Brunskill				
22/10/1999	10:10:49 Richard Brunskill				
22/10/1999	10:10:49 Richard Brunskill				
22/10/1999	10:10:49 Richard Brunskill	Richard,			
22/10/1999	10:10:49 Richard Brunskill				
22/10/1999	10:10:49 Richard Brunskill	I am very concerned	at the continuation of this p	problem and the apparent	
22/10/1999	10:10:49 Richard Brunskill	inertia in the develop	oment of a perminent solut	ion. In reading the ICL	
22/10/1999	10:10:49 Richard Brunskill	Pathway problem log	; it would appear that this p	problem is on monitor, even	
22/10/1999	10:10:49 Richard Brunskill	though the we know	that the sales of certain bu	s tickets are still causing	
22/10/1999	10:10:49 Richard Brunskill	R&P mis-balances.			
22/10/1999	10:10:49 Richard Brunskill	I also believe, from a	brief conversation with Juli	ie Dart, that the recent	
22/10/1999	10:10:49 Richard Brunskill	one-sided transfer pr	oblem and resolution of as	sociated incidents may also	
22/10/1999	10:10:49 Richard Brunskill	be causing more R&P	misbalances. (JD will be fo	rwarding incidents within	
22/10/1999	10:10:49 Richard Brunskill	the next couple of da	iys).		
28/10/1999	15:27:27 Richard Brunskill	MSU have received 4	7 incidents refering to R&P	misbalances for CAP29. 27	
28/10/1999	15:27:27 Richard Brunskill	applied to newly mig	rated offices, the remaining	g 20 are currently still under	

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Ref .ogged By	Summary	,	Opened	Last update Status	Customer	Product Group Product At Fault
PC0027324		eipts and Payments don't	30/06/1999 15:34:19			EPOSS & DeskTop
Meredith	equal			Closed		Balancing
28/10/1999	15:27:27	Richard Brunskill	investigation as to cau	use, it is intially thought h	owever that they are the	
28/10/1999	15:27:27	Richard Brunskill	result of the 'Transfer	Out' problem described	earlier within this problem	
28/10/1999	15:27:27	Richard Brunskill	text.			
28/10/1999	15:27:27	Richard Brunskill	CAP30 has returned a	further 33 incidents to c	ate. 26 are newly migrated	
28/10/1999	15:27:27	Richard Brunskill	offices, 7 refer to exis	iting offices which are sti	ll under investigation as	
28/10/1999	15:27:27	Richard Brunskill	to cause.			
03/11/1999	13:32:39	Richard Brunskill	No further progress a	t this point. Problem rem	ains open.	
24/11/1999	09:01:53	Richard Brunskill	Current problems cre	ating R&P misbalances ar	e now all centred around	
24/11/1999	09:01:53	Richard Brunskill	Reference Data, wher	re errors in Cash Account	Mapping or product delivery,	
24/11/1999	09:01:53	Richard Brunskill	whether the fault of F	POCL or ICL Pathway can	often cause R&P misbalances	
24/11/1999	09:01:53	Richard Brunskill	Where ICL Pathway is	at fault and the problem	has been caused by a system	1
24/11/1999	09:01:53	Richard Brunskill	error, the appropriate	e fix will be developed an	d distributed to the live	
24/11/1999	09:01:53	Richard Brunskill	eastate to prevent ful	ture occurances. Where t	he misbalance has occured di	ue to
24/11/1999	09:01:53	Richard Brunskill	processing errors, aga	ain whether within the PO	OCL or ICL Pathway domain, th	ne
24/11/1999	09:01:53	Richard Brunskill	appropriate party will	l ensure that new proced	ures are introduced to prever	nt
24/11/1999	09:01:53	Richard Brunskill	the problem recurring	g.		
24/11/1999	09:01:53	Richard Brunskill				
24/11/1999	09:01:53	Richard Brunskill	Current identified pro	blems with the associate	d rectification details follow:	
24/11/1999	09:01:53	Richard Brunskill				
24/11/1999	09:01:53	Richard Brunskill	CAP33 - 15 migration	- under investigation		
24/11/1999	09:01:53	Richard Brunskill	CAP33 - 1 post migrat	ion office - under investi	gation	
24/11/1999	09:01:53	Richard Brunskill				
24/11/1999	09:01:53	Richard Brunskill	CAP32 - 31 migration	- confirmed		
24/11/1999	09:01:53	Richard Brunskill	CAP32 - 15 post migra	ation - as below		
24/11/1999	09:01:53	Richard Brunskill				
24/11/1999	09:01:53	Richard Brunskill	1. 127136 - CAP 32 w	as the first Cash Account	produced for the office	

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Ref Logged By	Summary		Opened	Last update Status	Customer	Product Group Product At Fault
PC0027324		eipts and Payments don't	30/06/1999 15:34:19	09/03/2000 11:10:50		EPOSS & DeskTop
Meredith	equal			Closed		Balancing
24/11/1999	09:01:53	Richard Brunskill	after migration (the o	office was migrated into Ca	AP 32 on 25.10.99 but did not	
24/11/1999	09:01:53	Richard Brunskill	carry out any transact	tions until 28.10.99 in CAF	2 32). The discrepancy on the	
24/11/1999	09:01:53	Richard Brunskill	Cash Account was a re	eflection of the same disc	repancy reported on the Stock	
24/11/1999	09:01:53	Richard Brunskill	Unit Balance - at whic	th point the user would ha	ave been given a warning that	
24/11/1999	09:01:53	Richard Brunskill	the Cash Account wo	uld not balance if they cho	ose to continue. Inspection of	
24/11/1999	09:01:53	Richard Brunskill	the message store sh	ows that P&A transaction	s undertaken on 28.10.99 did r	not
24/11/1999	09:01:53	Richard Brunskill	contain any 'Primary	Mapping' attributes, indic	ative that the reference data	
24/11/1999	09:01:53	Richard Brunskill	for the P&A products	was not present when th	e transactions took place. The	
24/11/1999	09:01:53	Richard Brunskill	P&A Product Referen	ce data appears to have b	een loded onto Node 38 (the	
24/11/1999	09:01:53	Richard Brunskill	correspondence serve	er) at c. 15:00 on 28.10.99). The change was applied on	
24/11/1999	09:01:53	Richard Brunskill	the 3/11/99 after the	office migrated on the 25	5/10/99.	
24/11/1999	09:01:53	Richard Brunskill				
24/11/1999	09:01:53	Richard Brunskill				
24/11/1999	09:01:53	Richard Brunskill	2. 070422, two of the	stock units (LL and EE) ca	rried out	
24/11/1999	09:01:53	Richard Brunskill	revaluation transaction	ons on 28th October agair	nst product 21. In the case of	
24/11/1999	09:01:53	Richard Brunskill	LL the transactions (2) were for £80 and were s	subsequently reversed.	
24/11/1999	09:01:53	Richard Brunskill	Unfortunately, one of	f the transactions was car	ried out in the same session as	
24/11/1999	09:01:53	Richard Brunskill	a housekeeping trans	action to redeem £80 froi	m the suspense account, result	ting
24/11/1999	09:01:53	Richard Brunskill	in the two transaction	ns being settled by the rev	valuation settlement product	
24/11/1999	09:01:53	Richard Brunskill	which does not repor	t to the Cash Account. Ho	ousekeeping transactions shou	ld
24/11/1999	09:01:53	Richard Brunskill	be settled by Cash. T	he effect of this was to in	crease the value in the	
24/11/1999	09:01:53	Richard Brunskill	office (line 1085) by £	160.00.		
24/11/1999	09:01:53	Richard Brunskill				
24/11/1999	09:01:53	Richard Brunskill	In the case of EE, the	revaluation transaction fo	or £19.48 was not reversed,	
24/11/1999	09:01:53	Richard Brunskill	but again the revalua	tion transaction was carri	ed in the same session as a	
24/11/1999	09:01:53	Richard Brunskill	housekeeping transac	ction to redeem £19.48 fro	om the suspense account,	

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ef ogged By	Summary	,	Opened	Last update Status	Customer	Product Group Product At Fault	
C0027324		eipts and Payments don't	30/06/1999 15:34:19	09/03/2000 11:10:5	0	EPOSS & DeskTop	
// deredith	equal			Closed		Balancing	
24/11/199	9 09:01:53	Richard Brunskill	resulting in the two tr	ansactions being settle	d by the revaluation sett	lement	
24/11/199	9 09:01:53	Richard Brunskill	product which does n	ot report to the Cash Ad	ccount. Housekeeping tr	ansactions	
24/11/199	9 09:01:53	Richard Brunskill	should be settled by 0	Cash. The effect of this	was to increase the value	e in	
24/11/199	9 09:01:53	Richard Brunskill	the office (line 1085)	by £19.48.			
24/11/199	9 09:01:53	Richard Brunskill					
24/11/199	9 09:01:53	Richard Brunskill	The total discrepancy	shown on the Cash Acc	ount was, therefore, £17	79.48 with	
24/11/199	9 09:01:53	Richard Brunskill	Payments greater tha	n receipts.			
24/11/199	9 09:01:53	Richard Brunskill					
24/11/199	9 09:01:53	Richard Brunskill	This was applied on th	ne 3/11/99 under wp57	60.		
24/11/199	9 09:01:53	Richard Brunskill					
24/11/199	9 09:01:53	Richard Brunskill	3. 173328 - the misba	lance occured due to a	problem with the		
24/11/199	9 09:01:53	Richard Brunskill	revaluation of postage	e stamps undertaken in	CAP 31. In CAP 31 posta	age was	
24/11/199	9 09:01:53	Richard Brunskill	revalued up by £7.88.	This revaluation should	d have been reported to	line	
24/11/199	9 09:01:53	Richard Brunskill	0022 of the Cash Acco	ount but was instead ad	ded to the value of line !	5001	
24/11/199	9 09:01:53	Richard Brunskill	(Table 5 Stock). The r	eason that the value wa	as added to line 5002 wa	s that	
24/11/199	9 09:01:53	Richard Brunskill	the update of the Cas	h Account mapping refe	erence data for Product 2	21 which	
24/11/199	9 09:01:53	Richard Brunskill	added the new mapp	ings for revaluation faile	ed to update correctly at	the	
24/11/199	9 09:01:53	Richard Brunskill	office (known probler	n already being address	sed at 300+ outlets), the	system	
24/11/199	9 09:01:53	Richard Brunskill	therefore added the v	value to the 'default' line	e which is line 5001.		
24/11/199	9 09:01:53	Richard Brunskill					
24/11/199	9 09:01:53	Richard Brunskill	The effect of this in C	AP 31 was to produce a	n imbalance of £15.76 (2	X	
24/11/199	9 09:01:53	Richard Brunskill	£7.88) because the ba	alance due to PO figure	was incorrectly increased	d by	
24/11/199	9 09:01:53	Richard Brunskill	£7.88 and the receipt	s table was missing £7.8	38.		
24/11/199	9 09:01:53	Richard Brunskill					
24/11/199	9 09:01:53	Richard Brunskill	Because the balance of	due to post office (line 1	1085) in CAP 31 was £7.8	8	
24/11/199	9 09:01:53	Richard Brunskill	greater than it should	have been, the brough	t forward value in CAP 3	2 was	

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Ref Logged By	•		Opened	Last update Status	Customer	Product Group Product At Fault	
PC0027324		eipts and Payments don't	30/06/1999 15:34:19			EPOSS & DeskTop	
Meredith	equal			Closed		Balancing	
24/11/1999	09:01:53	Richard Brunskill	also incorrectly increa	ased by £7.88 with the res	ult that the CAP 32 Cash		
24/11/1999	09:01:53	Richard Brunskill	Account misbalanced	by this amount.			
24/11/1999	09:01:53	Richard Brunskill					
24/11/1999	09:01:53	Richard Brunskill	4. 354704 has been ti	raced to the fact that none	e		
24/11/1999	09:01:53	Richard Brunskill	of the 'Payments Tab	le' transactions reported t	to the Cash Account, leavin	g	
24/11/1999	09:01:53	Richard Brunskill	the Cash Account mis	balanced by the payment	transaction total of £74,82	21.50.	
24/11/1999	09:01:53	Richard Brunskill	The transactions which	ch were not reported were	e also missing from the Sto	ck	
24/11/1999	09:01:53	Richard Brunskill	Unit Rollover records	created at the time that S	Stock Unit AA rolled over.		
24/11/1999	09:01:53	Richard Brunskill	These transactions all	l had level 3 primary mapp	oings to node 3005 and lev	el 4	
24/11/1999	09:01:53	Richard Brunskill	primary mappings to	node 3016. It is probable	that the summary rollover	•	
24/11/1999	09:01:53	Richard Brunskill	records for these tran	nsactions failed to be writt	ten because of a missing		
24/11/1999	09:01:53	Richard Brunskill	object defining node	3005, possibly a by-produ	ct of the recent issues with		
24/11/1999	09:01:53	Richard Brunskill	faulty persistent obje	ct indices at outlets			
24/11/1999	09:01:53	Richard Brunskill					
24/11/1999	09:01:53	Richard Brunskill	5. 127136 The remain	ning were due to misbalar	nces as described for FAD C	Code	
24/11/1999	09:01:53	Richard Brunskill	173328 above (failure	e to report revaluation cor	rectly in CAP 31 due to		
24/11/1999	09:01:53	Richard Brunskill	failure of the update	to the Cash Account mapp	oings for Product 21, follow	ved	
24/11/1999	09:01:53	Richard Brunskill	by B/F value in CAP 3	2 being incorrect for the s	ame reason).		
24/11/1999	09:01:53	Richard Brunskill	175511				
24/11/1999	09:01:53	Richard Brunskill	175523				
24/11/1999	09:01:53	Richard Brunskill	176328				
24/11/1999	09:01:53	Richard Brunskill	186328				
24/11/1999	09:01:53	Richard Brunskill	201328				
24/11/1999	09:01:53	Richard Brunskill	211328				
24/11/1999	09:01:53	Richard Brunskill	228329				
24/11/1999	09:01:53	Richard Brunskill	338523				

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ef Summary ogged By		Opened	Last update Customer Status		Product Group Product At Fault			
PC0027324		ceipts and Payments don't	30/06/1999 15:34:19			EPOSS & DeskTop		
Meredith	equal			Closed		Balancing		
24/11/19	99 09:01:53	Richard Brunskill	412523					
24/11/19	99 09:01:53	Richard Brunskill	465329					
24/11/19	99 09:01:53	Richard Brunskill	467329					
24/11/19	99 09:01:53	Richard Brunskill						
24/11/19	99 09:01:53	Richard Brunskill	The reference data p	roblem where mixed mode	e data was recorded, was re	esolved		
24/11/19	99 09:01:53	Richard Brunskill	under the reference of	data change in wp 5760 &	5817, that prevents mover	ment		
24/11/19	99 09:01:53	Richard Brunskill	from revaluation to h	ousekeeping. This was rel	eased to live on the 3/11/9	99.		
24/11/19	99 09:01:53	Richard Brunskill						
09/12/19	99 16:00:51	Richard Brunskill	Update on receipts C	AP's 32 / 35				
09/12/19	99 16:00:51	Richard Brunskill						
09/12/19	99 16:00:51	Richard Brunskill	cap 32 - 31 all migrati	ion problems				
09/12/19	99 16:00:51	Richard Brunskill	cap 32 - 15 due to the following reasons					
09/12/19	99 16:00:51	Richard Brunskill						
09/12/19	99 16:00:51	Richard Brunskill	revaluation txns bein	g reversed, were carried o	ut as part of house keeping	3		
09/12/19	99 16:00:51	Richard Brunskill	txn redemption from the suspense account, thus the txns were settled by					
09/12/19	99 16:00:51	Richard Brunskill	revaluation of the pro	oduct which does not repo	rt to the cash account, thu	S		
09/12/19	99 16:00:51	Richard Brunskill	the revaluation requi	red settlement by cash and	d this doubled the figure in			
09/12/19	99 16:00:51	Richard Brunskill	the cash acct x2. ref	data change made by PW t	o prevent users navtigatin	g		
09/12/19	99 16:00:51	Richard Brunskill	between house keep	ing & revaluation while txr	s on the settlemnt stack			
09/12/19	99 16:00:51	Richard Brunskill	non of payments tabl	le txns were reported to th	e CA, was knock on effect	from		
09/12/19	99 16:00:51	Richard Brunskill	faulty persistent obje	ect indices at outlets				
09/12/19	99 16:00:51	Richard Brunskill	revaluation of stamps	s on CAP 31 mapped to wr	ong CA line, due to update	d ref		
09/12/19	99 16:00:51	Richard Brunskill	data for product 21 t	hat added new mappings f	or revaluation failed to upo	date		
09/12/19	99 16:00:51	Richard Brunskill	correctly @ outlets, t	hus system added it to the	default line and increased			
09/12/19	99 16:00:51	Richard Brunskill	value x2					
09/12/19	99 16:00:51	Richard Brunskill						

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Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0027324	PM - Receipts and Payments don't	30/06/1999 15:34:19	09/03/2000 11:10:50		EPOSS & DeskTop
Meredith	equal		Closed		Balancing
09/12/1999	9 16:00:51 Richard Brunskill	cap 33 - 15 migration	errors		
09/12/1999	9 16:00:51 Richard Brunskill	cap 33 - 1 with prima	ry mapping attributes mis	ssing from " lottery instant	s"
09/12/1999	9 16:00:51 Richard Brunskill				
09/12/1999	9 16:00:51 Richard Brunskill	cap 34 - 1 migration e	error		
09/12/1999	9 16:00:51 Richard Brunskill	cap 34 - corruption o	f persistent object index		
23/12/1999	9 13:50:01 Richard Brunskill	No further comment	as current R&P misbalanc	es are confined to migrati	on.
23/12/1999	9 13:50:01 Richard Brunskill	Problem to remain o	n monitor for one month.		
14/01/2000	0 10:54:43 Nicole Meredith	No further Receipts 8	& Payments misbalances h	ave been reported. This p	roblem
14/01/2000	0 10:54:43 Nicole Meredith	is to remain on monit	tor for another two weeks	S.	
04/02/2000	0 13:25:26 Richard Brunskill	F} Response :			
04/02/2000	0 13:25:27 Richard Brunskill	Other than migration	issues, which are current	ly considered to be a part	of
04/02/2000) 13:25:27 Richard Brunskill	the system operation	n, no new R&P misbalance	s have occured.	
04/02/2000) 13:25:27 Richard Brunskill	Suggest this problem	is now closed		
04/02/2000) 13:25:27 Richard Brunskill	[END OF REFERENCE	15232606]		
04/02/2000	0 13:25:27 Richard Brunskill	Responded to call typ	oe Z as Category 15 -Com	pleted	
04/02/2000) 13:25:28 Richard Brunskill	Hours spent since cal	ll received: 1 hours		
04/02/2000	0 13:25:28 Richard Brunskill	Defect cause updated	d to 14:Development - Co	de	
04/02/2000) 13:25:29 Richard Brunskill	The response was de	livered on the system		
04/02/2000	0 13:26:36 Richard Brunskill	CALL PC0027324 clos	ed: Category 15, Type Z		
04/02/2000	0 13:26:38 Richard Brunskill	Hours spent since cal	ll received: 1 hours		
09/03/2000	0 11:10:48 Janet Reynolds	The call references ha	ave been updated. They a	re now:-	
09/03/2000) 11:10:48 Janet Reynolds	T Call reference :	PC0025047		
09/03/2000	0 11:10:48 Janet Reynolds	Call reference : I	PC0027141		
09/03/2000	0 11:10:48 Janet Reynolds	Call reference : I	PC0027139		
09/03/2000	0 11:10:48 Janet Reynolds	Customer reference	e : 10000004		

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