

Call E-0402250454

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Status:	Closed	Opened:	Wed 25 February 2004 11:03	Site:	213337
Severity:	3 B	Closed:	Wed 25 February 2004 11:33	Customer:	I039
Priority:	0			CSR/Team:	GB082294 / HSH8

Caller Details

Caller:	Christine	Phone:	GRO	Site:	213337
Title:	Clerk	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD13	Problem:	
Problem Text:	clerk reports that they have been having problems on the system when balancing that seems to be related to stock remmed in through the week						

Call Closure Details

Closed:	25/02/2004 11:33	Cause:	CQ5	Repair:	RF1	Resolution:	RS14
Text:	Call Close by Mary Rainbow: clerk reports problems with the balance that appear to be linked to stock remmed in - clerk will call back tonight if further assistance required						

Call Asset Details

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

Call Activity Log

OPEN	25 February 2004 10:44 by GB082294 / HSH8	Saved: 25 February 2004 11:03
	New call taken by Mary Rainbow: clerk reports that they have been having problems on the system when balancing that seems to be related to stock remmed in through the week	
Information	25 February 2004 11:22 by GB082294 / HSH8	Saved: 25 February 2004 11:22
	clerk reports that over the past seven weeks they have had losses every week, at one point they had a problem with cash on hand but they was found to be a issue with id numbers and has been resolved	
Information	25 February 2004 11:24 by GB082294 / HSH8	Saved: 25 February 2004 11:24
	clerk reports that last week when they rolled over they put a loss into suspense account and then took the unit back to trial balance and came out with a zero net discprency to start the new cap with	
Information	25 February 2004 11:25 by GB082294 / HSH8	Saved: 25 February 2004 11:25
	clerk reports that she printed a balance snap shot on monday and all looked okay but since then they have remmed in some stock which appears to have given then a loss	
Advice	25 February 2004 11:26 by GB082294 / HSH8	Saved: 25 February 2004 11:26
	advised the clerk that she will need to check her stock position for last week and then check her remms in summary, this will give her the stock she should be holding, thjis figure can then be compared with the stock showing in adjust stock and this will highlight any problems with stock on hand	
Advice	25 February 2004 11:27 by GB082294 / HSH8	Saved: 25 February 2004 11:27
	clerk reports that they were told that checks would be made on the system but she is unsure if this information came from nbsc or hsh as she has no names of ref numbers	
Advice	25 February 2004 11:28 by GB082294 / HSH8	Saved: 25 February 2004 11:28
	advised the clerk that we need her to take the unit to trial balance this evening and come back before she rolls over so we can take down any details she can give us	
Information	25 February 2004 11:29 by GB082294 / HSH8	Saved: 25 February 2004 11:29
	clerk reports they usually perform the balance at about 17:30 or maybe before	
Information	25 February 2004 11:30 by GB082294 / HSH8	Saved: 25 February 2004 11:30
	spoke to Matt Saunders and he suggests call should be passed to someone line Heather Dryden if clerk does call back wanting further assistance	
Information	25 February 2004 11:31 by GB082294 / HSH8	Saved: 25 February 2004 11:31
	the clerk reports they are working in a shared aa stock unit	
Information	25 February 2004 11:31 by GB082294 / HSH8	Saved: 25 February 2004 11:31
	clerk to call back tonight if further assistance required	
CLEAR	25 February 2004 11:32 by GB082294 / HSH8	Saved: 25 February 2004 11:32
	clerk to call back if further assistance required, call ref taken	
CLOSE	25 February 2004 11:33 by GB082294 / HSH8	Saved: 25 February 2004 11:33
	Call Close by Mary Rainbow: clerk reports problems with the balance that appear to be linked to stock remmed in - clerk will call back tonight if further assistance required	