

Call E-0011012223

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Status	Closed	Opened	Wed 01 November 2000 13:42	Site	153405
Severity	3 B	Closed	Tue 07 November 2000 16:27	Customer	I039
Priority	0			CSR/Team	GB082641 / SMC1

Caller Details					
Caller	Julie Wolstenholme	Phone	GRO	Site	153405
File	PostMaster	Agent		Department	
		Caller ID		Location	

Call Problem Details					
Product Type	PT01	Call Type	S	ProbType	SD02
Problem Text	PM has noticed that the adjust stock figures from shared SU AA are showing in shared SU RJ and vice versa. PM viewed the adjust stock figures in SU RJ and it showed 20 x £20 smartcards that were remmed into SU AA on 25.10 at 11.24 with session ID 5-6				

Call Closure Details					
Closed	07/11/2000 16:27	Cause	C21	Repair	R22
Text	Call Close by Sarah Astell: Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.				

Call Asset Details					
Asset ID		Description		Serial No	
Product	eposs	Description	EPOSS	Network ID	

Call Activity Log					
OPEN	01 November 2000 13:21 by uk080147 / HSH1	Saved: 01 November 2000 13:42			
	New call taken by Hugh Evans: PM has noticed that the adjust stock figures from shared SU AA are showing in shared SU RJ and vice versa. PM viewed the adjust stock figures in SU RJ and it showed 20 x £20 smartcards that were remmed into SU AA on 25.10 at 11.24 with session ID 5-68278-1. These have not been transferred across to SU RJ but are showing on the adjust stock screen. Balance snapshot correct.				
OPEN_CALL_TS	01 November 2000 13:42 by uk080147 / HSH1	Saved: 01 November 2000 13:42			
	Open Calls Troubleshoot (Affected Site:153405)				
OPEN_CALL_TS	01 November 2000 13:42 by uk080147 / HSH1	Saved: 01 November 2000 13:52			
	Open Calls Troubleshoot (Affected Site:153405)				
Advice	01 November 2000 14:03 by uk080147 / HSH1	Saved: 01 November 2000 14:03			
	PM advised that this is an intermittent problem occurring since the counters were upgraded on 23.10				
OPEN_CALL_TS	01 November 2000 14:04 by uk080147 / HSH1	Saved: 01 November 2000 14:04			
	Open Calls Troubleshoot (Affected Site:153405)				
Advice	01 November 2000 14:04 by uk080147 / HSH1	Saved: 01 November 2000 14:04			
	User ID for the transfer was RLJ001.				
Advice	01 November 2000 14:06 by uk080147 / HSH1	Saved: 01 November 2000 14:06			
	Userid for the remittance was RLJ001.				
OPEN_CALL_TS	01 November 2000 14:06 by uk080147 / HSH1	Saved: 01 November 2000 14:07			
	Open Calls Troubleshoot (Affected Site:153405)				
REASSIGN	01 November 2000 14:08 by uk080147 / HSH1	Saved: 01 November 2000 14:08			
	Call # E-0011012223 was Reassigned from Hugh Evans, Group HSH1 to Group SMC1 Reassigning for investigation				
OPEN_CALL_TS	01 November 2000 14:08 by uk080147 / HSH1	Saved: 01 November 2000 14:08			
	Open Calls Troubleshoot (Affected Site:153405)				
REASSIGN	01 November 2000 15:55 by GB082222 / SMC1	Saved: 01 November 2000 15:55			
	Call # E-0011012223 was Reassigned from Group SMC1 to Phil Riches, Group SMC1				
Repeat Call	01 November 2000 16:41 by GB082685 / HSH1	Saved: 01 November 2000 16:41			
	pm phoned back and still has not heard from anyone. voiced phil at smc and will phone her as soon as he can. advised pm of this.				
REASSIGN	01 November 2000 18:04 by uk082108 / SMC1	Saved: 01 November 2000 18:05			
	Call # E-0011012223 was Reassigned from Phil Riches, Group SMC1 to Group smc1 Reassigning back because end of shift.				
Repeat Call	01 November 2000 19:08 by uk081126 / HSH1	Saved: 01 November 2000 19:08			
	still awaiting a reply - getting very upset - waiting to balance and get to family, etc				
REASSIGN	01 November 2000 19:10 by GB082222 / SMC1	Saved: 01 November 2000 19:10			
	Call # E-0011012223 was Reassigned from Group smc1 to Ross Wilmott - 7281-5500, Group SMC1 BIG thanks				
REASSIGN	01 November 2000 19:24 by UK0831336 / SMC1	Saved: 01 November 2000 19:24			
	Call # E-0011012223 was Reassigned from Ross Wilmott - 7281-5500, Group SMC1 to Group EDSC1				
Information	02 November 2000 08:23 by uk079679 / SMC1	Saved: 02 November 2000 08:23			
	HSH contacted SMC for update, advised Call is with SSC and will be dealt with asap				
Follow Up	02 November 2000 08:43 by GB083020 / HSH1	Saved: 02 November 2000 08:43			
	RNM Elaine Tagg called re the call she is on her way to the office and wants updating on the situation. Spoke to ref Cath on third line who adv she will check who is working on the call and get them to ring the office asap message relayed back to RNM. RNM not very happy with response				
REASSIGN	02 November 2000 08:45 by uk059697 / HSH1	Saved: 02 November 2000 08:45			
	Call # E-0011012223 was Reassigned from Group EDSC1 to Group HSH1				
REASSIGN	02 November 2000 08:45 by uk059697 / HSH1	Saved: 02 November 2000 08:45			
	Call # E-0011012223 was Reassigned from Group HSH1 to Group EDSC1				
Information	02 November 2000 09:13 by uk059697 / HSH1	Saved: 02 November 2000 09:13			
	contacted SST about this call failing to go over the OTI				
Repeat Call	02 November 2000 09:37 by gb083185 / HSH1	Saved: 02 November 2000 09:37			
	PM chasing call, contacted EDSC who advised are looking at this now, relayed back to PM, who advised has managed to roll 7 stock units but 3 have not. Advised PM needs to contact NBSC and let them know of the situation as they will probably not be able to do a cash account.				
Repeat Call	02 November 2000 10:42 by GB082468 / HSH1	Saved: 02 November 2000 10:42			
	rnm calling they have called a few times now expecting a call back with info and noone has called them, the office is closed but they are waiting for a call				
Repeat Call	02 November 2000 11:18 by GB082965 / HSH1	Saved: 02 November 2000 11:18			
	voiced edsc, while speaking to them pm terminated call.				
Contacted	02 November 2000 13:13 by uk079674 / HSH1	Saved: 02 November 2000 13:13			
	Contacted the RNM for this office as she has now made a complaint regarding this issue. Elaine (rnm) advised that all SU's have now been rolled over and they are now checking them to see if they final balance is showing to be correct. one of the SU's had something added to it, whilst rolling over. Elaine was very annoyed that no-one from 3rd line had called her back, as she has been promised a number of callbacks. Apologised for her not receiving any callbacks, and advised that I would escalate the fact that the agents she has spoken to have promised				

	callbacks within the hour, as they should not be making promises like these. Advised that 3rd line are very busy with their investigations and sometimes do not have time to call back. They may call back sometimes if they require additional information/actions etc. ADvised that i would monitor the call, and if any updates occurred, i would notify them.	
OTI_CLOSE	03 November 2000 14:07 by PINICL /	Saved: 03 November 2000 14:07
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Published Known Error There is a kel for this problem - LKiang351M. The KEL explains that it is currently being investigated by development. I have not spoken to the customer.	
REASSIGN	03 November 2000 14:07 by PINICL /	Saved: 03 November 2000 14:07
	OTI monitor reassigned this call from PINICL to the Action Group HSH1 as directed by the OTIReturn activity	
Contacted	06 November 2000 12:40 by GB064328 / HSH1	Saved: 06 November 2000 12:40
	contacted pm on 06/11/00 Further info as requested on the kel Stock units affected RJ & AA (bulk SU) Adjusted RT 1/11/00 13:43 everything was ok all stock showed correct value At 15.44 on 1/11/00 - showed all aa figures su so pm had adjusted back to RJ value then RJ it showed all neg figures but the neg value reflect aa sock value but in neg format. For example E50 cheque in RJ has cut off and rem out and this showed also in aa Smartcredits RJ as neg 20 but should be in aa with 20 Game lic 5R 4G (all neg in rj but positive in aa. User JWO001 & RHA001 (RJ su) ROJ001 (joint user for AA) ----- Not made any declarations. 4000 short in bal that week	
REASSIGN	06 November 2000 13:00 by GB064328 / HSH1	Saved: 06 November 2000 13:00
	Call # E-0011012223 was Reassigned from Group HSH1 to Group SMC1 re-assign for development as this is a known prob with kel and await solution.	
Information	07 November 2000 11:39 by GB082641 / SMC1	Saved: 07 November 2000 11:39
	More information has been received with regard to this problem. Is the KEL available as I am unable to locate it? Please can this call be investigated further.	
ReOpen OTI	07 November 2000 11:40 by GB082641 / SMC1	Saved: 07 November 2000 11:40
OPEN_CALL_TS	07 November 2000 11:40 by GB082641 / SMC1	Saved: 07 November 2000 11:41
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	07 November 2000 11:41 by GB082641 / SMC1	Saved: 07 November 2000 11:41
	Call # E-0011012223 was Reassigned from Group SMC1 to Group EDSC1	
OTI_CLOSE	07 November 2000 14:43 by PINICL /	Saved: 07 November 2000 14:43
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Richard Coleman at 07-nov-2000 14:35:00 Category 64 - Published Known Error See KEL LKiang351M as already specified. PM has not been contacted, closing as published known error	
REASSIGN	07 November 2000 14:43 by PINICL /	Saved: 07 November 2000 14:43
	OTI monitor reassigned this call from PINICL to the Action Group SMC1 as directed by the OTIReturn activity	
REASSIGN	07 November 2000 16:02 by GB082222 / SMC1	Saved: 07 November 2000 16:02
	Call # E-0011012223 was Reassigned from Group SMC1 to Sarah Astell, Group SMC1	
OPEN_CALL_TS	07 November 2000 16:22 by GB082641 / SMC1	Saved: 07 November 2000 16:22
	Open Calls Troubleshoot (Affected Site:153405)	
Information	07 November 2000 16:26 by GB082641 / SMC1	Saved: 07 November 2000 16:26
	Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.	
CLEAR	07 November 2000 16:26 by GB082641 / SMC1	Saved: 07 November 2000 16:26
	Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.	
CLOSE	07 November 2000 16:27 by GB082641 / SMC1	Saved: 07 November 2000 16:27
	Call Close by Sarah Astell: Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.	