

Export

Peak Incident Management System

Call Reference	PC0049096	Call Logger	_ Customer Call _ -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0006301118
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- No fault in product
Target Date	05/07/2000	Effort (Man Days)	0
Summary	The host generated cash account line comparisons r		
Progress Narrative			

Date:30-Jun-2000 13:07:00 User:_ Customer Call_
CALL PC0049096:Priority B:CallType L - Target 05/07/00 14:07:34
30/06/00 13:55 The host generated cash account line comparisons report dated 29.06.00 has a difference in the receipts and payments total for post office 418611. Receipts total = 95967.98 , payments total 95972.53, difference minus 4.55. This is not a newly migrated office. This error occurred within CAP 15. Please investigate.
30/06/00 13:57 uktempl6
Information: For EDSC to investigate
F) Call details
Diagnostician name:
Customer opened date 30/06/2000 13:55:37
CALL PC0049096 opened

Date:30-Jun-2000 13:22:00 User:Deleted User (Anna Croft Sep/00)
Target Release updated to CSR-CI3_2R
Product General/Other/Misc Reconciliation added

Date:30-Jun-2000 14:01:00 User:Deleted User (Mike Croshaw Sep/00)
The Call record has been assigned to the Team Member: Catherine Obeng
Defect cause updated to 41:General - in Procedure
Hours spent since call received: 0 hours

Date:30-Jun-2000 14:42:00 User:Catherine Obeng
New evidence added - Migration Error Extract
F) Response :
The error was due to a Migration Error. The MessageStore Extract has been attached as evidence for MSU. Routing call back to call raiser.
[END OF REFERENCE 19647232]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: MSU-MIS
Defect cause updated to 40:General - User
Hours spent since call received: 0 hours

Date:03-Jul-2000 10:25:00 User:John Moran
F) Response :
This difference in the receipt and payment totals was caused by the migratin error accepted at migration to this CAP. No fault in product.
[END OF REFERENCE 19685629]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: .3 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:03-Jul-2000 11:52:00 User:Barbara Longley
F) Response :
03/07/2000 11:25:15 - By John Moran - MSU
This difference in the receipt and payment totals was caused by the migratin error accepted at migration to this CAP. No fault in product.
Closed as No Fault in product
[END OF REFERENCE 19688428]
Responded to call type L as Category 62 -No fault in product
Hours spent since call received: 0 hours
CALL PC0049096 closed: Category 62, Type L
The response was delivered to: PowerHelp

Date:03-Jul-2000 11:55:00 User:_ Customer Call_
Date and time complete: 03/07/2000 12:54:50
Service Complete (Confirmation) Received

Root Cause	General - User
Logger	_Customer Call_ -- EDSC
Subject Product	General/Other/Misc -- Reconciliation (version unspecified)
Assignee	_Unassigned_ -- EDSC
Last Progress	03-Jul-2000 11:55 -- _Customer Call_