

Export

Peak Incident Management System

Call Reference	PC0052526	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0008101051
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- No fault in product
Target Date	21/08/2000	Effort (Man Days)	0
Summary	pm £159 short in cash & minus £155 in chqs on bala		

Progress Narrative

Date:16-Aug-2000 08:14:00 User:_Customer Call_
CALL PC0052526 opened
CALL PC0052526:Priority B:CallType L - Target 21/08/00 09:14:43
10/08/00 11:19 pm has a value of £155 in chqs in adj stock on wed before any transactions where taken after remming out £347 on tue night, pm called and was told to zero this, pm did this and now showing £159 short in cash on bal report. pm has now rolled over su. now figure is showing zero on chqs but still £159 short in cash.pm ran a trans log and no transactions where taken on Tue or Wed for the amount.
14/08/00 17:13 uk066934
Information: pm has checked for stock adjustments in the trans. log and this showed that pm had adjusted his stock from £155 to zero because on the tue no transactions where done and chq figure should have been zero.
Pm then looked in adj stock again and £155 was still there, pm called hsh several times and was unable to remove this amount, rolled over on wed with a minus of £155 in chqs.
15/08/00 16:40 UK061801
Information: attempted contact pm: no answer.
Will need to make further checks: check Rem summary report (c.weekly) for any rem reversals or rem in in error, check what figure on the listing report from tues. night, ie was the wrong figure remmed out tues night, leaving £155 on the report? was a POCL cheque remmed in incorrectly?
16/08/00 09:07 UK0631336
Advice: this trnasaction was done after 2.30pm but the clerk who was attached to the individual SU went home at 2.30. the SU is called EE and the transaction could possibly be a road tax..they only know this because of the value this is all the info the PM has available..he understands that it cannot be reversed now he has rolled the office but would like it investigated just for piece of mind
F) Call details
Diagnostician name:
Customer opened date 10/08/2000 11:19:29

Date:16-Aug-2000 08:36:00 User:Barbara Longley
The call summary has been changed from:-
pm has a value of £155 in chqs in adj stock on wed
The call summary is now:-
pm £159 short in cash & minus £155 in chqs on bala
Target Release updated to CSR-CI3_2R
Product EPOSS & DeskTop added

Date:16-Aug-2000 09:37:00 User:Patrick Carroll
F) Response :
PRESCAN -
This is not a software problem, it is a training issue, SSC do not provide a "find the transaction service" currently, the PM must make more creative use of the transaction Log.
[END OF REFERENCE 21090206]
Responded to call type L as Category 94 -Advice and guidance given
Hours spent since call received: 0 hours
Defect cause updated to 99:General - Unknown
CALL PC0052526 closed: Category 94, Type L
The response was delivered to: PowerHelp

Date:16-Aug-2000 09:42:00 User:_Customer Call_
Date and time complete: 16/08/2000 10:48:09
Service Complete (Confirmation) Received

Date:16-Aug-2000 13:17:00 User:_Customer Call_
CALL PC0052526 Reopened: This incident has been reopened
CALL PC0052526:Priority B:CallType L - Target 21/08/00 14:17:05
EMPTY

16/08/00 14:10 UK0631336
Information: rather than a find the transaction service this is more
sort of a how did the transaction appear after the report was
cut off and the only person in the SU had gone home.
16/08/00 14:12 UK0631336
ReOpen OTI: * NULL TEXT SUPPLIED *
F) Call details
Diagnostician name:

Date:16-Aug-2000 13:18:00 User:_Customer Call_
EMPTY
16/08/00 14:10 UK0631336
Information: rather than a find the transaction service this is more
sort of a how did the transaction appear after the report was
cut off and the only person in the SU had gone home.
16/08/00 14:12 UK0631336
ReOpen OTI: * NULL TEXT SUPPLIED *
F) Call details
Diagnostician name:

Date:17-Aug-2000 08:39:00 User:Barbara Longley
The Call record has been assigned to the Team Member: Pat Carroll
Hours spent since call received: 0 hours

Date:31-Aug-2000 15:11:00 User:Barbara Longley
F) Response :
The Call record has been assigned to EDSC Team Member: Pat Carroll
[END OF REFERENCE 21457199]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:01-Sep-2000 10:46:00 User:Paul Steed
The Call record has been assigned to the Team Member: Diane Rowe
Hours spent since call received: 0 hours

Date:01-Sep-2000 15:52:00 User:Diane Rowe
F) Response :
I have spoken to the assistant PM, but she requested that I call back on
Monday and speak to the caller (the PM).
[END OF REFERENCE 21485026]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:04-Sep-2000 10:17:00 User:Diane Rowe
F) Response :
The problem was that they had 4768.22 on the cheque report on 1st Aug, but
they remmed out 4923.22. This gives a difference of 155. They continued to be
aprobblem until 9th Aug when the adjusted stock by 155 and remmed out £155
more than was on the listing. They are Ok with this now, and this call can be
closed.
[END OF REFERENCE 21496890]
Responded to call type L as Category 62 -No fault in product
Hours spent since call received: 0 hours
Defect cause updated to 39:General - User Knowledge
CALL PC0052526 closed: Category 62, Type L
The response was delivered to: PowerHelp

Date:04-Sep-2000 10:20:00 User:_Customer Call_
Date and time complete: 04/09/2000 11:25:02
Service Complete (Confirmation) Received

Root Cause	General - User Knowledge
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	04-Sep-2000 10:20 -- _Customer Call_