

PinICL Expor PC0032855

Ref	Summary	Opened	Last update	Customer	Product Group
PC0032855	Receipts and payments misbalance in CAP 31	05/11/1999 12:27:40	23/03/2000 14:24:44	Angela Shaw	General/Other/Misc
EDSC			Closed		Reconciliation

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	41804718
ORIGREF	E-9911050320
CONSUMER	16953 A1GATE
CONSUMERREF	E-9911050320
PowerHelp	E-9911050320

Products

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

Activities

Date	User	Comment
05/11/1999 12:27:40	Customer Call	CALL PC0032855 opened
05/11/1999 12:27:41	Customer Call	CALL PC0032855:Priority B:CallType L - Target 10/11/99 12:27:40
05/11/1999 12:27:41	Customer Call	05/11/99 12:08 There has been a receipts and payments misbalance in CAP 31
05/11/1999 12:27:41	Customer Call	where 28 offices in the first CA week after migration had this problem.
05/11/1999 12:27:41	Customer Call	Please investigate why this has happened. Evidence will be sent to SSC.
05/11/1999 12:27:41	Customer Call	F} Call details
05/11/1999 12:27:41	Customer Call	Diagnostician name:
05/11/1999 12:27:42	Customer Call	Customer opened date 05/11/1999 12:08:48
05/11/1999 13:17:58	Barbara Longley	The call summary has been changed from:-
05/11/1999 13:17:58	Barbara Longley	There has been a receipts and payments misbalance
05/11/1999 13:17:58	Barbara Longley	The call summary is now:-
05/11/1999 13:17:58	Barbara Longley	Receipts and payments misbalance in CAP 31
05/11/1999 13:17:58	Barbara Longley	Target Release updated to PDR - CSR
05/11/1999 13:17:58	Barbara Longley	Product General/Other/Misc Reconciliation added

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GRO ✓

05/11/1999 13:18:00	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
05/11/1999 13:18:00	Barbara Longley	Defect cause updated to 99:General - Unknown
05/11/1999 13:18:00	Barbara Longley	Hours spent since call received: 0 hours
05/11/1999 13:29:28	Angela Shaw	New evidence added - red1266
05/11/1999 13:29:29	Angela Shaw	F} Response :
05/11/1999 13:29:29	Angela Shaw	this call is the system incident for pc32811. route back to msu for closure afterwards.
05/11/1999 13:29:29	Angela Shaw	[END OF REFERENCE 13281828]
05/11/1999 13:29:29	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
05/11/1999 13:29:29	Angela Shaw	The response has been flagged to the gateway team for validation
05/11/1999 13:29:30	Angela Shaw	The Call record has been transferred to the Team: EDSC
05/11/1999 13:29:30	Angela Shaw	Hours spent since call received: 0.2 hours
05/11/1999 13:45:43	Angela Shaw	PLEASE NOTE THAT THIS NEED PROGRESSING RAPIDLY UNDER AI376. THANKS
09/11/1999 09:57:13	Richard Coleman	F} Response :
09/11/1999 09:57:13	Richard Coleman	PRESCAN: Possibly due to errors accepted at migration
09/11/1999 09:57:13	Richard Coleman	[END OF REFERENCE 13335955]
09/11/1999 09:57:13	Richard Coleman	Responded to call type L as Category 40 -Incident Under Investigation
09/11/1999 09:57:16	Richard Coleman	The response was delivered to: PowerHelp
09/11/1999 09:57:17	Richard Coleman	The Call record has been assigned to the Team Member: Lina Kiang
09/11/1999 09:57:17	Richard Coleman	Hours spent since call received: 0 hours
10/11/1999 11:10:10	Lina Kiang	New evidence added - Zipped message store for FAD 006434
10/11/1999 11:10:10	Lina Kiang	New evidence added - Zipped message store for FAD 097136
10/11/1999 11:10:10	Lina Kiang	New evidence added - Zipped message store for FAD 249715
10/11/1999 11:10:10	Lina Kiang	New evidence added - Zipped message store for FAD 265420
10/11/1999 11:10:11	Lina Kiang	F} Response :
10/11/1999 11:10:11	Lina Kiang	As suspected, 24 of the 28 FADs had their differences accepted at migration.

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10/11/1999 11:10:11	Lina Kiang	The remaining 4 FADs (097136, 265420, 006434 and 249715) should be			
10/11/1999 11:10:11	Lina Kiang	investigated by EPOSSDev, however the following was noticed and Dev should			
10/11/1999 11:10:11	Lina Kiang	determine if relevant and what it means:			
10/11/1999 11:10:11	Lina Kiang	263420 Table 3 UNCHARGED Receipts: Migration of 15.20			
10/11/1999 11:10:11	Lina Kiang	249715 <Application:MiMAN><Table:Table3><Prod:2654><Value:18.28>			
10/11/1999 11:10:11	Lina Kiang	Routing to EPOSSDev along with 4 message stores as evidence.			
10/11/1999 11:10:11	Lina Kiang	[END OF REFERENCE 13363232]			
10/11/1999 11:10:11	Lina Kiang	Responded to call type L as Category 40 -Incident Under Investigation			
10/11/1999 11:10:14	Lina Kiang	The response was delivered to: PowerHelp			
10/11/1999 11:10:17	Lina Kiang	The Call record has been transferred to the Team: EPOSS-Dev			
10/11/1999 11:10:18	Lina Kiang	Hours spent since call received: 0 hours			
18/11/1999 17:20:58	Barbara Longley	F} Response :			
18/11/1999 17:20:58	Barbara Longley	The Call record has been transferred to the Team: EPOSS-Dev			
18/11/1999 17:20:58	Barbara Longley	[END OF REFERENCE 13558662]			
18/11/1999 17:20:58	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation			
18/11/1999 17:21:00	Barbara Longley	The response was delivered to: PowerHelp			
23/11/1999 17:42:14	Angela Shaw	Please progress as soon as poss, as this is covered under ai 376. thanks			
26/11/1999 11:33:56	Barbara Longley	F} Response :			
26/11/1999 11:33:57	Barbara Longley	The Call record has been assigned to EPOSS-Dev Team			
26/11/1999 11:33:57	Barbara Longley	[END OF REFERENCE 13735881]			
26/11/1999 11:33:57	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation			
26/11/1999 11:33:58	Barbara Longley	The response was delivered to: PowerHelp			
26/11/1999 11:34:58	Barbara Longley	F} Response :			
26/11/1999 11:34:58	Barbara Longley	Acceptance Incident p MSU would like this to be progressed quickly.			
26/11/1999 11:34:58	Barbara Longley	[END OF REFERENCE 13735894]			
26/11/1999 11:34:58	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation			

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26/11/1999 11:34:59	Barbara Longley	The response was delivered to: PowerHelp			
01/12/1999 12:13:55	deleted Nam Pandher Feb02	The Call record has been assigned to the Team Member: David Linten			
01/12/1999 12:13:55	deleted Nam Pandher Feb02	Hours spent since call received: 0 hours			
03/12/1999 13:49:48	Barbara Longley	F} Response :			
03/12/1999 13:49:48	Barbara Longley	The Call record has been assigned to EPOSS-Dev Team Member: David Linten			
03/12/1999 13:49:48	Barbara Longley	[END OF REFERENCE 13876745]			
03/12/1999 13:49:48	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation			
03/12/1999 13:49:50	Barbara Longley	The response was delivered to: PowerHelp			
15/12/1999 15:15:28	Angela Shaw	Can the remaining 4 offices be investigated and returned to MSU with update.			
15/12/1999 15:15:28	Angela Shaw	Thanks			
11/01/2000 11:50:42	Deleted User (David Linten Oct/00)	The Call record has been transferred to the Team: QFP			
11/01/2000 11:50:43	Deleted User (David Linten Oct/00)	Hours spent since call received: 0 hours			
11/01/2000 11:52:17	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick			
11/01/2000 11:52:17	Lionel Higman	Hours spent since call received: 0 hours			
11/01/2000 14:53:12	Steve Warwick	Target Release updated to NFR - No Fix Reqd			
11/01/2000 14:53:13	Steve Warwick	F} Response :			
11/01/2000 14:53:13	Steve Warwick	Having discussed this issue with Roger Donato and the EPOSS Development team			
11/01/2000 14:53:13	Steve Warwick	it is clear that this call is a dupliacte of PC0035507. The code which			
11/01/2000 14:53:13	Steve Warwick	retrieves transactions at the end of day, creates both the daily transaction			
11/01/2000 14:53:13	Steve Warwick	count and the daily cash account table totals. Therefore any transaction			
11/01/2000 14:53:13	Steve Warwick	omitted from the daily count will also be omitted from the daily CA Table			
11/01/2000 14:53:13	Steve Warwick	totals.			
11/01/2000 14:53:13	Steve Warwick	[END OF REFERENCE 14451359]			
11/01/2000 14:53:13	Steve Warwick	Responded to call type L as Category 72 -Duplicate Call			
11/01/2000 14:53:14	Steve Warwick	Hours spent since call received: .4 hours			

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11/01/2000 14:53:14	Steve Warwick	The Call record has been transferred to the Team: EDSC
11/01/2000 14:53:15	Steve Warwick	The response has been routed to the gateway team for validation
11/01/2000 14:54:20	Steve Warwick	F} Response :
11/01/2000 14:54:21	Steve Warwick	Apologies, the last update was related to a different call, please ignore.
11/01/2000 14:54:21	Steve Warwick	[END OF REFERENCE 14451395]
11/01/2000 14:54:21	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
11/01/2000 14:54:21	Steve Warwick	The response has been flagged to the gateway team for validation
11/01/2000 14:54:22	Steve Warwick	The Call record has been transferred to the Team: QFP
11/01/2000 14:54:22	Steve Warwick	Hours spent since call received: 0 hours
11/01/2000 14:54:43	Steve Warwick	The Call record has been assigned to the Team Member: Steve Warwick
11/01/2000 14:54:43	Steve Warwick	Hours spent since call received: 0 hours
11/01/2000 15:14:57	Steve Warwick	F} Response :
11/01/2000 15:14:57	Steve Warwick	At FAD Code 006434 a Housekeeping transaction was carried out on 27.11.99 for
11/01/2000 15:14:57	Steve Warwick	a value of £400.00. This transaction was not settled and the user navigated
11/01/2000 15:14:57	Steve Warwick	to the Revaluation Up menu and carried out a transaction to revalue stamps up
11/01/2000 15:14:57	Steve Warwick	by £5.88. These two transactions were then settled against the revaluation
11/01/2000 15:14:57	Steve Warwick	settlement product (which does not accumulate to the balance). The
11/01/2000 15:14:57	Steve Warwick	Housekeeping transaction for £400.00 should have been settled by Cash. This
11/01/2000 15:14:57	Steve Warwick	error (allowing the user to navigate to a different 'mode' while transactions
11/01/2000 15:14:57	Steve Warwick	are on the stack) has now been corrected in the Live software.
11/01/2000 15:14:57	Steve Warwick	[END OF REFERENCE 14452345]
11/01/2000 15:14:57	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
11/01/2000 15:14:58	Steve Warwick	The response has been flagged to the gateway team for validation
11/01/2000 16:34:41	Steve Warwick	F} Response :
11/01/2000 16:34:42	Steve Warwick	At FAD Code 097136 there was a recorded discrepancy at migration of £19.46
11/01/2000 16:34:42	Steve Warwick	(the RED report indicates a Receipts <> Payments difference of £18.46).

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11/01/2000 16:34:42	Steve Warwick	Unless pressed by POCL, pursuing the cause of the migration discrepancy being
11/01/2000 16:34:42	Steve Warwick	reduced by £1.00 appears to be a pointless exercise. The cost of
11/01/2000 16:34:42	Steve Warwick	investigation has already exceeded this value many times.
11/01/2000 16:34:42	Steve Warwick	[END OF REFERENCE 14456524]
11/01/2000 16:34:42	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
11/01/2000 16:34:43	Steve Warwick	The response has been flagged to the gateway team for validation
11/01/2000 16:42:09	Steve Warwick	F} Response :
11/01/2000 16:42:09	Steve Warwick	At FAD Code 249715 a Housekeeping transaction at 07:48 on 6th October against
11/01/2000 16:42:09	Steve Warwick	product 2655 for £18.28 was settled by the settlement product for
11/01/2000 16:42:09	Steve Warwick	'Revaluation Up'. This was probably caused by the user navigating to the
11/01/2000 16:42:09	Steve Warwick	Revaluation menu after adding the Housekeeping transaction to the stack and
11/01/2000 16:42:09	Steve Warwick	then settling while in the Revaluation menu. (See above for a similar
11/01/2000 16:42:09	Steve Warwick	scenario at 006434). This navigation problem has already been addressed in
11/01/2000 16:42:09	Steve Warwick	the software which is now live at CI2_2.
11/01/2000 16:42:09	Steve Warwick	[END OF REFERENCE 14457250]
11/01/2000 16:42:09	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
11/01/2000 16:42:10	Steve Warwick	The response has been flagged to the gateway team for validation
11/01/2000 16:48:28	Steve Warwick	F} Response :
11/01/2000 16:48:28	Steve Warwick	At FAD Code 265420, a Housekeeping transaction was carried out on 27.11.99 for
11/01/2000 16:48:28	Steve Warwick	a value of £15.20. This transaction was not settled and the user navigated
11/01/2000 16:48:28	Steve Warwick	to the Revaluation Up menu and carried out a transaction to revalue stamps up
11/01/2000 16:48:28	Steve Warwick	by £15.20. These two transactions were then settled against the revaluation
11/01/2000 16:48:28	Steve Warwick	settlement product (which does not accumulate to the balance). The
11/01/2000 16:48:28	Steve Warwick	Housekeeping transaction for £15.20 should have been settled by Cash. This
11/01/2000 16:48:28	Steve Warwick	error (allowing the user to navigate to a different 'mode' while transactions

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11/01/2000 16:48:28 Steve Warwick
 11/01/2000 16:48:28 Steve Warwick are on the stack) has now been corrected in the Live software.
 11/01/2000 16:48:28 Steve Warwick [END OF REFERENCE 14457322]
 11/01/2000 16:48:28 Steve Warwick Responded to call type L as Category 94 -Advice and guidance given
 11/01/2000 16:48:29 Steve Warwick Hours spent since call received: 2 hours
 11/01/2000 16:48:29 Steve Warwick Defect cause updated to 16:Development - Reference Data
 11/01/2000 16:48:29 Steve Warwick The Call record has been transferred to the Team: EDSC
 11/01/2000 16:48:30 Steve Warwick The response has been routed to the gateway team for validation
 11/01/2000 17:05:45 Barbara Longley The Call record has been assigned to the Team Member: Richard Coleman
 11/01/2000 17:05:46 Barbara Longley Hours spent since call received: 0 hours
 12/01/2000 09:51:28 Richard Coleman Please see response from development.
 12/01/2000 09:51:30 Richard Coleman The Call record has been transferred to the Team: MgtSupportUnit
 12/01/2000 09:51:31 Richard Coleman Hours spent since call received: 0 hours
 13/01/2000 12:35:24 Angela Shaw The Call record has been assigned to the Team Member: Angela Shaw
 13/01/2000 12:35:26 Angela Shaw Hours spent since call received: 0 hours
 01/02/2000 15:33:36 Angela Shaw The Call record has been transferred to the Team: MSU-Indt Mgt
 01/02/2000 15:33:37 Angela Shaw Hours spent since call received: 0 hours
 15/03/2000 12:06:08 Angela Shaw The Call record has been transferred to the Team: MSU-forClosure
 15/03/2000 12:06:09 Angela Shaw Hours spent since call received: 0 hours
 15/03/2000 12:06:56 Angela Shaw F) Response :
 15/03/2000 12:06:56 Angela Shaw Final update sent to POCL on the 15/3/00. Awaiting closure.
 15/03/2000 12:06:56 Angela Shaw [END OF REFERENCE 16447012]
 15/03/2000 12:06:56 Angela Shaw Responded to call type L as Category 40 -Incident Under Investigation
 15/03/2000 12:06:56 Angela Shaw The response has been flagged to the gateway team for validation
 23/03/2000 13:15:32 John Moran F) Response :
 23/03/2000 13:15:32 John Moran No longer of interest to POCL. This incident was not included on the list of

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23/03/2000 13:15:32	John Moran	call to remain open. I received this list at the monthly Incident Mgt reveiw
23/03/2000 13:15:32	John Moran	meeting from Jacqui Cave. As it is not on the list please close this call.
23/03/2000 13:15:32	John Moran	[END OF REFERENCE 16745542]
23/03/2000 13:15:32	John Moran	Responded to call type L as Category 90 -Reconciliation - resolved
23/03/2000 13:15:33	John Moran	Hours spent since call received: .1 hours
23/03/2000 13:15:33	John Moran	The Call record has been transferred to the Team: EDSC
23/03/2000 13:15:33	John Moran	The response has been routed to the gateway team for validation
23/03/2000 14:20:46	Barbara Longley	Target Release updated to CSR-CI3R
23/03/2000 14:20:48	Barbara Longley	F} Response :
23/03/2000 14:20:48	Barbara Longley	23/03/2000 13:15:32 - By John Moran - MSU
23/03/2000 14:20:48	Barbara Longley	No longer of interest to POCL. This incident was not included on the list of
23/03/2000 14:20:48	Barbara Longley	call to remain open. I received this list at the monthly Incident Mgt reveiw
23/03/2000 14:20:48	Barbara Longley	meeting from Jacqui Cave. As it is not on the list please close this call.
23/03/2000 14:20:48	Barbara Longley	Closing as Reconciliation - resolved
23/03/2000 14:20:48	Barbara Longley	[END OF REFERENCE 16750860]
23/03/2000 14:20:48	Barbara Longley	Responded to call type L as Category 90 -Reconciliation - resolved
23/03/2000 14:20:49	Barbara Longley	Hours spent since call received: 0 hours
23/03/2000 14:20:57	Barbara Longley	CALL PC0032855 closed: Category 90, Type L
23/03/2000 14:20:57	Barbara Longley	The response was delivered to: PowerHelp
23/03/2000 14:24:44	Customer Call	Date and time complete: 23/03/2000 14:20:45
23/03/2000 14:24:44	Customer Call	Service Complete (Confirmation) Received