

Call E-0012272159

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Status:	Closed	Opened:	Wed 27 December 2000 15:31	Sale:	303418			
Severity:	2 C	Closed:	Wed 27 December 2000 15:43	Customer:	I039			
Priority:	0			CSR/Team:	uk080105 / HSH1			
Caller Details								
Caller:	mrs wolstenholme		Phone:	GRO	Sale:	303418		
Issue:	relief		Login:		Department:			
			Caller ID:		Location:			
Call Problem Details								
Product Type:		Call Type:	T	ProbType:	TR09	Problem:		
Problem Text:	pmshas put in some remittances wrong							
Call Closure Details								
Closed:	27/12/2000 15:43		Cause:	CE6	Repair:	R57	Resolution:	RS08
Text:	Call Close by Thomas Guy: talked the npm through reversing a rem. pmhtcc							
Call Asset Details								
Asset ID:			Description:				Serial No.:	
Product:	EPOSS		Description:				Network ID:	
Call Activity Log								
OPEN	27 December 2000 15:27 by uk080105 / HSH1				Saved: 27 December 2000 15:31			
	New call taken by Thomas Guy: pmshas put in some remittances wrong							
Advice	27 December 2000 15:42 by uk080105 / HSH1				Saved: 27 December 2000 15:42			
	talked the pm through reversing a remittance using the t/ log							
CLOSE	27 December 2000 15:43 by uk080105 / HSH1				Saved: 27 December 2000 15:43			
	Call Close by Thomas Guy: talked the npm through reversing a rem. pmhtcc							