

PinICL Expor

PC0041477

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0041477	office 219410 reports a difference	24/03/2000 13:40:29	13/04/2000 13:46:42	John Moran/7229 2000/	General/Other/Misc
EDSC	in reciepts an		Closed		Reconciliation

References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	53904997
ORIGREF	E-0003240682
CONSUMER	16953 A1GATE
CONSUMERREF	E-0003240682
ORIGINATOR	Phelp
PowerHelp	E-0003240682
SSCKEL	DRowe102N

Products

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

Activities

Date	User	Comment
24/03/2000 13:40:29	Customer Call	CALL PC0041477 opened
24/03/2000 13:40:30	Customer Call	CALL PC0041477:Priority B:CallType L - Target 29/03/00 13:40:29
24/03/2000 13:40:30	Customer Call	24/03/00 13:00 office 219410 reports a difference in reciepts and payments
24/03/2000 13:40:30	Customer Call	totals for cap52. this is not a migration issue.
24/03/2000 13:40:30	Customer Call	F} Call details
24/03/2000 13:40:31	Customer Call	Diagnostician name:
24/03/2000 13:40:31	Customer Call	Customer opened date 24/03/2000 13:00:57
24/03/2000 13:51:03	Barbara Longley	Target Release updated to CSR-CI3R
24/03/2000 13:51:03	Barbara Longley	Product General/Other/Misc Reconciliation added
24/03/2000 14:07:04	Richard Coleman	The Call record has been assigned to the Team Member: John Simpkins
24/03/2000 14:07:04	Richard Coleman	Defect cause updated to 99:General - Unknown
24/03/2000 14:07:04	Richard Coleman	Hours spent since call received: 0 hours
24/03/2000 15:17:17	Diane Rowe	The Call record has been assigned to the Team Member: Diane Rowe



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EDSC	in receipts an		Closed		Reconciliation
<div><div><div>24/03/2000 15:17:18</div><div>Diane Rowe</div><div>Hours spent since call received: 0 hours</div></div><div><div>27/03/2000 09:36:49</div><div>Diane Rowe</div><div>F} Response :</div></div><div><div>27/03/2000 09:36:49</div><div>Diane Rowe</div><div>This is a problem with the ROSD transaction for product 609 for £3.18. I have</div></div><div><div>27/03/2000 09:36:49</div><div>Diane Rowe</div><div>attached the complete messagestore for this office. There is another example</div></div><div><div>27/03/2000 09:36:49</div><div>Diane Rowe</div><div>(pc41471) where the difference between receipts and payments is the total of</div></div><div><div>27/03/2000 09:36:49</div><div>Diane Rowe</div><div>ROSD transaction - products 609 and 611.</div></div><div><div>27/03/2000 09:36:49</div><div>Diane Rowe</div><div></div></div><div><div>27/03/2000 09:36:49</div><div>Diane Rowe</div><div>[END OF REFERENCE 16854577]</div></div><div><div>27/03/2000 09:36:49</div><div>Diane Rowe</div><div>Responded to call type L as Category 40 -Incident Under Investigation</div></div><div><div>27/03/2000 09:36:54</div><div>Diane Rowe</div><div>The response was delivered to: PowerHelp</div></div><div><div>27/03/2000 09:36:56</div><div>Diane Rowe</div><div>The Call record has been transferred to the Team: QFP</div></div><div><div>27/03/2000 09:36:56</div><div>Diane Rowe</div><div>Hours spent since call received: 0 hours</div></div><div><div>27/03/2000 10:13:51</div><div>Lionel Higman</div><div>The Call record has been assigned to the Team Member: Steve Warwick</div></div><div><div>27/03/2000 10:13:52</div><div>Lionel Higman</div><div>Hours spent since call received: 0 hours</div></div><div><div>27/03/2000 12:44:17</div><div>Diane Rowe</div><div>New evidence added - Full message store</div></div><div><div>27/03/2000 12:44:18</div><div>Diane Rowe</div><div>F} Response :</div></div><div><div>27/03/2000 12:44:18</div><div>Diane Rowe</div><div>This also happens when doing a Rem-Out-Other-Post office and also affects</div></div><div><div>27/03/2000 12:44:18</div><div>Diane Rowe</div><div>Product No. 613</div></div><div><div>27/03/2000 12:44:18</div><div>Diane Rowe</div><div>[END OF REFERENCE 16860937]</div></div><div><div>27/03/2000 12:44:18</div><div>Diane Rowe</div><div>Responded to call type L as Category 40 -Incident Under Investigation</div></div><div><div>27/03/2000 12:44:21</div><div>Diane Rowe</div><div>The response was delivered to: PowerHelp</div></div><div><div>27/03/2000 14:34:51</div><div>Steve Warwick</div><div>Target Release updated to NFR - No Fix Req'd</div></div><div><div>27/03/2000 14:35:02</div><div>Steve Warwick</div><div>F} Response :</div></div><div><div>27/03/2000 14:35:03</div><div>Steve Warwick</div><div>The initial analysis from Diane Rowe would appear to be correct.</div></div><div><div>27/03/2000 14:35:03</div><div>Steve Warwick</div><div></div></div><div><div>27/03/2000 14:35:03</div><div>Steve Warwick</div><div>Product 609 (6p Stamp) is one of the stamp denominational products which are</div></div></div>					



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27/03/2000 14:35:03	Steve Warwick	used only for the ourposes of providing individual product options on the
27/03/2000 14:35:03	Steve Warwick	Rem, Transfer and Stamp Declaration screens. The product itself is not
27/03/2000 14:35:03	Steve Warwick	intended to be used as a sellable item since all denominational stamps are
27/03/2000 14:35:03	Steve Warwick	sold as 'Other Postage Stamps - Product 21 - for the purposes of accounting
27/03/2000 14:35:03	Steve Warwick	on the balance sheet and the Cash Account.
27/03/2000 14:35:03	Steve Warwick	
27/03/2000 14:35:03	Steve Warwick	Under normal circumstances when the user selects the 6p Stamp button on the
27/03/2000 14:35:03	Steve Warwick	Remittance out menu, the system actually records a sale against Product 21.
27/03/2000 14:35:03	Steve Warwick	In this particular case it looks as though the user may have made use of the
27/03/2000 14:35:03	Steve Warwick	PLU number to directly sell product 609 itself - a PLUImplulses Collection
27/03/2000 14:35:03	Steve Warwick	record for ObjectName 609 was delivered to the outlet on 23rd February 2000.
27/03/2000 14:35:03	Steve Warwick	Since product 609 is not normally sold under its own product number,
27/03/2000 14:35:03	Steve Warwick	transactions against the product number will fail to report correctly to the
27/03/2000 14:35:03	Steve Warwick	Cash Account (there is no CA Mapping provided to report the decrease in stock
27/03/2000 14:35:03	Steve Warwick	to Tables 5b and 5), causing Receipts to not equal Payments on these reports.
27/03/2000 14:35:03	Steve Warwick	
27/03/2000 14:35:03	Steve Warwick	
27/03/2000 14:35:03	Steve Warwick	The solution to this issue would appear to be for POCL to delete the
27/03/2000 14:35:03	Steve Warwick	PLUImpulse records from their reference data for those products which are not
27/03/2000 14:35:03	Steve Warwick	genuine 'Customer Service' products.
27/03/2000 14:35:03	Steve Warwick	[END OF REFERENCE 16866178]
27/03/2000 14:35:13	Steve Warwick	Responded to call type L as Category 70 -Avoidance Action Supplied
27/03/2000 14:35:23	Steve Warwick	Hours spent since call received: 2.5 hours
27/03/2000 14:35:23	Steve Warwick	Defect cause updated to 42:Gen - Outside Pathway Control
27/03/2000 14:35:33	Steve Warwick	The Call record has been transferred to the Team: EDSC
27/03/2000 14:35:34	Steve Warwick	The response has been routed to the gateway team for validation



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27/03/2000 14:37:14	Barbara Longley	The Call record has been assigned to the Team Member: Diane Rowe
27/03/2000 14:37:14	Barbara Longley	Hours spent since call received: 0 hours
27/03/2000 15:05:22	Diane Rowe	I understand that John has already spoken to Kevin (Ref Data) about this.
27/03/2000 15:05:22	Diane Rowe	Please could the information be added to this call.
27/03/2000 15:05:27	Diane Rowe	The Call record has been transferred to the Team: CS-RefDataTeam
27/03/2000 15:05:27	Diane Rowe	Hours spent since call received: 0 hours
28/03/2000 10:38:11	David Wilcox	The Call record has been assigned to the Team Member: Kevin McKeown
28/03/2000 10:38:12	David Wilcox	Hours spent since call received: 0 hours
29/03/2000 10:06:00	Kevin McKeown	F} Response :
29/03/2000 10:06:00	Kevin McKeown	I'd suggest that this can be closed as a duplicate of 41353. My last update
29/03/2000 10:06:00	Kevin McKeown	on 41353 was:
29/03/2000 10:06:00	Kevin McKeown	This issue is under continuing investigation, with CS RDT liasing with Pocl
29/03/2000 10:06:00	Kevin McKeown	OSG. There seems to be some data issues from 1998/1999. A fuller update
29/03/2000 10:06:00	Kevin McKeown	will be added in due course. We remain on target for corrective data to be
29/03/2000 10:06:00	Kevin McKeown	released for this Friday.
29/03/2000 10:06:00	Kevin McKeown	[END OF REFERENCE 16926292]
29/03/2000 10:06:01	Kevin McKeown	Responded to call type L as Category 72 -Duplicate Call
29/03/2000 10:06:01	Kevin McKeown	Hours spent since call received: 0 hours
29/03/2000 10:06:03	Kevin McKeown	The Call record has been transferred to the Team: EDSC
29/03/2000 10:06:03	Kevin McKeown	The response has been routed to the gateway team for validation
29/03/2000 10:16:59	Barbara Longley	The Call record has been assigned to the Team Member: Diane Rowe
29/03/2000 10:17:00	Barbara Longley	Hours spent since call received: 0 hours
29/03/2000 12:20:05	Diane Rowe	The call references have been updated. They are now:-
29/03/2000 12:20:05	Diane Rowe	ORIGINATOR : Phelp
29/03/2000 12:20:05	Diane Rowe	T PowerHelp : E-0003240682
29/03/2000 12:20:05	Diane Rowe	SSCKEL : DRowe102N



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29/03/2000 12:20:07	Diane Rowe	F} Response :
29/03/2000 12:20:08	Diane Rowe	Please can we agree closure of this call now?
29/03/2000 12:20:08	Diane Rowe	[END OF REFERENCE 16937145]
29/03/2000 12:20:08	Diane Rowe	Responded to call type L as Category 40 -Incident Under Investigation
29/03/2000 12:20:10	Diane Rowe	The response was delivered to: PowerHelp
29/03/2000 12:20:11	Diane Rowe	The Call record has been transferred to the Team: MSU-Indt Mgt
29/03/2000 12:20:11	Diane Rowe	Hours spent since call received: 0 hours
12/04/2000 15:20:24	John Moran	F} Response :
12/04/2000 15:20:25	John Moran	The discrepancy is due to an underlying problem previously raised by TIP
12/04/2000 15:20:25	John Moran	1075. This problem has caused receipt and Payment discrepancies in this
12/04/2000 15:20:25	John Moran	office and other outlets for this week 52. In all these cases the products
12/04/2000 15:20:25	John Moran	involved were 609 to 617, which are other value stamps. If the users had
12/04/2000 15:20:25	John Moran	used the menus to REM the stock then all would be ok. This is because using
12/04/2000 15:20:25	John Moran	the menus links products 609 to 617 to the true Cash Account product 21.
12/04/2000 15:20:25	John Moran	But in all these cases the users used the PLU facility to REM the products,
12/04/2000 15:20:25	John Moran	but using the PLU function severs the tie that these product have with the
12/04/2000 15:20:25	John Moran	Cash account product 21. The effect of this is that TIP see transactions
12/04/2000 15:20:25	John Moran	(which they accept now, but will not in future) for these products with their
12/04/2000 15:20:25	John Moran	individual identities (609-617), and not the correct group Cash Account ID of
12/04/2000 15:20:25	John Moran	21. Martin Box of POCL has queried this recently (TIP 1075). This situation
12/04/2000 15:20:25	John Moran	has recently come about because these offices are getting deliveries of new
12/04/2000 15:20:25	John Moran	products soon, and are REMing out older stock. It could have happened before
12/04/2000 15:20:25	John Moran	now. The net result of the problem is that TIP see transactions they should
12/04/2000 15:20:25	John Moran	not see (transactions for 609 to 617 but NOT 21 as it should be), and the
12/04/2000 15:20:25	John Moran	Payments table is reported too high because the REM out was not mapped to the
12/04/2000 15:20:25	John Moran	CA at all. The stock holding is reported to the payment table by an amount



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12/04/2000 15:20:25	John Moran	equal to the amount of REM outs that they did using the PLU function.
12/04/2000 15:20:25	John Moran	
12/04/2000 15:20:25	John Moran	In this case the Payments figure is too high. It should equal the Receipts
12/04/2000 15:20:25	John Moran	figure. The payments figure is too high because a transaction to ROSD
12/04/2000 15:20:25	John Moran	product 609 was not mapped to the CA for the reason given in the previous
12/04/2000 15:20:25	John Moran	paragraph. This transaction should have been for product number 21.
12/04/2000 15:20:25	John Moran	
12/04/2000 15:20:25	John Moran	The transaction(s) details are supplied with this report.
12/04/2000 15:20:25	John Moran	*****
12/04/2000 15:20:25	John Moran	Pathway will not except financial penalty for this incident.
12/04/2000 15:20:25	John Moran	[END OF REFERENCE 17290153]
12/04/2000 15:20:33	John Moran	Responded to call type L as Category 90 -Reconciliation - resolved
12/04/2000 15:20:34	John Moran	Hours spent since call received: .3 hours
12/04/2000 15:20:34	John Moran	The Call record has been transferred to the Team: EDSC
12/04/2000 15:20:35	John Moran	The response has been routed to the gateway team for validation
12/04/2000 15:38:48	Paul Steed	The Call record has been assigned to the Team Member: Diane Rowe
12/04/2000 15:38:49	Paul Steed	Hours spent since call received: 0 hours
13/04/2000 13:43:51	Diane Rowe	F) Response :
13/04/2000 13:43:51	Diane Rowe	In this case the Payments figure is too high. It should equal the Receipts
13/04/2000 13:43:51	Diane Rowe	figure. The payments figure is too high because a transaction to ROSD
13/04/2000 13:43:51	Diane Rowe	product 609 was not mapped to the CA. This transaction should have been for
13/04/2000 13:43:51	Diane Rowe	product number 21. The call raiser has agreed closure. Please close this call.
13/04/2000 13:43:51	Diane Rowe	[END OF REFERENCE 17335904]
13/04/2000 13:43:52	Diane Rowe	Responded to call type L as Category 90 -Reconciliation - resolved
13/04/2000 13:43:52	Diane Rowe	Hours spent since call received: 0 hours
13/04/2000 13:43:55	Diane Rowe	CALL PC0041477 closed: Category 90, Type L

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13/04/2000 13:43:55	Diane Rowe	The response was delivered to: PowerHelp			
13/04/2000 13:46:42	Customer Call	Date and time complete: 13/04/2000 14:47:52			
13/04/2000 13:46:42	Customer Call	Service Complete (Confirmation) Received			