

Export

Peak Incident Management System

Call Reference	PC0054375	Call Logger	Customer Call -- EDSC
Release	Targeted At -- CSR-CI4R	Top Ref	E-0009202355
Call Type	N Hidden. Has ALL ResponseCategories for Admin use	Priority	B -- Progress stopped
Contact	EDSC	Call Status	Closed -- Unpublished known error
Target Date	25/09/2000	Effort (Man Days)	0
Summary	CI4 - P&A Bulk input problem		

Progress Narrative

Date:20-Sep-2000 13:39:00 User: Customer Call
 CALL PC0054375:Priority B:CallType L - Target 25/09/00 14:39:22
 20/09/00 14:06 CI4 pm reports how to put through a family tax credit
 20/09/00 14:09 HSHCI416
 Training: advised pm on how to put this through the system
 when using the CPP no. OBCS Manual
 when in the sales stack then selects cash message on screen
 "settlement failed Source:EPOSSSet Error [0xD]Type
 mismatch"
 tried using the Bulk input same message appears .
 20/09/00 14:24 HSHCI416
 Advice: Family tax credit foil £108.13
 SU AA
 USER ID ADU001
 20/09/00 14:41 SMCCI416
 Information: Spoke to Richard Coleman and he advises to sign the call to
 SSC.
 F} Call details
 Diagnostician name:
 Customer opened date 20/09/2000 14:06:41
 CALL PC0054375 opened

Date:20-Sep-2000 14:54:00 User: Barbara Longley
 The call summary has been changed from:-
 CI4 pm reports how to put through a family tax credit
 The call summary is now:-
 CI4 - Settlement failed Source:EPOSSSet Error
 Target Release updated to CSR-CI4R
 CALL PC0054375:Priority B:CallType N - Target 25/09/00 14:39:22
 Product EPOSS & DeskTop added

Date:20-Sep-2000 17:17:00 User: John Simpkins
 PRESCAN: Family Credit is P&A group 8, which is CPP 12 or 26.
 The call summary has been changed from:-
 CI4 - Settlement failed Source:EPOSSSet Error
 The call summary is now:-
 CI4 - Settlement failed Source:EPOSSSet Error

Date:20-Sep-2000 17:28:00 User: John Simpkins
 The call summary has been changed from:-
 CI4 - Settlement failed Source:EPOSSSet Error
 The call summary is now:-
 CI4 - Family Tax Credit problem
 F} Response :
 PRESCAN: Other problems have been reported on this new product. See call
 PC0054305 (E-0009193148), routing to CS_REF_DATA to see if this is the same
 problem.
 [END OF REFERENCE 21787983]
 Responded to call type N as Category 40 -Incident Under Investigation
 The response was delivered to: PowerHelp
 The Call record has been transferred to the Team: CS-RefDataTeam
 Defect cause updated to 99:General - Unknown
 Hours spent since call received: 0 hours

Date:21-Sep-2000 09:46:00 User: Kevin McKeown
 I believe this is more likely to be the new Working Family Tax Credit, Group
 BB, CPP 081.
 Graham Jennings in OTT would be a good person to chase on this, I believe he
 has raised a PinICL on this problem which is particular to CI4 offices.
 The Call record has been transferred to the Team: EDSC

Hours spent since call received: 0 hours

Date:21-Sep-2000 13:15:00 User:Barbara Longley

Have spoken to SMC who say that they are not issuing a master Call as planned because there is a workaround.

Date:21-Sep-2000 14:44:00 User:John Simpkins

The call summary has been changed from:-

CI4 - Family Tax Credit problem

The call summary is now:-

CI4 - P&A Bulk input problem

Date:21-Sep-2000 14:54:00 User:Diane Rowe

F} Response :

PRESCAN:

We have written a KEL for this - DSeddon404Q.

This gives an avoidance action which I believe that HSH are already advising callers.

[END OF REFERENCE 21804939]

Responded to call type N as Category 65 -Unpublished Known Error

Hours spent since call received: 0 hours

CALL PC0054375 closed: Category 65, Type N

The response was delivered to: PowerHelp

Root Cause

General - Unknown

Logger

Customer Call -- EDSC

Subject Product

EPOSS & DeskTop -- (version unspecified)

Assignee

Unassigned -- EDSC

Last Progress

21-Sep-2000 14:54 -- Diane Rowe