

## PinICL Expor PC0028734

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0028734	Protect counter when products removed from Ref Dat	18/08/1999 11:50:51	01/09/1999 09:29:21		EPOSS & DeskTop
Wilcox			Closed		Reference Data

## References

## Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Reference Data	

## Activities

Date	User	Comment
18/08/1999 11:50:51	David Wilcox	CALL PC0028734 opened
18/08/1999 11:50:51	David Wilcox	References entered are:-
18/08/1999 11:50:51	David Wilcox	Product EPOSS & DeskTop Reference Data added
18/08/1999 11:50:51	David Wilcox	Target Release entered: IR - CSR
18/08/1999 11:50:51	David Wilcox	Protect counter when products removed from Ref Dat
18/08/1999 11:50:51	David Wilcox	There is a need to introduce a protection mechanism (preferably generic) on
18/08/1999 11:50:51	David Wilcox	counters to ensure that changes to Reference Data do not leave the counter in
18/08/1999 11:50:51	David Wilcox	a state which cannot subsequently be tidied up without direct manipulation of
18/08/1999 11:50:51	David Wilcox	message store.
18/08/1999 11:50:51	David Wilcox	
18/08/1999 11:50:51	David Wilcox	The particular circumstance which has been highlighted is the possibility of
18/08/1999 11:50:51	David Wilcox	removing a non-core link for a value-stock product (or removing the product
18/08/1999 11:50:51	David Wilcox	itself) where there is some stock in the outlet. Currently the counter takes
18/08/1999 11:50:51	David Wilcox	no action to avoid this and therefore the stock can be left in a state where
18/08/1999 11:50:51	David Wilcox	the only action may be direct intervention to the message store.
18/08/1999 11:50:51	David Wilcox	
18/08/1999 11:50:51	David Wilcox	A routine should be introduced, similar to the warning about stock
18/08/1999 11:50:51	David Wilcox	reevaluation, which would prompt the counter clerk to tidy the system a few



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18/08/1999 11:50:51	David Wilcox	days before the end date however this routine should enforce the rem-out of
18/08/1999 11:50:51	David Wilcox	products on the last day to ensure that the system is left tidy.
18/08/1999 11:50:51	David Wilcox	
18/08/1999 11:50:52	David Wilcox	CALL PC0028734:Priority C:CallType P - Target 25/08/99 12:50:51
18/08/1999 11:50:52	David Wilcox	The Call record has been transferred to the Team: QFP
18/08/1999 11:50:53	David Wilcox	Defect cause updated to 6 :Design - Platform Design
18/08/1999 11:50:53	David Wilcox	Hours spent since call received: 0 hours
18/08/1999 12:50:21	deleted user (John McLean 05/01)	David this does not sound like a defect and maybe better suited to the CP
18/08/1999 12:50:21	deleted user (John McLean 05/01)	route
18/08/1999 12:50:22	deleted user (John McLean 05/01)	The Call record has been transferred to the Team: CS-RefDataTeam
18/08/1999 12:50:22	deleted user (John McLean 05/01)	Hours spent since call received: 0 hours
18/08/1999 16:45:56	Kevin McKeown	The Call record has been assigned to the Team Member: David Wilcox
18/08/1999 16:45:57	Kevin McKeown	Hours spent since call received: 0 hours
26/08/1999 15:10:48	David Wilcox	Following recent meetings regarding acceptance incident 376 between POCL and
26/08/1999 15:10:48	David Wilcox	Pathway (Tony Oppenheim and John Pope), Pathway have agreed to produce
26/08/1999 15:10:48	David Wilcox	documentation for a workaround for CSR and need to look in detail at the
26/08/1999 15:10:48	David Wilcox	methodology used in CSR+. It is our view that the only long term viable
26/08/1999 15:10:48	David Wilcox	solution is that the counter protects itself against removal of products or
26/08/1999 15:10:48	David Wilcox	non-core associations and ensures that any outstanding transactions and/or
26/08/1999 15:10:48	David Wilcox	stock are correctly recorded/moved. A procedural mechanism is, by inference,
26/08/1999 15:10:48	David Wilcox	flawed by its very nature.
26/08/1999 15:10:48	David Wilcox	
26/08/1999 15:10:48	David Wilcox	I would ask that QFP direct this PinICL to Counter Development for
26/08/1999 15:10:48	David Wilcox	consideration



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Wilcox			Closed		Reference Data

26/08/1999 15:10:48	David Wilcox	Target Release updated to IR - CSR+
26/08/1999 15:10:49	David Wilcox	CALL PC0028734:Priority B:CallType L - Target 23/08/99 12:50:51
26/08/1999 15:10:51	David Wilcox	The Call record has been transferred to the Team: QFP
26/08/1999 15:10:51	David Wilcox	Hours spent since call received: 0 hours
26/08/1999 15:31:39	Lionel Higman	John, I agree with John McLean. This is definitely CP material. However,
26/08/1999 15:31:39	Lionel Higman	since Dave has invoked your name as a means of bulldozing the QFP into
26/08/1999 15:31:39	Lionel Higman	allowing it through as a PinICL, I leave it to you as a member of the QFP to
26/08/1999 15:31:39	Lionel Higman	allow the bulldozer through. Or not. Lionel
26/08/1999 15:31:40	Lionel Higman	The Call record has been assigned to the Team Member: John Pope
26/08/1999 15:31:41	Lionel Higman	Defect cause updated to 21:Requirements
26/08/1999 15:31:41	Lionel Higman	Hours spent since call received: .2 hours
31/08/1999 16:02:15	John Pope	F} Response :
31/08/1999 16:02:15	John Pope	we are now committed to, against another PinICL, to fix the bug causing
31/08/1999 16:02:15	John Pope	transactions and stock balances to be lost if an item is prematurely
31/08/1999 16:02:15	John Pope	end-dated, so I think this PinICL should be closed.
31/08/1999 16:02:15	John Pope	[END OF REFERENCE 12215664]
31/08/1999 16:02:15	John Pope	Responded to call type L as Category 62 -No fault in product
31/08/1999 16:02:16	John Pope	Hours spent since call received: 0 hours
31/08/1999 16:02:16	John Pope	The response was delivered on the system
01/09/1999 09:29:19	David Wilcox	I understand that in CSR+ there is a mechanism which handles the closure of
01/09/1999 09:29:19	David Wilcox	ITM's and therefore in effect performs the function suggested. That being
01/09/1999 09:29:19	David Wilcox	the case I am satisfied that a soltuion will be available.
01/09/1999 09:29:20	David Wilcox	CALL PC0028734 closed: Category 62, Type L
01/09/1999 09:29:21	David Wilcox	Hours spent since call received: 0 hours