

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 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	Saved: 25 February 2004 11:03	
Information	25 February 2004 11:22 by GB082294 / HSH8 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	Saved: 25 February 2004 11:22	
Information	25 February 2004 11:24 by GB082294 / HSH8 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	Saved: 25 February 2004 11:24	
Information	25 February 2004 11:25 by GB082294 / HSH8 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	Saved: 25 February 2004 11:25	
Advice	25 February 2004 11:26 by GB082294 / HSH8 advised the clerk that she will need to check her stock position for last week and then check her rems in summary, this will give her the stock she should be holding, this figure can then be compared with the stock showing in adjust stock and this will highlight any problems with stock on hand	Saved: 25 February 2004 11:26	
Advice	25 February 2004 11:27 by GB082294 / HSH8 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	Saved: 25 February 2004 11:27	
Advice	25 February 2004 11:28 by GB082294 / HSH8 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	Saved: 25 February 2004 11:28	
Information	25 February 2004 11:29 by GB082294 / HSH8 clerk reports they usually perform the balance at about 17:30 or maybe before	Saved: 25 February 2004 11:29	
Information	25 February 2004 11:30 by GB082294 / HSH8 spoke to Matt Saunders and he suggests call should be passed to someone like Heather Dryden if clerk does call back wanting further assistance	Saved: 25 February 2004 11:30	
Information	25 February 2004 11:31 by GB082294 / HSH8 the clerk reports they are working in a shared aa stock unit	Saved: 25 February 2004 11:31	
Information	25 February 2004 11:31 by GB082294 / HSH8 clerk to call back tonight if further assistance required	Saved: 25 February 2004 11:31	
CLEAR	25 February 2004 11:32 by GB082294 / HSH8 clerk to call back if further assistance required, call ref taken	Saved: 25 February 2004 11:32	
CLOSE	25 February 2004 11:33 by GB082294 / HSH8 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	Saved: 25 February 2004 11:33	