

Call E-0011292030

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Status:	Closed	Opened:	Wed 29 November 2000 14:02	Site:	153405
Severity:	3 B	Closed:	Wed 29 November 2000 14:18	Customer:	I039
Priority:	0			CoR/Team:	GB082970 / HSH1
Caller Details					
Caller:	Julie Wolstenholme	Phone:	GRO	Site:	153405
Title:	PostMaster	Logn:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	S	Prob Type:	SD02
Problem Text:	pm reports the bar code reader isnt scanning any bar codes. light works and the noise comes on.				
Call Closure Details					
Closed:	29/11/2000 14:18	Cause:	C21	Reason:	R70
Text:	Call Close by John Leech: pmhtcc				
Call Asset Details					
Asset ID:			Description:		
Product:	Unknown Product		Description:		
Call Activity Log					
OPEN	29 November 2000 13:45 by GB082970 / HSH1			Saved: 29 November 2000 14:02	
	New call taken by John Leech: pm reports the bar code reader isnt scanning any bar codes. light works and the noise comes on.				
OPEN_CALL_TS	29 November 2000 14:04 by GB082970 / HSH1			Saved: 29 November 2000 14:05	
	Open Calls Troubleshoot (Affected Site:153405)				
Advice	29 November 2000 14:18 by GB082970 / HSH1			Saved: 29 November 2000 14:18	
	advised pm to reboot the counter				
CLEAR	29 November 2000 14:18 by GB082970 / HSH1			Saved: 29 November 2000 14:18	
	advised pm to reboot the counter				
CLOSE	29 November 2000 14:18 by GB082970 / HSH1			Saved: 29 November 2000 14:18	
	Call Close by John Leech: pmhtcc				