

PinICL Export PC0007867

Logged By	Summary	Opened Closed	Last update Status	Customer	Product Group Product At Fault
EDSC	[2 Counters] PM is encashing a pension book this m	29/01/1998 13:47:53 04/02/1998 11:07:54	04/02/1998 11:10:25 C	Mr Steven Lui (PM)/ GRO GRO /NAGS HEAD	BPS BES encashments

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	86078082
ORIGREF	E-9801290011
CONSUMER	SORBUSA6N9QE
CONSUMERREF	E-9801290011
PowerHelp	E-9801290011

Products

Product Group	Product Name	Product Version
BPS	BES encashments	

Activities

Date	User	Comment
29/01/1998 12:47:53	Customer Call	CALL PC0007867 opened
29/01/1998 12:47:54	Customer Call	informed us that he hasno customer details at this moment as there was a
29/01/1998 12:47:54	Customer Call	F} Call details
29/01/1998 12:47:54	Customer Call	problem.
29/01/1998 12:47:54	Customer Call	large que waiting to be served and the customer has left the PO. 29/01/98
29/01/1998 12:47:54	Customer Call	is correct or not.. 29/01/98 12:14 uk058541 Information: PM also
29/01/1998 12:47:54	Customer Call	he is using the keyboard to enter the information and is concern wether this
29/01/1998 12:47:54	Customer Call	£6666.66. This has happened a couple of times before. PM informing me that
29/01/1998 12:47:54	Customer Call	the amount and continued as normal. The system displayed a total of
29/01/1998 12:47:54	Customer Call	[2 Counters] PM is encashing a pension book this morning and after he entered
29/01/1998 12:47:54	Customer Call	CALL PC0007867:Priority B:CallType L - Target 03/02/98 12:47:53
29/01/1998 12:47:54	Customer Call	12:44 535002 Information: Reassigning to SSC for investigation into
29/01/1998 12:47:55	Customer Call	Customer opened date 29/01/1998 12:09:08
29/01/1998 12:55:05	Hazel Salvat	whether this is correct or not..)

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		Closed	Status		Product At Fault
EDSC	[2 Counters] PM is encashing a pension book this m	29/01/1998 13:47:53 04/02/1998 11:07:54	04/02/1998 11:10:25 C	Mr Steven Lui (PM)/[GRO] [GRO]NAGS HEAD	BPS BES encashments

29/01/1998 12:55:05	Hazel Salvat	Product BPS BES encashments added
29/01/1998 12:55:05	Hazel Salvat	Target Release updated to Release 1c
29/01/1998 12:55:05	Hazel Salvat	he is using the keyboard to enter the information and is concern as to
29/01/1998 12:55:05	Hazel Salvat	Malcolm there is nothing we can do about the money part as we have no name or
29/01/1998 12:55:05	Hazel Salvat	NINO but could you look at the other bit i.e. (PM informing me that
29/01/1998 12:55:06	Hazel Salvat	The Call record has been assigned to the Team Member: Malcolm Cann
29/01/1998 13:02:55	Hazel Salvat	F} Response :
29/01/1998 13:02:55	Hazel Salvat	As we have no name or nino we can do nothing about that part of the call but
29/01/1998 13:02:55	Hazel Salvat	I have asked Malcolm to look at the other bit.
29/01/1998 13:02:55	Hazel Salvat	[END OF REFERENCE 2356832]
29/01/1998 13:02:55	Hazel Salvat	Responded to call type L as Category 2 -Progress update
29/01/1998 13:02:58	Hazel Salvat	The response was delivered to: PowerHelp
02/02/1998 07:38:06	[Malcolm Cann]	We have tried a number of times to reproduce the 6666.66 fault all
02/02/1998 07:38:06	[Malcolm Cann]	only entries which refer to 66.66 so it looks as though this problem was
02/02/1998 07:38:06	[Malcolm Cann]	contained within the counter.
02/02/1998 07:38:06	[Malcolm Cann]	to no avail. The message store for this PO has been checked and we can find
02/02/1998 10:02:23	[Malcolm Cann]	We have tried the test using both of the "Enter" keys.
02/02/1998 15:08:06	Barbara Longley	[END OF REFERENCE 2371845]
02/02/1998 15:08:06	Barbara Longley	F} Response :
02/02/1998 15:08:06	Barbara Longley	Malcolm Cann is still investigating this problem - We have tried a number of
02/02/1998 15:08:06	Barbara Longley	times to reproduce the 6666.66 fault all to no avail. The message store for
02/02/1998 15:08:06	Barbara Longley	this PO has been checked and we can find only entries which refer to 66.66 so
02/02/1998 15:08:06	Barbara Longley	it looks as though this problem was contained within the counter. As we have
02/02/1998 15:08:06	Barbara Longley	no NINO No, we can not look for the specific customer. Will continue
02/02/1998 15:08:06	Barbara Longley	investigation until tomorrow, and then we will most probably close.
02/02/1998 15:08:07	Barbara Longley	Responded to call type L as Category 2 -Progress update

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02/02/1998 15:08:09	Barbara Longley	The response was delivered to: PowerHelp			
04/02/1998 10:07:52	[Malcolm Cann]	F} Response :			
04/02/1998 10:07:52	[Malcolm Cann]	This event happened on two separate occasions but the world is all working			
04/02/1998 10:07:52	[Malcolm Cann]	correctly at the moment. I have agreed with the PM to close this call and			
04/02/1998 10:07:52	[Malcolm Cann]	have given him the Powerhelp number so that if it happens again he can cross			
04/02/1998 10:07:52	[Malcolm Cann]	refer. During the conversation it came up that he has suffered the "Out of			
04/02/1998 10:07:52	[Malcolm Cann]	Memory" problem which also seems to have fixed itself.			
04/02/1998 10:07:52	[Malcolm Cann]	[END OF REFERENCE 2378274]			
04/02/1998 10:07:52	[Malcolm Cann]	Responded to call type L as Category 8 -Administrative response			
04/02/1998 10:07:54	[Malcolm Cann]	CALL PC0007867 closed: Category 8, Type L			
04/02/1998 10:07:54	[Malcolm Cann]	The response was delivered to: PowerHelp			
04/02/1998 10:10:25	Customer Call	Service Complete (Confirmation) Received			
04/02/1998 10:10:25	Customer Call	Date and time complete: 04/02/1998 10:09:58			