

Export

Peak Incident Management System

Call Reference	PC0065021	Call Logger	Customer Call_ -- EDSC
Release	Targeted At -- CSR-CI4R	Top Ref	E-0104140863
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- No fault in product
Target Date	13/06/2001	Effort (Man Days)	0
Summary	Master Call for Phantom Txns		

Progress Narrative

Date:17-Apr-2001 09:44:00 User:_Customer Call_
CALL PC0065021:Priority A:CallType L - Target 18/04/01 10:44:04
14/04/01 12:45 new complaint call as previous e-0104091750 closed WITHOUT permission from PM.
14/04/01 12:55 uk080106
Information: pm wishing to complaint about ongoing system problems. see call 0104140477 for details.
pm had previous complaint open (0104091750) that pm was under impression (correctly) that it could only be closed with his permission. it would appear Ki Barnes gave authorisation to close that call. pm VERY unhappy about this.
14/04/01 12:58 uk080106
Information: pm extremely unhappy about the problems with his counters. he says he has had to pay out over £1500 in losses that are due the these problems. he has informed POCL they can suspend him because he is refusing to make good any further losses.
pm wants a face to face meeting with someone in authority from Pathway/POCL to discuss the issues. pm feels very strongly about this and says he is willing to take POCL to a tribunal/court because of the stress he has suffered because of the problems.
14/04/01 13:00 uk080106
Information: please contact pm to discuss issues.
14/04/01 13:01 uk080106
Information: THIS CALL IS ONLY TO BE CLOSED WITH THE EXPRESS PERMISSION OF JULIAN HALL
14/04/01 13:42 uk081168
Contacted: By Kevin called back on Saqib computer.
Pm has lost all confidence in system and ki Barnes as he feels she has misled him over previous calls.
Call ref: e-0104091750.
The system seems to lose transaction and PM is concerned that for every transaction that error he notices there is the probability that there ones he misses, leading to discrepancies. The PM is at present finding the whole scenario very stressful and is suffering sleepness nights due to these problems. In the light of what has gone on the PM is prepared to break his contractual obligations with POCL and refuse to pay any more discrepancies andwill take legal action if required.
14/04/01 13:49 uk081168
Information: Pm is going to log a call with the NBSC so a Pathway complaint call can be raised aswell.
I advised PM that i will make the relevant personnel aware so his call can be escalated and investigated on 17/04/01.
14/04/01 13:51 uk081168
Information: Pm does not want this call closed without his express permission.
17/04/01 09:48 uk061537
Contacted: I have left a message on Ki Barnes voice mail as the PM is now complaining about her. I was speaking to her about the last complaint call and we both feel that this PM is complaining unjustly. She has been in contact with him, and I feel he is complaining because the feedback has been advising it is user error, whereas the PM thinks it is software
17/04/01 10:12 uk061537
Information: Ki is on holiday this week. I have spoken to Reg Barton in her absence. The best way forward at present is for me to provide an update, although I feel the PM has had it already.
I will contact him today
17/04/01 10:17 uk061537
Contacted: As I was on the phone to the PM, he advised that three first class stamps that were on the screen just 'dropped off'. PM had 3 first class stamps, and other stamps for 30p. When the other stamps 30p went on, the first class stamps disappeared. They have since put the 3 first class stamps again. The first transaction (that disappeared) was put on as a 2@first class stamp, and 1 normal first class stamp. The transaction ID's are 1-221176-2 (for the 2 first class stamps)

17/04/01 10:40 uk061537

Information: PM advises that the transactions taken after this one, start 1-221178-, which basically skips out 1-221177-. We were unable to find out the transaction ref of the 1 first class stamp that was taken with the 2 (ref 1-221176-2)
Can SSC please investigate why he has had disappearing transactions again, and perhaps a recommendation as to what action can be taken

F) Call details

Diagnostician name:

Customer opened date 14/04/2001 12:45:36

CALL PC0065021 opened

Date:17-Apr-2001 09:46:00 User:Tara Mills

Target Release updated to CSR-CI4R

Product General/Other/Misc Unknown added

F) Response :

please add product

[END OF REFERENCE 25749444]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:17-Apr-2001 09:57:00 User:Martin Harvey

F) Response :

PRESCAN: Done

[END OF REFERENCE 25750350]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

The Call record has been assigned to the Team Member: Gary Maxwell

Defect cause updated to 99:General - Unknown

Hours spent since call received: 0 hours

Date:17-Apr-2001 10:26:00 User:Gary Maxwell

F) Response :

Powerhelp call E-0104170793 refers to advice already given to SMC in respect of this problem (monitor / keyboard replacement).

Investigating disappearance of these transactions.

[END OF REFERENCE 25751908]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:17-Apr-2001 13:08:00 User:Gary Maxwell

CALL PC0065021:Priority B:CallType L - Target 20/04/01 10:44:04

F) Response :

Transaction id 1-221176-2 relates to 2 x first class stamps settled to fast cash :-

<Message:<GroupId:279432><Id:1><Num:221177><Date:17-Apr-2001><Time:09:14:05><User:ZHA001><Expiry:35><TranStartNum:221177><TxnData:<SessionId:44-279432-1-221176-1><TxnId:44-279432-1-221176-2><Container:AA><Start:<Date:17-Apr-2001><Time:09:12:45><TF:1>><End:<Date:17-Apr-2001><Time:09:12:45><TF:2>><Mode:SC>><Application:EPOSSAppMain><EPOSSTransaction:<ProductNo:19><PVer:38><Qty:2><SaleValue:0.54><INVT:<ProductNo:19><PVer:38><Qty:2>><BlackBoxData:<M:SC><V:12><S:1>><TranType:S><PM:<L1:1704><L2:2055><L3:3007><L4:3008><L5:3017>><SM:>><Credit:54><CRC:7CE74DFD>>

<Message:<GroupId:279432><Id:1><Num:221178><Date:17-Apr-2001><Time:09:14:05><User:ZHA001><Expiry:35><TranStartNum:221177><TxnData:<SessionId:44-279432-1-221176-1><TxnId:44-279432-1-221176-3><Container:AA><Start:<Date:17-Apr-2001><Time:09:14:05><TF:4>><End:<Date:17-Apr-2001><Time:09:14:05><TF:5>><Mode:SC>><Application:EPOSSAppMain><EPOSSTransaction:<ProductNo:1><PVer:23><Qty:-1><SaleValue:-0.54><BlackBoxData:<M:SC><V:15><UnitPrice:0.54><S:1>><TranType:S><PM:<L1:1001><L2:1000><L3:3003><L4:3008><L5:3017>><SM:>><Debit:54><CRC:7820FB8B>>

Retaining call until the screen and keyboard have been swapped out on counter 1. Will monitor situation when new kit is installed.

I am also downgrading the priority of this call from 'A' as corrective action is already being taken under E-0104170793.

PM has not been contacted.

[END OF REFERENCE 25755785]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:18-Apr-2001 13:12:00 User:_Customer Call_

EMPTY 18/04/01 14:08 uk079831 HSH5 Information: New call taken by Anish

Chudasama: (17/04/01 - 17:47)

PM rang to say that he has had the keyboard and screen replaced today (17/04/01) -

The system is still playing up in that the screen is hanging in the middle of transactions -

PM did transaction (17/04/01 - 16:34) but left office for 1hr - when he came back the monitor had 141 first class stamps on screen totalling £38.07 -

pm reports that the F1 key does not appear to be faulty -

Date:18-Apr-2001 13:40:00 User: Customer Call
EMPTY 18/04/01 14:40 uk079831 HSH5 Information: pm has had ongoing problems at PO with phantom transactions
- he has had k/byd & monitors swapped but problems persist - 18/04/01 14:41 uk079831 HSH5 Information: the pm reports today that a clerk has scanned a BT bill & a
TV licence appeared in the stack -
the pm does not have details as the clerk binned transaction whilst pm was not in shop -

Date:18-Apr-2001 13:42:00 User: Customer Call
EMPTY 18/04/01 14:42 uk079831 HSH5 Information: I have been advised that problem may be due to enviromental issue & maybe investigated as such -
the pm reports that the PO is next door to the local council wardens office where handheld radios are used etc - the other side of the PO is a medical centre & the pm thinks they may have x-ray machinery etc - could this be a possible cause for the phantom transactions etc or is it more likely a software problem -
thanx 18/04/01 14:45 uk079831 HSH5 Access Times: mon to friday:- 09:00 to 17:30 (lunch 13:00 to 14:00 no access)
wednesday:- 09:00 to 13:00
saturday:- 09:00 to 12:30

Date:18-Apr-2001 14:06:00 User: Customer Call
EMPTY 18/04/01 15:01 uk061537 HSH1 Escalate: Voiced Gary to the previous updates.

Date:19-Apr-2001 17:29:00 User: Customer Call
EMPTY 19/04/01 18:32 uk081614 HSH5 Information: spoke to pm to agree call closure pm is under the impression that a enviromental team is going to attend site to try and resolve this issue
can Natasha if possible contact pm with an update thanks

Date:20-Apr-2001 08:53:00 User: Customer Call
EMPTY 20/04/01 09:54 uk061537 HSH1 Information: I have voiced Diane Rowe and asked her to pass this call
back to HSH for an environmental visit. PLEASE PASS THIS CALL TO HSH4 FAO NATASHA SHORTLAND.
Voiced Catriona on HIT team re Neils previous update

Date:20-Apr-2001 08:58:00 User: Gary Maxwell
F) Response :
See previous update. Passing call back for attention of Natasha Shortland (HSH4) as requested.
[END OF REFERENCE 25795291]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: 0 hours
Defect cause updated to 42:Gen - Outside Pathway Control
CALL PC0065021 closed: Category 68, Type L
The response was delivered to: PowerHelp

Date:20-Apr-2001 09:00:00 User: Customer Call
Date and time complete: 20/04/2001 10:05:48
Service Complete (Confirmation) Received

Date:04-May-2001 08:27:00 User: Customer Call
CALL PC0065021 Reopened: This incident has been reopened
CALL PC0065021:Priority B:CallType L - Target 10/05/01 09:27:32
EMPTY
20/04/01 10:15 uk061537
Information: I have spoken to Les Betts in regards to this. He advises that Romec can go to site to check out the office, although he cannot do a full environmental survey. Passing call to UKSS2 as agreed
20/04/01 10:18 uk061537
ReOpen OTI: * NULL TEXT SUPPLIED *
20/04/01 16:36 uk080127
Information: romecc to attend site 25/4
21/04/01 13:06 gb083557
Information: pm is reporting he had a transaction of a £2 quantum gas card and it came up on the system as a £2 tv stamp
23/04/01 11:24 gb082422
Information: PM calling this morning to report more problems with the system -

On 21/04 at approx 10.15, Pm put a bus giro deposit in the stack, she continued to the settlement screen where the transaction had appeared as a BT bill payment for the same amount - £1450.54 - Counter 2

On 21/04 at 11.05, PM put quantum gas card tranx thru for £3 and the system put a £2 tv stamp in the sales stack also - Counter 1

23/04/01 14:00 GB082294
Information: pm has phoned in reporting that at 12.04 today her colleague put a p an a foil through on the gateway counter the value was £41.75 but when the item appeared in the sale stack it showed as a green giro

27/04/01 16:09 GB082286
Information: pm calling to inform that that £2 tv stamps keep apperaing on the gateway and also node 2 keeps disconnecting and reconnecting itself since yesturday.
adv pm that i will update the call.

30/04/01 14:12 uk052436
Information: Romec attended site 23/4/01 carried out inspection and testing and report no fault found with the Horizon circuit.
Romec to return and fit shielded Lan cabling on request of Ki Barnes.

01/05/01 09:10 uk084091
Information: pm wanted it noted on complaint call that this morning on node 2, clerk logged in as normal, then got message ' smart card trans. not completed' she pressed ok & reciept was printed.

APS no: 022671 dated 24/04 12/03pm zero amount.

30/04/01 17:50 GB082476
Repeat Call: THIS IS AN UPDATE FOR YESTERDAYS CALL MADE BY THE PM.
UPDATE IS BEING ADDED NOW AS POWERHELP SERVER WAS DOWN YESTERDAY.
Call was taken over by STSA Donna Moulds and the following information was manually logged:-
PM would like to add to the current complaint that transactions are currently appearing and disappearing on screen and also the PM's counter printer has not been working either.
PM had a message on screen stating to abort transaction, then the screen froze and timed out. When Logged back in, the transaction was not on screen. PM rebooted the printer, and a receipt for this transaction was printed. Now the printer won't print any receipts what so ever for any transaction, this is an ongoing problem.

01/05/01 09:33 GB082476
Information: PM would like to add that on the 18th April 2001, the PM spoke to Garreth from the Environmental Team. Garreth advised the PM that he will be in touch with him before the end of the month to investigate any problems. It has now passed the end of the month, anbd still nothing has been done

01/05/01 09:35 GB082476
Information: PM feels that the systemj is unreliable. PM cannot trust this system

01/05/01 09:36 GB082476
Information: PM wishes to speak to someone face to face and is fed up with things been passed back and forth to and from different departments and nothing ever appening from this.
PM is willing to travel if he has to in order to speak to someone face to face

01/05/01 09:37 GB082476
Information: PM would like to add that the excessive amount of time spent on this problem is not a satisfactory standard of service

30/04/01 17:50 GB082476
STSA: PM was advised by Donna Mould STSA that soemone will be in contact tommorow (i.e.:today 01/04/0)

01/05/01 10:56 uk080127
Information: romec are contacting the site to let them know that they will be attending site 2/5 to fit suppressors and double sheet flyleads , in order to help the enviromental fault.

01/05/01 11:11 GB082476
Information: Voiced Natasha Shortland of call

01/05/01 11:12 uk061537
Escalate: Voiced Ki Barnes and Julie Welsh

01/05/01 14:52 gb083646
Repeat Call: the RNM called wanting to know what was going on with this call as the PM had not been contacted

01/05/01 14:54 gb083646
Information: spoke to Natasha Shortalnd who advised that the site should have been contacted and that the call had been escalated along all of the correct channels.
While getting this information the RNM hung up the agent did not have chance to get a contact number for her.
N.Shortland to escalate thhis call once more

01/05/01 15:03 uk061537
Information: Voiced Julie Welsh again. She advised to provide an update to the PM

01/05/01 15:04 uk061537
Information: Pm is not available. Spoke to Val Clerk in charge instead.

01/05/01 15:16 uk081222

Advice: RNM called chasing progress report on complaint call.
01/05/01 15:25 uk059697
Contacted: Contacted Karen Walker RNM and advised of the update from Romec. RNM wants to know exactly what is going to be done at the office and the financial implications. RNM wants a full report as the PM is currently deciding the future of the office.
01/05/01 15:38 uk059697
Information: Seeking advice from Julie Welsh
01/05/01 15:45 uk059697
Information: Have left a message on Ki Barnes phone to contact me with regards to the environmental problems and the resolution.
01/05/01 16:37 uk059697
Information: Ki Barnes advised that she will contact the RNM later today.
01/05/01 16:37 uk059697
Information: updated the RNM to expect a call from Ki
02/05/01 14:12 uk052436
Information: Romec have been to site today and fitted shielded cabling and suppressors. Romec engineer advises that he has witnessed further phantom transactions whilst on site. He will carry out further tests and advise results.
02/05/01 15:17 uk081096
Repeat Call: PM called in because the screen has crashed during his balance - he has got the blue stop screen error
Stop notice is 0x0000000a (0x000000f93, 0x0000001c, 0x00000000, 0x8014f457)
Advised PM to reboot so he can continue with the balance
02/05/01 15:19 uk081096
Repeat Call: PM wants it noted that a romece engineer came out to site today, he has replaced the red wire between the two base units with a wire that was in his van because he said it was faulty
PM has got the faulty wire still in his possession, he just wants this logged as part of his complaint
02/05/01 15:50 GB082203
Information: pm called to say that he is still experiencing problems with counter 2 and link to gateway.
PM reported that clerk had inputted a green giro trans on counter 2, a couple of minutes later the weekly report was run on same counter and the transaction for £63 did not show, they then ran the report again and the transaction showed. The clerk then ran a office snapshot from counter 2 and the transaction for 63.00 was not included in the total for green giro's, they then ran the report from the gateway and the information was there.
PM just wanted this information added to this call.
03/05/01 09:29 gb083646
Information: pm has called in as he has a problem with his reports. he has done his balance and his cash account is perfect but the p+a report and the redeemed stamps that he sends off are showing minus figures.
pm said when a Romec engineer was on site yesterday to replace the cable connecting the two counters, he found that the cable that has always been there was faulty and that comms were sometimes unavailable between the two counters. engineer replaced the faulty cable with another one from a different system.
03/05/01 09:31 gb083646
Information: pm balanced yesterday on terminal 1. his user name is JDH001, the su he is working i is aa (shared).
pm printed the p+a report at 15.31 and the redeemed stamps at 15.31. he printed the final cash account report at 15.38 on the p+a report the final figure was showing as -£84356.29. the allowances: -£350, the pensions: -£735 the dockets on the report though were all ok and none of them showed as minus figures, just the final figure. on the cash account the final figure is also ok.
03/05/01 09:40 gb083646
Information: the redeemed stamps show minus figures all the way down the report but again on the cash account report it is fine. voiced through to demi at hsh5 regarding the problem. he said that it is with smc and will be updated accordingly.
03/05/01 15:34 uk080127
Information: romece have been to site and have done all they can do. there is no more UKS2 can do for this site.
04/05/01 09:30 uk061537
Information: Ki Barnes has called in. I am unsure as to what to do with this call now. Romec have been to site and state that they have actually seen the phantom transactions, so it is not just the PM's word now. They have fitted suppressors to the kit but the PM is still having problems. As yet there has been no re-occurrence to the phantom transactions but there still may be problems. Contacted Pat Carroll for guidance. He advised to pass call over.
04/05/01 09:32 uk061537
ReOpen OTI: FAO Pat Carroll
F) Call details

Diagnostician name:

Date:04-May-2001 08:36:00 User: Customer Call_
EMPTY 04/05/01 09:38 uk061537 HSH1 Contacted: Contacted the PM. At present there has been no extra phantom transactions. Advised him to call in if he gets anymore problems in regards to this, quoting this call reference.

Date:04-May-2001 13:18:00 User:Diane Rowe
The Call record has been assigned to the Team Member: Pat Carroll
Hours spent since call received: 0 hours

Date:08-May-2001 13:46:00 User: Customer Call_
EMPTY 08/05/01 14:49 uk084125 HSH1 Follow Up: PM contacting with further problem to add to call.
Clerk was having problems selling a BT Cellnet £10 card.
Every time it was pressed on the screen, a £10 orange card appeared.
PM has since had to recalibrate the screen , and it is now working, but feels this is part of the ongoing problem.

Date:11-May-2001 12:36:00 User:Barbara Longley
Product General/Other/Misc Unknown deleted
Product Infrastructure Counter PC encrypt added

Date:14-May-2001 09:02:00 User:Patrick Carroll
The call summary has been changed from:-
new complaint call as previous e-0104091750 closed
The call summary is now:-
Master Call for Phantom Txns

Date:15-May-2001 09:18:00 User: Customer Call_
EMPTY 15/05/01 10:22 GB082760 HSH1 Repeat Call: PM has called with a problem with his new touch screen, the
PM said that the cursor was about 2 cm away from where the
PM was pressing. When i was on the phone to the PM the touch screen seemed to be working fine, Advised PM to calibrate the screen and also clean the screen.

Date:21-May-2001 12:51:00 User: Customer Call_
EMPTY 21/05/01 13:50 gb081171 HSH1 Information: PM claims he had the m1 upgrade this mornning

Date:07-Jun-2001 08:57:00 User: Customer Call_
EMPTY 07/06/01 09:48 GB083020 HSH1 Repeat Call: PM adv he had taken pensions this morning
CAP12 BP01 USER JHA001 Gateway
session 1-268400-1
scanned P and a gp 13 for 74.43
went to scan P and a group11 for 81.02
between the two p and a payments he got a tv licence just appear in the stack with no touch of the screen or buttons on the keyboard
so he finished and the receipt details are at the top
74.43
109.00
81.02
total 46.45 from cusotmer when it should have been a pay out to custmer
PM finished the whole transaction and then performed a new reversal for the tv licence session id from the reversal slip is 1-268407-1 for 1 tv.lic @ 109.00
PM gave 2 contact numbers: GRO mobile
GRO home number which diverts to his mobile if not in
PM wanted to get in touch with Pat Carroll adv that I will email him on his behalf to adv to get in touch with him
PM ok with this response

Date:10-Jun-2001 07:46:00 User:SMC User 2
F) Response :
The call is being closed temporarily so that the OTI link can be changed.
[END OF REFERENCE 26418453]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: 0 hours
CALL PC0065021 closed: Category 68, Type L

The response was delivered to: PowerHelp

Date:10-Jun-2001 09:16:00 User: Customer Call_

Date and time complete: 10/06/2001 08:55:23

Service Complete (Confirmation) Received

Date:11-Jun-2001 04:32:00 User: Customer Call_

CALL PC0065021 Reopened: This incident has been reopened

CALL PC0065021:Priority B:CallType L - Target 13/06/01 20:00:00

EMPTY

10/06/01 16:57 GB082222

ReOpen OTI: * NULL TEXT SUPPLIED *

F) Call details

Diagnostician name:

Date:11-Jun-2001 07:21:00 User:SMC User 3

The Call record has been assigned to the Team Member: Pat Carroll

Hours spent since call received: 0 hours

Date:11-Jun-2001 15:07:00 User: Customer Call_

EMPTY 11/06/01 16:05 uk080100 HSH5 Information: LINKED call E-0106060288 was updated as follows:

Call lined as instructed by Pat Carrol.

FAD 111025

ROMECC attended site and have replaced the whole kit in the office.

Split ferret casbles have been fitted but PM informs that problem is getting worst.

Date:14-Jun-2001 15:23:00 User: Customer Call_

EMPTY 14/06/01 16:24 GB082711 HSH5 Information: Orignally raised by J Waight.

By Barbara Longley at 12-jun-2001 14:56:00 Category 40 -

Incident Under Investigation Call currently assigned to EDSC

Team Member: John Simpkins

Date:14-Jun-2001 15:28:00 User: Customer Call_

EMPTY 14/06/01 16:28 GB082711 HSH5 Install: FAD:376311.

E-0104050910

PM Ivy Cook TEL: GRO

NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION

USING CURRENT DATE AND TIME

By Pat Carroll at 14-jun-2001 14:34:00 Category 94 -

Advice and guidance given Being dealt with under master call of

E-0104140863 This one can be closed.

Date:19-Jun-2001 15:17:00 User:Patrick Carroll

F) Response :

I now have pressing evidence to suggest that unwanted peripheral input is occurring, the likely source being the screen.

This has been seen at Old Iselworth (OI) and Wawne (W) with OI being the best site; when the PM has been asked to leave the screen on overnight I have observed system activity corresponding to screen presses happening with no corresponding evidence of either routine system activity or human interference, the way forward now is to correlate this with the Microtouch supplied monitoring software and to this ends Wendy is arranging for installation of Kit at OI on friday, we can then, provided the PM agrees, leave screens on over the weekend and record what happens.

Once these results have been analysed I feel sure that we will be in a position to move forwards at OI. All other cases should be considered on their individual merits but you must appreciate that this is a fairly intensive analytical activity and I cannot hope to provide answers on all cases in the short term.

[END OF REFERENCE 26630212]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:10-Jul-2001 08:02:00 User: Customer Call_

EMPTY 10/07/01 08:49 uk080099 HSH1 Information: PM calling to report another fault.

The clerk on counter 1 was doing the rem out and it

would not let her print the rem recipct, so she went to counter

2 and remitted the cheques and it showed two rem's out

cheque listing but it would not let them reverse the transaction.

PM reports that everything he was trying to do to find the

transaction would not work, through trans log and any

reports he was trying to print.

PM went to counter 2 and had the same problem.

PM reports that he then gave up and went home but he has come in this morning, PM reports that went to reverse the transaction and it worked first time.
Rem out's 16.04 and 16.05
Session Id No 1-294591-2 and 2-298354-2
Date 09/07/01
Reversed 1-294591-2
Reversal session Id No 1-294829-2

Date:11-Jul-2001 10:55:00 User: Customer Call
EMPTY 11/07/01 11:27 GB082305 HSH1 Follow Up: PM would like to add this fault to the current log.
PM had put a transaction of a BT bill @ £13.61, when the stack came up, a TV Licence and a £2 TV stamp had appeared in the stack also. Keyboard was not used. Transaction was completed and reversed later to gain a transaction reference. He has kept the scanner lead out of the way.
Transaction Ref. 1-296169-1. 11.07.01@10.21am
Reversal Ref. 1-296181-1

Date:20-Jul-2001 13:40:00 User: Patrick Carroll
F) Response :
Comtest readings have been correlated with perfmon stats and a recommendation to install resistive screens at Old Iselworth has been made.
[END OF REFERENCE 27060452]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:24-Jul-2001 10:11:00 User: Customer Call
EMPTY 24/07/01 11:09 gb064469 HSH1 Repeat Call: Pm reporting another problem with P&A transaction.
Scanned bar code - transaction was finished, but it didnt look right on the screen - printed a receipt and it said £97.04, cheque from cust £97.04 Cash to cust £194.08..
Done at 10.21am, stock unit AA, user ZHA001
PM wanted this problem noted as ongoing problems which are being investigated..

Date:26-Jul-2001 08:47:00 User: Customer Call
EMPTY 26/07/01 09:48 uk084128 HSH1 Information: Another problem transaction.
Scanned in a bb book on counter 2. Came up on screen bt bill payment..please complete.
Escaped from this and a TV license appeared in the stack for 109.00

Date:30-Jul-2001 12:27:00 User: Customer Call
EMPTY 30/07/01 13:20 GB083018 HSH1 Repeat Call: PM called back PM reports that he scanned a p&a docket this brought up the £15:50 Child Benefit and a cheque for £15:50 with a total for payment £31.
Session Id 2-315618-1
Time - 09:37
User BCA001
PM also reports that some "Scanning Equipment" has been set up near the second counter has now switched form its normal screen to Control Panel. PM would like this Voiced to Pat Carroll in case it causes a problem.
This change on the screen happened just after this phantom transaction went through.

Date:30-Jul-2001 13:19:00 User: Gary Maxwell
F) Response :
PRESCAN - Counters at this site are currently subject to performance monitoring checks. I have made Martin Harvey aware of the latest call update as he is running the performance monitoring tool in Pat Carroll's absence.
[END OF REFERENCE 27143637]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:06-Aug-2001 16:23:00 User: Barbara Longley
F) Response :
Becky from Manchester says PM has phoned in as he has more ghost transactions the same as before.
As the oti is down, Becky will email me the transaction details given by the PM and I will paste into call.
[END OF REFERENCE 27219252]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:07-Aug-2001 07:41:00 User: Customer Call
EMPTY 06/08/01 17:36 GB083113 HSH1 Repeat Call: PM Mr Julian Hall back on line - has just been speaking to Becky - insists that he would like this call updating with this information.
When the transaction 1-318966-2 was entered the chq for £75 did not appear in the stack, but then turned up on the chqs listing. This information was not mentioned when he initially spoke to Becky and would like it including in the call.

Date:07-Aug-2001 08:23:00 User: Barbara Longley
F) Response :
Mr Hall called with the information that a child benifit trans of 3 dockets @£25.85 = £77.55 trans ref 1-318966-2
has also got trans 1-318968-1 attached to it which is a chq for £77.55
trans was done at 1530 on gateway counter user zha001
thanks Beccy
[END OF REFERENCE 27222331]
Responded to call type L as Category 40 -Incident Under Investigation

Date:07-Aug-2001 08:24:00 User: Barbara Longley
The response was delivered to: PowerHelp

Date:13-Aug-2001 12:12:00 User: Customer Call
EMPTY 13/08/01 13:10 uk083110 HSH1 Information: pm called stating that the system is being monitored and at the moment has stopped monitoring, was advised to call and let us know, voiced Barbara Longley and advised to update call

Date:13-Sep-2001 08:09:00 User: Customer Call
EMPTY 13/09/01 09:10 GB082316 HSH1 Repeat Call: scanner on gateway has stopped working and saying transaction not allowed and is now saying cannot connect please contact horison

Date:13-Sep-2001 08:15:00 User: Customer Call
EMPTY 13/09/01 09:16 GB082316 HSH1 Advice: advised to log out and back in and this was succesful.

Date:13-Sep-2001 12:22:00 User: Customer Call
EMPTY 13/09/01 13:19 GB083018 HSH1 Information: PM reports that quantum cards are now working after after clerk rebooted counter. PM julian hall just wanted a record made of this.

Date:14-Sep-2001 14:48:00 User: Customer Call
EMPTY 14/09/01 15:50 GB082316 HSH1 Information: pm called as i got up open call pm had become disconnected from line

Date:19-Sep-2001 12:31:00 User: Customer Call
EMPTY 19/09/01 13:31 uk084388 HSH1 Advice: pm called to advise that the problem with quantum gas has again reoccured.pm just wanted to log a call to advise us of the frequency of this problem

Date:24-Sep-2001 11:31:00 User: Customer Call
EMPTY 24/09/01 12:31 uk084337 HSH1 Information: pm called as her system said that it was printing a report for 20 mins and she wasn't even printing a report, she tried to settle a transaction to cash and that came on screen. advised pm to reboot and told her i would update the call. pm happy.

Date:28-Sep-2001 15:47:00 User: Customer Call
EMPTY 28/09/01 16:48 uk080110 HSH5 Repeat Call: Under ref E-0109280817 PM has had a monitor swap as the screen has lines running down it and it changes colour

Date:12-Nov-2001 09:48:00 User: Patrick Carroll
F) Response :
Phantom Txns have not been proven in circumstances which preclude user error. In all cases where these have occurred a user error related cause can be attributed to the phenomenon.

I am therefore closing this call as no fault in product.
[END OF REFERENCE 28112231]
Responded to call type L as Category 62 -No fault in product
Hours spent since call received: 200 hours
CALL PC0065021 closed: Category 62, Type L
The response was delivered to: PowerHelp

Date:12-Nov-2001 09:51:00 User:_Customer Call_
Date and time complete: 12/11/2001 09:54:56
Service Complete (Confirmation) Received

Root Cause	Gen - Outside Program Control
Logger	_Customer Call_ -- EDSC
Subject Product	Infrastructure -- Counter PC encrypt (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	12-Nov-2001 09:51 -- _Customer Call_