

PinICL Expor

PC0029148

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have receipts and pay	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC			Closed		

References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	36188376
ORIGREF	E-9909010112
CONSUMER	16953 A1GATE
CONSUMERREF	E-9909010112
ORIGINATOR	Phelp
PowerHelp	E-9909010112
Call reference	PC0029303
Acceptance Incident	AI0211M
Work Package	PWY_WP_5684 CSR
Call reference	PC0029625
Fast track fix	FSTK_2_0_WP5684
Work Package	PWY_WP_5687
Release PinICL	PC0029660
Release PinICL	PC0029659

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

Activities

Date	User	Comment
01/09/1999 12:22:39	Customer Call	CALL PC0029148 opened
01/09/1999 12:22:41	Customer Call	CALL PC0029148:Priority B:CallType L - Target 06/09/99 13:22:39
01/09/1999 12:22:41	Customer Call	There are seven offices that have receipts and payments misbalances for CAP
01/09/1999 12:22:41	Customer Call	22 (22/8/99-26/8/99).
01/09/1999 12:22:42	Customer Call	01/09/99 13:21 uk059129
01/09/1999 12:22:42	Customer Call	Information: EDSC

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

01/09/1999 12:22:42	Customer Call	F} Call details
01/09/1999 12:22:42	Customer Call	Diagnostician name:
01/09/1999 12:22:43	Customer Call	Customer opened date 01/09/1999 11:21:37
01/09/1999 12:28:51	Barbara Longley	Target Release updated to PDR - CSR
01/09/1999 12:28:51	Barbara Longley	Product EPOSS & DeskTop added
01/09/1999 12:28:52	Barbara Longley	F} Response :
01/09/1999 12:28:52	Barbara Longley	Acceptance Incidents being assigned to Angela Shaw in MSU for addition of
01/09/1999 12:28:52	Barbara Longley	further information.
01/09/1999 12:28:52	Barbara Longley	[END OF REFERENCE 12223531]
01/09/1999 12:28:52	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
01/09/1999 12:28:54	Barbara Longley	The response was delivered to: PowerHelp
01/09/1999 12:28:55	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
01/09/1999 12:28:55	Barbara Longley	Defect cause updated to 99:General - Unknown
01/09/1999 12:28:55	Barbara Longley	Hours spent since call received: 0 hours
01/09/1999 12:32:23	Angela Shaw	New evidence added - CAP 22 receipts and payts misbalances
01/09/1999 12:39:21	Angela Shaw	F} Response :
01/09/1999 12:39:22	Angela Shaw	POCL TP HAVE RAISED ANOTHER 8 FADS WITH R AND P MISMATCHES. PLEASE SEE THE
01/09/1999 12:39:22	Angela Shaw	ATTACHED EVIDENCE. THIS IS HIGH PRIORITY INCIDENT THAT BUSINESS SERVICE
01/09/1999 12:39:22	Angela Shaw	MANAGEMENT ARE REQUESTING A QUICK TURNAROUND ON.
01/09/1999 12:39:22	Angela Shaw	1) WHAT ARE THE CORRECT RECONCILIATION DETAILS (POCL NEED TO BE SENT THESE BY
01/09/1999 12:39:22	Angela Shaw	MSU)? FILES, MESSAGE STORE EXTRACT ETC. PLEASE ATTACH AS EVIDENCE AND RETURN
01/09/1999 12:39:22	Angela Shaw	TO MSU.
01/09/1999 12:39:22	Angela Shaw	2) WHY HAVE THESE 8 SEPARATE PROBLEMS OCCURRED AT THESE OFFICES-ALL THE SAME
01/09/1999 12:39:22	Angela Shaw	REASON OR DIFFERENT? please detail.
01/09/1999 12:39:22	Angela Shaw	WOULD SSC PLEASE LOOK AT THIS PROBLEM AND THEN SEND TO STEVE WARWICK/PHIL

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

01/09/1999 12:39:22	Angela Shaw	HEMMINGWAY IN DEVELOPMENT. THANKS
01/09/1999 12:39:22	Angela Shaw	[END OF REFERENCE 12223770]
01/09/1999 12:39:22	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
01/09/1999 12:39:22	Angela Shaw	The response has been flagged to the gateway team for validation
01/09/1999 12:39:23	Angela Shaw	The Call record has been transferred to the Team: EDSC
01/09/1999 12:39:23	Angela Shaw	Hours spent since call received: 1 hours
01/09/1999 12:42:22	Barbara Longley	The Call record has been assigned to the Team Member: Garrett Simpson
01/09/1999 12:42:22	Barbara Longley	Hours spent since call received: 0 hours
01/09/1999 12:45:37	Barbara Longley	Because of the importance of this call, it needs to be voice prompted each
01/09/1999 12:45:37	Barbara Longley	time it is moved on to a new team.
01/09/1999 12:45:38	Barbara Longley	F} Response :
01/09/1999 12:45:38	Barbara Longley	Call has been assigned back to Garrett Simpson in EDSC.
01/09/1999 12:45:38	Barbara Longley	[END OF REFERENCE 12223886]
01/09/1999 12:45:39	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
01/09/1999 12:45:41	Barbara Longley	The response was delivered to: PowerHelp
01/09/1999 12:58:58	Garrett Simpson	F} Response :
01/09/1999 12:58:58	Garrett Simpson	I will try to copy the error details from the attached spreadsheet to here.
01/09/1999 12:58:58	Garrett Simpson	
01/09/1999 12:58:58	Garrett Simpson	FADRECEIPTSPAYMENTSDIFFERENCE
01/09/1999 12:58:58	Garrett Simpson	261511129133.81128941.81192
01/09/1999 12:58:58	Garrett Simpson	323329210690.9210766.55-75.65
01/09/1999 12:58:58	Garrett Simpson	262329372237.22372192.5744.65
01/09/1999 12:58:58	Garrett Simpson	32752365038.6664808.04230.62
01/09/1999 12:58:58	Garrett Simpson	40752356760.6756627.17133.5
01/09/1999 12:58:58	Garrett Simpson	27652356258.9555990.15268.8
01/09/1999 12:58:58	Garrett Simpson	181329149001.36148809.36192

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

01/09/1999 12:58:58	Garrett Simpson	28352361433.2961290.79142.5
01/09/1999 12:58:58	Garrett Simpson	[END OF REFERENCE 12224147]
01/09/1999 12:58:58	Garrett Simpson	Responded to call type L as Category 40 -Incident Under Investigation
01/09/1999 12:59:00	Garrett Simpson	The response was delivered to: PowerHelp
01/09/1999 14:32:37	Garrett Simpson	New evidence added - Complete message store for 261511
01/09/1999 14:33:22	Garrett Simpson	New evidence added - Just week 22 for 261511
01/09/1999 14:35:10	Garrett Simpson	F} Response :
01/09/1999 14:35:10	Garrett Simpson	For Steve Warwick
01/09/1999 14:35:10	Garrett Simpson	I have added two message stores: (1) the whole thing (2) just week 22
01/09/1999 14:35:10	Garrett Simpson	[END OF REFERENCE 12225937]
01/09/1999 14:35:10	Garrett Simpson	Responded to call type L as Category 40 -Incident Under Investigation
01/09/1999 14:35:12	Garrett Simpson	The response was delivered to: PowerHelp
01/09/1999 14:35:13	Garrett Simpson	The Call record has been transferred to the Team: EPOSS-FP
01/09/1999 14:35:13	Garrett Simpson	Hours spent since call received: 1 hours
01/09/1999 15:03:52	Garrett Simpson	New evidence added - week 22 for 181329
01/09/1999 15:03:52	Garrett Simpson	New evidence added - week 22 for 262329
01/09/1999 15:05:02	Garrett Simpson	New evidence added - week 22 for 262329
01/09/1999 15:06:26	Garrett Simpson	New evidence added - week 22 for 276523
01/09/1999 15:07:32	Garrett Simpson	New evidence added - week 22 for 283523
01/09/1999 15:08:20	Garrett Simpson	New evidence added - week 22 for 323329
01/09/1999 15:09:10	Garrett Simpson	New evidence added - week 22 for 327523
01/09/1999 15:09:49	Garrett Simpson	New evidence added - week 22 for 407523
01/09/1999 16:21:26	Barbara Longley	F} Response :
01/09/1999 16:21:26	Barbara Longley	01/09/1999 16:09:49 - By Garrett Simpson - EDSC
01/09/1999 16:21:26	Barbara Longley	New evidence added - week 22 for 181329
01/09/1999 16:21:26	Barbara Longley	New evidence added - week 22 for 262329

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

01/09/1999 16:21:26	Barbara Longley	New evidence added - week 22 for 262329
01/09/1999 16:21:26	Barbara Longley	New evidence added - week 22 for 276523
01/09/1999 16:21:26	Barbara Longley	New evidence added - week 22 for 283523
01/09/1999 16:21:26	Barbara Longley	New evidence added - week 22 for 323329
01/09/1999 16:21:26	Barbara Longley	New evidence added - week 22 for 327523
01/09/1999 16:21:26	Barbara Longley	New evidence added - week 22 for 407523
01/09/1999 16:21:26	Barbara Longley	
01/09/1999 16:21:26	Barbara Longley	[END OF REFERENCE 12228648]
01/09/1999 16:21:26	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
01/09/1999 16:21:29	Barbara Longley	The response was delivered to: PowerHelp
01/09/1999 21:39:07	Steve Warwick	F} Response :
01/09/1999 21:39:07	Steve Warwick	Responded to call type L as Category 42 -Product Error Diagnosed
01/09/1999 21:39:07	Steve Warwick	The response has been flagged to the gateway team for validation
02/09/1999 08:38:45	Barbara Longley	F} Response :
02/09/1999 08:38:45	Barbara Longley	LONG UPDATE BY STEVE WARWICK 1/9/99 - 22:39:07
02/09/1999 08:38:45	Barbara Longley	Will be copied into call in sections so HSH have visibility of update.
02/09/1999 08:38:45	Barbara Longley	XXXXXXXXXXXXXXXXXXXX
02/09/1999 08:38:45	Barbara Longley	All the message stores attached for this call have been examined and the
02/09/1999 08:38:45	Barbara Longley	results are as follows:
02/09/1999 08:38:45	Barbara Longley	
02/09/1999 08:38:45	Barbara Longley	FAD 181329 - Cash Account discrepancy = £192.00
02/09/1999 08:38:45	Barbara Longley	
02/09/1999 08:38:45	Barbara Longley	This discrepancy was the result of two P&A transactions for £48.00 being
02/09/1999 08:38:45	Barbara Longley	recorded as 'remittances' (therefore not settled by 'cash'), giving a £96.00
02/09/1999 08:38:45	Barbara Longley	error in cash/stock. These transactions were later reversed, but because the
02/09/1999 08:38:45	Barbara Longley	

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

02/09/1999 08:38:45	Barbara Longley	original mode was 'remittance' the reversal was also not settled by cash,
02/09/1999 08:38:45	Barbara Longley	causing a further £96.00 error in cash/stock. Total discrepancy £192.00.
02/09/1999 08:38:45	Barbara Longley	
02/09/1999 08:38:45	Barbara Longley	FAD Code 261511 - Cash Account discrepancy = £192.00
02/09/1999 08:38:45	Barbara Longley	[END OF REFERENCE 12231159]
02/09/1999 08:38:45	Barbara Longley	Responded to call type L as Category 42 -Product Error Diagnosed
02/09/1999 08:38:48	Barbara Longley	The response was delivered to: PowerHelp
02/09/1999 08:40:38	Barbara Longley	F) Response :
02/09/1999 08:40:38	Barbara Longley	FAD Code 261511 - Cash Account discrepancy = £192.00
02/09/1999 08:40:38	Barbara Longley	
02/09/1999 08:40:38	Barbara Longley	This discrepancy was the result of one P&A transactions for £96.00 being
02/09/1999 08:40:38	Barbara Longley	recorded as 'remittances' (therefore not settled by 'cash'), giving a £96.00
02/09/1999 08:40:38	Barbara Longley	error in cash/stock. This transactions were later reversed, but because the
02/09/1999 08:40:38	Barbara Longley	original mode was 'remittance' the reversal was also not settled by cash,
02/09/1999 08:40:38	Barbara Longley	causing a further £96.00 error in cash/stock. Total discrepancy £192.00.
02/09/1999 08:40:38	Barbara Longley	
02/09/1999 08:40:38	Barbara Longley	FAD Code 276523 - Cash Account discrepancy = £268.80
02/09/1999 08:40:38	Barbara Longley	
02/09/1999 08:40:38	Barbara Longley	This discrepancy was the result of one P&A transactions for £134.40 being
02/09/1999 08:40:38	Barbara Longley	recorded as 'remittances' (therefore not settled by 'cash'), giving a £134.40
02/09/1999 08:40:38	Barbara Longley	
02/09/1999 08:40:38	Barbara Longley	error in cash/stock. This transactions were later reversed, but because the
02/09/1999 08:40:38	Barbara Longley	original mode was 'remittance' the reversal was also not settled by cash,
02/09/1999 08:40:38	Barbara Longley	causing a further £134.40 error in cash/stock. Total discrepancy £268.80.
02/09/1999 08:40:38	Barbara Longley	[END OF REFERENCE 12231218]
02/09/1999 08:40:38	Barbara Longley	Responded to call type L as Category 42 -Product Error Diagnosed

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

02/09/1999 08:40:40	Barbara Longley	The response was delivered to: PowerHelp
02/09/1999 08:45:48	Barbara Longley	F} Response :
02/09/1999 08:45:49	Barbara Longley	FAD Code 283523 - Cash Account discrepancy = £142.50
02/09/1999 08:45:49	Barbara Longley	
02/09/1999 08:45:49	Barbara Longley	This discrepancy was the result of one P&A transactions for £71.25 being
02/09/1999 08:45:49	Barbara Longley	recorded as 'remittances' (therefore not settled by 'cash'), giving a £71.25
02/09/1999 08:45:49	Barbara Longley	error in cash/stock. This transactions were later reversed, but because the
02/09/1999 08:45:49	Barbara Longley	original mode was 'remittance' the reversal was also not settled by cash,
02/09/1999 08:45:49	Barbara Longley	causing a further £71.25 error in cash/stock. Total discrepancy £142.50.
02/09/1999 08:45:49	Barbara Longley	
02/09/1999 08:45:49	Barbara Longley	FAD Code 232329 - Cash Account discrepancy = £75.65
02/09/1999 08:45:49	Barbara Longley	
02/09/1999 08:45:49	Barbara Longley	This discrepancy was the result of one P&A transactions for £75.65 being
02/09/1999 08:45:49	Barbara Longley	recorded as 'remittances' (therefore not settled by 'cash'), giving a £75.65
02/09/1999 08:45:49	Barbara Longley	error in cash/stock.
02/09/1999 08:45:49	Barbara Longley	[END OF REFERENCE 12231333]
02/09/1999 08:45:50	Barbara Longley	Responded to call type L as Category 42 -Product Error Diagnosed
02/09/1999 08:45:57	Barbara Longley	The response was delivered to: PowerHelp
02/09/1999 08:47:52	Barbara Longley	F} Response :
02/09/1999 08:47:52	Barbara Longley	FAD Code 327523 - Cash Account discrepancy = £230.62
02/09/1999 08:47:52	Barbara Longley	
02/09/1999 08:47:52	Barbara Longley	This discrepancy was the result of two P&A transactions for £39.95 and £75.36
02/09/1999 08:47:52	Barbara Longley	
02/09/1999 08:47:52	Barbara Longley	being recorded as 'remittances' (therefore not settled by 'cash'), giving a
02/09/1999 08:47:52	Barbara Longley	£115.31 error in cash/stock. These transactions were later reversed, but
02/09/1999 08:47:52	Barbara Longley	because the original mode was 'remittance' the reversal was also not settled

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

02/09/1999 08:47:52	Barbara Longley	by cash, causing a further £115.31 error in cash/stock. Total discrepancy
02/09/1999 08:47:52	Barbara Longley	£230.62.
02/09/1999 08:47:52	Barbara Longley	
02/09/1999 08:47:52	Barbara Longley	The error in the system which allowed the P&A transactions in the above
02/09/1999 08:47:52	Barbara Longley	outlets to be recorded while in 'Remittance' mode has already been
02/09/1999 08:47:52	Barbara Longley	identified and revised Type 'C' reference data has been delivered to correct
02/09/1999 08:47:52	Barbara Longley	
02/09/1999 08:47:52	Barbara Longley	the problem.
02/09/1999 08:47:52	Barbara Longley	[END OF REFERENCE 12231367]
02/09/1999 08:47:52	Barbara Longley	Responded to call type L as Category 42 -Product Error Diagnosed
02/09/1999 08:47:54	Barbara Longley	The response was delivered to: PowerHelp
02/09/1999 08:50:10	Barbara Longley	F} Response :
02/09/1999 08:50:10	Barbara Longley	FAD Code 262329 - Cash Account discrepancy = £44.65
02/09/1999 08:50:10	Barbara Longley	
02/09/1999 08:50:10	Barbara Longley	This discrepancy was caused by the reversal of a number of Parcel Traffic and
02/09/1999 08:50:10	Barbara Longley	
02/09/1999 08:50:10	Barbara Longley	Non-Accounting Data transactions within a single 'Existing Reversal' session.
02/09/1999 08:50:10	Barbara Longley	
02/09/1999 08:50:10	Barbara Longley	Since the session contained a mixture of transactions with different
02/09/1999 08:50:10	Barbara Longley	original transaction modes, the system incorrectly settled the session with a
02/09/1999 08:50:10	Barbara Longley	
02/09/1999 08:50:10	Barbara Longley	cash transaction (PT and NAD transactions are both 'non-accounting'
02/09/1999 08:50:10	Barbara Longley	transactions and should be settled by a Pathway supplied product which does
02/09/1999 08:50:10	Barbara Longley	not add to the stock unit/office balance). The EPOSS software requires
02/09/1999 08:50:10	Barbara Longley	amendment to prevent transactions with different original transaction modes
02/09/1999 08:50:10	Barbara Longley	being reversed in a single 'Existing Reversal' session.

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

02/09/1999 08:50:10	Barbara Longley	
02/09/1999 08:50:10	Barbara Longley	END OF Response Ref: 12230019 BY STEVE WARWICK - 1/9/99.
02/09/1999 08:50:10	Barbara Longley	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
02/09/1999 08:50:10	Barbara Longley	[END OF REFERENCE 12231408]
02/09/1999 08:50:11	Barbara Longley	Responded to call type L as Category 42 -Product Error Diagnosed
02/09/1999 08:50:12	Barbara Longley	The response was delivered to: PowerHelp
02/09/1999 16:12:07	Steve Warwick	The Call record has been assigned to the Team Member: Raj Sathyavarathan
02/09/1999 16:12:08	Steve Warwick	Hours spent since call received: 0 hours
06/09/1999 09:27:27	Barbara Longley	F} Response :
06/09/1999 09:27:27	Barbara Longley	The Call record has been assigned to EPOSS-FP Team Member: Raj Sathyavarathan
06/09/1999 09:27:27	Barbara Longley	[END OF REFERENCE 12259204]
06/09/1999 09:27:27	Barbara Longley	Responded to call type L as Category 42 -Product Error Diagnosed
06/09/1999 09:27:30	Barbara Longley	The response was delivered to: PowerHelp
06/09/1999 15:18:48	Raj Sathyavarathan	The Call record has been transferred to the Team: EPOSS-Dev
06/09/1999 15:18:48	Raj Sathyavarathan	Hours spent since call received: 1 hours
06/09/1999 15:36:15	Raj Sathyavarathan	The Call record has been assigned to the Team Member: Raj Sathyavarathan
06/09/1999 15:36:15	Raj Sathyavarathan	Hours spent since call received: 0 hours
06/09/1999 16:07:32	Barbara Longley	F} Response :
06/09/1999 16:07:32	Barbara Longley	The Call record has been assigned to EPOSS-Dev Team Member: Raj Sathyavarathan
06/09/1999 16:07:32	Barbara Longley	[END OF REFERENCE 12269925]
06/09/1999 16:07:32	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
06/09/1999 16:07:34	Barbara Longley	The response was delivered to: PowerHelp
06/09/1999 18:39:31	John Pope	The call references have been updated. They are now:-
06/09/1999 18:39:31	John Pope	ORIGINATOR : Phelp
06/09/1999 18:39:31	John Pope	T PowerHelp : E-9909010112
06/09/1999 18:39:31	John Pope	Call reference : PC0029303

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

06/09/1999 18:39:31	John Pope	Acceptance Incident : AI0211M
07/09/1999 11:52:17	Angela Shaw	When Development have finished with this call can it go straight back to SSC,
07/09/1999 11:52:17	Angela Shaw	as MSU require deatils of the offending transaction details for each of the
07/09/1999 11:52:17	Angela Shaw	fads. These are required as soon as possible due to the urgent nature of the
07/09/1999 11:52:17	Angela Shaw	call, to enable TIP to reconcile. Thanks
07/09/1999 11:52:17	Angela Shaw	
07/09/1999 12:50:10	Raj Sathyavarathan	F} Response :
07/09/1999 12:50:10	Raj Sathyavarathan	Mix mode transactions are no longer allowed in reversal.
07/09/1999 12:50:10	Raj Sathyavarathan	[END OF REFERENCE 12277364]
07/09/1999 12:50:10	Raj Sathyavarathan	Responded to call type L as Category 46 -Product Error Fixed
07/09/1999 12:50:11	Raj Sathyavarathan	The response has been flagged to the gateway team for validation
07/09/1999 12:50:12	Raj Sathyavarathan	The Call record has been transferred to the Team: EPOSS-Rel
07/09/1999 12:50:12	Raj Sathyavarathan	Hours spent since call received: 3 hours
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	Link tested failed on csr dev counter (WP5684)
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	The two parts to this pinicl was linked tested :
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	1- The first part of this pinicl linked tested ok were OBCS trans were
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	performed in the following modes:
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	Rem in/out (all modes), bulk input, transfers, revals up/down

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	non-acc data, parcel trafic, sc
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	as expected OBCS was only allowed in serve customer mode and bulk input.
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	2- The second part of the pinicl failed.
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	when I attempted to reverse transactions from two different modes. The
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	first transaction was put on the stack successfully but for the second
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	the
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	tablet appears showing the system is searching for the transaction. At
07/09/1999 14:38:03	Deleted user (mar01 Gurdeep Atwal)	which point the cpu drops to zero and the tablet constantly appears.
07/09/1999 14:38:04	Deleted user (mar01 Gurdeep Atwal)	The Call record has been transferred to the Team: EPOSS-Pre-Dev
07/09/1999 14:38:05	Deleted user (mar01 Gurdeep Atwal)	Hours spent since call received: 3 hours
07/09/1999 14:46:53	Deleted user (mar01 Gurdeep Atwal)	The Call record has been transferred to the Team: EPOSS-Rel
07/09/1999 14:46:53	Deleted user (mar01 Gurdeep Atwal)	Hours spent since call received: 0 hours
07/09/1999 15:46:42	Barbara Longley	F} Response :
07/09/1999 15:46:42	Barbara Longley	The Call record has been transferred to the Team: EPOSS-Rel

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

07/09/1999 15:46:42	Barbara Longley	[END OF REFERENCE 12282486]
07/09/1999 15:46:42	Barbara Longley	Responded to call type L as Category 46 -Product Error Fixed
07/09/1999 15:46:53	Barbara Longley	The response was delivered to: PowerHelp
08/09/1999 09:46:11	Garrett Simpson	New evidence added - Spreadsheet of missed transactions
08/09/1999 09:51:09	Garrett Simpson	F} Response :
08/09/1999 09:51:09	Garrett Simpson	Angela,
08/09/1999 09:51:09	Garrett Simpson	I have added a spreadsheet with details of the missing transactions. The
08/09/1999 09:51:09	Garrett Simpson	detailed explanations are given by Steve Warwick, but be wary: he has
08/09/1999 09:51:09	Garrett Simpson	mistyped one FAD and omitted another.
08/09/1999 09:51:09	Garrett Simpson	However, the reasons he gives apply to all the instances.
08/09/1999 09:51:09	Garrett Simpson	Note: I am required to put a response category, but if I put a 'final'
08/09/1999 09:51:09	Garrett Simpson	category like those above, that will close the call. Therefore I have chosen
08/09/1999 09:51:09	Garrett Simpson	category 42, although the investigation is finished.
08/09/1999 09:51:09	Garrett Simpson	[END OF REFERENCE 12287242]
08/09/1999 09:51:10	Garrett Simpson	Responded to call type L as Category 42 -Product Error Diagnosed
08/09/1999 09:51:13	Garrett Simpson	The response was delivered to: PowerHelp
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	Link tested OK on CSR dev counter (wp 5684)
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	The second part of the pinicl failed previously because the reference data
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	associated with this pinicl had not been delivered.
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	Transactions were performed in the following modes :-

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	Serv cust, rem in/out (in all modes), transfer in/out , reval up/down
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	bulk input, house keeping , non-acc data, parcel traffic, referrals (existing)
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	Taking each transaction ID for the modes above, I attempted to mix reversals
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	by typing the transaction ID for the other modes in existing reversals.
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	Each time a reversal was mixed a message appeared ' These transactions can
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	not be reversed together. Therefore only transactions of the same mode type
08/09/1999 10:08:46	Deleted user (mar01 Gurdeep Atwal)	can be reversed together.
08/09/1999 10:08:48	Deleted user (mar01 Gurdeep Atwal)	The Call record has been transferred to the Team: EPOSS-Post-Rel
08/09/1999 10:08:48	Deleted user (mar01 Gurdeep Atwal)	Hours spent since call received: 3 hours
08/09/1999 12:26:51	Angela Shaw	When Development/SSC have finished with this call, please return to MSU.
08/09/1999 12:26:51	Angela Shaw	Thanks
08/09/1999 13:11:15	Deleted User (Tim Canniffe Sep01)	Fix released in WP5684 CSR.
08/09/1999 13:11:15	Deleted User (Tim Canniffe Sep01)	Reference data in WP5653.
08/09/1999 13:11:15	Deleted User (Tim Canniffe Sep01)	The call references have been updated. They are now:-
08/09/1999 13:11:15	Deleted User (Tim Canniffe Sep01)	ORIGINATOR : Phelp

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

08/09/1999 13:11:15	Deleted User (Tim Canniffe Sep01)	PowerHelp : E-9909010112
08/09/1999 13:11:15	Deleted User (Tim Canniffe Sep01)	Call reference : PC0029303
08/09/1999 13:11:15	Deleted User (Tim Canniffe Sep01)	Acceptance Incident : AI0211M
08/09/1999 13:11:15	Deleted User (Tim Canniffe Sep01)	T Work Package : PWY_WP_5684 CSR
08/09/1999 13:11:17	Deleted User (Tim Canniffe Sep01)	The Call record has been transferred to the Team: Dev-Int-Rel
08/09/1999 13:11:18	Deleted User (Tim Canniffe Sep01)	Hours spent since call received: 001 hours
15/09/1999 13:33:04	Lionel Higman	Fast track available, please test
15/09/1999 13:33:04	Lionel Higman	The call references have been updated. They are now:-
15/09/1999 13:33:04	Lionel Higman	ORIGINATOR : Phelp
15/09/1999 13:33:04	Lionel Higman	PowerHelp : E-9909010112
15/09/1999 13:33:04	Lionel Higman	Call reference : PC0029303
15/09/1999 13:33:04	Lionel Higman	Acceptance Incident : AI0211M
15/09/1999 13:33:04	Lionel Higman	Work Package : PWY_WP_5684 CSR
15/09/1999 13:33:04	Lionel Higman	Call reference : PC0029625
15/09/1999 13:33:04	Lionel Higman	T Fast track fix : FSTK_2_0_WP5684
15/09/1999 13:33:08	Lionel Higman	The Call record has been transferred to the Team: Live Supp.Test
15/09/1999 13:33:08	Lionel Higman	Hours spent since call received: 0 hours
16/09/1999 09:37:51	Deirdre Conniss	Being fixed under WP5687 which contains later versions of code than that
16/09/1999 09:37:51	Deirdre Conniss	within WP5684.
16/09/1999 09:37:51	Deirdre Conniss	The call references have been updated. They are now:-
16/09/1999 09:37:51	Deirdre Conniss	ORIGINATOR : Phelp
16/09/1999 09:37:51	Deirdre Conniss	PowerHelp : E-9909010112

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

16/09/1999 09:37:51	Deirdre Conniss	Call reference : PC0029303
16/09/1999 09:37:51	Deirdre Conniss	Acceptance Incident : AI0211M
16/09/1999 09:37:51	Deirdre Conniss	Work Package : PWY_WP_5684 CSR
16/09/1999 09:37:51	Deirdre Conniss	Call reference : PC0029625
16/09/1999 09:37:51	Deirdre Conniss	Fast track fix : FSTK_2_0_WP5684
16/09/1999 09:37:51	Deirdre Conniss	T Work Package : PWY_WP_5687
16/09/1999 09:37:51	Deirdre Conniss	Release PinICL : PC0029660
16/09/1999 09:44:47	Deirdre Conniss	The call references have been updated. They are now:-
16/09/1999 09:44:47	Deirdre Conniss	ORIGINATOR : Phelp
16/09/1999 09:44:47	Deirdre Conniss	PowerHelp : E-9909010112
16/09/1999 09:44:47	Deirdre Conniss	Call reference : PC0029303
16/09/1999 09:44:47	Deirdre Conniss	Acceptance Incident : AI0211M
16/09/1999 09:44:47	Deirdre Conniss	Work Package : PWY_WP_5684 CSR
16/09/1999 09:44:47	Deirdre Conniss	Call reference : PC0029625
16/09/1999 09:44:47	Deirdre Conniss	Fast track fix : FSTK_2_0_WP5684
16/09/1999 09:44:47	Deirdre Conniss	T Work Package : PWY_WP_5687
16/09/1999 09:44:47	Deirdre Conniss	Release PinICL : PC0029660
16/09/1999 09:44:47	Deirdre Conniss	Release PinICL : PC0029659
17/09/1999 10:04:35	Barbara Longley	F} Response :
17/09/1999 10:04:35	Barbara Longley	16/09/1999 10:37:51 - By Deirdre Conniss - RMF
17/09/1999 10:04:35	Barbara Longley	Being fixed under WP5687 which contains later versions of code than that
17/09/1999 10:04:35	Barbara Longley	within WP5684.
17/09/1999 10:04:35	Barbara Longley	[END OF REFERENCE 12407477]
17/09/1999 10:04:35	Barbara Longley	Responded to call type L as Category 42 -Product Error Diagnosed
17/09/1999 10:04:39	Barbara Longley	The response was delivered to: PowerHelp
10/12/1999 13:33:19	Nicola Lambert	F} Response :

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148	There are seven offices that have	01/09/1999 12:22:39	23/03/2000 14:50:48	Angela Shaw/7263 2582/	EPOSS & DeskTop
EDSC	receipts and pay		Closed		

10/12/1999 13:33:19	Nicola Lambert	06/10/1999 16:00:53 - By John Budworth (on Release PinICL)
10/12/1999 13:33:19	Nicola Lambert	Release was applied to the live estate 15/9/99. Also Applied to OTT. Call
10/12/1999 13:33:19	Nicola Lambert	closed.
10/12/1999 13:33:19	Nicola Lambert	
10/12/1999 13:33:19	Nicola Lambert	Returning call to originator for closure.
10/12/1999 13:33:19	Nicola Lambert	[END OF REFERENCE 14042576]
10/12/1999 13:33:20	Nicola Lambert	Responded to call type L as Category 68 -Administrative Response
10/12/1999 13:33:20	Nicola Lambert	Hours spent since call received: 0 hours
10/12/1999 13:33:20	Nicola Lambert	The Call record has been transferred to the Team: EDSC
10/12/1999 13:33:21	Nicola Lambert	The response has been routed to the gateway team for validation
10/12/1999 13:41:58	Barbara Longley	F} Response :
10/12/1999 13:41:58	Barbara Longley	routing call to Angela Shaw in MSU
10/12/1999 13:41:58	Barbara Longley	[END OF REFERENCE 14042711]
10/12/1999 13:41:58	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
10/12/1999 13:42:00	Barbara Longley	The response was delivered to: PowerHelp
10/12/1999 13:42:01	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
10/12/1999 13:42:01	Barbara Longley	Hours spent since call received: 0 hours
10/12/1999 14:06:50	John Moran	The Call record has been assigned to the Team Member: Angela Shaw
10/12/1999 14:06:51	John Moran	Hours spent since call received: .1 hours
01/02/2000 15:32:02	Angela Shaw	The Call record has been transferred to the Team: MSU-Indt Mgt
01/02/2000 15:32:02	Angela Shaw	Hours spent since call received: 0 hours
21/02/2000 17:28:27	Angela Shaw	The Call record has been transferred to the Team: MSU-forClosure
21/02/2000 17:28:28	Angela Shaw	Hours spent since call received: 0 hours
23/03/2000 13:12:40	John Moran	F} Response :
23/03/2000 13:12:40	John Moran	No longer of interest to POCL. This incident was not included on the list of
23/03/2000 13:12:40	John Moran	call to remain open. I received this list at the monthly Incident Mgt reveiw

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0029148 EDSC	There are seven offices that have receipts and pay	01/09/1999 12:22:39	23/03/2000 14:50:48 Closed	Angela Shaw/7263 2582/	EPOSS & DeskTop

23/03/2000 13:12:40	John Moran	meeting from Jacqui Cave. As it is not on the list please close this call.
23/03/2000 13:12:40	John Moran	[END OF REFERENCE 16744699]
23/03/2000 13:12:40	John Moran	Responded to call type L as Category 90 -Reconciliation - resolved
23/03/2000 13:12:40	John Moran	Hours spent since call received: .1 hours
23/03/2000 13:12:40	John Moran	The Call record has been transferred to the Team: EDSC
23/03/2000 13:12:41	John Moran	The response has been routed to the gateway team for validation
23/03/2000 14:44:23	Barbara Longley	Target Release updated to CSR-CI3R
23/03/2000 14:44:24	Barbara Longley	F} Response :
23/03/2000 14:44:24	Barbara Longley	23/03/2000 12:58:47 - By John Moran - MSU
23/03/2000 14:44:24	Barbara Longley	No longer of interest to POCL. This incident was not included on the list of
23/03/2000 14:44:24	Barbara Longley	call to remain open. I received this list at the monthly Incident Mgt reveiw
23/03/2000 14:44:24	Barbara Longley	meeting from Jacqui Cave. As it is not on the list please close this call.
23/03/2000 14:44:24	Barbara Longley	Closing as Reconciliation resolved
23/03/2000 14:44:24	Barbara Longley	[END OF REFERENCE 16753328]
23/03/2000 14:44:24	Barbara Longley	Responded to call type L as Category 90 -Reconciliation - resolved
23/03/2000 14:44:25	Barbara Longley	Hours spent since call received: 0 hours
23/03/2000 14:44:29	Barbara Longley	CALL PC0029148 closed: Category 90, Type L
23/03/2000 14:44:30	Barbara Longley	The response was delivered to: PowerHelp
23/03/2000 14:50:48	Customer Call	Date and time complete: 23/03/2000 14:46:13
23/03/2000 14:50:48	Customer Call	Service Complete (Confirmation) Received