

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Contact	EDSC	Call Status	Closed -- Unpublished known error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 selcts cash message on screen
"settlement failed Source:EPOSSSet Error [oxD]Type mismatch"
tried using the Bulk inpit same message appears .
20/09/00 14:24 HSHCI416
Advice: Family ta x 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 cr
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 PinCL 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