

Call E-0402130267

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Status:	Closed	Opened:	Fri 13 February 2004 10:46	Site:	213337
Severity:	3 B	Closed:	Fri 13 February 2004 12:02	Customer:	I039
Priority:	0			CSR/Team:	UK951605 / HSH5

Caller Details

Caller:	Lee Castleton	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD13	Problem:	
Problem Text:	Marie @ NBSC - PM adv his system is doubling up cash declarations and cutting off cheques they still appear the next day						

Call Closure Details

Closed:	13/02/2004 12:02	Cause:	CQ5	Repair:	RF1	Resolution:	RS14
Text:	Call Close by Tony Law: PM states his cheques keep carrying over from the day before. advised pm to call back if happens again as only happened the once on the 11th and cannot check event log to see if he cut off as pm rolled over since then. ref gi						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Network ID:	

Call Activity Log

OPEN	13 February 2004 10:45 by UK951605 / HSH5	Saved: 13 February 2004 10:46
	New call taken by Tony Law: Marie @ NBSC - PM adv his system is doubling up cash declarations and cutting off cheques they still appear the next day	
Information	13 February 2004 10:48 by UK951605 / HSH5	Saved: 13 February 2004 10:48
	NBSC adv they have: Checked that he is cutting everything off properly, cash figures are being done properly	
Information	13 February 2004 10:49 by UK951605 / HSH5	Saved: 13 February 2004 10:49
	PM has insisted on a system check	
MODIFY	13 February 2004 10:50 by UK951605 / HSH5	Saved: 13 February 2004 10:51
	Call information modified by Tony Law Associated Ref: from " to 'h-13045120'	
Information	13 February 2004 10:51 by UK951605 / HSH5	Saved: 13 February 2004 10:51
	Problem has been happenign for 5 weeks	
Information	13 February 2004 10:51 by UK951605 / HSH5	Saved: 13 February 2004 10:51
	Everytime stock has been remmed in they have had a loss that night.	
Information	13 February 2004 10:51 by UK951605 / HSH5	Saved: 13 February 2004 10:51
	Snapshots and txn logs agree with PM's figures	
Information	13 February 2004 10:52 by UK951605 / HSH5	Saved: 13 February 2004 10:52
	PM adv NBSC have done: txn logs, giro banks logs, reconcilations, Rems in/out, stock holding.	
Information	13 February 2004 10:53 by UK951605 / HSH5	Saved: 13 February 2004 10:53
	PM adv there is a Sunday decs but no one is on site to do this on a Sunday.	
Information	13 February 2004 10:54 by UK951605 / HSH5	Saved: 13 February 2004 10:54
	SU: AA Username: LCA001 Manifested: 5 weeks ago PM adv he did not rem in any stock last week and balanced perfectly, every week hat he does rem stock in the balance is wrong	
MODIFY	13 February 2004 11:34 by UK951605 / HSH5	Saved: 13 February 2004 11:54
	Call information modified by Tony Law Associated Ref: from 'h-13045120' to 'h-130451200 0'	
Escalate	13 February 2004 11:54 by UK951605 / HSH5	Saved: 13 February 2004 11:54
	escalated to heather dryden	
Information	13 February 2004 11:54 by UK951605 / HSH5	Saved: 13 February 2004 11:54
	pm states on the cheques listing for the 11th it states all of cheques for the 10th as well. when i got him to go through his checks pm sttaed this has happened more than once but when going thorough his cheques it had actually happened just the once. pm sttaed he was sure he cut off, so advised i would log all details and to call back if happens again.	
CLOSE	13 February 2004 12:02 by UK951605 / HSH5	Saved: 13 February 2004 12:02
	Call Close by Tony Law: PM states his checques keep carrying over from the day before. advised pm to call back if happens again as only happened the once on the 11th and cannot check event log to see if he cut off as pm rolled over since then. ref given to pm to call back.	
MODIFY	16 February 2004 09:51 by 062457 / HSH4	Saved: 16 February 2004 09:53
	Call information modified by Elizabeth Smith Call Type: from 'X' to 'S' Cause: from 'CM2' to 'CQ5' Product ID: from 'Non Horizon Business' to 'EPOSS' Repair: from 'R74' to 'RF1' Severity: from '2' to '3' ...etc.	