


West Byfleet HSD call logs M012 Doc 006

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|--|---|----------------------------|------------|---|
| HOME  | Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|---|----------------------------|------------|---|

Call E-0507090180

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| | | | | | |
|-----------|--------|--------------------------------|------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Sat 09 July 2005 11:17 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Sat 09 July 2005 11:18 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk955548 / HSH1 |

Caller Details

| | | | | | |
|---------|------------|------------|-----|-------------|--------|
| Caller: | sexene | Phone: | GRO | Site: | 126023 |
| Title: | PostMaster | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | PT01 | Call Type: | X | ProbType: | XI06 | Problem: | |
| Problem Text: | pm states that they cannot access training. | | | | | | |

Call Closure Details



| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 09/07/2005 11:18 | Cause: | CM2 | Repair: | R58 | Resolution: | RS27 |
| Text: | Call Close by Mark Outram: contact the nbsc | | | | | | |

Call Asset Details

| | | | | | |
|----------------|----------------------|-------------------|----------------------|-----------------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | Non Horizon Business | Description: | Non Horizon business | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|--------|--|-------------------------------|
| OPEN | Sat 09 July 2005 11:16 by uk955548 / HSH1 | Saved: Sat 09 July 2005 11:17 |
| | New call taken by Mark Outram: pm states that they cannot access training. | |
| Advice | Sat 09 July 2005 11:18 by uk955548 / HSH1 | Saved: Sat 09 July 2005 11:18 |
| | contact the nbsc | |
| CLEAR | Sat 09 July 2005 11:18 by uk955548 / HSH1 | Saved: Sat 09 July 2005 11:18 |
| | contact the nbsc | |
| CLOSE | Sat 09 July 2005 11:18 by uk955548 / HSH1 | Saved: Sat 09 July 2005 11:18 |
| | Call Close by Mark Outram: contact the nbsc | |

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Call E-0507290644

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|-----------|--------|--------------------------------|------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Fri 29 July 2005 17:47 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Fri 29 July 2005 17:50 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk955549 / HSH7 |

Caller Details

| | | | | | |
|---------|-----------|------------|-----|-------------|--------|
| Caller: | mr shakal | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details



| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | S | ProbType: | SD06 | Problem: | |
| Problem Text: | cc states that has a frozen screen whilst doing a transaction | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|------------------|--------|-----|---------|-----|-------------|------|
| Closed: | 29/07/2005 17:50 | Cause: | CT9 | Repair: | R70 | Resolution: | RS06 |
|---------|------------------|--------|-----|---------|-----|-------------|------|

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|--|---|-----------------------|-------------------------------|
| Text: Call Close by Jason Rogers: cc states that has a frozen screen whilst doing a transaction. reboot required. ref offered | | | |
| Call Asset Details | | | |
| Asset ID: | | Description: | |
| Product: | Riposte | Description: | Riposte |
| OTI Reference: | | Counter Affected: | 3 |
| | | Associated Reference: | |
| Call Activity Log | | | |
| OPEN | Fri 29 July 2005 17:45 by uk955549 / HSH7 | | Saved: Fri 29 July 2005 17:47 |
| | New call taken by Jason Rogers: cc states that has a frozen screen whilst doing a transaction | | |
| Information | Fri 29 July 2005 17:49 by uk955549 / HSH7 | | Saved: Fri 29 July 2005 17:49 |
| | checked events, no errors | | |
| Advice | Fri 29 July 2005 17:49 by uk955549 / HSH7 | | Saved: Fri 29 July 2005 17:49 |
| | advised cc to reboot | | |
| Information | Fri 29 July 2005 17:50 by uk955549 / HSH7 | | Saved: Fri 29 July 2005 17:50 |
| | cc states that he will do this | | |
| CLEAR | Fri 29 July 2005 17:50 by uk955549 / HSH7 | | Saved: Fri 29 July 2005 17:50 |
| | reboot required | | |
| CLOSE | Fri 29 July 2005 17:50 by uk955549 / HSH7 | | Saved: Fri 29 July 2005 17:50 |
| | Call Close by Jason Rogers: cc states that has a frozen screen whilst doing a transaction. reboot required. ref offered | | |

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| HOME  | Post Office Account S70 Archive4.1 on | PH4POAS70 on | 29/11/2012 |  |
| | msdc01poadb02 | msdc01poadb02 | | |



Call E-0508260113

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|-----------------------------|---|--------------------------------|---------------------------------|-----------------------|-----------------|
| Status: | Closed | Opened: | Fri 26 August 2005 09:05 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Fri 26 August 2005 09:08 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk955550 / HSH8 |
| Caller Details | | | | | |
| Caller: | Mr Shikher | Phone: | GRO | Site: | 126023 |
| Title: | PostMaster | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | S | ProbType: | SD06 |
| Problem Text: | pm states screenhas forzen during reboot | | | | |
| Call Closure Details | | | | | |
| Closed: | 26/08/2005 09:08 | Cause: | CU2 | Repair: | R70 |
| | | | | Resolution: | RS06 |
| Text: | Call Close by Holly Andrew: pm states screenhas forzen during reboot advised pm to reboot | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | |
| Product: | Riposte | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Fri 26 August 2005 09:03 by uk955550 / HSH8 | | Saved: Fri 26 August 2005 09:05 | | |
| | New call taken by Holly Andrew: pm states screenhas forzen during reboot | | | | |
| Advice | Fri 26 August 2005 09:07 by uk955550 / HSH8 | | Saved: Fri 26 August 2005 09:07 | | |
| | advised pm to reboot | | | | |
| CLEAR | Fri 26 August 2005 09:07 by uk955550 / HSH8 | | Saved: Fri 26 August 2005 09:07 | | |
| | advised pm to reboot | | | | |

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|---|---|---------------------------------|
| CLOSE | Fri 26 August 2005 09:08 by uk955550 / HSH8 | Saved: Fri 26 August 2005 09:08 |
| Call Close by Holly Andrew: pm states screenhas forzen during reboot advised pm to reboot | | |

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Call E-0509150698

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|-----------|--------|--------------------------------|-----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Thu 15 September 2005 17:44 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Thu 15 September 2005 17:53 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk956529 / HSH8 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | Seima | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | |
|---|------|------------|---|-----------|------|----------|
| Call Problem Details | | | | | | |
| Product Type: | PT04 | Call Type: | H | ProbType: | HD08 | Problem: |
| Problem Text: PM states that the bop is printing faintly, has changed toner and it is only a bit better | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 15/09/2005 17:53 | Cause: | CS4 | Repair: | R74 | Resolution: | RS06 |
| Text: | Call Close by Nicola Howe: PM states that her bop is printing faintly, advised her to get a new image drum, ref no given | | | | | | |

Call Asset Details

| | | | | | |
|----------------|--------------|-------------------|-------------|-----------------------|--------------|
| Asset ID: | 12602399 | Description: | | Serial No: | 09WS3036629K |
| Product: | PATOKI8P-PTR | Description: | OKI Printer | Server Name: | |
| OTI Reference: | | Counter Affected: | 0 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|---|------------------------------------|
| OPEN | Thu 15 September 2005 17:43 by uk956529 / HSH8 | Saved: Thu 15 September 2005 17:44 |
| | New call taken by Nicola Howe: PM states that the bop is printing faintly, has changed toner and it is only a bit better | |
| Advice | Thu 15 September 2005 17:46 by uk956529 / HSH8 | Saved: Thu 15 September 2005 17:46 |
| | advised PM to clean LED array | |
| Information | Thu 15 September 2005 17:46 by uk956529 / HSH8 | Saved: Thu 15 September 2005 17:46 |
| | PM states that she has done this | |
| Advice | Thu 15 September 2005 17:49 by uk956529 / HSH8 | Saved: Thu 15 September 2005 17:49 |
| | Try a print. If still poor then generate a 'cleaning page', may need to be done 2 -3 times. | |
| Information | Thu 15 September 2005 17:49 by uk956529 / HSH8 | Saved: Thu 15 September 2005 17:49 |
| | PM states that she has tried this but that nothing happens when she holds the white button Image drum has not been changed in over 6 months | |
| Advice | Thu 15 September 2005 17:52 by uk956529 / HSH8 | Saved: Thu 15 September 2005 17:52 |
| | advised PM to change image drum and call back if this doesnt help | |
| CLEAR | Thu 15 September 2005 17:53 by uk956529 / HSH8 | Saved: Thu 15 September 2005 17:53 |
| | advised Pm to order a new image drum | |
| CLOSE | Thu 15 September 2005 17:53 by uk956529 / HSH8 | Saved: Thu 15 September 2005 17:53 |
| | Call Close by Nicola Howe: PM states that her bop is printing faintly, advised her to get a new image drum, ref no given | |

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Call E-0509190463



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|-----------------------------|--|--------------------------------|-----------------------------|-----------------------|-----------------|
| Status: | Closed | Opened: | Mon 19 September 2005 10:44 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Tue 20 September 2005 08:46 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk954986 / HSH6 |
| Caller Details | | | | | |
| Caller: | Shikar | Phone: | GRO | Site: | 126023 |
| Title: | PostMaster | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | PT04 | Call Type: | H | ProbType: | HD07 |
| Problem Text: | PM reports CP isnt accepting MLPs | | | | |
| Call Closure Details | | | | | |
| Closed: | 20/09/2005 08:46 | Cause: | C03 | Repair: | R01 |
| Resolution: | RS20 | | | | |
| Text: | Call Close by Russell Bull: Engineer replaced the counter printer.. Call closure code of and repair code 821 | | | | |
| Call Asset Details | | | | | |
| Asset ID: | 12602399 | Description: | Ithica 94 Printer | Serial No: | HE002165924 |
| Product: | PATITH94PTR | Description: | Ithica 94 Printer | Server Name: | |
| OTI Reference: | WF09190190 | Counter Affected: | 3 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Mon 19 September 2005 10:43 by uk956669 / HSH6 Saved: Mon 19 September 2005 10:44 | | | | |
| | New call taken by Barrie Curtin: PM reports CP isnt accepting MLPs | | | | |
| Advice | Mon 19 September 2005 10:45 by uk956669 / HSH6 Saved: Mon 19 September 2005 10:45 | | | | |
| | advised to check tally, ribbon, gap lever, mylar guard and cables. | | | | |
| Information | Mon 19 September 2005 10:46 by uk956669 / HSH6 Saved: Mon 19 September 2005 10:46 | | | | |
| | pm reports after check all these the CP still doesnt print labels | | | | |
| Node status | Mon 19 September 2005 10:46 by uk956669 / HSH6 Saved: Mon 19 September 2005 10:46 | | | | |
| | node is operational | | | | |
| Recommend | Mon 19 September 2005 10:47 by uk956669 / HSH6 Saved: Mon 19 September 2005 10:47 | | | | |
| | call opened @ 10.44 19/09/05 recommend check swap CP | | | | |
| Access Times | Mon 19 September 2005 10:48 by uk956669 / HSH6 Saved: Mon 19 September 2005 10:48 | | | | |
| | mon to fri 0900 -1730 sat 0900-1230 | | | | |
| Open OTI | Mon 19 September 2005 10:50 by SYSADM / ASTEA Saved: Mon 19 September 2005 10:50 | | | | |
| | Automatic Open OTI ***Updated by Barrie Curtin at 19/09/2005 10:50:24 | | | | |
| REASSIGN | Mon 19 September 2005 10:50 by uk956669 / HSH6 Saved: Mon 19 September 2005 10:50 | | | | |
| | Call # E-0509190463 was Reassigned from Barrie Curtin, Group HSH6 to Group UKSS1 | | | | |
| OTI Success | New call sent to Dispatch 1 | | | | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WF09190190 | | | | |
| UPDATE | Mon 19 September 2005 11:00 by PATHWAY / Saved: Mon 19 September 2005 11:03 | | | | |
| | sla 1014 20/9 | | | | |
| UPDATE | Mon 19 September 2005 11:01 by PATHWAY / Saved: Mon 19 September 2005 11:03 | | | | |
| | sla only 1014 20/09 | | | | |
| UPDATE | Mon 19 September 2005 11:33 by PATHWAY / Saved: Mon 19 September 2005 11:37 | | | | |
| | engineer geoff to leave ithica at bracknell stores for amar to collect | | | | |
| REASSIGN | Mon 19 September 2005 11:46 by Dispatch 1 / Saved: Mon 19 September 2005 11:48 | | | | |
| | The projected arrival date for engineer 090501 is 19-09-2005 12:45:00 engineer aware, will call back for full details - heading to bracknell now | | | | |
| UPDATE | Mon 19 September 2005 11:46 by Dispatch 1 / Saved: Mon 19 September 2005 11:48 | | | | |
| | ** [Engineer 090501 allocated]. | | | | |
| UPDATE | Mon 19 September 2005 12:25 by PATHWAY / Saved: Mon 19 September 2005 12:29 | | | | |
| | DEALOC50 Other - please specify Allocating to Qasi m | | | | |
| UPDATE | Mon 19 September 2005 12:25 by PATHWAY / Saved: Mon 19 September 2005 12:29 | | | | |
| | ** [Engineer 090501 released call.] | | | | |
| REASSIGN | Mon 19 September 2005 12:27 by Dispatch 1 / Saved: Mon 19 September 2005 12:29 | | | | |

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|-------------|---|------------------------------------|
| | The projected arrival date for engineer 089357 is 19 -09-2005 14:45:00 ** [Engineer 089357 allocated] | |
| Repeat Call | Mon 19 September 2005 12:34 by uk953335 / HSH2 | Saved: Mon 19 September 2005 12:34 |
| | pm has called in chasing. advised engineer due out this afternoon | |
| UPDATE | Mon 19 September 2005 16:02 by Dispatch 1 / | Saved: Mon 19 September 2005 16:06 |
| | Engineer 089357 arrived on site at 19-09-2005 15:30:00 ** [Engineer 089357 Logged On.] | |
| UPDATE | Mon 19 September 2005 16:02 by Dispatch 1 / | Saved: Mon 19 September 2005 16:06 |
| | Work completed | |
| UPDATE | Mon 19 September 2005 16:02 by Dispatch 1 / | Saved: Mon 19 September 2005 16:06 |
| | Engineer replaced the counter printer.. | |
| ENG VISIT | Mon 19 September 2005 15:30 by 089357 / ENGINEERS | Saved: Mon 19 September 2005 15:45 |
| | Engineer replaced the counter printer.. Call closure code of and repair code 821 | |
| REASSIGN | Mon 19 September 2005 16:06 by Dispatch 1 / | Saved: Mon 19 September 2005 16:06 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Mon 19 September 2005 15:45 by uk954986 / HSH6 | Saved: Mon 19 September 2005 15:45 |
| | Engineer replaced the counter printer.. Call closure code of and repair code 821 | |
| CLOSE | Tue 20 September 2005 08:46 by uk954986 / HSH6 | Saved: Tue 20 September 2005 08:46 |
| | Call Close by Russell Bull: Engineer replaced the counter printer.. Call closure code of and repair code 821 | |

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Call E-0509200234

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|-----------------------------|---|--------------------------------|------------------------------------|-----------------------|-----------------|
| Status: | Closed | Opened: | Tue 20 September 2005 10:10 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Tue 20 September 2005 10:12 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk085263 / HSH2 |
| Caller Details | | | | | |
| Caller: | Shikhar Saxena | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | PT04 | Call Type: | H | ProbType: | HD08 |
| Problem Text: | BOP - makes grinding noises - red light flashes - | | | | |
| Call Closure Details | | | | | |
| Closed: | 20/09/2005 10:12 | Cause: | CS4 | Repair: | R74 |
| Text: | Call Close by Imran Hussain: BOP - makes grinding noises - red light flashes - advised change drumkit/toner - pm to order from communis | | | | |
| Call Asset Details | | | | | |
| Asset ID: | 12602399 | Description: | | Serial No: | 09WS3036629K |
| Product: | PATOKI8P-PTR | Description: | OKI Printer | Server Name: | |
| OTI Reference: | | Counter Affected: | 0 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Tue 20 September 2005 10:08 by uk085263 / HSH2 | | Saved: Tue 20 September 2005 10:10 | | |
| | New call taken by Imran Hussain: BOP - makes grinding noises - red light flashes - | | | | |
| Information | Tue 20 September 2005 10:11 by uk085263 / HSH2 | | Saved: Tue 20 September 2005 10:11 | | |
| | drumkit/toner was changed long while ago | | | | |
| Advice | Tue 20 September 2005 10:11 by uk085263 / HSH2 | | Saved: Tue 20 September 2005 10:11 | | |
| | advised: change drumkit/toner | | | | |
| CLEAR | Tue 20 September 2005 10:11 by uk085263 / HSH2 | | Saved: Tue 20 September 2005 10:11 | | |

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| | | |
|-------|---|------------------------------------|
| | BOP - makes grinding noises - red light flashes - advised change drumkit/toner | |
| CLOSE | Tue 20 September 2005 10:12 by uk085263 / HSH2 | Saved: Tue 20 September 2005 10:12 |
| | Call Close by Imran Hussain: BOP - makes grinding noises - red light flashes - advised change drumkit/toner - pm to order from communis | |

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Call E-0509210435

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|-----------|--------|--------------------------------|-----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 21 September 2005 10:42 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Wed 21 September 2005 16:40 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | UK084050 / HSH5 |

Caller Details

| | | | | | |
|---------|-------|------------|-----|-------------|--------|
| Caller: | seema | Phone: | GRO | Site: | 126023 |
| Title: | pm | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD08 | Problem: | |
| Problem Text: | Link call e-0509200234 pm has changed the image drum and toner as requested. the new image drum prints black marks as before. | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 21/09/2005 16:40 | Cause: | C01 | Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by Mark Brown: swapped bop Call closure code of and repair code 821 | | | | | | |

Call Asset Details



| | | | | | |
|----------------|--------------|-------------------|-------------|-----------------------|--------------|
| Asset ID: | 12602399 | Description: | OKI Printer | Serial No: | 09WS3036629K |
| Product: | PATOKI8P-PTR | Description: | OKI Printer | Server Name: | |
| OTI Reference: | WF09210099 | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|--------------|---|------------------------------------|
| OPEN | Wed 21 September 2005 10:40 by GB082227 / HSH5 | Saved: Wed 21 September 2005 10:42 |
| | New call taken by Anthony Vasse: Link call e -0509200234 pm has changed the image drum and toner as requested. the new image drum prints black marks as before. | |
| Node status | Wed 21 September 2005 10:44 by GB082227 / HSH5 | Saved: Wed 21 September 2005 10:44 |
| | node is operational | |
| Information | Wed 21 September 2005 10:44 by GB082227 / HSH5 | Saved: Wed 21 September 2005 10:44 |
| | call logged at 10.42. | |
| Advice | Wed 21 September 2005 10:45 by GB 082227 / HSH5 | Saved: Wed 21 September 2005 10:45 |
| | pm has put the new image drum in correctly and removed all the plastic. | |
| Information | Wed 21 September 2005 10:45 by GB082227 / HSH5 | Saved: Wed 21 September 2005 10:45 |
| | pm has cleaned the led array. pm cannot find any paper dust. the pages have black marks on them. | |
| Information | Wed 21 September 2005 10:46 by GB082227 / HSH5 | Saved: Wed 21 September 2005 10:46 |
| | the text is not clear. | |
| Recommend | Wed 21 September 2005 10:46 by GB082227 / HSH5 | Saved: Wed 21 September 2005 10:46 |
| | an engineer check/swap the bop. | |
| Access Times | Wed 21 September 2005 10:46 by GB082227 / HSH5 | Saved: Wed 21 September 2005 10:46 |
| | confirmed access times mon to fri 0900 -1730 access during lunch | |
| Open OTI | Wed 21 September 2005 10:46 by SYSADM / ASTEA | Saved: Wed 21 September 2005 10:46 |
| | Automatic Open OTI ***Updated by Anthony Vasse at 21/09/05 10:46:46 | |
| REASSIGN | Wed 21 September 2005 10:46 by GB082227 / HSH5 | Saved: Wed 21 September 2005 10:46 |
| | Call # E-0509210435 was Reassigned from Anthony Vasse, Group HSH5 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |

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|-------------|---|------------------------------------|
| | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WF09210099 | |
| REASSIGN | Wed 21 September 2005 11:12 by Dispatch 1 / | Saved: Wed 21 September 2005 11:13 |
| | The projected arrival date for engineer 089357 is 21-09-2005 15:15:00 ** [Engineer 089357 allocated]. | |
| UPDATE | Wed 21 September 2005 16:29 by Dispatch 1 / | Saved: Wed 21 September 2005 16:33 |
| | Engineer 089357 arrived on site at 21-09-2005 16:17:00 ** [Engineer 089357 Logged On.] | |
| UPDATE | Wed 21 September 2005 16:34 by Dispatch 1 / | Saved: Wed 21 September 2005 16:36 |
| | Work completed | |
| UPDATE | Wed 21 September 2005 16:34 by Dispatch 1 / | Saved: Wed 21 September 2005 16:36 |
| | swapped bop | |
| ENG VISIT | Wed 21 September 2005 16:17 by 089357 / ENGINEERS | Saved: Wed 21 September 2005 16:21 |
| | swapped bop Call closure code of and repair code 821 | |
| REASSIGN | Wed 21 September 2005 16:36 by Dispatch 1 / | Saved: Wed 21 September 2005 16:36 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Wed 21 September 2005 16:21 by UK084050 / HSH5 | Saved: Wed 21 September 2005 16:21 |
| | swapped bop Call closure code of and repair code 821 | |
| CLOSE | Wed 21 September 2005 16:40 by UK084050 / HSH5 | Saved: Wed 21 September 2005 16:40 |
| | Call Close by Mark Brown: swapped bop Call closure code of and repair code 821 | |

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|--|--|-------------------------------|------------|---|
| HOME  | Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0509230688

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| | | | | | |
|----------------------|--|--------------------------------|-----------------------------|------------------------------------|-----------------|
| Status: | Closed | Opened: | Fri 23 September 2005 17:32 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Fri 23 September 2005 17:35 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk955547 / HSH2 |
| Caller Details | | | | | |
| Caller: | seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | PT01 | Call Type: | V | ProbType: | VN01 |
| Problem Text: | pm states her power went and is getting power company to sort out | | | | |
| Call Closure Details | | | | | |
| Closed: | 23/09/2005 17:35 | Cause: | CH7 | Repair: | RB6 |
| | | | | Resolution: | RS06 |
| Text: | Call Close by Akram Ali: pm states her power went and is getting power company to sort out. advised pm to call us and power up when back | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | |
| Product: | Outlet | Description: | PO outlet affected | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Fri 23 September 2005 17:31 by uk955547 / HSH2 | | | Saved: Fri 23 September 2005 17:32 | |
| | New call taken by Akram Ali: pm states her power went and is getting power company to sort out | | | | |
| Advice | Fri 23 September 2005 17:34 by uk955547 / HSH2 | | | Saved: Fri 23 September 2005 17:34 | |
| | advised pm to power up and call us when power comes back | | | | |
| CLEAR | Fri 23 September 2005 17:34 by uk955547 / HSH2 | | | Saved: Fri 23 September 2005 17:34 | |
| | advised pm to call us when power comes back and power back | | | | |
| CLOSE | Fri 23 September 2005 17:35 by uk955547 / HSH2 | | | Saved: Fri 23 September 2005 17:35 | |

West Byfleet HSD call logs M012 Doc 006

Call Close by Akram Ali: pm states her power went and is getting power company to sort out. advised pm to call us and power up when back

| | | | |
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| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0509240165

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| | | | | | |
|-----------|--------|--------------------------------|-----------------------------|----------------|---------------------|
| Status: | Closed | Opened: | Sat 24 September 2005 09:54 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Tue 04 October 2005 13:09 | FAD/Path Code: | PATH049 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk955556 / DESK OBC |

Caller Details

| | | | | | |
|---------|------------------|------------|-----|-------------|--------|
| Caller: | Catherine - NBSC | Phone: | GRO | Site: | 126023 |
| Title: | | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | PT01 | Call Type: | E | ProbType: | EC05 | Problem: | |
| Problem Text: | PO closed today due to flood - power will be off during this period. PO may re-open Monday 26th Sept. | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 04/10/2005 13:09 | Cause: | CH8 | Repair: | R38 | Resolution: | RS06 |
| Text: | Call Close by Andrew Smith: Office closed due to flood, office re-opened on 27/09 | | | | | | |

Call Asset Details

| | | | | | |
|----------------|-------|-------------------|-------|-----------------------|-----------|
| Asset ID: | | Description: | | Serial No: | |
| Product: | ADMIN | Description: | ADMIN | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | H21882970 |

Call Activity Log

| | | |
|-------------|--|------------------------------------|
| OPEN | Sat 24 September 2005 09:53 by GB082460 / HSH8 | Saved: Sat 24 September 2005 09:54 |
| | New call taken by Natasha Scott: PO closed today due to flood - power will be off during this period. PO may re-open Monday 26th Sept. | |
| Information | Sat 24 September 2005 09:56 by GB082460 / HSH8 | Saved: Sat 24 September 2005 09:56 |
| | Kit will be switched off during this period | |
| REASSIGN | Sat 24 September 2005 09:57 by GB082460 / HSH8 | Saved: Sat 24 September 2005 09:57 |
| | Call # E-0509240165 was Reassigned from Natasha Scott, Group HSH8 to Group SMC7-DISTRIB FYI | |
| REASSIGN | Mon 26 September 2005 10:30 by uk06086 1 / SMC7-Distrib | Saved: Mon 26 September 2005 10:30 |
| | Call # E-0509240165 was Reassigned from Group SMC7-DISTRIB to Adele Jane Kenny, Group SMC7-Distrib | |
| REASSIGN | Mon 26 September 2005 12:50 by uk060861 / SMC7 -Distrib | Saved: Mon 26 September 2005 12:50 |
| | Call # E-0509240165 was Reassigned from Adele Jane Kenny, Group SMC7-Distrib to Group DESK OBC | |
| Information | Mon 26 September 2005 12:50 by uk060861 / SMC7 -Distrib | Saved: Mon 26 September 2005 12:50 |
| | Please check with PO whether they are open or not, before closing | |
| MODIFY | Tue 04 October 2005 13:09 by uk955556 / HSH5 | Saved: Tue 04 October 2005 13:09 |
| | Call information modified by Andrew Smith Problem Type: from 'EC04' to 'EC05' | |
| CLOSE | Tue 04 October 2005 13:09 by uk955556 / DESK OBC | Saved: Tue 04 October 2005 13:09 |
| | Call Close by Andrew Smith: Office closed due to flood, office re-opened on 27/09 | |

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|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0509260175

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| | | | | | |
|---------|--------|---------|-----------------------------|----------------|--------|
| Status: | Closed | Opened: | Mon 26 September 2005 09:11 | Affected Site: | 126023 |
|---------|--------|---------|-----------------------------|----------------|--------|

West Byfleet HSD call logs M012 Doc 006

| | | | | | |
|----------------------|--|--------------------------------|-----------------------------|-----------------------|------------------------------------|
| Severity: | 3 B | Closed: | Mon 26 September 2005 11:54 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR Team: | GB082200 / HSH2 |
| Caller Details | | | | | |
| Caller: | Shikhar Saxena | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | PT04 | Call Type: | H | ProbType: | HD07 |
| Problem Text: | Counter Printer - no power | | | | |
| Call Closure Details | | | | | |
| Closed: | 26/09/2005 11:54 | Cause: | CR6 | Repair: | R06 |
| Resolution: | RS20 | | | | |
| Text: | Call Close by Kenneth Hudson: replaced fuse on power cable plug. Call closure code of and repair code 824 | | | | |
| Call Asset Details | | | | | |
| Asset ID: | 12602399 | Description: | Ithica 94 Printer | Serial No: | HE001985228 |
| Product: | PATITH94PTR | Description: | Ithica 94 Printer | Server Name: | |
| OTI Reference: | WF09260033 | Counter Affected: | 3 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Mon 26 September 2005 09:10 by uk085263 / HSH2 | | | | Saved: Mon 26 September 2005 09:11 |
| | New call taken by Imran Hussain: Counter Printer - no power | | | | |
| Information | Mon 26 September 2005 09:12 by uk085263 / HSH2 | | | | Saved: Mon 26 September 2005 09:12 |
| | no light shows on cp pressed on/off switch and no response | | | | |
| Information | Mon 26 September 2005 09:13 by uk085 263 / HSH2 | | | | Saved: Mon 26 September 2005 09:13 |
| | suspected printer cable | | | | |
| Node status | Mon 26 September 2005 09:13 by uk085263 / HSH2 | | | | Saved: Mon 26 September 2005 09:13 |
| | operates | | | | |
| Recommend | Mon 26 September 2005 09:14 by uk085263 / HSH2 | | | | Saved: Mon 26 September 2005 09:14 |
| | recommend engineer check/swap ithica or cable from node 3 | | | | |
| Access Times | Mon 26 September 2005 09:14 by uk085263 / HSH2 | | | | Saved: Mon 26 September 2005 09:14 |
| | mon - fri: 0900 - 1730 | | | | |
| Open OTI | Mon 26 September 2005 09:14 by SYSADM / AS TEA | | | | Saved: Mon 26 September 2005 09:14 |
| | Automatic Open OTI ***Updated by Imran Hussain at 26/09/05 09:14:33 | | | | |
| REASSIGN | Mon 26 September 2005 09:14 by uk085263 / HSH2 | | | | Saved: Mon 26 September 2005 09:14 |
| | Call # E-0509260175 was Reassigned from Imran Hussain, Group HSH2 to Group UKSS1 | | | | |
| OTI Success | New call sent to Dispatch 1 | | | | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WF09260033 | | | | |
| REASSIGN | Mon 26 September 2005 09:24 by Dispatch 1 / | | | | Saved: Mon 26 September 2005 09:25 |
| | The projected arrival date for engineer 084480 is 26 -09-2005 09:25:00 ** [Engineer 084480 allocated]. | | | | |
| UPDATE | Mon 26 September 2005 11:17 by Dispatch 1 / | | | | Saved: Mon 26 September 2005 11:18 |
| | Engineer 084480 despatched to site at 26-09-2005 09:27:00 SLA 17.11 26/9 | | | | |
| UPDATE | Mon 26 September 2005 11:47 by Dispatch 1 / | | | | Saved: Mon 26 September 2005 11:49 |
| | Engineer 084480 arrived on site at 26-09-2005 11:43:00 ** [Engineer 084480 Logged On.] | | | | |
| UPDATE | Mon 26 September 2005 11:48 by Dispatch 1 / | | | | Saved: Mon 26 September 2005 11:49 |
| | Work completed | | | | |
| UPDATE | Mon 26 September 2005 11:48 by Dispatch 1 / | | | | Saved: Mon 26 September 2005 11:49 |
| | replaced fuse on power cable plug. | | | | |
| ENG VISIT | Mon 26 September 2005 11:43 by 084480 / ENGINEERS | | | | Saved: Mon 26 September 2005 11:46 |
| | replaced fuse on power cable plug. Call closure code of and repair code 824 | | | | |
| REASSIGN | Mon 26 September 2005 11:49 by Dispatch 1 / | | | | Saved: Mon 26 September 2005 11:49 |
| | OTI monitor reassigned this call from Dispatch 1 to the Act ion Group HSH2 as directed by the OTIReturn activity | | | | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIReturn activity | | | | |
| OTI Success | Received call closure from Dispatch 1 | | | | |
| CLEAR | Mon 26 September 2005 11:46 by GB082200 / HSH2 | | | | Saved: Mon 26 September 2005 11:46 |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------|---|------------------------------------|
| | replaced fuse on power cable plug. Call closure code of and repair code 824 | |
| CLOSE | Mon 26 September 2005 11:54 by GB082200 / HSH2 | Saved: Mon 26 September 2005 11:54 |
| | Call Close by Kenneth Hudson: replaced fuse on power cable plug. Call closure code of and repair code 824 | |

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| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0510030449

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| | | | | | |
|-----------|--------|--------------------------------|---------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Mon 03 October 2005 11:24 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Mon 03 October 2005 11:26 | FAD/Path Code: | PATH049 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk956665 / HSH1 |

Caller Details

| | | | | | |
|---------|--------|------------|-----|-------------|--------|
| Caller: | leslie | Phone: | GRO | Site: | 126023 |
| Title: | NBSC | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | E | ProbType: | EC05 | Problem: | |
| Problem Text: | Leslie @ nbcs states that the site reopened on the 27th of september@ 0900 | | | | | | |

Call Closure Details


| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 03/10/2005 11:26 | Cause: | CH8 | Repair: | R38 | Resolution: | RS06 |
| Text: | Call Close by Thomas Field: site is now open - it reopened on the 27th of september | | | | | | |

Call Asset Details

| | | | | | |
|----------------|--------|-------------------|---|-----------------------|----------|
| Asset ID: | | Description: | | Serial No: | |
| Product: | Outlet | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 0 | Associated Reference: | 21882970 |

Call Activity Log

| | | |
|-------------|--|----------------------------------|
| OPEN | Mon 03 October 2005 11:22 by uk956665 / HSH1 | Saved: Mon 03 October 2005 11:24 |
| | New call taken by Thomas Field: Leslie @ nbcs states that the site reopened on the 27th of september@ 0900 | |
| Information | Mon 03 October 2005 11:26 by uk956665 / HSH1 | Saved: Mon 03 October 2005 11:26 |
| | site is now reopen for buissiness | |
| CLOSE | Mon 03 October 2005 11:26 by uk956665 / HSH1 | Saved: Mon 03 October 2005 11:26 |
| | Call Close by Thomas Field: site is now open - it reopened on the 27th of september | |

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| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0510060251

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| | | | | | |
|-----------|--------|--------------------------------|---------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Thu 06 October 2005 09:40 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Thu 06 October 2005 09:54 | FAD/Path Code: | PATH049 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk953195 / HSH8 |

Caller Details

| | | | | | |
|---------|-------------|------------|-----|-------------|--------|
| Caller: | Cath @ NBSC | Phone: | GRO | Site: | 126023 |
| Title: | | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|------|------------|---|-----------|------|----------|--|
| Product Type: | PT01 | Call Type: | Z | ProbType: | ZS03 | Problem: | |
|---------------|------|------------|---|-----------|------|----------|--|

West Byfleet HSD call logs M012 Doc 006

| | | | |
|---|--|-----------------------|----------------------------------|
| Problem Text: OSP for Seema misra PM | | | |
| Call Closure Details | | | |
| Closed: | 06/10/2005 09:54 | Cause: | C53 |
| Repair: | R32 | Resolution: | RS03 |
| Text: Call Close by Darryl Johnson: OSP has been issued | | | |
| Call Asset Details | | | |
| Asset ID: | | Description: | |
| Product: | ADMIN | Description: | ADMIN |
| OTI Reference: | | Counter Affected: | 1 |
| | | Associated Reference: | H-21895144 |
| Call Activity Log | | | |
| OPEN | Thu 06 October 2005 09:39 by uk953195 / HSH8 | | Saved: Thu 06 October 2005 09:40 |
| | New call taken by Darryl Johnson: OSP for Seema misra PM | | |
| Information | Thu 06 October 2005 09:54 by uk953195 / HSH8 | | Saved: Thu 06 October 2005 09:54 |
| | OSP has been issued | | |
| CLOSE | Thu 06 October 2005 09:54 by uk953195 / HSH8 | | Saved: Thu 06 October 2005 09:54 |
| | Call Close by Darryl Johnson: OSP has been issued | | |

| | | | | |
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| HOME | Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 | FUJITSU |
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Call E-0510140339

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| | | | | | |
|--|---|--------------------------------|---|-----------------------|----------------------------------|
| Status: | Closed | Opened: | Fri 14 October 2005 11:40 | Affected Site: | 126023 |
| Severity: | 4 A | Closed: | Fri 14 October 2005 16:37 | FAD/Path Code: | PATH039 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 95 | Local / Intermediate / Remote: | L | CSR/Team: | uk953358 / Desk Comms |
| Caller Details | | | | | |
| Caller: | Jenni | Phone: | GRO | Site: | 126023 |
| Title: | CST | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | PT03 | Call Type: | P | ProbType: | PN01 |
| Problem Text: FAD non polling, please investiagte | | | | | |
| Call Closure Details | | | | | |
| Closed: | 14/10/2005 16:37 | Cause: | CX9 | Repair: | RH7 |
| Resolution: | RS09 | | | | |
| Text: Call Close by Sarah Dawe: Site Communicating. EOD received | | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | |
| Product: | PATICLX365/400B | Description: | Multi Counter Gateway 400 - Live PO Sites | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Fri 14 October 2005 11:39 by UK956078 / HSH1 | | | | Saved: Fri 14 October 2005 11:40 |
| | New call taken by Jennifer D'Falco: FAD non polling, please investiagte | | | | |
| Contacted | Fri 14 October 2005 11:40 by UK956078 / HSH1 | | | | Saved: Fri 14 October 2005 11:40 |
| | contacted pm | | | | |
| Information | Fri 14 October 2005 11:41 by UK956078 / HSH1 | | | | Saved: Fri 14 October 2005 11:41 |
| | Pm states that the office is closed today a s there is a problem with the safe. All the counters are being audited. | | | | |
| Information | Fri 14 October 2005 11:43 by UK956078 / HSH1 | | | | Saved: Fri 14 October 2005 11:43 |
| | Pm states that she has rebooted thiy morning due to a power cut. | | | | |
| Advice | Fri 14 October 2005 11:43 by UK956078 / HSH1 | | | | Saved: Fri 14 October 2005 11:43 |
| | Advised reboot | | | | |
| Information | Fri 14 October 2005 11:44 by UK956078 / HSH1 | | | | Saved: Fri 14 October 2005 11:44 |

West Byfleet HSD call logs M012 Doc 006

| | | |
|--------------|--|----------------------------------|
| | Pm doesnt know which node is gateway. | |
| Information | Fri 14 October 2005 11:45 by UK956078 / HSH1 | Saved: Fri 14 October 2005 11:45 |
| | guidig pm through reboot and node info. | |
| Advice | Fri 14 October 2005 11:48 by UK956078 / HSH1 | Saved: Fri 14 October 2005 11:48 |
| | Advise pm to check a reboot is ok with auditor. | |
| Information | Fri 14 October 2005 11:49 by UK956078 / HSH1 | Saved: Fri 14 October 2005 11:49 |
| | Guiding pm through reboot. | |
| Access Times | Fri 14 October 2005 11:51 by UK956078 / HSH1 | Saved: Fri 14 October 2005 11:51 |
| | mon - fri 09.00 - 17.30 no lunch | |
| REASSIGN | Fri 14 October 2005 11:52 by UK956078 / HSH1 | Saved: Fri 14 October 2005 11:52 |
| | Call # E-0510140339 was Reassigned from Jennifer D'Falco, Group HSH1 to Group DESK NONPOLL | |
| Information | Fri 14 October 2005 12:01 by uk953358 / HSH6 | Saved: Fri 14 October 2005 12:01 |
| | Pm is rebooting @11:48 | |
| Information | Fri 14 October 2005 16:37 by uk953358 / Desk Comms | Saved: Fri 14 October 2005 16:37 |
| | Site Communicating. EOD received | |
| CLEAR | Fri 14 October 2005 16:37 by uk953358 / Desk Comms | Saved: Fri 14 October 2005 16:37 |
| | Site Communicating. EOD received | |
| CLOSE | Fri 14 October 2005 16:37 by uk953358 / Desk Comms | Saved: Fri 14 October 2005 16:37 |
| | Call Close by Sarah Dawe: Site Communicating. EOD received | |

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| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0510170416

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|-----------|--------|--------------------------------|---------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Mon 17 October 2005 11:05 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Mon 17 October 2005 11:10 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk951654 / HSH7 |

Caller Details

| | | | | | |
|---------|------------|------------|-----|-------------|--------|
| Caller: | mr javed | Phone: | GRO | Site: | 126023 |
| Title: | PostMaster | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | PT03 | Call Type: | S | ProbType: | SD08 | Problem: | |
| Problem Text: | caller is restarting the computer and he had a blue screen but now it has gone to system busy | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 17/10/2005 11:10 | Cause: | CR4 | Repair: | R74 | Resolution: | RS06 |
| Text: | Call Close by Erica Tidman: system busy, adv pm this is part of normal reboot, ref given | | | | | | |

Call Asset Details

| | | | | | |
|----------------|-----------------|-------------------|---|-----------------------|------------|
| Asset ID: | 12602399 | Description: | | Serial No: | YBRE007345 |
| Product: | PATICLX365/400B | Description: | Multi Counter Gateway 400 - Live PO Sites | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|--------|---|----------------------------------|
| OPEN | Mon 17 October 2005 11:00 by uk951654 / HSH7 | Saved: Mon 17 October 2005 11:05 |
| | New call taken by Erica Tidman: caller is restarting the computer and he had a blue screen but now it has gone to system busy | |
| Advice | Mon 17 October 2005 11:09 by uk951654 / HSH7 | Saved: Mon 17 October 2005 11:09 |
| | adv caller the system is loading as normal, ref given | |
| CLEAR | Mon 17 October 2005 11:10 by uk951654 / HSH7 | Saved: Mon 17 October 2005 11:10 |
| | no fault, part of normal reboot | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|--|--|----------------------------------|
| CLOSE | Mon 17 October 2005 11:10 by uk951654 / HSH7 | Saved: Mon 17 October 2005 11:10 |
| Call Close by Erica Tidman: system busy, adv pm this is part of normal reboot, ref given | | |

| | | | |
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| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0511050159

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Sat 05 November 2005 09:57 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Sat 05 November 2005 10:01 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk954989 / HSH1 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | Sema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD11 | Problem: | |
| Problem Text: | PM states touch screen is not responding | | | | | | |

Call Closure Details



| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 05/11/2005 10:01 | Cause: | CT1 | Repair: | R74 | Resolution: | RS06 |
| Text: | Call Close by Matthew Wilson: Touch screen not working. clean touch screen and recalibrated. screen now working | | | | | | |

Call Asset Details

| | | | | | |
|----------------|------------|-------------------|---|-----------------------|-----------------|
| Asset ID: | 12602399 | Description: | | Serial No: | X547950T4211121 |
| Product: | PATCTXFLAT | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 2 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|---|-----------------------------------|
| OPEN | Sat 05 November 2005 09:56 by uk954989 / HSH1 | Saved: Sat 05 November 2005 09:57 |
| | New call taken by Matthew Wilson: PM states touch screen is not responding | |
| Advice | Sat 05 November 2005 09:58 by uk954989 / HSH1 | Saved: Sat 05 November 2005 09:58 |
| | advised to turn off monitor and clean then recalibrate | |
| Information | Sat 05 November 2005 10:00 by uk954989 / HSH1 | Saved: Sat 05 November 2005 10:00 |
| | touch screen is now working | |
| CLEAR | Sat 05 November 2005 10:00 by uk954989 / HSH1 | Saved: Sat 05 November 2005 10:00 |
| | Touch screen not working. clean touch screen and recalibrated. screen now working | |
| CLOSE | Sat 05 November 2005 10:01 by uk954989 / HSH1 | Saved: Sat 05 November 2005 10:01 |
| | Call Close by Matthew Wilson: Touch screen not working. clean touch screen and recalibrated. screen now working | |

| | | | |
|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0511050159



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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Sat 05 November 2005 09:57 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Sat 05 November 2005 10:01 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk954989 / HSH1 |

Caller Details

West Byfleet HSD call logs M012 Doc 006

| | | | | | |
|----------------------|--|-------------------|-----|-----------------------|-----------------------------------|
| Caller: | Sema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD11 |
| Problem Text: | PM states touch screen is not responding | | | | |
| Call Closure Details | | | | | |
| Closed: | 05/11/2005 10:01 | Cause: | CT1 | Repair: | R74 |
| Resolution: | RS06 | | | | |
| Text: | Call Close by Matthew Wilson: Touch screen not working. clean touch screen and recalibrated. screen now working | | | | |
| Call Asset Details | | | | | |
| Asset ID: | 12602399 | Description: | | Serial No: | X547950T4211121 |
| Product: | PATCTXFLAT | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 2 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Sat 05 November 2005 09:56 by uk954989 / HSH1 | | | | Saved: Sat 05 November 2005 09:57 |
| | New call taken by Matthew Wilson: PM states touch screen is not responding | | | | |
| Advice | Sat 05 November 2005 09:58 by uk954989 / HSH1 | | | | Saved: Sat 05 November 2005 09:58 |
| | advised to turn off monitor. and clean then recalibrate | | | | |
| Information | Sat 05 November 2005 10:00 by uk954989 / HSH1 | | | | Saved: Sat 05 November 2005 10:00 |
| | touch screen is now working | | | | |
| CLEAR | Sat 05 November 2005 10:00 by uk954989 / HSH1 | | | | Saved: Sat 05 November 2005 10:00 |
| | Touch screen not working. clean touch screen and recalibrated. screen now working | | | | |
| CLOSE | Sat 05 November 2005 10:01 by uk954989 / HSH1 | | | | Saved: Sat 05 November 2005 10:01 |
| | Call Close by Matthew Wilson: Touch screen not working. clean touch screen and recalibrated. scr een now working | | | | |

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|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0511050165

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| | | | | | |
|----------------------|--|--------------------------------|----------------------------|-----------------------|-----------------------------------|
| Status: | Closed | Opened: | Sat 05 November 2005 10:01 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Sat 05 November 2005 10:02 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk954989 / HSH1 |
| Caller Details | | | | | |
| Caller: | sema | Phone: | GRO | Site: | 126023 |
| Title: | | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD04 |
| Problem Text: | BCR not working | | | | |
| Call Closure Details | | | | | |
| Closed: | 05/11/2005 10:02 | Cause: | CN1 | Repair: | R70 |
| Resolution: | RS06 | | | | |
| Text: | Call Close by Matthew Wilson: BCR not working, cleaned lens and rebooted | | | | |
| Call Asset Details | | | | | |
| Asset ID: | 12602399 | Description: | | Serial No: | R-46-10329 |
| Product: | PATWAL3400BCR | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 3 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Sat 05 November 2005 10:01 by uk954989 / HSH1 | | | | Saved: Sat 05 November 2005 10:01 |

West Byfleet HSD call logs M012 Doc 006


| | | |
|-------------|--|-----------------------------------|
| | New call taken by Matthew Wilson: BCR not working | |
| Advice | Sat 05 November 2005 10:01 by uk954989 / HSH1 | Saved: Sat 05 November 2005 10:01 |
| | advised to clean lens, check for scratches and reboot | |
| Information | Sat 05 November 2005 10:02 by uk954989 / HSH1 | Saved: Sat 05 November 2005 10:02 |
| | lens is clean. pm will reboot at end of day | |
| CLEAR | Sat 05 November 2005 10:02 by uk954989 / HSH1 | Saved: Sat 05 November 2005 10:02 |
| | BCR not working, cleaned lens and rebooted | |
| CLOSE | Sat 05 November 2005 10:02 by uk954989 / HSH1 | Saved: Sat 05 November 2005 10:02 |
| | Call Close by Matthew Wilson: BCR not working, cleaned lens and rebooted | |

| | | | |
|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0511160161

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| | | | | | |
|-----------------------------|--|--------------------------------|----------------------------|-----------------------|-----------------|
| Status: | Closed | Opened: | Wed 16 November 2005 09:20 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Wed 16 November 2005 09:21 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk955547 / HSH2 |
| Caller Details | | | | | |
| Caller: | mr shekar | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | PT01 | Call Type: | X | ProbType: | XI06 |
| Problem Text: | pm statse he has discrepancy on system | | | | |
| Call Closure Details | | | | | |
| Closed: | 16/11/2005 09:21 | Cause: | CM2 | Repair: | R58 |
| Text: | Call Close by Akram Ali: pm statse discrepancy on system advised pm to call nbsc | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | |
| Product: | Non Horizon Business | Description: | Non Horizon business | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Wed 16 November 2005 09:19 by uk955547 / HSH2 | | | | |
| | New call taken by Akram Ali: pm statse he has discrepancy on system | | | | |
| Advice | Wed 16 November 2005 09:21 by uk955547 / HSH2 | | | | |
| | advised pm to call nbsc | | | | |
| CLOSE | Wed 16 November 2005 09:21 by uk955547 / HSH2 | | | | |
| | Call Close by Akram Ali: pm statse discrepancy on system advised pm to call nbsc | | | | |

| | | | |
|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0511230280

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 23 November 2005 10:05 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Wed 23 November 2005 10:08 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk956669 / HSH6 |

West Byfleet HSD call logs M012 Doc 006

| Caller Details | | | |
|----------------------|--|-----------------------|-----------------------------------|
| Caller: | mrs amid | Phone: | GRO |
| Title: | Postmistress | Login: | |
| | | Department: | |
| | | Caller ID: | |
| | | Location: | |
| Call Problem Details | | | |
| Product Type: | PT04 | Call Type: | H |
| | | ProbType: | HD07 |
| Problem Text: | PM reports that CP isnt working. | | |
| Call Closure Details | | | |
| Closed: | 23/11/2005 10:08 | Cause: | C01 |
| | | Repair: | R74 |
| | | Resolution: | RS06 |
| Text: | Call Close by Barrie Curtin: pm reports that CP isnt working. advised through checks. pm will continue unassited and come back to us | | |
| Call Asset Details | | | |
| Asset ID: | | Description: | |
| Product: | PATITH94PTR | Description: | lthica 94 Printer |
| | | Server Name: | |
| OTI Reference: | | Counter Affected: | 2 |
| | | Associated Reference: | |
| Call Activity Log | | | |
| OPEN | Wed 23 November 2005 10:04 by uk956669 / HSH6 | | Saved: Wed 23 November 2005 10:05 |
| | New call taken by Barrie Curtin: PM reports that C P isnt working. | | |
| Advice | Wed 23 November 2005 10:06 by uk956669 / HSH6 | | Saved: Wed 23 November 2005 10:06 |
| | advised the pm to check the following. mylar guard slip loader gap lever tally roll cables obstructions reset | | |
| Information | Wed 23 November 2005 10:07 by uk956669 / HSH6 | | Saved: Wed 23 November 2005 10:07 |
| | pm will continue unassited and come back to us | | |
| CLEAR | Wed 23 November 2005 10:08 by uk956669 / HSH6 | | Saved: Wed 23 November 2005 10:08 |
| | pm will continue unassited and come back to us | | |
| CLOSE | Wed 23 November 2005 10:08 by uk956669 / HSH6 | | Saved: Wed 23 November 2005 10:08 |
| | Call Close by Barrie Curtin: pm reports that CP isnt working. advised through checks. pm will continue unassited and come back to us | | |

| | | | | |
|------|---------------------------------------|---------------|------------|---------|
| HOME | Post Office Account S70 Archive4.1 on | PH4POAS70 on | 29/11/2012 | FUJITSU |
| | msdc01poadb02 | msdc01poadb02 | | |

Call E-0511250758

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| Status: Closed | | | |
|----------------------|---|--------------------------------|----------------------------|
| Opened: | Fri 25 November 2005 16:47 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Mon 28 November 2005 12:12 |
| FAD/Path Code: | 126023 | No. Counters: | 3 |
| Customer: | I039 | CSR/Team: | uk952016 / HSH1 |
| Priority: | 1 | Local / Intermediate / Remote: | L |
| Caller Details | | | |
| Caller: | Mrs Ahmed | Phone: | GRO |
| Title: | Clerk | Login: | |
| | | Department: | |
| | | Caller ID: | |
| | | Location: | |
| Call Problem Details | | | |
| Product Type: | | Call Type: | H |
| | | ProbType: | HD07 |
| Problem Text: | Clerk states CP is not printing mail labels | | |
| Call Closure Details | | | |
| Closed: | 28/11/2005 12:12 | Cause: | CS5 |
| | | Repair: | R01 |
| | | Resolution: | RS20 |
| Text: | Call Close by David Dawe: Engineer replaced the counter printer. Call closure code of and repair code 821 | | |
| Call Asset Details | | | |
| Asset ID: | | Description: | lthica 94 Printer |
| Product: | PATITH94PTR | Description: | lthica 94 Printer |
| | | Server Name: | |
| OTI Reference: | WF11250371 | Counter Affected: | 2 |
| | | Associated Reference: | |
| Call Activity Log | | | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|--------------|--|-----------------------------------|
| OPEN | Fri 25 November 2005 16:46 by uk954989 / HSH1 New call taken by Matthew Wilson: Clerk states CP is not printing mail labels | Saved: Fri 25 November 2005 16:47 |
| MODIFY | Fri 25 November 2005 16:49 by uk954989 / HSH1 Call information modified by Matthew Wilson Node Affected: from '1' to '2' | Saved: Fri 25 November 2005 16:49 |
| Information | Fri 25 November 2005 16:49 by uk954989 / HSH1 clerk called with fault earlier and has been through checks. | Saved: Fri 25 November 2005 16:49 |
| Node status | Fri 25 November 2005 16:50 by uk954989 / HSH1 node is operational | Saved: Fri 25 November 2005 16:50 |
| Access Times | Fri 25 November 2005 16:50 by uk954989 / HSH1 Mon to Fri 09.00 - 17.30 Sat 09.00 - 13.00 | Saved: Fri 25 November 2005 16:50 |
| Recommend | Fri 25 November 2005 16:51 by uk954989 / HSH1 engineer to check/swap CP on node2. call logged 16.47 | Saved: Fri 25 November 2005 16:51 |
| Open OTI | Fri 25 November 2005 16:51 by SYSADM / ASTEA Automatic Open OTI ***Updated by Matthew Wilson at 25/11/2005 16:51:50 | Saved: Fri 25 November 2005 16:51 |
| REASSIGN | Fri 25 November 2005 16:51 by uk954989 / HSH1 Call # E-0511250758 was Reassigned from Matthew Wilson, Group HSH1 to Group UKSS1 | Saved: Fri 25 November 2005 16:51 |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WF11250371 | |
| UPDATE | Fri 25 November 2005 17:01 by PATHWAY / sla 1623 28/11 | Saved: Fri 25 November 2005 17:03 |
| REASSIGN | Sun 27 November 2005 12:28 by Dispatch 1 / The projected arrival date for engineer 000163 is 28 -11-2005 10:00:00 ENGINEER SHOWING PART IN GOOD BIN | Saved: Sun 27 November 2005 12:31 |
| UPDATE | Sun 27 November 2005 12:28 by Dispatch 1 / ** [Engineer 000163 allocated]. | Saved: Sun 27 November 2005 12:31 |
| UPDATE | Mon 28 November 2005 08:30 by PATHWAY / DEALOC12 ServiceLink UnAvailable | Saved: Mon 28 November 2005 08:34 |
| UPDATE | Mon 28 November 2005 08:30 by PATHWAY / ** [Engineer 000163 released call.] | Saved: Mon 28 November 2005 08:34 |
| UPDATE | Mon 28 November 2005 09:08 by PATHWAY / @@VOICED - Engineer aware | Saved: Mon 28 November 2005 09:11 |
| UPDATE | Mon 28 November 2005 09:11 by Dispatch 1 / ** [Engineer 000162 allocated]. | Saved: Mon 28 November 2005 09:14 |
| UPDATE | Mon 28 November 2005 12:09 by Dispatch 1 / Engineer 000162 arrived on site at 28-11-2005 10:00:00 ** [Engineer 000162 Logged On.] | Saved: Mon 28 November 2005 12:10 |
| UPDATE | Mon 28 November 2005 12:09 by Dispatch 1 / Work completed | Saved: Mon 28 November 2005 12:10 |
| UPDATE | Mon 28 November 2005 12:09 by Dispatch 1 / Engineer replaced the counter printer. | Saved: Mon 28 November 2005 12:10 |
| ENG VISIT | Mon 28 November 2005 10:00 by 000162 / ENGINEERS Engineer replaced the counter printer. Call closure code of and repair code 821 | Saved: Mon 28 November 2005 10:45 |
| REASSIGN | Mon 28 November 2005 12:10 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTI Return activity | Saved: Mon 28 November 2005 12:10 |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTI Return activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Mon 28 November 2005 10:45 by uk952016 / HSH1 Engineer replaced the counter printer. Call closure code of and repair code 821 | Saved: Mon 28 November 2005 10:45 |
| CLOSE | Mon 28 November 2005 12:12 by uk952016 / HSH1 Call Close by David Dawe: Engineer replaced the counter printer. Call closure code of and repair code 821 | Saved: Mon 28 November 2005 12:12 |

West Byfleet HSD call logs M012 Doc 006

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| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0511250761

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Fri 25 November 2005 16:53 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Fri 25 November 2005 16:57 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk954989 / HSH1 |

Caller Details

| | | | | | |
|---------|-----------|------------|-----|-------------|--------|
| Caller: | Mrs Ahmed | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | PT06 | Call Type: | H | ProbType: | HD11 | Problem: | |
| Problem Text: | Clerk states touch screen is not responding | | | | | | |

Call Closure Details



| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 25/11/2005 16:57 | Cause: | CN1 | Repair: | R70 | Resolution: | RS06 |
| Text: | Call Close by Matthew Wilson: Touch screen not responding. cleaned screen and failed recalibration. advised reboot. ref no given | | | | | | |

Call Asset Details

| | | | | | |
|----------------|------------|-------------------|--------------------------------|-----------------------|-----------------|
| Asset ID: | 12602399 | Description: | | Serial No: | X547950T4211125 |
| Product: | PATCTXFLAT | Description: | CTX Flatscreen - Live PO Sites | Server Name: | |
| OTI Reference: | | Counter Affected: | 2 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|--|-----------------------------------|
| OPEN | Fri 25 November 2005 16:50 by uk954989 / HSH1 | Saved: Fri 25 November 2005 16:53 |
| | New call taken by Matthew Wilson: Clerk states touch screen is not responding | |
| Advice | Fri 25 November 2005 16:56 by uk954989 / HSH1 | Saved: Fri 25 November 2005 16:56 |
| | advised to clean screen and recalibrate | |
| Information | Fri 25 November 2005 16:57 by uk954989 / HSH1 | Saved: Fri 25 November 2005 16:57 |
| | calibration failed | |
| Advice | Fri 25 November 2005 16:57 by uk954989 / HSH1 | Saved: Fri 25 November 2005 16:57 |
| | advised to reboot | |
| CLEAR | Fri 25 November 2005 16:57 by uk954989 / HSH1 | Saved: Fri 25 November 2005 16:57 |
| | Touch screen not responding. cleaned screen and failed recalibration. advised reboot. ref no given | |
| CLOSE | Fri 25 November 2005 16:57 by uk954989 / HSH1 | Saved: Fri 25 November 2005 16:57 |
| | Call Close by Matthew Wilson: Touch screen not responding. cleaned screen and failed recalibration. advised reboot. ref no given | |

| | | | |
|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0512051031

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Mon 05 December 2005 18:17 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Tue 06 December 2005 12:05 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | UK084050 / HSH5 |

Caller Details

| | | | | | |
|---------|-------|--------|-----|-------------|--------|
| Caller: | seema | Phone: | GRO | Site: | 126023 |
| Title: | pm | Login: | | Department: | |

West Byfleet HSD call logs M012 Doc 006

| | | | |
|---|--|-------------------|--------------------------------------|
| Caller ID: | | Location: | |
| Call Problem Details | | | |
| Product Type: | Call Type: H | ProbType: HD01 | Problem: |
| Problem Text: pm did a cash declaration. the machine started to make a noise. | | | |
| Call Closure Details | | | |
| Closed: | 06/12/2005 12:05 | Cause: C08 | Repair: R08 Resolution: RS20 |
| Text: Call Close by Mark Brown: @@CHARGE no fault found. Call closure code of and repair code 819 | | | |
| Call Asset Details | | | |
| Asset ID: | 12602399 | Description: | Standard Counter 400 - Live PO Sites |
| Product: | PATICLX365/400C | Description: | Standard Counter 400 - Live PO Sites |
| OTI Reference: | WF12050414 | Counter Affected: | 3 |
| Serial No: | YBRE001436 | Server Name: | |
| Associated Reference: | | | |
| Call Activity Log | | | |
| OPEN | Mon 05 December 2005 18:16 by GB082227 / HSH5 | | Saved: Mon 05 December 2005 18:17 |
| | New call taken by Anthony Vasse: pm did a cash declaration. the machine started to make a noise. | | |
| Node status | Mon 05 December 2005 18:18 by GB082227 / HSH5 | | Saved: Mon 05 December 2005 18:18 |
| | node is not operational | | |
| Information | Mon 05 December 2005 18:18 by GB082227 / HSH5 | | Saved: Mon 05 December 2005 18:18 |
| | call logged at 18.17 | | |
| MODIFY | Mon 05 December 2005 18:18 by GB082227 / HSH5 | | Saved: Mon 05 December 2005 18:18 |
| | Call information modified by Anthony Vasse Node Affected: from '1' to '3' | | |
| Advice | Mon 05 December 2005 18:18 by GB082227 / HSH5 | | Saved: Mon 05 December 2005 18:18 |
| | pm shut the machine down. it will not reboot. the screen goes to windows nt then goes blank. | | |
| Advice | Mon 05 December 2005 18:19 by GB082227 / HSH5 | | Saved: Mon 05 December 2005 18:19 |
| | the pm turned the system off for two minutes. | | |
| Information | Mon 05 December 2005 18:19 by GB082227 / HSH5 | | Saved: Mon 05 December 2005 18:19 |
| | the cables appear to be okay. no critical events are showing on tivoli. | | |
| Recommend | Mon 05 December 2005 18:20 by GB082227 / HSH5 | | Saved: Mon 05 December 2005 18:20 |
| | an engineer check/swap the node 3 base unit and cables. pls clear the lan before swapping out the base unit. | | |
| Access Times | Mon 05 December 2005 18:20 by GB082227 / HSH5 | | Saved: Mon 05 December 2005 18:20 |
| | confirmed access times mon to fri 0900 -1730 access during lunch periods. | | |
| Open OTI | Mon 05 December 2005 18:21 by SYSADM / ASTEA | | Saved: Mon 05 December 2005 18:21 |
| | Automatic Open OTI ***Updated by Anthony Vasse at 05/12/05 18:21:56 | | |
| REASSIGN | Mon 05 December 2005 18:21 by GB082227 / HSH5 | | Saved: Mon 05 December 2005 18:21 |
| | Call # E-0512051031 was Reassigned from Anthony Vasse, Group HSH5 to Group UKSS1 | | |
| OTI Success | New call sent to Dispatch 1 | | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WF12050414 | | |
| REASSIGN | Mon 05 December 2005 19:24 by Dispatch 1 / | | Saved: Mon 05 December 2005 19:25 |
| | The projected arrival date for engineer 084480 is 06 -12-2005 09:00:00 ** [Engineer 084480 allocated]. | | |
| INFORMATION | Tue 06 December 2005 09:10 by UK061 337 / UKSS2 | | Saved: Tue 06 December 2005 09:10 |
| | SLA = 1700 6TH | | |
| OTI Success | An add has been sent to Dispatch 1 | | |
| UPDATE | Tue 06 December 2005 09:13 by Dispatch 1 / | | Saved: Tue 06 December 2005 09:13 |
| | Engineer 084480 despatched to site at 06 -12-2005 08:15:00 sla 1700 6/12 | | |
| UPDATE | Tue 06 December 2005 09:28 by Dispatch 1 / | | Saved: Tue 06 December 2005 09:30 |
| | Engineer 084480 arrived on site at 06 -12-2005 09:19:00 ** [Engineer 084480 Logged On.] | | |
| UPDATE | Tue 06 December 2005 10:18 by Dispatch 1 / | | Saved: Tue 06 December 2005 10:20 |
| | sla reentered | | |
| UPDATE | Tue 06 December 2005 10:27 by Dispatch 1 / | | Saved: Tue 06 December 2005 10:31 |
| | Work completed | | |
| UPDATE | Tue 06 December 2005 10:27 by Dispatch 1 / | | Saved: Tue 06 December 2005 10:31 |
| | @@CHARGE no fault found. | | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|--|-----------------------------------|
| ENG VISIT | Tue 06 December 2005 09:19 by 084480 / ENGINEERS @@CHARGE no fault found. Call closure code of and repair code 819 | Saved: Tue 06 December 2005 10:02 |
| REASSIGN | Tue 06 December 2005 10:31 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTI Return activity | Saved: Tue 06 December 2005 10:31 |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTI Return activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Tue 06 December 2005 12:05 by UK084050 / HSH5 @@CHARGE no fault found. Call closure code of and repair code 819 | Saved: Tue 06 December 2005 12:05 |
| CLOSE | Tue 06 December 2005 12:05 by UK084050 / HSH5 Call Close by Mark Brown: @@CHARGE no fault found. Call closure code of and repair code 819 | Saved: Tue 06 December 2005 12:05 |

| | | | |
|--|----------------------------|------------|---|
| HOME Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0512060215

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-------------------------|
| Status: | Closed | Opened: | Tue 06 December 2005 09:54 | Affected Site: | 126023 |
| Severity: | 4 A | Closed: | Tue 06 December 2005 11:59 | FAD/Path Code: | PATH039 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 95 | Local / Intermediate / Remote: | L | CSR/Team: | uk953358 / Desk NonPoll |

Caller Details

| | | | | | |
|---------|---------------|------------|-----|-------------|--------|
| Caller: | Leanne Hudson | Phone: | GRO | Site: | 126023 |
| Title: | CMT | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | PT03 | Call Type: | P | ProbType: | PN01 | Problem: | |
| Problem Text: | Node 3 is non-polling, please investigate. | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 06/12/2005 11:59 | Cause: | CX9 | Repair: | RH7 | Resolution: | RS09 |
| Text: | Call Close by Sarah Dawe: Site Communicating. EOD received | | | | | | |

Call Asset Details

| | | | | | |
|----------------|-----------------|-------------------|--------------------------------------|-----------------------|------------|
| Asset ID: | 12602399 | Description: | | Serial No: | YBRE001436 |
| Product: | PATICLX365/400C | Description: | Standard Counter 400 - Live PO Sites | Server Name: | |
| OTI Reference: | | Counter Affected: | 3 | Associated Reference: | |

Call Activity Log

| | | |
|--------------|---|-----------------------------------|
| OPEN | Tue 06 December 2005 09:53 by uk951586 / Desk NonPoll New call taken by Leanne Hudson: Node 3 is non-polling, please investigate. | Saved: Tue 06 December 2005 09:54 |
| REASSIGN | Tue 06 December 2005 09:54 by uk951586 / Desk NonPoll Call # E-0512060215 was Reassigned from Leanne Hudson, Group Desk NonPoll to Group DES K NONPOLL | Saved: Tue 06 December 2005 09:55 |
| OPEN_CALL_TS | Tue 06 December 2005 09:55 by uk951586 / Desk NonPoll Open Calls Troubleshoot (Affected Site:126023) | Saved: Tue 06 December 2005 09:55 |
| Information | Tue 06 December 2005 09:55 by uk951586 / Desk NonPoll UKSS on site from 09:19. | Saved: Tue 06 December 2005 09:55 |
| Information | Tue 06 December 2005 11:59 by uk953358 / Desk NonPoll Site Communicating. EOD received | Saved: Tue 06 December 2005 11:59 |
| CLEAR | Tue 06 December 2005 11:59 by uk953358 / Desk NonPoll Site Communicating. EOD received | Saved: Tue 06 December 2005 11:59 |
| CLOSE | Tue 06 December 2005 11:59 by uk953358 / Desk NonPoll | Saved: Tue 06 December 2005 11:59 |

West Byfleet HSD call logs M012 Doc 006

Call Close by Sarah Dawe: Site Communicating. EOD received

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|--|----------------------------|------------|---|
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|--|----------------------------|------------|---|

Call E-0512170158

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Sat 17 December 2005 10:26 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Sat 17 December 2005 10:28 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk085263 / HSH6 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | Seema Misra | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | S | ProbType: | SD21 | Problem: | |
| Problem Text: | swiss francs given to colleague - trying to transfer ands not in dropdown list | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 17/12/2005 10:28 | Cause: | CW5 | Repair: | R70 | Resolution: | RS06 |
| Text: | Call Close by Imran Hussain: swiss francs given to colleague - trying to transfer ands not in dropdown list - advised reboot - pm to reboot unassisted | | | | | | |

Call Asset Details

| | | | | | |
|----------------|---------|-------------------|---------|-----------------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | Riposte | Description: | Riposte | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|--|-----------------------------------|
| OPEN | Sat 17 December 2005 10:25 by uk085263 / HSH6 | Saved: Sat 17 December 2005 10:26 |
| | New call taken by Imran Hussain: swiss francs given to colleague - trying to transfer ands not in dropdown list | |
| Information | Sat 17 December 2005 10:27 by uk085263 / HSH6 | Saved: Sat 17 December 2005 10:27 |
| | other nodes not affected | |
| Advice | Sat 17 December 2005 10:27 by uk085263 / HSH6 | Saved: Sat 17 December 2005 10:27 |
| | advised reboot | |
| CLEAR | Sat 17 December 2005 10:28 by uk085263 / HS H6 | Saved: Sat 17 December 2005 10:28 |
| | swiss francs given to colleague - trying to transfer ands not in dropdown list - advised reboot | |
| CLOSE | Sat 17 December 2005 10:28 by uk085263 / HSH6 | Saved: Sat 17 December 2005 10:28 |
| | Call Close by Imran Hussain: swiss francs given to colleague - trying to transfer ands not in dropdown list - advised reboot - pm to reboot unassisted | |

| | | | |
|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0601100096

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|-----------|--------|--------------------------------|---------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Tue 10 January 2006 09:03 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Tue 10 January 2006 09:27 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | GB082227 / HSH5 |

Caller Details

| | | | | | |
|---------|-------|--------|-----|-------------|--------|
| Caller: | javed | Phone: | GRO | Site: | 126023 |
| Title: | pm | Login: | | Department: | |

West Byfleet HSD call logs M012 Doc 006

| | | | |
|--|---|-----------------------|----------------------------------|
| Caller ID: | | Location: | |
| Call Problem Details | | | |
| Product Type: | Call Type: N | ProbType: ND01 | Problem: |
| Problem Text: the online services are down. | | | |
| Call Closure Details | | | |
| Closed: 10/01/2006 09:27 | Cause: C36 | Repair: R70 | Resolution: RS06 |
| Text: Call Close by Anthony Vasse: pm has rebooted to clear a network failure. | | | |
| Call Asset Details | | | |
| Asset ID: | Description: | Serial No: | |
| Product: PO ADSL | Description: | Server Name: | |
| OTI Reference: | Counter Affected: 1 | Associated Reference: | |
| Call Activity Log | | | |
| OPEN | Tue 10 January 2006 09:00 by GB082227 / HSH5 | | Saved: Tue 10 January 2006 09:03 |
| | New call taken by Anthony Vasse: the online services are down. | | |
| Information | Tue 10 January 2006 09:07 by GB082227 / HSH5 | | Saved: Tue 10 January 2006 09:07 |
| | the site is health checking. this is an adsl site. adsl phone nos is GRO | | |
| Advice | Tue 10 January 2006 09:08 by GB082227 / HSH5 | | Saved: Tue 10 January 2006 09:08 |
| | pm has pwwdctr on node 1. | | |
| Advice | Tue 10 January 2006 09:08 by GB082227 / HSH5 | | Saved: Tue 10 January 2006 09:08 |
| | advised pm to reboot the gateway. switch off for 30 seconds. gave call ref. | | |
| SUSPEND | Tue 10 January 2006 09:09 by GB082227 / HSH5 | | Saved: Tue 10 January 2006 09:09 |
| | Due for Release on 10/01/2006 at 09:39:00 Call suspended by Anthony Vasse pending result of the reboot. | | |
| RELEASE | Tue 10 January 2006 09:25 by GB082227 / HSH5 | | Saved: Tue 10 January 2006 09:25 |
| | Call released by Anthony Vasse: for update. | | |
| Information | Tue 10 January 2006 09:27 by GB082227 / HSH5 | | Saved: Tue 10 January 2006 09:27 |
| | pm has rebooted to clear a network failure/pwwdctr. | | |
| CLEAR | Tue 10 January 2006 09:27 by GB082227 / HSH5 | | Saved: Tue 10 January 2006 09:27 |
| | pm has rebooted to clear a network failure. | | |
| CLOSE | Tue 10 January 2006 09:27 by GB082227 / HSH5 | | Saved: Tue 10 January 2006 09:27 |
| | Call Close by Anthony Vasse: pm has rebooted to clear a network failure. | | |

| | | | |
|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0602200350

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| | | |
|---|------------------------------------|---------------------------|
| Status: Closed | Opened: Mon 20 February 2006 10:42 | Affected Site: 126023 |
| Severity: 2 C | Closed: Mon 20 February 2006 10:44 | FAD/Path Code: 126023 |
| Customer: I039 | | No. Counters: 3 |
| Priority: 0 | Local / Intermediate / Remote: L | CSR/Team: uk952601 / HSH1 |
| Caller Details | | |
| Caller: mrs seema | Phone: GRO | Site: 126023 |
| Title: PostMaster | Login: | Department: |
| | Caller ID: | Location: |
| Call Problem Details | | |
| Product Type: | Call Type: X | ProbType: XI06 |
| Problem Text: pm states that showing £ 6000 down from balance.. | | |
| Call Closure Details | | |
| Closed: 20/02/2006 10:44 | Cause: CM2 | Repair: R58 |
| Text: Call Close by Joanne Rowland: pm states that showing £ 6000 down from balance..advised nbcs issue | | |
| Call Asset Details | | |

West Byfleet HSD call logs M012 Doc 006

| | | | | | |
|-------------------|--|-------------------|---|-----------------------------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | Riposte | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Mon 20 February 2006 10:40 by uk952601 / HSH1 | | | Saved: Mon 20 February 2006 10:42 | |
| | New call taken by Joanne Rowland: pm states that showing £ 6000 down from balance.. | | | | |
| Information | Mon 20 February 2006 10:44 by uk952601 / HSH1 | | | Saved: Mon 20 February 2006 10:44 | |
| | pm states that showing £ 6000 down from balance..advised nb sc issue | | | | |
| CLOSE | Mon 20 February 2006 10:44 by uk952601 / HSH1 | | | Saved: Mon 20 February 2006 10:44 | |
| | Call Close by Joanne Rowland: pm states that showing £ 6000 down from balance..advised nb sc issue | | | | |

| | | | | |
|--|---|----------------------------|------------|---|
| HOME  | Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|---|----------------------------|------------|---|

Call E-0602200355

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Mon 20 February 2006 10:45 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Mon 20 February 2006 10:48 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk957321 / HSH2 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | ceemer misra | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | PT01 | Call Type: | X | ProbType: | XI06 | Problem: | |
| Problem Text: | pm states that showing £ 6000 down from balance..advised n bsc issue pm stated she was talking to the nb sc and got cut off | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 20/02/2006 10:48 | Cause: | CM2 | Repair: | R59 | Resolution: | RS06 |
| Text: | Call Close by Laura Sutton: pm states that showing £ 6000 down from balance..advised nb sc issue pm stated she was talking to the nb sc and got cut off i advised pm i would put her through pm was happy with this .pmhtcc | | | | | | |

Call Asset Details

| | | | | | |
|----------------|----------------------|-------------------|----------------------|-----------------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | Non Horizon Business | Description: | Non Horizon business | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|--|-----------------------------------|
| OPEN | Mon 20 February 2006 10:42 by uk957321 / HSH2 | Saved: Mon 20 February 2006 10:45 |
| | New call taken by Laura Sutton: pm states that showing £ 6000 down from balance..advised nb sc issue pm stated she was talking to the nb sc and got cut off | |
| Advice | Mon 20 February 2006 10:48 by uk957321 / HSH2 | Saved: Mon 20 February 2006 10:48 |
| | advised pm i would put her back through to the nb sc | |
| Information | Mon 20 February 2006 10:48 by uk957321 / HSH2 | Saved: Mon 20 February 2006 10:48 |
| | pm states she was happy with this | |
| CLOSE | Mon 20 February 2006 10:48 by uk957321 / HSH2 | Saved: Mon 20 February 2006 10:48 |
| | Call Close by Laura Sutton: pm states that sh owing £ 6000 down from balance..advised nb sc issue pm stated she was talking to the nb sc and got cut off i advised pm i would put her through pm was happy with this .pmhttc | |

West Byfleet HSD call logs M012 Doc 006

| | | | |
|--|----------------------------|------------|---|
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|--|----------------------------|------------|---|

Call E-0602200818

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Mon 20 February 2006 15:40 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Mon 20 February 2006 15:42 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | UK957065 / HSH8 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | Seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | PT01 | Call Type: | X | ProbType: | XI06 | Problem: | |
| Problem Text: | Pm states that her system is showing difference values for certain products. | | | | | | |

Call Closure Details



| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 20/02/2006 15:42 | Cause: | CV9 | Repair: | R59 | Resolution: | RS06 |
| Text: | Call Close by Matthew Fry: Pm states that her system is showing incorrect values. Pm transferred. | | | | | | |

Call Asset Details

| | | | | | |
|----------------|----------------------|-------------------|----------------------|-----------------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | Non Horizon Business | Description: | Non Horizon business | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|---|-----------------------------------|
| OPEN | Mon 20 February 2006 15:38 by UK957065 / HSH8 | Saved: Mon 20 February 2006 15:40 |
| | New call taken by Matthew Fry: Pm states that her system is showing difference values for certain products. | |
| Information | Mon 20 February 2006 15:42 by UK957065 / HSH8 | Saved: Mon 20 February 2006 15:42 |
| | Pm states that the NBSc passed her straight through without completing any checks. | |
| CLOSE | Mon 20 February 2006 15:42 by UK957065 / HSH8 | Saved: Mon 20 February 2006 15:42 |
| | Call Close by Matthew Fry: Pm states that her system is showing incorrect values. Pm transferred. | |

| | | | |
|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0602210464

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Tue 21 February 2006 12:45 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Tue 21 February 2006 12:54 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk089976 / HSH7 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | Seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details



| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | S | ProbType: | SD21 | Problem: | |
| Problem Text: | PM states that the last couple of weeks they have had problems with the horizon kit and it is always showing that they are down in money | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|------------------|--------|-----|---------|-----|-------------|------|
| Closed: | 21/02/2006 12:54 | Cause: | CW6 | Repair: | R74 | Resolution: | RS06 |
|---------|------------------|--------|-----|---------|-----|-------------|------|

West Byfleet HSD call logs M012 Doc 006

| | | | |
|---------------------------|---|-----------------------|-----------------------------------|
| Text: | Call Close by Samantha Roullier: PM states that that system is showing her as being down everyday, she has been advised by the NBSC, advised PM to follow this, REF offered | | |
| Call Asset Details | | | |
| Asset ID: | | Description: | Serial No: |
| Product: | Riposte | Description: | Riposte |
| OTI Reference: | | Counter Affected: | 1 |
| | | Associated Reference: | |
| Call Activity Log | | | |
| OPEN | Tue 21 February 2006 12:41 by uk089976 / HSH7 | | Saved: Tue 21 February 2006 12:45 |
| | New call taken by Samantha Roullier: PM states that the last couple of weeks they have had problems with the horizon kit and it is always showing that they are down in money | | |
| Information | Tue 21 February 2006 12:48 by uk089976 / HSH7 | | Saved: Tue 21 February 2006 12:48 |
| | The system is showing that they are down everyday | | |
| Information | Tue 21 February 2006 12:51 by uk089976 / HSH7 | | Saved: Tue 21 February 2006 12:51 |
| | PM states that the NBSC have advised her to try a trial balance tomorrow and then call the m back, but they also told her to us that the BUs may need swapping | | |
| Advice | Tue 21 February 2006 12:52 by uk089976 / HSH7 | | Saved: Tue 21 February 2006 12:52 |
| | advised that we cannot get ENGRs out to swap the BU while it is bweing investigated by NBSC | | |
| Advice | Tue 21 February 2006 12:53 by uk089976 / HSH7 | | Saved: Tue 21 February 2006 12:53 |
| | advised that the NBSC have advised her to try a trail balance and call then should do this and then if there is a problem it will come throuh to us from them teir 2 | | |
| Information | Tue 21 February 2006 12:53 by uk089976 / HSH7 | | Saved: Tue 21 February 2006 12:53 |
| | PM ahppy wi this | | |
| CLEAR | Tue 21 February 2006 12:53 by uk089976 / HSH7 | | Saved: Tue 21 February 2006 12:53 |
| | advised to follow NBSC advise first | | |
| CLOSE | Tue 21 February 2006 12:54 by uk089976 / HSH7 | | Saved: Tue 21 February 2006 12:54 |
| | Call Close by Samantha Roullier: PM states that that system is showing her as being down everyday, she has been advised by the NBSC, advised PM to follow this, REF offered | | |

| | | | |
|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0602230104

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|-----------------------------|---|--------------------------------|----------------------------|-----------------------|-----------------|
| Status: | Closed | Opened: | Thu 23 February 2006 08:59 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Fri 03 March 2006 13:55 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk952016 / HSH1 |
| Caller Details | | | | | |
| Caller: | mrs seema | Phone: | GRO | Site: | 126023 |
| Title: | PostMaster | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | S | ProbType: | SD21 |
| Problem Text: | annetee nbsc - pm states that she has losses every week in two stock units | | | | |
| Call Closure Details | | | | | |
| Closed: | 03/03/2006 13:55 | Cause: | CW6 | Repair: | R58 |
| | | | | Resolution: | RS16 |
| Text: | Call Close by David Dawe: pm was getting discrepenc y's ssc have investigated and advised that the NBSC take a 2nd look at this as the office stock units appear to be in a mess. | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | |
| Product: | Riposte | Description: | | Server Name: | |
| OTI Reference: | PC0132673 | Counter Affected: | 1 | Associated Reference: | H22005255L |
| Call Activity Log | | | | | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|--|-----------------------------------|
| OPEN | Thu 23 February 2006 08:56 by uk952601 / HSH1 | Saved: Thu 23 February 2006 08:59 |
| | New call taken by Joanne Rowland: annettee nbsc - pm states that she has losses every week in two stock units | |
| Information | Thu 23 February 2006 09:02 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:02 |
| | nbsc states there have gone through all the checks with PM | |
| Information | Thu 23 February 2006 09:03 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:03 |
| | NBSC states that on the CC stock unit pm has rolled over with 1,500 loss JSA stock unit pm has rolled over with a 200. loss nbsc states that on sat 18th Feb pm declared her cash and she had a 900 loss up until sat and then when pm declared her over night cash on sat AT 13.00 WENT BACK TO 200 loss nbsc also states that her AA stock unit has a 6, 000 loss pm has rolled over this as well | |
| Information | Thu 23 February 2006 09:11 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:11 |
| | nbsc states that the AA stock unit has had problem for the last two weeks regarding 6, 000 loss nbsc states stock unit has rolled over with this loss | |
| Information | Thu 23 February 2006 09:14 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:14 |
| | nbsc states these losses are not linked to any transactions | |
| Information | Thu 23 February 2006 09:18 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:18 |
| | pm states that she has 3 stock units which are showing losses pm has rolled over and pm states nbsc went through checks with her | |
| Information | Thu 23 February 2006 09:19 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:19 |
| | Stock unit CC pm has rolled over with 1,500 loss node 1 user name MIS RA1 pm rolled into TP 11 with this loss Tp 11 BP 01 | |
| Information | Thu 23 February 2006 09:31 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:31 |
| | PM states she has a loss on the AA stock unit node 1 user Name SMI 001 TP 11 BP 01 PM has rolled over with a loss Trail balance shows net disc 6901.59 shortage 6906.74 over 5.15 pm states that in week TP 10 pm had a shortage of euros which amounted to 4,000 in english money this was around 2,800 which PM made good trail balance for TP 10 shows net disc 2433.38 shortage 2433.38 over is zero pm has rolled over with this | |
| Information | Thu 23 February 2006 09:44 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:44 |
| | Stock unit JSA pm has rolled over with a loss of 227.01 use name JSA 001 node 2 Trail balance net disc 227.01 shortage 446.97 over 219.96 pm has rolled in to TP 11 BP 02 | |
| KEL Ref No. | Thu 23 February 2006 09:48 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:48 |
| | no kel found | |
| Information | Thu 23 February 2006 09:49 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:49 |
| | file id 714182 | |
| Recommend | Thu 23 February 2006 09:49 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:49 |
| | please check why pm has losses in three of her stock units pm has rolled these over before i could check her system nbsc states that there have gone through all her paper work with her please see call for details | |
| Open OTI | Thu 23 February 2006 09:50 by SYSADM / ASTEA | Saved: Thu 23 February 2006 09:50 |
| | Automatic Open OTI ***Updated by Joanne Rowland at 23/02/2006 09:50:59 | |
| REASSIGN | Thu 23 February 2006 09:50 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:50 |
| | Call # E-0602230104 was Reassigned from Joanne Rowland, Group HSH1 to Group EDSC1 | |
| MODIFY | Thu 23 February 2006 09:18 by uk952601 / HSH1 | Saved: Thu 23 February 2006 09:51 |
| | Call information modified by Joanne Rowland Action Group: from 'HSH1' to 'EDSC1' Associated Ref: from " to 'H22005255L' CSR ID: from 'uk952601' | |
| OTI Success | New call sent to PINICL | |
| OTI Success | Received an Acknowledgement from PINICL PINICL call number is PC0132673 | |
| UPDATE | Thu 23 February 2006 10:20 by PINICL / | Saved: Thu 23 February 2006 10:22 |
| | Update by Lorraine Elliott:Call routed to Team:EDSC Member:Anne Chambers | |
| UPDATE | Thu 23 February 2006 16:21 by PINICL / | Saved: Thu 23 February 2006 16:22 |
| | Update by Anne Chambers:Category 40 -- Pending -- Incident Under Investigation:Under investigation. | |
| OTI_CLOSE | Mon 27 February 2006 12:48 by PINICL / | Saved: Mon 27 February 2006 12:48 |
| | NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME Update by Anne Chambers:Category 94 -- Final -- Advice and guidance given:I have checked very carefully and can see no indication that the continuing discrepancies are due to a system problem. I have not been able to pin down discrepancies to individual days or stock units because the branch does not seem to be operating in a particularly organised manner. In particular I have noted 1. There are 6 stock units for this 3 counter branch, which seems a bit excessive. 2. The loss in euros in TP 9 appears genuine - the declared quantity was 4000 fewer than the system expected. It is not clear from the information above whether anyone found out why this happened (there were several rem outs, and a rem in, on 23rd Dec - did the pouches contain the declared number of euros?). 3. Stock is sometimes transferred out of a stock unit where it is not held. In particular there were several transfers out of stock unit SMI in TP 10. At the end of the period the stock figures were corrected back up to zero via Adjust Stock. This gave a gain of over £2000 in SMI. Equivalent negative stock adjusts in AA gave a corresponding loss in AA. 4. I am not confident that the stock declarations are always correct e.g. at the | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|--|-----------------------------------|
| | end of TP 9 there was a declared holding of 5 £20 PO phonecards in the branch, then a few days later 20 were transferred from one SU to another. None were remmed in until a week after that. 5. The branch had declared 27 £20 Argos vouchers at the end of TP 9. Branches have now been instructed to rem out this product; they remmed out 17 and adjusted stock to account for the remaining 10 (so did they really only have 17 to start with?). This has correctly caused a loss of £200 in SU AA. 6. Lottery instants sales are entered onto the system as a single transaction every 10 days or so. 7. Stock units SMI and AA rolled over with non -zero cheque holding. This may be to do with how the discrepancies have been accounted for but I do not really understand this (the total is greater than the sum of the branch adjustments for TP 9 and 10). I recommend that this call is passed back to NBSC tier 2 for further investigation, since there is no evidence that the discrepancies are being caused by a system problem. If you want the above information in an email, let me know. | |
| REASSIGN | Mon 27 February 2006 12:48 by PINICL / | Saved: Mon 27 February 2006 12:48 |
| | OTI monitor reassigned this call from PINICL to the Action Group HSH1 as directed by the OTI Return activity | |
| OTI Success | OTI monitor reassigned this call from PINICL to the Action Group HSH1 as directed by the OTI Return activity | |
| OTI Success | Received call closure from PINICL | |
| Information | Mon 27 February 2006 14:00 by uk952016 / HSH1 | Saved: Mon 27 February 2006 14:00 |
| | tried to call the po but no answer at the moment so will try later. | |
| Repeat Call | Thu 02 March 2006 09:59 by uk951588 / HSH6 | Saved: Thu 02 March 2006 09:59 |
| | Anne Chambers has called to chase the referral of this call to NBSC tier 2. | |
| Information | Thu 02 March 2006 10:54 by uk952016 / HSH1 | Saved: Thu 02 March 2006 10:54 |
| | tried to call the po again but unable to contact them still to advice update. | |
| Information | Fri 03 March 2006 13:28 by uk952016 / HSH1 | Saved: Fri 03 March 2006 13:28 |
| | have called the po again but still unable to get hold of the po. | |
| Information | Fri 03 March 2006 13:29 by uk952016 / HSH1 | Saved: Fri 03 March 2006 13:29 |
| | still can not get hold of the po as tried again now. | |
| Information | Fri 03 March 2006 13:30 by uk952016 / HSH1 | Saved: Fri 03 March 2006 13:30 |
| | have paged the nbsc for the rlm to get the po to call in to the help desk so we can advice of the update in the call. | |
| SUSPEND | Fri 03 March 2006 13:31 by uk952016 / HSH1 | Saved: Fri 03 March 2006 13:31 |
| | Due for Release on 04/03/2006 at 08:00:00 Call suspended by David Dawe | |
| RELEASE | Fri 03 March 2006 13:51 by uk952016 / HSH1 | Saved: Fri 03 March 2006 13:51 |
| | Call released by David Dawe: | |
| Information | Fri 03 March 2006 13:54 by uk952016 / HSH1 | Saved: Fri 03 March 2006 13:54 |
| | have got hold of the pm now and have passed to the nbsc 2nd tier and they are investigating. | |
| CLEAR | Fri 03 March 2006 13:55 by uk952016 / HSH1 | Saved: Fri 03 March 2006 13:55 |
| | pm was getting discrepancy's ssc have investigated and advised that the NBSC take a 2nd look at this as the office stock units appear to be in a mess. | |
| CLOSE | Fri 03 March 2006 13:55 by uk952016 / HSH1 | Saved: Fri 03 March 2006 13:55 |
| | Call Close by David Dawe: pm was getting discrepancy's ssc have investigated and advised that the NBSC take a 2nd look at this as the office stock units appear to be in a mess. | |

| | | | |
|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0603040153

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| | | | | | |
|----------------------|---------------------------------------|--------------------------------|-------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Sat 04 March 2006 10:40 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Sat 04 March 2006 14:27 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk953335 / HSH8 |
| Caller Details | | | | | |
| Caller: | Seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD07 |
| Problem Text: | Pm states that her cp is not feeding. | | | | |

West Byfleet HSD call logs M012 Doc 006

| Call Closure Details | | | |
|----------------------|---|-----------------------|--------------------------------|
| Closed: | 04/03/2006 14:27 | Cause: | CB2 |
| Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by Stephen Ashby: ** [Engineer 000163 allocated]. Call closure code of and repair code 821 | | |
| Call Asset Details | | | |
| Asset ID: | 12602399 | Description: | lthica 94 Printer |
| Product: | PATITH94PTR | Description: | lthica 94 Printer |
| OTI Reference: | WG03040060 | Counter Affected: | 1 |
| | | Associated Reference: | |
| | | | |
| Call Activity Log | | | |
| OPEN | Sat 04 March 2006 10:39 by UK957065 / HSH8 | | Saved: Sat 04 March 2006 10:40 |
| | New call taken by Matthew Fry: Pm states that her cp is not feeding. | | |
| Information | Sat 04 March 2006 10:41 by UK957065 / HSH8 | | Saved: Sat 04 March 2006 10:41 |
| | Pm states that there is actually No power going to the CO. No lighst are on at al.. | | |
| Advice | Sat 04 March 2006 10:41 by UK957065 / HSH8 | | Saved: Sat 04 March 2006 10:41 |
| | visually check cables | | |
| Information | Sat 04 March 2006 10:41 by UK957065 / HSH8 | | Saved: Sat 04 March 2006 10:41 |
| | Pm states that she has already checked the cables and they seem to be iin order. | | |
| Information | Sat 04 March 2006 10:41 by UK957065 / HSH8 | | Saved: Sat 04 March 2006 10:41 |
| | Pm states that she can not get the cp to tuirn on. | | |
| Node status | Sat 04 March 2006 10:42 by UK957065 / HSH8 | | Saved: Sat 04 March 2006 10:42 |
| | operational. | | |
| Recommend | Sat 04 March 2006 10:42 by UK957065 / HSH8 | | Saved: Sat 04 March 2006 10:42 |
| | please check/swap cp Ca;ll log ged at 10.40 | | |
| Access Times | Sat 04 March 2006 10:42 by UK957065 / HSH8 | | Saved: Sat 04 March 2006 10:42 |
| | mon - fri - 0900 - 1730 sat - 0900 - 1300 No lunch | | |
| Open OTI | Sat 04 March 2006 10:43 by SYSADM / ASTEA | | Saved: Sat 04 March 2006 10:43 |
| | Automatic Open OTI ***Updated by Matthew Fry at 04/03/2006 10:43:12 | | |
| REASSIGN | Sat 04 March 2006 10:43 by UK957065 / HSH8 | | Saved: Sat 04 March 2006 10:43 |
| | Call # E-0603040153 was Reassigned from Matthew Fry, Group HSH8 to Group UKSS1 | | |
| OTI Success | New call sent to Dispatch 1 | | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG03040060 | | |
| REASSIGN | Sat 04 March 2006 11:02 by Dispatch 1 / | | Saved: Sat 04 March 2006 11:03 |
| | The projected arrival date for engineer 000163 is 04 -03-2006 11:30:00 @VOICED | | |
| UPDATE | Sat 04 March 2006 11:02 by Dispatch 1 / | | Saved: Sat 04 March 2006 11:03 |
| | ** [Engineer 000163 allocated]. | | |
| UPDATE | Sat 04 March 2006 12:51 by Dispatch 1 / | | Saved: Sat 04 March 2006 12:52 |
| | Engineer 000163 arrived on site at 04-03-2006 12:00:00 ** [Engineer 000163 Logged On.] | | |
| UPDATE | Sat 04 March 2006 12:51 by Dispatch 1 / | | Saved: Sat 04 March 2006 12:52 |
| | Work completed | | |
| ENG VISIT | Sat 04 March 2006 12:00 by 000163 / ENGINEERS | | Saved: Sat 04 March 2006 12:30 |
| | ** [Engineer 000163 allocated]. Call closure code of and repair code 821 | | |
| REASSIGN | Sat 04 March 2006 12:52 by Dispatch 1 / | | Saved: Sat 04 March 2006 12:52 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity | | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity | | |
| OTI Success | Received call closure from Dispatch 1 | | |
| CLEAR | Sat 04 March 2006 12:30 by uk953335 / HSH8 | | Saved: Sat 04 March 2006 12:30 |
| | ** [Engineer 000163 allocated]. Call closure code of and repair code 821 | | |
| CLOSE | Sat 04 March 2006 14:27 by uk953335 / HSH8 | | Saved: Sat 04 March 2006 14:27 |
| | Call Close by Stephen Ashby: ** [Engineer 000163 allocated]. Call closure code of and repair code 821 | | |

West Byfleet HSD call logs M012 Doc 006

Call E-0603150177

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| | | | | | |
|-----------|--------|--------------------------------|-------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 15 March 2006 09:13 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Wed 15 March 2006 09:22 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | UK957690 / HSH5 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | mrs misra | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | S | ProbType: | SD20 | Problem: | |
| Problem Text: | pm states that the system are slowing during transaction | | | | | | |

Call Closure Details


| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 15/03/2006 09:22 | Cause: | CR4 | Repair: | R74 | Resolution: | RS06 |
| Text: | Call Close by Rhian Shirley: pm states they have a slow counter. after checking event advise pm to kep a record for furure calls as there is no fault. pm happy | | | | | | |

Call Asset Details

| | | | | | |
|----------------|---------|-------------------|---------|-----------------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | Riposte | Description: | Riposte | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|---|--------------------------------|
| OPEN | Wed 15 March 2006 09:11 by UK957690 / HSH5 | Saved: Wed 15 March 2006 09:13 |
| | New call taken by Rhian Shirley: pm states that the system are slowing during transaction | |
| KEL Ref No. | Wed 15 March 2006 09:19 by UK957690 / HSH5 | Saved: Wed 15 March 2006 09:19 |
| | NScottandKSchlatter2352Q.htm | |
| Information | Wed 15 March 2006 09:19 by UK957690 / HSH5 | Saved: Wed 15 March 2006 09:19 |
| | events are ok | |
| Advice | Wed 15 March 2006 09:20 by UK957690 / HSH5 | Saved: Wed 15 March 2006 09:20 |
| | advise the pm to keep a record of the time date, user. amount . just in case it keep on happening | |
| Information | Wed 15 March 2006 09:21 by UK957690 / HSH5 | Saved: Wed 15 March 2006 09:21 |
| | pm happy | |
| CLEAR | Wed 15 March 2006 09:21 by UK957690 / HSH5 | Saved: Wed 15 March 2006 09:21 |
| | no fault found advise to keep a record of the tims its happening | |
| CLOSE | Wed 15 March 2006 09:22 by UK957690 / HSH5 | Saved: Wed 15 March 2006 09:22 |
| | Call Close by Rhian Shirley: pm states they have a slow counter. after checking event advise pm to kep a record for furure calls as there is no fault. pm happy | |

HOME  Post Office Account S70 Archive4.1 on
msdc01poadb02PH4POAS70 on
msdc01poadb02

29/11/2012



Call E-0603150530

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| | | | | | |
|-----------|--------|--------------------------------|-------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 15 March 2006 13:36 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Wed 15 March 2006 16:32 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | GB082200 / HSH8 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | mrs seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details


| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD18 | Problem: | |
|---------------|--|------------|---|-----------|------|----------|--|

West Byfleet HSD call logs M012 Doc 006

| | |
|--|--|
| Problem Text: PM states nvl and A&L are declining | |
| Call Closure Details | |
| Closed: 15/03/2006 16:32 | Cause: CS9 Repair: R01 Resolution: RS20 |
| Text: Call Close by Kenneth Hudson: ** [No Remark entered.] Call closure code of FAILURE and repair code 821 | |
| Call Asset Details | |
| Asset ID: 12602399 | Description: Hypercom PinPad Serial No: 3017233 |
| Product: PATPINPAD | Description: Hypercom PinPad Server Name: |
| OTI Reference: WG03150244 | Counter Affected: 1 Associated Reference: |
| Call Activity Log | |
| OPEN | Wed 15 March 2006 13:35 by uk951651 / HSH8 Saved: Wed 15 March 2006 13:36 New call taken by Melanie Connolly: PM states nvl and A&L are declining |
| Information | Wed 15 March 2006 13:37 by uk951651 / HSH8 Saved: Wed 15 March 2006 13:37 PM states nodes 1 and 3 are declining all debit cards |
| Advice | Wed 15 March 2006 13:38 by uk951651 / HS H8 Saved: Wed 15 March 2006 13:38 advised PM to test the network on the gateway |
| Information | Wed 15 March 2006 13:38 by uk951651 / HSH8 Saved: Wed 15 March 2006 13:38 PM is just logging on |
| Information | Wed 15 March 2006 13:39 by uk951651 / HSH8 Saved: Wed 15 March 2006 13:39 PM states all 3 counters are on |
| Information | Wed 15 March 2006 13:39 by uk951651 / HSH8 Saved: Wed 15 March 2006 13:39 PM states the network pinged x 2 |
| Information | Wed 15 March 2006 13:40 by uk951651 / HSH8 Saved: Wed 15 March 2006 13:40 PM has had S90 upgrade |
| MODIFY | Wed 15 March 2006 13:41 by uk951651 / HSH8 Saved: Wed 15 March 2006 13:41 Call information modified by Melanie Connolly Call Type: from 'N' to 'H' Priority: from '0' to '1' Product ID: from 'PATICLX365/400B' to 'PATPINPAD' Serial #: from 'YBRE007345' to '3010126' Item Descr.: to " ...etc. |
| Advice | Wed 15 March 2006 13:41 by uk951651 / HSH8 Saved: Wed 15 March 2006 13:41 advised PM that the pinpad will need replacing |
| Node status | Wed 15 March 2006 13:41 by uk951651 / HSH8 Saved: Wed 15 March 2006 13:41 node is operational |
| Access Times | Wed 15 March 2006 13:41 by uk951651 / HSH8 Saved: Wed 15 March 2006 13:41 mon-fri 9.00-17.30 |
| Recommend | Wed 15 March 2006 13:42 by uk951651 / HSH8 Saved: Wed 15 March 2006 13:42 call logged @ 13.36 recommend ENG swap/check pinpad on node 1 |
| Open OTI | Wed 15 March 2006 13:42 by SYSADM / ASTEA Saved: Wed 15 March 2006 13:42 Automatic Open OTI ***Updated by Melanie Connolly at 15/03/2006 13:42:20 |
| REASSIGN | Wed 15 March 2006 13:42 by uk951651 / HSH8 Saved: Wed 15 March 2006 13:42 Call # E-0603150530 was Reassigned from Melanie Connolly, Group HSH8 to Group UKSS1 |
| OTI Success | New call sent to Dispatch 1 |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG03150244 |
| REASSIGN | Wed 15 March 2006 14:32 by Dispatch 1 / Saved: Wed 15 March 2006 14:36 The projected arrival date for engineer 000162 is 15 -03-2006 14:05:00 ** [Engineer 000162 allocated]. |
| UPDATE | Wed 15 March 2006 14:34 by Dispatch 1 / Saved: Wed 15 March 2006 14:36 Engineer aware of call - unable to take details as he is driving - he has parts. |
| UPDATE | Wed 15 March 2006 14:41 by Dispatch 1 / Saved: Wed 15 March 2006 14:42 @@VOICED call details to engineer |
| UPDATE | Wed 15 March 2006 15:35 by Dispatch 1 / Saved: Wed 15 March 2006 15:39 P1306 15TH |
| UPDATE | Wed 15 March 2006 16:07 by Dispatch 1 / Saved: Wed 15 March 2006 16:09 Engineer 000162 arrived on site at 15-03-2006 15:30:00 ** [Engineer 000162 Logged On.] |
| UPDATE | Wed 15 March 2006 16:07 by Dispatch 1 / Saved: Wed 15 March 2006 16:09 Work completed |
| UPDATE | Wed 15 March 2006 16:07 by Dispatch 1 / Saved: Wed 15 March 2006 16:12 engineer swapped pinpad. tested ok. |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|--|--------------------------------|
| ENG VISIT | Wed 15 March 2006 15:30 by 000162 / ENGINEERS | Saved: Wed 15 March 2006 15:50 |
| | ** [No Remark entered.] Call closure code of FAILURE and repair code 821 | |
| REASSIGN | Wed 15 March 2006 16:19 by Dispatch 1 / | Saved: Wed 15 March 2006 16:19 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTI Return activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTI Return activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Wed 15 March 2006 15:50 by GB082200 / HSH8 | Saved: Wed 15 March 2006 15:50 |
| | ** [No Remark entered.] Call closure code of FAILURE and repair code 821 | |
| CLOSE | Wed 15 March 2006 16:32 by GB082200 / HSH8 | Saved: Wed 15 March 2006 16:32 |
| | Call Close by Kenneth Hudson: ** [No Remark entered.] Call closure code of FAILURE and repair code 821 | |

| | | | |
|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0603150536

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| | | | | | |
|-----------|--------|--------------------------------|-------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 15 March 2006 13:42 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Wed 15 March 2006 16:32 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | GB082200 / HSH8 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | mrs seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD18 | Problem: | |
| Problem Text: | PM states no cards are being taken on the pinpad | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 15/03/2006 16:32 | Cause: | CS9 | Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by Kenneth Hudson: engineer swapped pinpad. tested ok. Call closure code of and repair code 821 | | | | | | |

Call Asset Details

| | | | | | |
|----------------|------------|-------------------|-----------------|-----------------------|---------|
| Asset ID: | 12602399 | Description: | Hypercom PinPad | Serial No: | 3019888 |
| Product: | PATPINPAD | Description: | Hypercom PinPad | Server Name: | |
| OTI Reference: | WG03150247 | Counter Affected: | 3 | Associated Reference: | |

Call Activity Log

| | | |
|--------------|--|--------------------------------|
| OPEN | Wed 15 March 2006 13:42 by uk951651 / HSH8 | Saved: Wed 15 March 2006 13:42 |
| | New call taken by Melanie Connolly: PM states no cards are being taken on the pinpad | |
| Information | Wed 15 March 2006 13:43 by uk951651 / HSH8 | Saved: Wed 15 March 2006 13:43 |
| | PO has had S90 upgrade | |
| Advice | Wed 15 March 2006 13:43 by uk951651 / HSH8 | Saved: Wed 15 March 2006 13:43 |
| | advised PM that the pinpad needs replacing | |
| Access Times | Wed 15 March 2006 13:43 by uk951651 / HSH8 | Saved: Wed 15 March 2006 13:43 |
| | mon-fri 9.00-17.30 | |
| Recommend | Wed 15 March 2006 13:43 by uk951651 / HSH8 | Saved: Wed 15 March 2006 13:43 |
| | call logged @ 13.42 recommend ENG swap/check pinpad on node 3 | |
| Open OTI | Wed 15 March 2006 13:44 by SYSADM / ASTEA | Saved: Wed 15 March 2006 13:44 |
| | Automatic Open OTI ***Updated by Melanie Connolly at 15/03/2006 13:44:25 | |
| REASSIGN | Wed 15 March 2006 13:44 by uk951651 / HSH8 | Saved: Wed 15 March 2006 13:44 |
| | Call # E-0603150536 was Reassigned from Melanie Connolly, Group HSH8 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG03150247 | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|---|--------------------------------|
| REASSIGN | Wed 15 March 2006 14:32 by Dispatch 1 / The projected arrival date for engineer 000162 is 15 -03-2006 14:40:00 ** [Engineer 000162 allocated]. | Saved: Wed 15 March 2006 14:36 |
| UPDATE | Wed 15 March 2006 14:34 by Dispatch 1 / Engineer aware of call - unable to take details as he is driving - he has parts. | Saved: Wed 15 March 2006 14:36 |
| UPDATE | Wed 15 March 2006 14:41 by Dispatch 1 / @@VOICED call details to engineer | Saved: Wed 15 March 2006 14:42 |
| UPDATE | Wed 15 March 2006 15:35 by Dispatch 1 / P1312 16TH | Saved: Wed 15 March 2006 15:39 |
| UPDATE | Wed 15 March 2006 16:15 by Dispatch 1 / Engineer 000162 arrived on site at 15-03-2006 15:30:00 ** [Engineer 000162 Logged On.] | Saved: Wed 15 March 2006 16:19 |
| UPDATE | Wed 15 March 2006 16:15 by Dispatch 1 / Work completed | Saved: Wed 15 March 2006 16:19 |
| UPDATE | Wed 15 March 2006 16:15 by Dispatch 1 / engineer swapped pinpad. tested ok. | Saved: Wed 15 March 2006 16:19 |
| ENG VISIT | Wed 15 March 2006 15:30 by 000162 / ENGINEERS engineer swapped pinpad. tested ok. Call closure code of and repair code 821 | Saved: Wed 15 March 2006 16:00 |
| REASSIGN | Wed 15 March 2006 16:19 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTI Return activity | Saved: Wed 15 March 2006 16:19 |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTI Return activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Wed 15 March 2006 16:00 by GB082200 / HSH8 engineer swapped pinpad. tested ok. Call closure code of and repair code 821 | Saved: Wed 15 March 2006 16:00 |
| CLOSE | Wed 15 March 2006 16:32 by GB082200 / HSH8 Call Close by Kenneth Hudson: engineer swapped pinpad. tested ok. Call closure code of and repair code 821 | Saved: Wed 15 March 2006 16:32 |

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| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0603240249

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| | | | | | |
|-----------------------------|---|--------------------------------|-------------------------|-----------------------|-----------------|
| Status: | Closed | Opened: | Fri 24 March 2006 09:51 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Fri 24 March 2006 14:09 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk953233 / HSH5 |
| Caller Details | | | | | |
| Caller: | Seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | PT04 | Call Type: | H | ProbType: | HD07 |
| Problem Text: | Pm states that the cps on nodes 1+3 are not printing labels and keep rejecting them. | | | | |
| Call Closure Details | | | | | |
| Closed: | 24/03/2006 14:09 | Cause: | CS5 | Repair: | R01 |
| Text: | Call Close by Darren Budge: swapped ithica, tested ok Call closure code of and repair code 821 | | | | |
| Call Asset Details | | | | | |
| Asset ID: | 12602399 | Description: | Ithica 94 Printer | Serial No: | HE002163931 |
| Product: | PATITH94PTR | Description: | Ithica 94 Printer | Server Name: | |
| OTI Reference: | WG03240087 | Counter Affected: | 3 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Fri 24 March 2006 09:50 by uk957319 / HSH5 New call taken by Louise Peplow: Pm states that the cps on nodes 1+3 are not printing labels and keep rejecting them. | | | | |

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| | | |
|--------------|---|--------------------------------|
| Information | Fri 24 March 2006 09:53 by uk957319 / HSH5 | Saved: Fri 24 March 2006 09:53 |
| | PM states that they have done the following checks. - Cleaned inside the printer and the rollers. | |
| Advice | Fri 24 March 2006 09:53 by uk957319 / HSH5 | Saved: Fri 24 March 2006 09:53 |
| | Advised the pm to check that the head gap lever is set to position 1. Pm states that it is. | |
| Advice | Fri 24 March 2006 09:53 by uk957319 / HSH5 | Saved: Fri 24 March 2006 09:53 |
| | Advised the pm to check that the labels are in good condition. Pm states that they are. | |
| Advice | Fri 24 March 2006 09:54 by uk957319 / HSH5 | Saved: Fri 24 March 2006 09:54 |
| | Advised the pm to check for obstructions. Pm states that there are no obstructions. | |
| Advice | Fri 24 March 2006 09:54 by uk957319 / HSH5 | Saved: Fri 24 March 2006 09:54 |
| | Advised the pm to perform a factory reset talked the pm through this. Pm is doing this now. | |
| Information | Fri 24 March 2006 09:57 by uk957319 / HSH5 | Saved: Fri 24 March 2006 09:57 |
| | Pm is taking along time to do this. | |
| Information | Fri 24 March 2006 09:58 by uk957319 / HSH5 | Saved: Fri 24 March 2006 09:58 |
| | Pm states that this is no better, she has tried the label. | |
| KEL Ref No. | Fri 24 March 2006 09:59 by uk957319 / HSH5 | Saved: Fri 24 March 2006 09:59 |
| | Wims consulted. | |
| Node status | Fri 24 March 2006 09:59 by uk957319 / HSH5 | Saved: Fri 24 March 2006 09:59 |
| | Operational. | |
| Access Times | Fri 24 March 2006 09:59 by uk957319 / HSH5 | Saved: Fri 24 March 2006 09:59 |
| | Mon - Fri- 09.00 17.30 Sat - 09.00 13.00 No lunches. | |
| MODIFY | Fri 24 March 2006 10:00 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:00 |
| | Call information modified by Louise Peplow Node Affected: from '1' to '3' | |
| Recommend | Fri 24 March 2006 10:00 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:00 |
| | Call logged at 09.51 recommend eng to check swap cp. | |
| Open OTI | Fri 24 March 2006 10:03 by SYSADM / ASTEA | Saved: Fri 24 March 2006 10:03 |
| | Automatic Open OTI ***Updated by Louise Peplow at 24/03/2006 10:03:55 | |
| REASSIGN | Fri 24 March 2006 10:03 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:03 |
| | Call # E-0603240249 was Reassigned from Louise Peplow, Group HSH5 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG03240087 | |
| UPDATE | Fri 24 March 2006 10:24 by PATHWAY / | Saved: Fri 24 March 2006 10:28 |
| | sla 0921 27/3 | |
| UPDATE | Fri 24 March 2006 10:59 by PATHWAY / | Saved: Fri 24 March 2006 11:03 |
| | engineer advises has kit but cannot yet take details as driving | |
| REASSIGN | Fri 24 March 2006 11:00 by Dispatch 1 / | Saved: Fri 24 March 2006 11:03 |
| | The projected arrival date for engineer 000155 is 24 -03-2006 12:30:00 ** [Engineer 000155 allocated]. | |
| UPDATE | Fri 24 March 2006 12:50 by Dispatch 1 / | Saved: Fri 24 March 2006 12:52 |
| | Engineer 000155 arrived on site at 24 -03-2006 12:30:00 ** [Engineer 000155 Logged On.] | |
| UPDATE | Fri 24 March 2006 12:50 by Dispatch 1 / | Saved: Fri 24 March 2006 12:52 |
| | Work completed | |
| UPDATE | Fri 24 March 2006 12:50 by Dispatch 1 / | Saved: Fri 24 March 2006 12:52 |
| | swapped ithica, tested ok | |
| ENG VISIT | Fri 24 March 2006 12:30 by 000155 / ENGINEERS | Saved: Fri 24 March 2006 12:45 |
| | swapped ithica, tested ok Call closure code of and repair code 821 | |
| REASSIGN | Fri 24 March 2006 12:52 by Dispatch 1 / | Saved: Fri 24 March 2006 12:52 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Fri 24 March 2006 12:45 by uk953233 / HSH5 | Saved: Fri 24 March 2006 12:45 |
| | swapped ithica, tested ok Call closure code of and repair code 821 | |
| CLOSE | Fri 24 March 2006 14:09 by uk953233 / HSH5 | Saved: Fri 24 March 2006 14:09 |
| | Call Close by Darren Budge: swapped ithica, tested ok Call closure code of and repair code 821 | |

West Byfleet HSD call logs M012 Doc 006

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| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0603240273

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|-----------|--------|--------------------------------|-------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Fri 24 March 2006 10:04 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Fri 24 March 2006 14:10 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk953233 / HSH5 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | Seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | PT04 | Call Type: | H | ProbType: | HD07 | Problem: | |
| Problem Text: | Pm states that the cp on node 1 is not printing labels. | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 24/03/2006 14:10 | Cause: | CS5 | Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by Darren Budge: swapped ithica a, tested ok Call closure code of and repair code 821 | | | | | | |

Call Asset Details



| | | | | | |
|----------------|-------------|-------------------|-------------------|-----------------------|-------------|
| Asset ID: | 12602399 | Description: | Ithica 94 Printer | Serial No: | HE002207430 |
| Product: | PATITH94PTR | Description: | Ithica 94 Printer | Server Name: | |
| OTI Reference: | WG03240091 | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|--------------|---|--------------------------------|
| OPEN | Fri 24 March 2006 10:03 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:04 |
| | New call taken by Louise Peplow: Pm states that the cp on node 1 is not printing labels. | |
| Advice | Fri 24 March 2006 10:04 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:04 |
| | Advised the pm to check that the head gap lever is set to position 1. Pm states that it is. | |
| Advice | Fri 24 March 2006 10:05 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:05 |
| | Advised the pm to check for obstructions. Pm states that there are no obstructions. | |
| Advice | Fri 24 March 2006 10:05 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:05 |
| | Advised the pm to check that the labrls are in good conditon. Pm states that they are. | |
| Information | Fri 24 March 2006 10:06 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:06 |
| | Pm states that she has cleaned inside the printer and the rollers. | |
| Advice | Fri 24 March 2006 10:06 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:06 |
| | Advised the pm to try a factory rest taalked the pm through this. Pm states that she has done this. | |
| Advice | Fri 24 March 2006 10:06 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:06 |
| | Advised the pm to try a test slip. Pm states that this is no better. | |
| KEL Ref No. | Fri 24 March 2006 10:06 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:06 |
| | Wims consulted. | |
| Node status | Fri 24 March 2006 10:07 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:07 |
| | Operational | |
| Access Times | Fri 24 March 2006 10:07 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:07 |
| | Mon - Fri - 09.00 17.30 Sat - 09.00 13.00 No lunches | |
| Recommend | Fri 24 March 2006 10:07 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:07 |
| | Call logged at 10.04 Recommend eng to check swap cp. | |
| Open OTI | Fri 24 March 2006 10:09 by SYSADM / ASTEA | Saved: Fri 24 March 2006 10:09 |
| | Automatic Open OTI ***Updated by Louise Peplow at 24/03/2006 10:09:08 | |
| REASSIGN | Fri 24 March 2006 10:09 by uk957319 / HSH5 | Saved: Fri 24 March 2006 10:09 |
| | Call # E-0603240273 was Reassigned from Louise Peplow, Group HSH5 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG03240091 | |
| UPDATE | Fri 24 March 2006 10:24 by PATHWAY / | Saved: Fri 24 March 2006 10:24 |

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| | | |
|-------------|---|--------------------------------|
| | sla 0934 27/3 | |
| UPDATE | Fri 24 March 2006 10:59 by PATHWAY / engineer advises has kit but cannot yet take details as driving | Saved: Fri 24 March 2006 11:02 |
| REASSIGN | Fri 24 March 2006 11:00 by Dispatch 1 / The projected arrival date for engineer 000155 is 24 -03-2006 12:00:00 ** [Engineer 000155 allocated] | Saved: Fri 24 March 2006 11:03 |
| UPDATE | Fri 24 March 2006 12:49 by Dispatch 1 / Engineer 000155 arrived on site at 24-03-2006 12:15:00 ** [Engineer 000155 Logged On.] | Saved: Fri 24 March 2006 12:52 |
| UPDATE | Fri 24 March 2006 12:49 by Dispatch 1 / Work completed | Saved: Fri 24 March 2006 12:52 |
| UPDATE | Fri 24 March 2006 12:49 by Dispatch 1 / swapped ithica, tested ok | Saved: Fri 24 March 2006 12:52 |
| ENG VISIT | Fri 24 March 2006 12:15 by 000155 / ENGINEERS swapped ithica, tested ok Call closure code of and repair code 821 | Saved: Fri 24 March 2006 12:30 |
| REASSIGN | Fri 24 March 2006 12:52 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTI Return activity | Saved: Fri 24 March 2006 12:52 |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTI Return activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Fri 24 March 2006 12:30 by uk953233 / HSH5 swapped ithica, tested ok Call closure code of and repair code 821 | Saved: Fri 24 March 2006 12:30 |
| CLOSE | Fri 24 March 2006 14:10 by uk953233 / HSH5 Call Close by Darren Budge: swapped ithica, tested ok Call closure code of and repair code 821 | Saved: Fri 24 March 2006 14:10 |

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| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0603240820

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|-----------------------------|---|--------------------------------|-------------------------|-----------------------|-----------------|
| Status: | Closed | Opened: | Fri 24 March 2006 17:26 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Fri 24 March 2006 17:30 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk957320 / HSH1 |
| Caller Details | | | | | |
| Caller: | Seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | S | ProbType: | SD21 |
| Problem Text: | 'Nothing that can be settled or refund with the method of payment' using card on Bureau transaction. | | | | |
| Call Closure Details | | | | | |
| Closed: | 24/03/2006 17:30 | Cause: | CW6 | Repair: | R58 |
| Text: | Call Close by Ricki Law: error on bureau transaction. advised this is nbcs issue, pm transfered | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | |
| Product: | riposte | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Fri 24 March 2006 17:24 by uk957320 / HSH1 New call taken by Ricki Law: 'Nothing that can be settled or refund with the method of payment' using card on Bureau transaction. | | | | |
| Advice | Fri 24 March 2006 17:30 by uk957320 / HSH1 advised this is nbcs issue, pm transfered | | | | |
| CLEAR | Fri 24 March 2006 17:30 by uk957320 / HSH1 | | | | |

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| | | |
|-------|---|--------------------------------|
| | error on bureau transaction. advised this is nbcs issue, pm transfered | |
| CLOSE | Fri 24 March 2006 17:30 by uk957320 / HSH1 | Saved: Fri 24 March 2006 17:30 |
| | Call Close by Ricki Law: error on bureau transaction. advised this is nbcs issue, pm transfered | |

| | | | | |
|--|---|----------------------------|------------|---|
| HOME  | Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0604190327

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|-----------|--------|--------------------------------|-------------------------|----------------|-------------------------|
| Status: | Closed | Opened: | Wed 19 April 2006 09:47 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Wed 19 April 2006 12:10 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk953358 / Desk NonPoll |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | Sema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|-----------------------------------|------------|---|-----------|------|----------|--|
| Product Type: | PT04 | Call Type: | H | ProbType: | HD07 | Problem: | |
| Problem Text: | pm states cp is not printing mlps | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 19/04/2006 12:10 | Cause: | CS5 | Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by Sarah Dawe: engineer replaced ithaca tested ok C all closure code of and repair code 821 | | | | | | |

Call Asset Details

| | | | | | |
|----------------|-------------|-------------------|-------------------|-----------------------|-------------|
| Asset ID: | 12602399 | Description: | Ithica 94 Printer | Serial No: | HE002015415 |
| Product: | PATITH94PTR | Description: | Ithica 94 Printer | Server Name: | |
| OTI Reference: | WG04190105 | Counter Affected: | 2 | Associated Reference: | |

Call Activity Log

| | | |
|--------------|--|--------------------------------|
| OPEN | Wed 19 April 2006 09:47 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:47 |
| | New call taken by Stephen Ashby: pm states cp is not printing mlps | |
| Information | Wed 19 April 2006 09:48 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:48 |
| | pm states she has checked for foreign objects and cleaned with a lint free cloth but this has not resolved | |
| Advice | Wed 19 April 2006 09:48 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:48 |
| | advised to check head gap setting | |
| Information | Wed 19 April 2006 09:48 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:48 |
| | head gap set at one | |
| Advice | Wed 19 April 2006 09:49 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:49 |
| | advised to do factory reset | |
| Information | Wed 19 April 2006 09:52 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:52 |
| | pm is away from phone serving customers | |
| Information | Wed 19 April 2006 09:53 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:53 |
| | pm has completed factory reset | |
| Advice | Wed 19 April 2006 09:54 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:54 |
| | advised to try slip now | |
| Information | Wed 19 April 2006 09:54 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:54 |
| | pm states cp is still not printing mlps | |
| Node status | Wed 19 April 2006 09:54 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:54 |
| | optional | |
| Access Times | Wed 19 April 2006 09:55 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:55 |
| | mon - fri 09.00 - 17.30 | |
| Recommend | Wed 19 April 2006 09:55 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:55 |
| | call logged at 09.47 recommend check / swap cp | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|---|--------------------------------|
| Open OTI | Wed 19 April 2006 09:55 by SYSADM / ASTEA | Saved: Wed 19 April 2006 09:55 |
| | Automatic Open OTI ***Updated by Stephen Ashby at 19/04/2006 09:55:30 | |
| REASSIGN | Wed 19 April 2006 09:55 by uk953335 / HSH6 | Saved: Wed 19 April 2006 09:55 |
| | Call # E-0604190327 was Reassigned from Stephen Ashby, Group HSH6 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG04190105 | |
| REASSIGN | Wed 19 April 2006 10:25 by Dispatch 1 / | Saved: Wed 19 April 2006 10:28 |
| | The projected arrival date for engineer 000175 is 19-04-2006 11:30:00 @voiced | |
| UPDATE | Wed 19 April 2006 10:25 by Dispatch 1 / | Saved: Wed 19 April 2006 10:28 |
| | ** [Engineer 000175 allocated]. | |
| UPDATE | Wed 19 April 2006 11:51 by Dispatch 1 / | Saved: Wed 19 April 2006 11:52 |
| | Engineer 000175 arrived on site at 19-04-2006 11:22:00 ** [Engineer 000175 Logged On.] | |
| UPDATE | Wed 19 April 2006 11:51 by Dispatch 1 / | Saved: Wed 19 April 2006 11:52 |
| | Work completed | |
| UPDATE | Wed 19 April 2006 11:51 by Dispatch 1 / | Saved: Wed 19 April 2006 11:52 |
| | engineer replaced ithaca tested ok | |
| ENG VISIT | Wed 19 April 2006 11:22 by 000175 / ENGINEERS | Saved: Wed 19 April 2006 11:40 |
| | engineer replaced ithaca tested ok Call closure code of and repair code 821 | |
| REASSIGN | Wed 19 April 2006 11:52 by Dispatch 1 / | Saved: Wed 19 April 2006 11:52 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Wed 19 April 2006 11:40 by uk953358 / Desk NonPoll | Saved: Wed 19 April 2006 11:40 |
| | engineer replaced ithaca tested ok Call closure code of and repair code 821 | |
| CLOSE | Wed 19 April 2006 12:10 by uk953358 / Desk NonPoll | Saved: Wed 19 April 2006 12:10 |
| | Call Close by Sarah Dawe: engineer replaced ithaca tested ok Call closure code of and repair code 821 | |

| | | | |
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Call E-0605020017

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|----------------------|--|--------------------------------|-----------------------|----------------|-----------------|
| Status: | Closed | Opened: | Tue 02 May 2006 05:02 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Tue 02 May 2006 10:07 | FAD/Path Code: | PATH022 |
| Customer: | PATHWAY | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | GB082294 / SMC1 |
| Caller Details | | | | | |
| Caller: | Nick Bedford | Phone: | GRO | Site: | 126023 |
| Title: | SMC | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | M | ProbType: | MG01 |
| Problem Text: | Critical Alert Received on H12602300101 on 02/05/2006 at 03:45:10. Event Description: A fatal error has occurred. A corrupt storage unit was detected on volume %1 with LPN %2. UnitType %3 (0xC105003F). The message store will be shut down abnormally | | | | |
| Call Closure Details | | | | | |
| Closed: | 02/05/2006 10:07 | Cause: | CQ7 | Repair: | RF3 |
| Text: | Call Close by Mary Rainbow: engineer call raised on fad/ fad call - this call can be closed | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | |
| Product: | PATICLX365/400A | Description: | | Server Name: | |

West Byfleet HSD call logs M012 Doc 006

| | | | | | |
|-------------------|---|-------------------|---|------------------------------|--|
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Tue 02 May 2006 05:00 by UK086643 / SMC1 | | | Saved: Tue 02 May 2006 05:02 | |
| | New call taken by Nick Bedford: Critical Alert Received on H12602300101 on 02/05/2006 at 03:45:10. Event Description: A fatal error has occurred. A corrupt storage unit was detected on vo lume ... with LPN ... UnitType ... (0xC105003F). The message store will be shut down abnormally | | | | |
| KEL Ref No. | Tue 02 May 2006 05:04 by UK086643 / SMC1 | | | Saved: Tue 02 May 2006 05:04 | |
| | PCARROLL909Z | | | | |
| Information | Tue 02 May 2006 05:04 by UK086643 / SMC1 | | | Saved: Tue 02 May 2006 05:04 | |
| | Attempting to reboot gateway counter - will monitor progress | | | | |
| Information | Tue 02 May 2006 06:51 by UK086643 / SMC1 | | | Saved: Tue 02 May 2006 06:51 | |
| | Reboot Successful | | | | |
| Recommend | Tue 02 May 2006 06:52 by UK086643 / SMC1 | | | Saved: Tue 02 May 2006 06:52 | |
| | Repeated events received since reboot - HARDBOOT required | | | | |
| REASSIGN | Tue 02 May 2006 06:52 by UK086643 / SMC1 | | | Saved: Tue 02 May 2006 06:52 | |
| | Call # E-0605020017 was Reassigned from Nick Bedford, Group SMC1 to Group SMC1 HARDBOOT | | | | |
| Contacted | Tue 02 May 2006 08:59 by uk952766 / SMC1 | | | Saved: Tue 02 May 2006 08:59 | |
| | Voiced PM. Pm happy to reboot immediately. Please monitor for reboot and further alerts then progress as per KEL | | | | |
| Information | Tue 02 May 2006 09:43 by uk953334 / HSH8 | | | Saved: Tue 02 May 2006 09:43 | |
| | raised call e-0605020278 call sent to UKSS for BU swap | | | | |
| CLEAR | Tue 02 May 2006 10:07 by GB082294 / SMC1 | | | Saved: Tue 02 May 2006 10:07 | |
| | engineer call raised on fad/fad call | | | | |
| CLOSE | Tue 02 May 2006 10:07 by GB082294 / SMC1 | | | Saved: Tue 02 May 2006 10:07 | |
| | Call Close by Mary Rainbow: engineer call raised on fad/fad call - this call can be closed | | | | |

HOME  Post Office Account S70 Archive4.1 on
msdc01poadb02PH4POAS70 on
msdc01poadb02

29/11/2012




Call E-0605020144

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|----------------------|---|--------------------------------|-----------------------|------------------------------|-----------------|
| Status: | Closed | Opened: | Tue 02 May 2006 08:56 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Tue 02 May 2006 08:59 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk957319 / HSH5 |
| Caller Details | | | | | |
| Caller: | Seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | S | ProbType: | SD21 |
| Problem Text: | PM states that she has no entry signs on all icons. | | | | |
| Call Closure Details | | | | | |
| Closed: | 02/05/2006 08:59 | Cause: | CW5 | Repair: | R70 |
| | | | | Resolution: | RS06 |
| Text: | Call Close by Louise Peplow: PM states that she has no entry signs on all icons. Advised pm to re -boot the counter and to call back if there are any further issues. | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | |
| Product: | Riposte | Description: | Riposte | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Tue 02 May 2006 08:53 by uk957319 / HSH5 | | | Saved: Tue 02 May 2006 08:56 | |
| | New call taken by Louise Peplow: PM states that she has no entry signs on all icons. | | | | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|--------|---|------------------------------|
| Advice | Tue 02 May 2006 08:58 by uk957319 / HSH5 | Saved: Tue 02 May 2006 08:58 |
| | Advised the pm to re-boot the counter and to call back if there are any further issues with this. PM states that she is happy to do this. | |
| CLEAR | Tue 02 May 2006 08:59 by uk957319 / HSH5 | Saved: Tue 02 May 2006 08:59 |
| | PM states that she has no entry signs on all icons. | |
| CLOSE | Tue 02 May 2006 08:59 by uk957319 / HSH5 | Saved: Tue 02 May 2006 08:59 |
| | Call Close by Louise Peplow. PM states that she has no entry signs on all icons. Advised pm to re -boot the counter and to call back if there are any further issues. | |

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|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0605020278

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| | | | | | |
|-----------|--------|--------------------------------|-----------------------|----------------|-----------------|
| Status: | Closed | Opened: | Tue 02 May 2006 09:39 | Affected Site: | 126023 |
| Severity: | 4 A | Closed: | Tue 02 May 2006 13:19 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 99 | Local / Intermediate / Remote: | L | CSR/Team: | GB082200 / HSH8 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | seema misra | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD01 | Problem: | |
| Problem Text: | PM states that she still keeps getting message please wait while desktop connects to riposte | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 02/05/2006 13:19 | Cause: | CR6 | Repair: | R06 | Resolution: | RS20 |
| Text: | Call Close by Kenneth Hudson: engineer swapped adsl cable. tested ok. Call closure code of and repair code 824 | | | | | | |

Call Asset Details

| | | | | | |
|----------------|-----------------|-------------------|---|-----------------------|------------|
| Asset ID: | 12602399 | Description: | Multi Counter Gateway 400 - Live PO Sites | Serial No: | YBRE007345 |
| Product: | PATICLX365/400B | Description: | Multi Counter Gateway 400 - Live PO Sites | Server Name: | |
| OTI Reference: | WG05020091 | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|--------------|--|------------------------------|
| OPEN | Tue 02 May 2006 09:38 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:39 |
| | New call taken by Melissa Delamaine: PM states that she still keeps getting message please wait while desktop connects to riposte | |
| OPEN_CALL_TS | Tue 02 May 2006 09:39 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:39 |
| | Open Calls Troubleshoot (Affected Site:126023) | |
| OPEN_CALL_TS | Tue 02 May 2006 09:40 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:40 |
| | Open Calls Troubleshoot (Affected Site:126023) | |
| Information | Tue 02 May 2006 09:40 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:40 |
| | checked call e-0605020017 error found - hard reboot advised to no avail | |
| MODIFY | Tue 02 May 2006 09:40 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:41 |
| | Call information modified by Melissa Delamaine Call Type: from 'S' to 'H' Problem: from 'SD0805' to " Priority: from '0' to '99' Product ID: from 'Riposte' to 'PATICLX365/400B' Serial #: to 'YBRE007345' Severity: from '3' to '4' ...etc. | |
| Access Times | Tue 02 May 2006 09:41 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:41 |
| | m-f 0900-1730 s 0900-1300 | |
| Recommend | Tue 02 May 2006 09:41 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:41 |
| | check/swap BU | |
| Recommend | Tue 02 May 2006 09:41 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:41 |

West Byfleet HSD call logs M012 Doc 006

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|--------------|--|------------------------------|
| | BASE UNIT SWAPS "Warning!! Do not change the mirror disk and pc together -if you are in doubt contact SMC or HIT." "please can engineer print balance snapshot and contact smc to synchronize message store before swapping out base unit" | |
| OPEN_CALL_TS | Tue 02 May 2006 09:42 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:42 |
| | Open Calls Troubleshoot (Affected Site:126023) | |
| KEL Ref No. | Tue 02 May 2006 09:42 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:42 |
| | PCARROLL909Z | |
| Information | Tue 02 May 2006 09:42 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:42 |
| | Voiced UKSS to advise of A99 | |
| Information | Tue 02 May 2006 09:44 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:44 |
| | voiced IMT to advise of A99 | |
| Open OTI | Tue 02 May 2006 09:45 by SYSADM / ASTEA | Saved: Tue 02 May 2006 09:45 |
| | Automatic Open OTI ***Updated by Melissa Delamaine at 02/05/2006 09:45:00 | |
| REASSIGN | Tue 02 May 2006 09:44 by uk953334 / HSH8 | Saved: Tue 02 May 2006 09:45 |
| | Call # E-0605020278 was Reassigned from Melissa Delamaine, Group HSH8 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG05020091 | |
| UPDATE | Tue 02 May 2006 09:56 by PATHWAY / | Saved: Tue 02 May 2006 09:57 |
| | SLA 1339 2/5 *A99* | |
| UPDATE | Tue 02 May 2006 10:12 by PATHWAY / | Saved: Tue 02 May 2006 10:14 |
| | engineer aware - voiced | |
| REASSIGN | Tue 02 May 2006 10:13 by Dispatch 1 / | Saved: Tue 02 May 2006 10:16 |
| | The projected arrival date for engineer 000204 is 02-05-2006 12:30:00 ** [Engineer 000204 allocated]. | |
| UPDATE | Tue 02 May 2006 10:14 by PATHWAY / | Saved: Tue 02 May 2006 10:17 |
| | DEALOC05 Spare not delivered | |
| UPDATE | Tue 02 May 2006 10:14 by PATHWAY / | Saved: Tue 02 May 2006 10:17 |
| | ** [Engineer 000204 released call.] | |
| UPDATE | Tue 02 May 2006 10:17 by PATHWAY / | Saved: Tue 02 May 2006 10:19 |
| | Escalated call to Mark Millar due to engineer havi ng to do a stock audit. | |
| REASSIGN | Tue 02 May 2006 10:31 by Dispatch 1 / | Saved: Tue 02 May 2006 10:35 |
| | The projected arrival date for engineer 000204 is 02-05-2006 11:30:00 ** [Engineer 000204 allocated]. | |
| UPDATE | Tue 02 May 2006 12:22 by Dispatch 1 / | Saved: Tue 02 May 2006 12:25 |
| | @@UPDATE engineer on site. | |
| UPDATE | Tue 02 May 2006 13:01 by Dispatch 1 / | Saved: Tue 02 May 2006 13:03 |
| | Engineer 000204 arrived on site at 02-05-2006 12:30:00 ** [Engineer 000204 Logged On.] | |
| UPDATE | Tue 02 May 2006 13:01 by Dispatch 1 / | Saved: Tue 02 May 2006 13:03 |
| | Work completed | |
| UPDATE | Tue 02 May 2006 13:01 by Dispatch 1 / | Saved: Tue 02 May 2006 13:03 |
| | engineer swapped adsl cable. tested ok. | |
| ENG VISIT | Tue 02 May 2006 12:30 by 000204 / ENGINEERS | Saved: Tue 02 May 2006 12:55 |
| | engineer swapped adsl cable. tested ok. Call closure code of and repair code 821 | |
| REASSIGN | Tue 02 May 2006 13:03 by Dispatch 1 / | Saved: Tue 02 May 2006 13:03 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Acti on Group HSH8 as directed by the OTIReturn activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Tue 02 May 2006 12:55 by GB082200 / HSH8 | Saved: Tue 02 May 2006 12:55 |
| | engineer swapped adsl cable. tested ok. Call closure code of and re pair code 824 | |
| CLOSE | Tue 02 May 2006 13:19 by GB082200 / HSH8 | Saved: Tue 02 May 2006 13:19 |
| | Call Close by Kenneth Hudson: engineer swapped adsl cable. tested ok. Call closure code of and repair code 824 | |

West Byfleet HSD call logs M012 Doc 006

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|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0605021966

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| | | | | | |
|-----------|---------|--------------------------------|-----------------------|----------------|-----------------|
| Status: | Closed | Opened: | Tue 02 May 2006 18:20 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Wed 03 May 2006 12:37 | FAD/Path Code: | PATH022 |
| Customer: | PATHWAY | | | No. Counters: | 3 |
| Priority: | 1 | Local / Intermediate / Remote: | L | CSR/Team: | uk082476 / SMC1 |

Caller Details

| | | | | | |
|---------|----------------|------------|-----|-------------|--------|
| Caller: | Dave Sweetlove | Phone: | GRO | Site: | 126023 |
| Title: | SMC | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|------------|------|----------|--|
| Product Type: | PT03 | Call Type: | M | Prob Type: | MG01 | Problem: | |
| Problem Text: | Critical NT event at 18:05:51 02/05/06 on H -12602300101 KMRX: Riposte Error 1722. The RPC server is unavailable. (0x6BA) RiposteCloseMessagePort | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 03/05/2006 12:37 | Cause: | C20 | Repair: | R70 | Resolution: | RS02 |
| Text: | Call Close by Darren Dutton: Reboot event received at 12:27:00. No further events to report | | | | | | |

Call Asset Details

| | | | | | |
|----------------|-----------------|-------------------|---|-----------------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | PATICLX365/400B | Description: | Multi Counter Gateway 400 - Live PO Sites | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|--|------------------------------|
| OPEN | Tue 02 May 2006 18:16 by UK951364 / SMC1 | Saved: Tue 02 May 2006 18:20 |
| | New call taken by David Sweetlove: Critical NT event at 18:05:51 02/05/06 on H -12602300101 KMRX: Riposte Error 1722. The RPC server is unavailable. (0x6BA) RiposteCloseMessagePort | |
| KEL Ref No. | Tue 02 May 2006 18:25 by UK951364 / SMC1 | Saved: Tue 02 May 2006 18:25 |
| | Wbragg1055Q | |
| Recommend | Tue 02 May 2006 18:25 by UK951364 / SMC1 | Saved: Tue 02 May 2006 18:25 |
| | Please reboot the counter | |
| REASSIGN | Tue 02 May 2006 18:25 by UK951364 / SMC1 | Saved: Tue 02 May 2006 18:25 |
| | Call # E-0605021966 was Reassigned from David Sweetlove, Group SMC1 to Group SMC1 | |
| Repeat Call | Wed 03 May 2006 09:12 by uk951651 / HSH8 | Saved: Wed 03 May 2006 09:12 |
| | REF E-0605030184 PM states " rpc server unavailable " advised reboot | |
| CLOSE | Wed 03 May 2006 12:37 by uk082476 / SMC1 | Saved: Wed 03 May 2006 12:37 |
| | Call Close by Darren Dutton: Reboot event received at 12:27:00. No further events to report | |

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| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|

Call E-0605030155

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| | | | | | |
|-----------|--------|--------------------------------|-----------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 03 May 2006 08:59 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Wed 03 May 2006 09:01 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk953335 / HSH6 |

Caller Details

| | | | | | |
|---------|--------------|--------|-----|-------------|--------|
| Caller: | Seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |

West Byfleet HSD call logs M012 Doc 006

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|---|--|-----------------------|------------------------------|
| Caller ID: | | Location: | |
| Call Problem Details | | | |
| Product Type: | Call Type: S | ProbType: SD08 | Problem: SD0805 |
| Problem Text: pm states PWWDCTR | | | |
| Call Closure Details | | | |
| Closed: 03/05/2006 09:01 | Cause: CU5 | Repair: R70 | Resolution: RS06 |
| Text: Call Close by Stephen Ashby: pm states pwwdctr. reboot required. ref no offered | | | |
| Call Asset Details | | | |
| Asset ID: | Description: | Serial No: | |
| Product: Riposte | Description: Riposte | Server Name: | |
| OTI Reference: | Counter Affected: 1 | Associated Reference: | |
| Call Activity Log | | | |
| OPEN | Wed 03 May 2006 08:58 by uk953335 / HSH6 | | Saved: Wed 03 May 2006 08:59 |
| | New call taken by Stephen Ashby: pm states PWWDCTR | | |
| OPEN_CALL_TS | Wed 03 May 2006 09:00 by uk953335 / HSH6 | | Saved: Wed 03 May 2006 09:00 |
| | Open Calls Troubleshoot (Affected Site:126023) | | |
| Information | Wed 03 May 2006 09:00 by uk953335 / HSH6 | | Saved: Wed 03 May 2006 09:00 |
| | open calls shows Critical NT event at 18:05:51 02/05/06 on H -12602300101 KMRX: Riposte Error 1722. The RPC server is unavailable. (0x6BA) RiposteCloseMessagePort | | |
| OPEN_CALL_TS | Wed 03 May 2006 09:00 by uk953335 / HSH6 | | Saved: Wed 03 May 2006 09:00 |
| | Open Calls Troubleshoot (Affected Site:126023) | | |
| KEL Ref No. | Wed 03 May 2006 09:00 by uk953335 / HSH6 | | Saved: Wed 03 May 2006 09:00 |
| | Wbragg1055Q | | |
| Advice | Wed 03 May 2006 09:01 by uk953335 / HSH6 | | Saved: Wed 03 May 2006 09:01 |
| | advised to reboot | | |
| CLEAR | Wed 03 May 2006 09:01 by uk953335 / HSH6 | | Saved: Wed 03 May 2006 09:01 |
| | reboot required | | |
| CLOSE | Wed 03 May 2006 09:01 by uk953335 / HSH6 | | Saved: Wed 03 May 2006 09:01 |
| | Call Close by Stephen Ashby: pm states pwwdctr. reboot required. ref no offered | | |

| | | | |
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| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
|--|----------------------------|------------|---|



Call E-0605030184

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| | | |
|--|----------------------------------|---------------------------|
| Status: Closed | Opened: Wed 03 May 2006 09:07 | Affected Site: 126023 |
| Severity: 3 B | Closed: Wed 03 May 2006 09:11 | FAD/Path Code: 126023 |
| Customer: 1039 | | No. Counters: 3 |
| Priority: 0 | Local / Intermediate / Remote: L | CSR/Team: uk951651 / HSH8 |
| Caller Details | | |
| Caller: mrs seema | Phone: GRO | Site: 126023 |
| Title: Postmistress | Login: | Department: |
| | Caller ID: | Location: |
| Call Problem Details | | |
| Product Type: | Call Type: S | ProbType: SD08 |
| Problem: SD0807 | | |
| Problem Text: PM states the mes " on line services unavailable " | | |
| Call Closure Details | | |
| Closed: 03/05/2006 09:11 | Cause: CV1 | Repair: R70 |
| Resolution: RS06 | | |
| Text: Call Close by Melanie Connolly: PM states mes " rpc server unavailable, . advisedc reboot, ref offered | | |
| Call Asset Details | | |
| Asset ID: | Description: | Serial No: |
| Product: Riposte | Description: Riposte | Server Name: |

West Byfleet HSD call logs M012 Doc 006

| OTI Reference: | | Counter Affected: | 1 | Associated Reference: |
|-------------------|--|-------------------|------------------------------|-----------------------|
| Call Activity Log | | | | |
| OPEN | Wed 03 May 2006 09:07 by uk951651 / HSH8 | | Saved: Wed 03 May 2006 09:07 | |
| | New call taken by Melanie Connolly: PM states the mes " on line services unavailable " | | | |
| Information | Wed 03 May 2006 09:08 by uk951651 / HSH8 | | Saved: Wed 03 May 2006 09:08 | |
| | PM states she has rebooted this morning | | | |
| Advice | Wed 03 May 2006 09:08 by uk951651 / HSH8 | | Saved: Wed 03 May 2006 09:08 | |
| | advised PM to test the network on the gateway counter | | | |
| Information | Wed 03 May 2006 09:08 by uk951651 / HS H8 | | Saved: Wed 03 May 2006 09:08 | |
| | PM states mes " rpc server unavailable " | | | |
| Advice | Wed 03 May 2006 09:09 by uk951651 / HSH8 | | Saved: Wed 03 May 2006 09:09 | |
| | advised PM that i will check events | | | |
| OPEN_CALL_TS | Wed 03 May 2006 09:09 by uk951651 / HSH8 | | Saved: Wed 03 May 2006 09:10 | |
| | Open Calls Troubleshoot (Affected Site:126023) | | | |
| Information | Wed 03 May 2006 09:10 by uk951651 / HSH8 | | Saved: Wed 03 May 2006 09:10 | |
| | REF E-0605021966 Critical NT event at 18:05:51 02/05/06 on H -12602300101 KMRX: Riposte Error 1722. The RPC server is unavailable. (0x6BA) RiposteCloseMessagePort advise reboot | | | |
| Advice | Wed 03 May 2006 09:10 by uk951651 / HSH8 | | Saved: Wed 03 May 2006 09:10 | |
| | advised PM to reboot | | | |
| Information | Wed 03 May 2006 09:10 by uk951651 / HSH8 | | Saved: Wed 03 May 2006 09:10 | |
| | PM is ok to reboot unassisted | | | |
| Information | Wed 03 May 2006 09:11 by uk951651 / HSH8 | | Saved: Wed 03 May 2006 09:11 | |
| | ref offered | | | |
| MODIFY | Wed 03 May 2006 09:11 by uk951651 / HSH8 | | Saved: Wed 03 May 2006 09:11 | |
| | Call information modified by Melanie Connolly Call Type: from 'N' to 'S' Problem: from " to 'SD0807' Product ID: from 'PATICLX365/400B' to 'Riposte' Serial #: from 'YBRE007345' Tag: from '12602399' Item Descr.: to " ..etc. | | | |
| CLEAR | Wed 03 May 2006 09:11 by uk951651 / HSH8 | | Saved: Wed 03 May 2006 09:11 | |
| | reboot | | | |
| CLOSE | Wed 03 May 2006 09:11 by uk951651 / HSH8 | | Saved: Wed 03 May 2006 09:11 | |
| | Call Close by Melanie Connolly: PM states mes " rpc server unavailable,. advisedc reboot, ref offered | | | |

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|--|----------------------------|------------|---|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0605030277

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| | | | | | |
|----------------------|--|--------------------------------|----------------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 03 May 2006 09:34 | Affected Site: | 126023 |
| Severity: | 4 A | Closed: | Wed 03 May 2006 14:08 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 99 | Local / Intermediate / Remote: | L | CSR/Team: | uk081219 / HSH7 |
| Caller Details | | | | | |
| Caller: | seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD01 |
| Problem Text: | pm states that she has message frozen on screen pwwdctr. | | | | |
| Call Closure Details | | | | | |
| Closed: | 03/05/2006 14:08 | Cause: | CR8 | Repair: | R01 |
| Text: | Call Close by Katrina Brooks: swapped b-base, tested ok | | | | |
| Call Asset Details | | | | | |
| Asset ID: | 12602399 | Description: | Multi Counter Gateway 400 - Live | Serial No: | YBRE007345 |

West Byfleet HSD call logs M012 Doc 006

| | | | | | |
|-------------------|---|-------------------|--|------------------------------|--|
| Product: | PATICLX365/400B | Description: | PO Sites Multi Counter Gateway 400 - Live PO Sites | Server Name: | |
| OTI Reference: | WG05030124 | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Wed 03 May 2006 09:33 by uk957307 / HSH7 New call taken by Alexander Gibbs: pm states that she has message frozen on screen pwwdctr. | | | Saved: Wed 03 May 2006 09:34 | |
| Information | Wed 03 May 2006 09:36 by uk957307 / HSH7 pm states that she had this issue already this morning, call E -0605030155. pm has rebooted, but she got message again. | | | Saved: Wed 03 May 2006 09:36 | |
| OPEN_CALL_TS | Wed 03 May 2006 09:37 by uk957307 / HSH7 Open Calls Troubleshoot (Affected Site:126023) | | | Saved: Wed 03 May 2006 09:37 | |
| OPEN_CALL_TS | Wed 03 May 2006 09:37 by uk957307 / HSH7 Open Calls Troubleshoot (Affected Site:126023) | | | Saved: Wed 03 May 2006 09:37 | |
| Information | Wed 03 May 2006 09:38 by uk957307 / HSH7 pm has rebooted twice this morning, once for the before mentioned issue and once for online services issue, call E-0605030184 and once yesterday for pwwdctr, call E -0605020278. | | | Saved: Wed 03 May 2006 09:38 | |
| MODIFY | Wed 03 May 2006 09:39 by uk957307 / HSH7 Call information modified by Alexander Gibbs Phone: from 'GRO' to 'ad' | | | Saved: Wed 03 May 2006 09:40 | |
| MODIFY | Wed 03 May 2006 09:40 by uk957307 / HSH7 Call information modified by Alexander Gibbs Phone: from 'ad' to: 'GRO' | | | Saved: Wed 03 May 2006 09:40 | |
| Information | Wed 03 May 2006 09:40 by uk957307 / HSH7 pm states that reboot didn't resolve issue. | | | Saved: Wed 03 May 2006 09:40 | |
| Advice | Wed 03 May 2006 09:41 by uk957307 / HSH7 advised pm that BU of gw will have to be swapped out. | | | Saved: Wed 03 May 2006 09:41 | |
| MODIFY | Wed 03 May 2006 09:41 by uk957307 / HSH7 Call information modified by Alexander Gibbs Call Type: from 'S' to 'H' Priority: from '0' to '99' Product ID: from 'Riposte' to 'PATICLX365/400B' Serial #: to 'YBRE007345' Severity: from '3' to '4' Tag: to '12602399' ...etc. | | | Saved: Wed 03 May 2006 09:41 | |
| Node status | Wed 03 May 2006 09:41 by uk957307 / HSH7 not operational | | | Saved: Wed 03 May 2006 09:41 | |
| Access Times | Wed 03 May 2006 09:42 by uk957307 / HSH7 mon fri 0900 - 1730 sat 0900 - 1300 no lunches access all day | | | Saved: Wed 03 May 2006 09:42 | |
| Recommend | Wed 03 May 2006 09:42 by uk957307 / HSH7 call logged @ 0934 can engineer please check/swap BU on node 1 | | | Saved: Wed 03 May 2006 09:42 | |
| contacted | Wed 03 May 2006 09:43 by uk957307 / HSH7 contacted tony @ UKME alerting him of A99 | | | Saved: Wed 03 May 2006 09:43 | |
| Open OTI | Wed 03 May 2006 09:43 by SYSADM / ASTEA Automatic Open OTI ***Updated by Alexander Gibbs at 03/05/2006 09:43:54 | | | Saved: Wed 03 May 2006 09:43 | |
| REASSIGN | Wed 03 May 2006 09:43 by uk957307 / HSH7 Call # E-0605030277 was Reassigned from Alexander Gibbs, Group HSH7 to Group UKSS1 | | | Saved: Wed 03 May 2006 09:43 | |
| OTI Success | New call sent to Dispatch 1 | | | | |
| Contacted | Wed 03 May 2006 09:44 by uk957307 / HSH7 voiced maria at IMT | | | Saved: Wed 03 May 2006 09:44 | |
| OTI Success | An add has been sent to Dispatch 1 | | | | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG05030124 | | | | |
| UPDATE | Wed 03 May 2006 10:20 by PATHWAY / p1334 3rd | | | Saved: Wed 03 May 2006 10:21 | |
| REASSIGN | Wed 03 May 2006 10:49 by Dispatch 1 / The projected arrival date for engineer 000171 is 03-05-2006 12:15:00 engineer voiced | | | Saved: Wed 03 May 2006 10:51 | |
| UPDATE | Wed 03 May 2006 10:49 by Dispatch 1 / ** [Engineer 000171 allocated]. | | | Saved: Wed 03 May 2006 10:52 | |
| Information | Wed 03 May 2006 12:15 by uk060861 / SMC7 -Distrib Have opened the KMA for gateway swap | | | Saved: Wed 03 May 2006 12:15 | |
| UPDATE | Wed 03 May 2006 13:16 by Dispatch 1 / | | | Saved: Wed 03 May 2006 13:17 | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|--|------------------------------|
| | Engineer 000171 arrived on site at 03-05-2006 12:00:00 ** [Engineer 000171 Logged On.] | |
| UPDATE | Wed 03 May 2006 13:16 by Dispatch 1 / | Saved: Wed 03 May 2006 13:20 |
| | Work completed | |
| UPDATE | Wed 03 May 2006 13:16 by Dispatch 1 / | Saved: Wed 03 May 2006 13:20 |
| | swapped b-base, tested ok | |
| ENG VISIT | Wed 03 May 2006 12:00 by 000171 / ENGINEERS | Saved: Wed 03 May 2006 13:00 |
| | ** [No Remark entered.] Call closure code of FAILURE and repair code 821 | |
| REASSIGN | Wed 03 May 2006 13:33 by Dispatch 1 / | Saved: Wed 03 May 2006 13:33 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the OTI Return activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the OTI Return activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| Information | Wed 03 May 2006 14:07 by uk081219 / HSH7 | Saved: Wed 03 May 2006 14:07 |
| | checked events for node 1 roll out successful @ 3.1 on 3/5/06 at 12.25 | |
| CLEAR | Wed 03 May 2006 12:25 by uk081219 / HSH7 | Saved: Wed 03 May 2006 12:25 |
| | swapped b-base, tested ok | |
| CLOSE | Wed 03 May 2006 14:08 by uk081219 / HSH7 | Saved: Wed 03 May 2006 14:08 |
| | Call Close by Katrina Brooks: swapped b-base, tested ok | |



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| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | PH4POAS70 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0606170102

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|----------------------|--|--------------------------------|------------------------|-------------------------------|-----------------|
| Status: | Closed | Opened: | Sat 17 June 2006 09:19 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Sat 17 June 2006 09:21 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | GB082227 / HSH5 |
| Caller Details | | | | | |
| Caller: | peter | Phone: | GRO | Site: | 126023 |
| Title: | Relief | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | S | ProbType: | SD08 |
| | | | | Problem: | SD0805 |
| Problem Text: | the online services are down. pm has pw wdctr on the gateway. | | | | |
| Call Closure Details | | | | | |
| Closed: | 17/06/2006 09:21 | Cause: | CU5 | Repair: | R70 |
| | | | | Resolution: | RS06 |
| Text: | Call Close by Anthony Vasse: pm is rebooting to clear pwwdctr. | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | |
| Product: | WINNT | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Sat 17 June 2006 09:17 by GB082227 / HSH5 | | | Saved: Sat 17 June 2006 09:19 | |
| | New call taken by Anthony Vasse: the onli ne services are down. pm has pwwdctr on the gateway. | | | | |
| Advice | Sat 17 June 2006 09:20 by GB082227 / HSH5 | | | Saved: Sat 17 June 2006 09:20 | |
| | checked tivoli. pm has an rpc error message. advised pm to reboot as per wims. | | | | |
| CLEAR | Sat 17 June 2006 09:21 by GB082227 / HSH5 | | | Saved: Sat 17 June 2006 09:21 | |
| | pm is rebooting to clear pwwdctr. | | | | |
| CLOSE | Sat 17 June 2006 09:21 by GB082227 / HSH5 | | | Saved: Sat 17 June 2006 09:21 | |
| | Call Close by Anthony Vasse: pm is rebooting to clear pwwdctr. | | | | |



West Byfleet HSD call logs M012 Doc 006

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|--|---|--------------------------------|------------------------|-------------------------------|-----------------|---|------|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | | PH4POAS70 on msdc01poadb02 | | 29/11/2012 | |  | |
| Call E-0607031108 | | | | | | ©2002 Fujitsu Services Limited | |
| Status: | Closed | Opened: | Mon 03 July 2006 16:27 | Affected Site: | 126023 | | |
| Severity: | 2 C | Closed: | Mon 03 July 2006 16:30 | FAD/Path Code: | 126023 | | |
| Customer: | 1039 | | | No. Counters: | 3 | | |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk953703 / HSH1 | | |
| Caller Details | | | | | | | |
| Caller: | Davind | Phone: | GRO | Site: | 126023 | | |
| Title: | Clerk | Login: | | Department: | | | |
| | | Caller ID: | | Location: | | | |
| Call Problem Details | | | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD18 | Problem: | |
| Problem Text: | caller states he is doing a capo card transaction and is getting message card cannot be processed by the pinpad | | | | | | |
| Call Closure Details | | | | | | | |
| Closed: | 03/07/2006 16:30 | Cause: | C08 | Repair: | R74 | Resolution: | RS06 |
| Text: | Call Close by Patricia Clegg: card not going through on 2 counters, fault with card | | | | | | |
| Call Asset Details | | | | | | | |
| Asset ID: | 12602399 | Description: | | Serial No: | 3022280 | | |
| Product: | PATPINPAD | Description: | Hypercom PinPad | Server Name: | | | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | | | |
| Call Activity Log | | | | | | | |
| OPEN | Mon 03 July 2006 16:26 by uk953703 / HSH1 | | | Saved: Mon 03 July 2006 16:27 | | | |
| | New call taken by Patricia Clegg: caller states he is doing a capo card transaction and is getting message card cannot be processed by the pinpad | | | | | | |
| Advice | Mon 03 July 2006 16:28 by uk953703 / HSH1 | | | Saved: Mon 03 July 2006 16:28 | | | |
| | Advised to try the card on another counter | | | | | | |
| Information | Mon 03 July 2006 16:29 by uk953703 / HSH1 | | | Saved: Mon 03 July 2006 16:29 | | | |
| | pm states he has tried on another counter already and the card is not working | | | | | | |
| Advice | Mon 03 July 2006 16:29 by uk953703 / HSH1 | | | Saved: Mon 03 July 2006 16:29 | | | |
| | Advised fault with card | | | | | | |
| CLEAR | Mon 03 July 2006 16:29 by uk953703 / HSH1 | | | Saved: Mon 03 July 2006 16:29 | | | |
| | card not going through on 2 counters, fault with card | | | | | | |
| CLOSE | Mon 03 July 2006 16:30 by uk953703 / HSH1 | | | Saved: Mon 03 July 2006 16:30 | | | |
| | Call Close by Patricia Clegg: card not going through on 2 counters, fault with card | | | | | | |

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|--|--------|--------------------------------|------------------------|----------------|-----------------|---|--|
| HOME  Post Office Account S70 Archive4.1 on msdc01poadb02 | | PH4POAS70 on msdc01poadb02 | | 29/11/2012 | |  | |
| Call E-0607080339 | | | | | | ©2002 Fujitsu Services Limited | |
| Status: | Closed | Opened: | Sat 08 July 2006 13:54 | Affected Site: | 126023 | | |
| Severity: | 3 B | Closed: | Sat 08 July 2006 13:56 | FAD/Path Code: | 126023 | | |
| Customer: | 1039 | | | No. Counters: | 3 | | |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | UK955762 / HSH1 | | |
| Caller Details | | | | | | | |

West Byfleet HSD call logs M012 Doc 006

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|----------------------|---|-------------------|---------|-----------------------|-------------------------------|
| Caller: | David | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | S | ProbType: | SD06 |
| Problem Text: | Caller states that the counter has frozen | | | | |
| Call Closure Details | | | | | |
| Closed: | 08/07/2006 13:56 | Cause: | CT6 | Repair: | R70 |
| Resolution: | RS03 | | | | |
| Text: | Call Close by Adam Robertson: Reboot required | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | |
| Product: | Riposte | Description: | Riposte | Server Name: | |
| OTI Reference: | | Counter Affected: | 2 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Sat 08 July 2006 13:53 by UK955762 / HSH1 | | | | Saved: Sat 08 July 2006 13:54 |
| | New call taken by Adam Robertson: Caller states that the counter has frozen | | | | |
| KEL Ref No. | Sat 08 July 2006 13:55 by UK955762 / HSH1 | | | | Saved: Sat 08 July 2006 13:55 |
| | WIMS consulted | | | | |
| Information | Sat 08 July 2006 13:55 by UK955762 / HSH1 | | | | Saved: Sat 08 July 2006 13:55 |
| | Checked events on tivoli - no faults found | | | | |
| Advice | Sat 08 July 2006 13:56 by UK955762 / HSH1 | | | | Saved: Sat 08 July 2006 13:56 |
| | Advice PM to reboot the counter and to call back if any problems occur - PM happy to so | | | | |
| CLEAR | Sat 08 July 2006 13:56 by UK955762 / HSH1 | | | | Saved: Sat 08 July 2006 13:56 |
| | Reboot required | | | | |
| CLOSE | Sat 08 July 2006 13:56 by UK955762 / HSH1 | | | | Saved: Sat 08 July 2006 13:56 |
| | Call Close by Adam Robertson: Reboot required | | | | |

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|--|--|----------------------------|------------|---|
| HOME  | Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|--|--|----------------------------|------------|---|

Call E-0607120645

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|----------------------|--|--------------------------------|------------------------|-----------------------|-----------------|
| Status: | Closed | Opened: | Wed 12 July 2006 13:46 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Wed 12 July 2006 13:48 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk085263 / HSH6 |
| Caller Details | | | | | |
| Caller: | Seema Misra | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | PT01 | Call Type: | V | ProbType: | VN01 |
| Problem Text: | no power to horizon | | | | |
| Call Closure Details | | | | | |
| Closed: | 12/07/2006 13:48 | Cause: | CH7 | Repair: | RB8 |
| Resolution: | RS06 | | | | |
| Text: | Call Close by Imran Hussain: no power to horizon - referred to local electrician | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | |
| Product: | Outlet | Description: | PO outlet affected | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|---|-------------------------------|
| OPEN | Wed 12 July 2006 13:45 by uk085263 / HSH6 New call taken by Imran Hussain: no power to horizon | Saved: Wed 12 July 2006 13:46 |
| Information | Wed 12 July 2006 13:48 by uk 085263 / HSH6 no power to horizon | Saved: Wed 12 July 2006 13:48 |
| Advice | Wed 12 July 2006 13:48 by uk085263 / HSH6 referred to local electrician | Saved: Wed 12 July 2006 13:48 |
| CLEAR | Wed 12 July 2006 13:48 by uk085263 / HSH6 no power to horizon | Saved: Wed 12 July 2006 13:48 |
| CLOSE | Wed 12 July 2006 13:48 by uk085263 / HSH6 Call Close by Imran Hussain: no power to horizon - referred to local electrician | Saved: Wed 12 July 2006 13:48 |

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PH4POAS92 on msdc01poadb02

29/11/2012



Call E-0607120672

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|-----------|--------|--------------------------------|------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 12 July 2006 13:59 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Wed 12 July 2006 14:03 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 0 | Local / Intermediate / Remote: | L | CSR/Team: | uk952720 / HSH2 |

Caller Details

| | | | | | |
|---------|-------|------------|-----|-------------|--------|
| Caller: | seema | Phone: | GRO | Site: | 126023 |
| Title: | pm | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | V | ProbType: | VN01 | Problem: | |
| Problem Text: | pm states there is no power to horizon syst em. | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 12/07/2006 14:03 | Cause: | CH7 | Repair: | RB8 | Resolution: | RS06 |
| Text: | Call Close by Keely Butler: pm states there is no power to horizon system. transf to nbsc. | | | | | | |


Call Asset Details

| | | | | | |
|----------------|--------|-------------------|---|-----------------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | Outlet | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|--|-------------------------------|
| OPEN | Wed 12 July 2006 13:58 by uk952720 / HSH2 New call taken by Keely Butler : pm states there is no power to horizon system. | Saved: Wed 12 July 2006 13:59 |
| Information | Wed 12 July 2006 14:00 by uk952720 / HSH2 pm states there is no power to horizon system. | Saved: Wed 12 July 2006 14:00 |
| Information | Wed 12 July 2006 14:00 by uk952720 / HSH2 pm states there has been power cut, | Saved: Wed 12 July 2006 14:00 |
| Information | Wed 12 July 2006 14:00 by uk952720 / HSH2 pm states a local electrician has been to site to check equipment and nothing has tripped. | Saved: Wed 12 July 2006 14:00 |
| Information | Wed 12 July 2006 14:01 by uk952720 / HSH2 pm states there is power to all other equipment. | Saved: Wed 12 July 2006 14:01 |
| Information | Wed 12 July 2006 14:02 by uk952720 / HSH2 transf to nbsc. | Saved: Wed 12 July 2006 14:02 |
| CLOSE | Wed 12 July 2006 14:03 by uk 952720 / HSH2 Call Close by Keely Butler: pm states there is no power to horizon system. transf to nbsc. | Saved: Wed 12 July 2006 14:03 |

West Byfleet HSD call logs M012 Doc 006

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| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0607120680

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|-----------|--------|--------------------------------|------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 12 July 2006 14:04 | Affected Site: | 126023 |
| Severity: | 4 A | Closed: | Wed 12 July 2006 14:12 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 99 | Local / Intermediate / Remote: | L | CSR/Team: | UK955762 / HSH1 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | Mamishuwa | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD01 | Problem: | |
| Problem Text: | PM states that the power has gone down on all of the counters - have checked the trip switch to the horizon counters and it is fine and an electrician has had a look at the fuses - all appears to be fine | | | | | | |

Call Closure Details



| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 12/07/2006 14:12 | Cause: | C08 | Repair: | R74 | Resolution: | RS03 |
| Text: | Call Close by Adam Robertson: No fault found - Trip switch had not been checked | | | | | | |

Call Asset Details

| | | | | | |
|----------------|---------|-------------------|---------|-----------------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | Riposte | Description: | Riposte | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|---|-------------------------------|
| OPEN | Wed 12 July 2006 14:01 by UK955762 / HSH1 | Saved: Wed 12 July 2006 14:04 |
| | New call taken by Adam Robertson: PM states that the power has gone down on all of the counters - have checked the trip switch to the horizon counters and it is fine and an electrician has had a look at the fuses - all appears to be fine | |
| KEL Ref No. | Wed 12 July 2006 14:10 by UK955762 / HSH1 | Saved: Wed 12 July 2006 14:10 |
| | WIMS consulted | |
| Information | Wed 12 July 2006 14:10 by UK955762 / HSH1 | Saved: Wed 12 July 2006 14:10 |
| | PM states that the electrician is at the site as we speak | |
| Information | Wed 12 July 2006 14:10 by UK955762 / HSH1 | Saved: Wed 12 July 2006 14:10 |
| | Spoke to the electrician - ask him if he has checked the trip switch | |
| Information | Wed 12 July 2006 14:11 by UK955762 / HSH1 | Saved: Wed 12 July 2006 14:11 |
| | Electrician did not seem to understand what i was asking - did not know what the horizon trip switch was | |
| Information | Wed 12 July 2006 14:11 by UK955762 / HSH1 | Saved: Wed 12 July 2006 14:11 |
| | Caller states that they have been able to get the counters to turn back on and is happy to close call | |
| CLEAR | Wed 12 July 2006 14:12 by UK955762 / HSH1 | Saved: Wed 12 July 2006 14:12 |
| | No fault found - Trip switch had not been checked | |
| CLOSE | Wed 12 July 2006 14:12 by UK955762 / HSH1 | Saved: Wed 12 July 2006 14:12 |
| | Call Close by Adam Robertson: No fault found - Trip switch had not been checked | |
| MODIFY | Thu 13 July 2006 08:34 by uk954576 / HSH2 | Saved: Thu 13 July 2006 08:34 |
| | Call information modified by Lisa Starr Priority: from '0' to '99' Severity: from '3' to '4' | |

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| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|---|----------------------------|------------|---|

Call E-0607210115

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|---------|--------|---------|------------------------|----------------|--------|
| Status: | Closed | Opened: | Fri 21 July 2006 09:09 | Affected Site: | 126023 |
|---------|--------|---------|------------------------|----------------|--------|

West Byfleet HSD call logs M012 Doc 006

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|----------------------|---|--------------------------------|------------------------|-----------------------|-------------------------------|
| Severity: | 2 C | Closed: | Fri 21 July 2006 09:13 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk953334 / HSH8 |
| Caller Details | | | | | |
| Caller: | seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD11 |
| Problem Text: | Pm states that touch screen is faulty | | | | |
| Call Closure Details | | | | | |
| Closed: | 21/07/2006 09:13 | Cause: | CT1 | Repair: | R74 |
| Text: | Call Close by Melissa Delamaine: touch screen fault, recalibrated, now fine, ref no given | | | | |
| Call Asset Details | | | | | |
| Asset ID: | 12602399 | Description: | | Serial No: | X547950T4211104 |
| Product: | PATCTXFLAT | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Fri 21 July 2006 09:09 by uk953334 / HSH8 | | | | Saved: Fri 21 July 2006 09:09 |
| | New call taken by Melissa Delamaine: Pm states that touch screen is faulty | | | | |
| Information | Fri 21 July 2006 09:10 by uk953334 / HSH8 | | | | Saved: Fri 21 July 2006 09:10 |
| | Pm states that she has cleaned and rebooted | | | | |
| Advice | Fri 21 July 2006 09:10 by uk953334 / HSH8 | | | | Saved: Fri 21 July 2006 09:10 |
| | advised recalibrating | | | | |
| KEL Ref No. | Fri 21 July 2006 09:10 by uk953334 / HSH8 | | | | Saved: Fri 21 July 2006 09:10 |
| | wims used | | | | |
| Information | Fri 21 July 2006 09:12 by uk953334 / HSH8 | | | | Saved: Fri 21 July 2006 09:12 |
| | now working fine | | | | |
| CLEAR | Fri 21 July 2006 09:12 by uk953334 / HSH8 | | | | Saved: Fri 21 July 2006 09:12 |
| | touch screen fault, recalibrated, now fine, ref no given | | | | |
| CLOSE | Fri 21 July 2006 09:13 by uk953334 / HSH8 | | | | Saved: Fri 21 July 2006 09:13 |
| | Call Close by Melissa Delamaine: touch screen fault, recalibrated, now fine, ref no given | | | | |

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|--|---|-------------------------------|------------|---|
| HOME  | Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|--|---|-------------------------------|------------|---|

Call E-0607250218

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|----------------------|---|--------------------------------|------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Tue 25 July 2006 09:57 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Thu 27 July 2006 17:03 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk089976 / HSH7 |
| Caller Details | | | | | |
| Caller: | seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | PT06 | Call Type: | H | ProbType: | HD11 |
| Problem Text: | caller states that the touch screen is not working, the arrow does not follow your finger | | | | |
| Call Closure Details | | | | | |
| Closed: | 27/07/2006 17:03 | Cause: | CT1 | Repair: | R01 |
| | | | | Resolution: | RS20 |

West Byfleet HSD call logs M012 Doc 006

| | | | | | |
|--------------------|---|-------------------|--------------------------------|-----------------------|-------------------------------|
| Text: | Call Close by Samantha Roullier: engineer replaced ctx tested ok Job Completed: 27/07/2006 14: 55:00 Call closure code of Completed and repair code 821 | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | CTX Flatscreen - Live PO Sites | Serial No: | X547950T4211125 |
| Product: | PATCTXFLAT | Description: | CTX Flatscreen - Live PO Sites | Server Name: | |
| OTI Reference: | WG07250121 | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Tue 25 July 2006 09:55 by uk951654 / HSH7 | | | | Saved: Tue 25 July 2006 09:57 |
| | New call taken by Erica Tidman: caller states that the touchscreen is not working, the arrow does not follow your finger | | | | |
| Information | Tue 25 July 2006 09:58 by uk951654 / HSH7 | | | | Saved: Tue 25 July 2006 09:58 |
| | caller has already cleaned and rebooted the system | | | | |
| Information | Tue 25 July 2006 09:58 by uk951654 / HSH7 | | | | Saved: Tue 25 July 2006 09:58 |
| | caller was walked through recalibrating the screen this resolved temporarily but the touchscreen stopped working again after a couple of hours | | | | |
| Information | Tue 25 July 2006 09:59 by uk951654 / HSH7 | | | | Saved: Tue 25 July 2006 09:59 |
| | ref given | | | | |
| Access Times | Tue 25 July 2006 09:59 by uk951654 / HSH7 | | | | Saved: Tue 25 July 2006 09:59 |
| | mon-fri-0900-1730 | | | | |
| Node status | Tue 25 July 2006 09:59 by uk951654 / HSH7 | | | | Saved: Tue 25 July 2006 09:59 |
| | operational | | | | |
| Recommend | Tue 25 July 2006 09:59 by uk951654 / HSH7 | | | | Saved: Tue 25 July 2006 09:59 |
| | logged @ 0957 check/swap monitor | | | | |
| Open OTI | Tue 25 July 2006 10:00 by SYSADM / ASTEA | | | | Saved: Tue 25 July 2006 10:00 |
| | Automatic Open OTI ***Updated by Erica Tidman at 25/07/2006 10:00:21 | | | | |
| REASSIGN | Tue 25 July 2006 10:00 by uk951654 / HSH7 | | | | Saved: Tue 25 July 2006 10:00 |
| | Call # E-0607250218 was Reassigned from Erica Tidman, Group HSH7 to Group UKSS1 | | | | |
| OTI Success | New call sent to Dispatch 1 | | | | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG07250121 | | | | |
| UPDATE | Tue 25 July 2006 10:24 by PATHWAY / | | | | Saved: Tue 25 July 2006 10:26 |
| | mon-fri-0900-1730 sla 1730 26/07/06 | | | | |
| Repeat Call | Thu 27 July 2006 09:34 by uk951651 / HSH8 | | | | Saved: Thu 27 July 2006 09:34 |
| | PM is calling back to see when an ENG will be coming out | | | | |
| Advice | Thu 27 July 2006 09:35 by uk951651 / HSH8 | | | | Saved: Thu 27 July 2006 09:35 |
| | advised PM that the call is with the ENGs and hopefully someone will be out today | | | | |
| OTI Success | An add has been sent to Dispatch 1 | | | | |
| ENG VISIT | Thu 27 July 2006 14:40 by 000289 / ENGINEERS | | | | Saved: Thu 27 July 2006 14:55 |
| | engineer replaced ctx tested ok Job Completed: 27/07/2006 14:55:00 Call closure code of Completed and repair code 821 | | | | |
| REASSIGN | Thu 27 July 2006 16:04 by Dispatch 1 / | | | | Saved: Thu 27 July 2006 16:04 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the OTI Return activity | | | | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the OTI Return activity | | | | |
| OTI Success | Received call closure from Dispatch 1 | | | | |
| CLEAR | Thu 27 July 2006 14:55 by uk089976 / HSH7 | | | | Saved: Thu 27 July 2006 14:55 |
| | engineer replaced ctx tested ok Job Completed: 27/07/2006 14:55:00 Call closure code of Completed and repair code 821 | | | | |
| CLOSE | Thu 27 July 2006 17:03 by uk089976 / HSH7 | | | | Saved: Thu 27 July 2006 17:03 |
| | Call Close by Samantha Roullier: engineer replaced ctx tested ok Job Completed: 27/07/2006 14:55:00 Call closure code of Completed and repair code 821 | | | | |

This call has remarks

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| | | | |
|---|----------------------------|------------|---|
| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|---|----------------------------|------------|---|

Call E-0608140565

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| | | | | | |
|-----------|--------|--------------------------------|--------------------------|----------------|-------------------------|
| Status: | Closed | Opened: | Mon 14 August 2006 11:52 | Affected Site: | 126023 |
| Severity: | 4 A | Closed: | Tue 15 August 2006 09:05 | FAD/Path Code: | PATH039 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 95 | Local / Intermediate / Remote: | L | CSR/Team: | uk951586 / Desk NonPoll |

| Caller Details | | | | | |
|----------------|-----|------------|-----|-------------|--------|
| Caller: | Sam | Phone: | GRO | Site: | 126023 |
| Title: | | Login: | | Department: | |
| | | Caller ID: | | Location: | |

| Call Problem Details | | | | | |
|----------------------|-------------------------------------|------------|---|-----------|------|
| Product Type: | PT03 | Call Type: | P | ProbType: | PN01 |
| Problem Text: | FAD non polling, please investigate | | | | |

| Call Closure Details | | | | | |
|----------------------|---|--------|-----|---------|-----|
| Closed: | 15/08/2006 09:05 | Cause: | CX9 | Repair: | RH7 |
| Text: | Call Close by Leanne Hudson: Site Communicating. EOD received | | | | |

| Call Asset Details | | | | | |
|--------------------|-----------------|-------------------|---|-----------------------|------------|
| Asset ID: | 12602399 | Description: | | Serial No: | YBSH013423 |
| Product: | PATICLX365/400B | Description: | Multi Counter Gateway 400 - Live PO Sites | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

| Call Activity Log | | | | | |
|-------------------|---|--|--|--|---------------------------------|
| OPEN | Mon 14 August 2006 11:51 by uk089976 / HSH6 | | | | Saved: Mon 14 August 2006 11:52 |
| | New call taken by Samantha Roullier: FAD non polling, please investigate | | | | |
| Contacted | Mon 14 August 2006 11:53 by uk089976 / HSH6 | | | | Saved: Mon 14 August 2006 11:53 |
| | Calling PO | | | | |
| Information | Mon 14 August 2006 11:54 by uk089976 / HSH6 | | | | Saved: Mon 14 August 2006 11:54 |
| | PM states that the election who was fitting the Air con unit cut the power off yesterday so they had to reboot this morning | | | | |
| Access Times | Mon 14 August 2006 11:55 by uk089976 / HSH6 | | | | Saved: Mon 14 August 2006 11:55 |
| | Mon to Fri 9.00 till 17.30 Sat 9.00 till 12.30 | | | | |
| Information | Mon 14 August 2006 11:57 by uk089976 / HSH6 | | | | Saved: Mon 14 August 2006 11:57 |
| | PM aware of a possible ENGR visit if needed | | | | |
| REASSIGN | Mon 14 August 2006 11:57 by uk089976 / HSH6 | | | | Saved: Mon 14 August 2006 11:57 |
| | Call # E-0608140565 was Reassigned from Samantha Roullier, Group HSH6 to Group DESK NONPOLL | | | | |
| Information | Mon 14 August 2006 11:59 by uk951586 / Desk NonPoll | | | | Saved: Mon 14 August 2006 11:59 |
| | Site Communicating. Awaiting EOD | | | | |
| CLEAR | Tue 15 August 2006 09:04 by uk951586 / Desk NonPoll | | | | Saved: Tue 15 August 2006 09:04 |
| | Site Communicating. EOD received | | | | |
| CLOSE | Tue 15 August 2006 09:05 by uk951586 / Desk NonPoll | | | | Saved: Tue 15 August 2006 09:05 |
| | Call Close by Leanne Hudson: Site Communicating. EOD received | | | | |

| | | | |
|---|----------------------------|------------|---|
| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|---|----------------------------|------------|---|

Call E-0609220246

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| | | | | | |
|-----------|--------|---------|-----------------------------|----------------|--------|
| Status: | Closed | Opened: | Fri 22 September 2006 09:37 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Tue 26 September 2006 10:37 | FAD/Path Code: | 126023 |

West Byfleet HSD call logs M012 Doc 006

| | | | |
|-----------|------|--------------------------------|-----------------|
| Customer: | I039 | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L |
| | | CSR/Team: | GB082200 / HSH8 |

| | | | |
|----------------|----------------|-------------|--------|
| Caller Details | | | |
| Caller: | Iaina vambotti | Phone: | GRO |
| Title: | Clerk | Login: | |
| | | Caller ID: | |
| | | Site: | 126023 |
| | | Department: | |
| | | Location: | |

| | | | |
|----------------------|---|------------|------|
| Call Problem Details | | | |
| Product Type: | PT04 | Call Type: | H |
| | | ProbType: | HD07 |
| Problem Text: | caller states that the counter printer on node 2 is not printing the receipt. there is no power to the printer. | | |

| | | | |
|----------------------|---|-------------|------|
| Call Closure Details | | | |
| Closed: | 26/09/2006 10:37 | Cause: | C01 |
| | | Repair: | R01 |
| | | Resolution: | RS20 |
| Text: | Call Close by Kenneth Hudson: Engineer Summary: poor & cuts out ex change & tested ok rtc 1009 Call closure code of Completed and repair code 821 | | |

| | | | |
|--------------------|-------------|-----------------------|-------------------|
| Call Asset Details | | | |
| Asset ID: | 12602399 | Description: | Ithica 94 Printer |
| | | Serial No: | HE002015415 |
| Product: | patith94ptr | Description: | Ithica 94 Printer |
| | | Server Name: | |
| OTI Reference: | WG09220082 | Counter Affected: | 2 |
| | | Associated Reference: | |

| | | |
|-------------------|---|------------------------------------|
| Call Activity Log | | |
| OPEN | Fri 22 September 2006 09:35 by GB082685 / HSH8 | Saved: Fri 22 September 2006 09:37 |
| | New call taken by Sukhdeep Thind: caller states that the counter printer on node 2 is not printing the receipt. there is no power to the printer. | |
| KEL Ref No. | Fri 22 September 2006 09:39 by GB082685 / HSH8 | Saved: Fri 22 September 2006 09:39 |
| | wims used | |
| Information | Fri 22 September 2006 09:40 by GB082685 / HSH8 | Saved: Fri 22 September 2006 09:40 |
| | Is printer powered on? yes Visually check cables power cable is secure | |
| Node status | Fri 22 September 2006 09:41 by GB082685 / HSH8 | Saved: Fri 22 September 2006 09:41 |
| | node operational online services are operational | |
| Recommend | Fri 22 September 2006 09:42 by GB082685 / HSH8 | Saved: Fri 22 September 2006 09:42 |
| | call logged @ 09:37 Recommend engineer to check/swap counter printer on node 2 | |
| Access Times | Fri 22 September 2006 09:42 by GB082685 / HSH8 | Saved: Fri 22 September 2006 09:42 |
| | mon to fri 0900-1730 sat 0900-1300 | |
| Open OTI | Fri 22 September 2006 09:43 by SYSADM / ASTEA | Saved: Fri 22 September 2006 09:43 |
| | Automatic Open OTI ***Updated by Sukhdeep Thind at 22/09/2006 09:43:14 | |
| REASSIGN | Fri 22 September 2006 09:43 by GB082685 / HSH8 | Saved: Fri 22 September 2006 09:43 |
| | Call # E-0609220246 was Reassigned from Sukhdeep Thind, Group HSH8 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG09220082 | |
| UPDATE | Fri 22 September 2006 10:01 by PATHWAY / | Saved: Fri 22 September 2006 10:00 |
| | mon to fri 0900-1730 sat 0900-1300 call logged @ 09:37 Recommend engineer to check/swap counter printer on node 2 sla 1730 25/09/06 | |
| Repeat Call | Mon 25 September 2006 10:34 by uk955547 / HSH2 | Saved: Mon 25 September 2006 10:34 |
| | pm calling for eta | |
| Contacted | Mon 25 September 2006 10:34 by uk955547 / HSH2 | Saved: Mon 25 September 2006 10:34 |
| | contacting ukss tony | |
| Information | Mon 25 September 2006 10:35 by uk955547 / HSH2 | Saved: Mon 25 September 2006 10:35 |
| | states will be this afternoon | |
| OTI Success | An add has been sent to Dispatch 1 | |
| Repeat Call | Mon 25 September 2006 14:34 by uk957320 / HSH1 | Saved: Mon 25 September 2006 14:34 |
| | pm called in for ETA | |
| Advice | Mon 25 September 2006 14:35 by uk957320 / HSH1 | Saved: Mon 25 September 2006 14:35 |
| | Tony @ UKME states that call should be attended this evening PM Advised | |
| OTI Success | An add has been sent to Dispatch 1 | |
| ENG VISIT | Tue 26 September 2006 09:15 by 000288 / ENGINEERS | Saved: Tue 26 September 2006 09:40 |

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| | | |
|-------------|--|------------------------------------|
| | Engineer Summary: poor & cuts out exchange & tested ok rtc 1009 Call closure code of Completed and repair code 821 | |
| REASSIGN | Tue 26 September 2006 10:25 by Dispatch 1 / | Saved: Tue 26 September 2006 10:25 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Tue 26 September 2006 09:40 by GB082200 / HSH8 | Saved: Tue 26 September 2006 09:40 |
| | Engineer Summary: poor & cuts out exchange & tested ok rtc 1009 Call closure code of Completed and repair code 821 | |
| CLOSE | Tue 26 September 2006 10:37 by GB082200 / HSH8 | Saved: Tue 26 September 2006 10:37 |
| | Call Close by Kenneth Hudson: Engineer Summary: poor & cuts out exchange & tested ok rtc 1009 Call closure code of Completed and repair code 821 | |

This call has remarks

| | | | |
|---|----------------------------|------------|---|
| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|---|----------------------------|------------|---|

Call E-0609250857

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| | | | | | |
|-----------|--------|--------------------------------|-----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Mon 25 September 2006 16:03 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Tue 26 September 2006 11:33 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk952016 / HSH1 |

Caller Details

| | | | | | |
|---------|------------|------------|-----|-------------|--------|
| Caller: | mrs russel | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD07 | Problem: | |
| Problem Text: | clerk states that cp is not working and is only printing half receipt | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 26/09/2006 11:33 | Cause: | C01 | Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by David Dawe: Engineer Summary: exchange & tested ok rtc 0953 Call closure code of Completed and repair code 821 | | | | | | |

Call Asset Details

| | | | | | |
|----------------|-------------|-------------------|-------------------|-----------------------|-------------|
| Asset ID: | 12602399 | Description: | Ithica 94 Printer | Serial No: | HE001978368 |
| Product: | patith94ptr | Description: | Ithica 94 Printer | Server Name: | |
| OTI Reference: | WG09250396 | Counter Affected: | 3 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|--|------------------------------------|
| OPEN | Mon 25 September 2006 16:01 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:03 |
| | New call taken by David Watkis: clerk states that cp is not working and is only printing half receipt | |
| MODIFY | Mon 25 September 2006 16:06 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:06 |
| | Call information modified by David Watkis Node Affected: from '2' to '3' | |
| KEL Ref No. | Mon 25 September 2006 16:06 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:06 |
| | wims | |
| Advice | Mon 25 September 2006 16:06 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:06 |
| | Advised pm to check the tally roll and cartridge is seated correctly Advised pm to check that the Mylar guard and cartridge is not damaged | |
| Information | Mon 25 September 2006 16:06 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:06 |
| | pm states that this has not worked | |
| Advice | Mon 25 September 2006 16:07 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:07 |
| | Advised pm to clean the rollers and slip loader Advised pm to check inside the cp for obstructions | |
| Information | Mon 25 September 2006 16:07 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:07 |

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| | | |
|--------------|--|------------------------------------|
| | pm states that this has not worked | |
| Advice | Mon 25 September 2006 16:11 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:11 |
| | Advised pm to move the head gap lever to num 1 Advis ed pm to perform a factory reset | |
| Information | Mon 25 September 2006 16:11 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:11 |
| | pm states that this has not worked | |
| Node status | Mon 25 September 2006 16:11 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:11 |
| | operational | |
| Access Times | Mon 25 September 2006 16:11 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:11 |
| | mon-fri 0900-1730 no lunch sat 0900-1300 | |
| Recommend | Mon 25 September 2006 16:12 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:12 |
| | logged @ 1612 please check \swap cp | |
| Open OTI | Mon 25 September 2006 16:14 by SYSADM / ASTEA | Saved: Mon 25 September 2006 16:14 |
| | Automatic Open OTI ***Updated by David Watkis at 25/09/2006 16:14:15 | |
| REASSIGN | Mon 25 September 2006 16:13 by uk958471 / HSH1 | Saved: Mon 25 September 2006 16:14 |
| | Call # E-0609250857 was Reassigned from David Watkis, Group HSH1 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call numb er is WG09250396 | |
| UPDATE | Mon 25 September 2006 16:48 by PATHWAY / | Saved: Mon 25 September 2006 16:59 |
| | mon-fri 0900-1730 no lunch sat 0900-1300 logged @ 1612 please check \swap cp sla 1730 26/09/06 | |
| ENG VISIT | Tue 26 September 2006 09:15 by 000288 / ENGI NEERS | Saved: Tue 26 September 2006 09:40 |
| | Engineer Summary: exchange & tested ok rtc 0953 Call closure code of Completed and repair code 821 | |
| REASSIGN | Tue 26 September 2006 10:54 by Dispatch 1 / | Saved: Tue 26 September 2006 10:54 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Tue 26 September 2006 09:40 by uk952016 / HSH1 | Saved: Tue 26 September 2006 09:40 |
| | Engineer Summary: exchange & tested ok rtc 0953 Call closure code of Completed and repair code 821 | |
| CLOSE | Tue 26 September 2006 11:33 by uk 952016 / HSH1 | Saved: Tue 26 September 2006 11:33 |
| | Call Close by David Dawe: Engineer Summary: exchange & tested ok rtc 0953 Call closure code of Completed and repair code 821 | |

This call has remarks

| | | | |
|---|----------------------------|------------|---|
| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
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Call E-0609290473



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| | | | | | |
|----------------------|---|--------------------------------|-----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Fri 29 September 2006 13:28 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Sat 30 September 2006 17:53 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk957320 / HSH1 |
| Caller Details | | | | | |
| Caller: | Seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD07 |
| Problem Text: | PM states that her CP was replaced last week and keeps jamming mlps. | | | | |
| Call Closure Details | | | | | |
| Closed: | 30/09/2006 17:53 | Cause: | CS5 | Repair: | R01 |
| Text: | Call Close by Ricki Law: ** [No Remark entered.] Call closure code of Completed and repair code 821 | | | | |
| Call Asset Details | | | | | |

West Byfleet HSD call logs M012 Doc 006

| | | | | | |
|-------------------|---|-------------------|-------------------|------------------------------------|-------------|
| Asset ID: | 12602399 | Description: | Ithica 94 Printer | Serial No: | HE002159437 |
| Product: | PATITH94PTR | Description: | Ithica 94 Printer | Server Name: | |
| OTI Reference: | WG09290238 | Counter Affected: | 2 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Fri 29 September 2006 13:28 by UK957089 / HSH2 | | | Saved: Fri 29 September 2006 13:28 | |
| | New call taken by Joseph Mould: PM states that her CP was replaced last week and keeps jamming mlps. | | | | |
| KEL Ref No. | Fri 29 September 2006 13:29 by UK957089 / HSH2 | | | Saved: Fri 29 September 2006 13:29 | |
| | WIMS consulted | | | | |
| Information | Fri 29 September 2006 13:29 by UK957089 / HSH2 | | | Saved: Fri 29 September 2006 13:29 | |
| | In ref to call E-0609250857 and E-0609220246 | | | | |
| Information | Fri 29 September 2006 13:30 by UK957089 / HSH2 | | | Saved: Fri 29 September 2006 13:30 | |
| | CP was replaced last tues day | | | | |
| Access Times | Fri 29 September 2006 13:30 by UK957089 / HSH2 | | | Saved: Fri 29 September 2006 13:30 | |
| | Mon Fri 09:00 17:30 No lunch Sat 09:00 12:30 | | | | |
| Node status | Fri 29 September 2006 13:30 by UK957089 / HSH2 | | | Saved: Fri 29 September 2006 13:30 | |
| | Node is operational | | | | |
| Recommend | Fri 29 September 2006 13:30 by UK957089 / HSH2 | | | Saved: Fri 29 September 2006 13:30 | |
| | Check/swap of CP. Call taken on 29/09/06 at 13:28 | | | | |
| Open OTI | Fri 29 September 2006 13:31 by SYSADM / ASTEA | | | Saved: Fri 29 September 2006 13:31 | |
| | Automatic Open OTI ***Updated by Joseph Mould at 29/09/2006 13:31:04 | | | | |
| REASSIGN | Fri 29 September 2006 13:30 by UK957089 / HSH2 | | | Saved: Fri 29 September 2006 13:31 | |
| | Call # E-0609290473 was Reassigned from Joseph Mould, Group HSH2 to Group UKSS1 | | | | |
| OTI Success | New call sent to Dispatch 1 | | | | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG09290238 | | | | |
| UPDATE | Fri 29 September 2006 13:37 by PATHWAY / | | | Saved: Fri 29 September 2006 13:39 | |
| | Mon Fri 09:00 17:30 No lunch Sat 09:00 12:30 Check/swap of CP sla 1730 02/0906 | | | | |
| ENG VISIT | Sat 30 September 2006 08:45 b y 000162 / ENGINEERS | | | Saved: Sat 30 September 2006 09:00 | |
| | ** [No Remark entered.] Call closure code of Completed and repair code 821 | | | | |
| REASSIGN | Sat 30 September 2006 11:38 by Dispatch 1 / | | | Saved: Sat 30 September 2006 11:38 | |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIReturn activity | | | | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIReturn activity | | | | |
| OTI Success | Received call closure from Dispatch 1 | | | | |
| CLEAR | Sat 30 September 2006 09:00 by uk957320 / HSH1 | | | Saved: Sat 30 September 2006 09:00 | |
| | ** [No Remark entered.] Call closure code of Completed and repair code 821 | | | | |
| CLOSE | Sat 30 September 2006 17:53 by uk957320 / HSH1 | | | Saved: Sat 30 September 2006 17:53 | |
| | Call Close by Ricki Law: ** [No Remark entered.] Call closure code of Completed and repair code 821 | | | | |

This call has remarks

| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | | PH4POAS92 on msdc01poadb02 | | 29/11/2012 | |  | |
|---|------------|--------------------------------|---------------------------|----------------|-----------------|---|--|
| Call E-0610050525 | | | | | | ©2002 Fujitsu Services Limited | |
| Status: | Closed | Opened: | Thu 05 October 2006 11:59 | Affected Site: | 126023 | | |
| Severity: | 2 C | Closed: | Sat 07 October 2006 08:18 | FAD/Path Code: | 126023 | | |
| Customer: | I039 | | | No. Counters: | 3 | | |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | UK955762 / HSH1 | | |
| Caller Details | | | | | | | |
| Caller: | Davida | Phone: | GRO | Site: | 126023 | | |
| Title: | Supervisor | Login: | | Department: | | | |
| | | Caller ID: | | Location: | | | |
| Call Problem Details | | | | | | | |



West Byfleet HSD call logs M012 Doc 006

| | | | | | | | |
|----------------------|--|-------------------|--------------------------------|-----------|-----------------------|----------------------------------|------|
| Product Type: | PT06 | Call Type: | H | ProbType: | HD11 | Problem: | |
| Problem Text: | Caller states that node 2 touch screen is not working | | | | | | |
| Call Closure Details | | | | | | | |
| Closed: | 07/10/2006 08:18 | Cause: | CT1 | Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by Adam Robertson: rtc 1255 replaced cyx and mains adaptor Call closure code of Completed and repair code 821 | | | | | | |
| Call Asset Details | | | | | | | |
| Asset ID: | 12602399 | Description: | CTX Flatscreen - Live PO Sites | | Serial No: | X547950T4211104 | |
| Product: | PATCTXFLAT | Description: | CTX Flatscreen - Live PO Sites | | Server Name: | | |
| OTI Reference: | WG10050257 | Counter Affected: | 2 | | Associated Reference: | | |
| Call Activity Log | | | | | | | |
| OPEN | Thu 05 October 2006 11:58 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 11:59 | |
| | New call taken by Adam Robertson: Caller states that node 2 touch screen is not working | | | | | | |
| KEL Ref No. | Thu 05 October 2006 12:00 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:00 | |
| | WIMS consulted | | | | | | |
| Advice | Thu 05 October 2006 12:00 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:00 | |
| | advice PM to do a re-calibration of the screen - talked PM through the process | | | | | | |
| Information | Thu 05 October 2006 12:02 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:02 | |
| | Calibration failed | | | | | | |
| Advice | Thu 05 October 2006 12:02 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:02 | |
| | advice PM to retry | | | | | | |
| Information | Thu 05 October 2006 12:02 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:02 | |
| | Calibration failed x3 | | | | | | |
| Advice | Thu 05 October 2006 12:02 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:02 | |
| | advice PM to clean the screen | | | | | | |
| Information | Thu 05 October 2006 12:02 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:02 | |
| | PM has done so - has not helped | | | | | | |
| Advice | Thu 05 October 2006 12:02 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:02 | |
| | advice PM to visually check the cables | | | | | | |
| Information | Thu 05 October 2006 12:03 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:03 | |
| | PM has done so - appear to be fine | | | | | | |
| Access Times | Thu 05 October 2006 12:03 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:03 | |
| | Mon - Fri: 0900 - 1730 Sat: 0900 - 1300 no lunch | | | | | | |
| Node status | Thu 05 October 2006 12:03 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:03 | |
| | Node is operational | | | | | | |
| Recommend | Thu 05 October 2006 12:03 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:03 | |
| | Call logged on 05/10/06 at 11:59 recommend to check/sw ap Monitor | | | | | | |
| Open OTI | Thu 05 October 2006 12:04 by SYSADM / ASTEA | | | | | Saved: Thu 05 October 2006 12:04 | |
| | Automatic Open OTI ***Updated by Adam Robertson at 05/10/2006 12:04:23 | | | | | | |
| REASSIGN | Thu 05 October 2006 12:04 by UK955762 / HSH1 | | | | | Saved: Thu 05 October 2006 12:04 | |
| | Call # E-0610050525 was Reassigned from Adam Robertson, Group HSH1 to Group UKSS1 | | | | | | |
| OTI Success | New call sent to Dispatch 1 | | | | | | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG10050257 | | | | | | |
| UPDATE | Thu 05 October 2006 12:31 by PATHWAY / | | | | | Saved: Thu 05 October 2006 12:33 | |
| | Mon - Fri: 0900 - 1730 Sat: 0900 - 1300 no lunch check/swap Monitor sla 1730 06/10/06 | | | | | | |
| ENG VISIT | Fri 06 October 2006 12:30 by 000290 / ENGINEERS | | | | | Saved: Fri 06 October 2006 12:55 | |
| | rtc 1255 replaced cyx and mains adaptor Call closure code of Completed and repair code 821 | | | | | | |
| REASSIGN | Fri 06 October 2006 18:39 by Dispatch 1 / | | | | | Saved: Fri 06 October 2006 18:39 | |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTI Return activity | | | | | | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTI Return activity | | | | | | |
| OTI Success | Received call closure from Dispatch 1 | | | | | | |

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| | | |
|-------|--|----------------------------------|
| CLEAR | Fri 06 October 2006 12:55 by UK95 5762 / HSH1 | Saved: Fri 06 October 2006 12:55 |
| | rtc 1255 replaced cyx and mains adaptor Call closure code of Completed and repair code 821 | |
| CLOSE | Sat 07 October 2006 08:18 by UK955762 / HSH1 | Saved: Sat 07 October 2006 08:18 |
| | Call Close by Adam Robertson: rtc 1255 replaced cyx and mains adaptor Call closure code of Completed and repair code 821 | |

This call has remarks

| | | | |
|---|----------------------------|------------|---|
| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|---|----------------------------|------------|---|

Call E-0611080875

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 08 November 2006 16:40 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Wed 08 November 2006 16:48 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | GB082227 / HSH5 |

Caller Details

| | | | | | |
|---------|-------|------------|-----|-------------|--------|
| Caller: | rao | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--------------------------------------|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD04 | Problem: | |
| Problem Text: | the scanner is not working properly. | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 08/11/2006 16:48 | Cause: | C01 | Repair: | R74 | Resolution: | RS06 |
| Text: | Call Close by Anthony Vasse: pm is rebooting to clear a scanner issue on node 3. | | | | | | |

Call Asset Details

| | | | | | |
|----------------|---------------|-------------------|---|-----------------------|------------|
| Asset ID: | 12602399 | Description: | | Serial No: | R-46-10329 |
| Product: | PATWAL3400BCR | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 3 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|--|-----------------------------------|
| OPEN | Wed 08 November 2006 16:38 by GB082227 / HSH5 | Saved: Wed 08 November 2006 16:40 |
| | New call taken by Anthony Vasse: the scanner is not working properly. | |
| Advice | Wed 08 November 2006 16:41 by GB082227 / HSH5 | Saved: Wed 08 November 2006 16:41 |
| | the scanner has not been working properly for seven days. | |
| Advice | Wed 08 November 2006 16:42 by GB082227 / HSH5 | Saved: Wed 08 November 2006 16:42 |
| | the reader is not damaged or scratched. | |
| Advice | Wed 08 November 2006 16:42 by GB082227 / HSH5 | Saved: Wed 08 November 2006 16:42 |
| | the BCR beeps and lights up, pm has cleaned the lens. | |
| Advice | Wed 08 November 2006 16:42 by GB082227 / HSH5 | Saved: Wed 08 November 2006 16:42 |
| | the pm has checked the cable. | |
| MODIFY | Wed 08 November 2006 16:43 by GB082227 / HSH5 | Saved: Wed 08 November 2006 16:43 |
| | Call information modified by Anthony Vasse Node Affected: from '1' to '3' | |
| Advice | Wed 08 November 2006 16:44 by GB082227 / HSH5 | Saved: Wed 08 November 2006 16:44 |
| | advised pm to reboot the counter. | |
| Information | Wed 08 November 2006 16:46 by GB082227 / HSH5 | Saved: Wed 08 November 2006 16:46 |
| | the clerk needed help with the reboot. | |
| Information | Wed 08 November 2006 16:47 by GB082227 / HSH5 | Saved: Wed 08 November 2006 16:47 |
| | gave call ref. the clerk contact the pm and call us back when he is ready to reboot. | |
| CLEAR | Wed 08 November 2006 16:48 by GB08 2227 / HSH5 | Saved: Wed 08 November 2006 16:48 |
| | pm is rebooting to clear a scanner issue on node 3. | |
| CLOSE | Wed 08 November 2006 16:48 by GB082227 / HSH5 | Saved: Wed 08 November 2006 16:48 |

West Byfleet HSD call logs M012 Doc 006

Call Close by Anthony Vasse: pm is rebooting to clear a scanner issue on node 3.

| | | | | |
|--|--|----------------------------|------------|---|
| HOME  | Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|--|--|----------------------------|------------|---|

Call E-0611090270

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Thu 09 November 2006 09:57 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Thu 09 November 2006 09:59 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk955547 / HSH2 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | semma | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---------------------------|------------|---|-----------|------|----------|--|
| Product Type: | PT11 | Call Type: | H | ProbType: | HD04 | Problem: | |
| Problem Text: | pm states bcr not working | | | | | | |

Call Closure Details



| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 09/11/2006 09:59 | Cause: | CN1 | Repair: | R70 | Resolution: | RS06 |
| Text: | Call Close by Akram Ali: pm states system is stuck in loop, a dvised reboot pmhtcc | | | | | | |

Call Asset Details

| | | | | | |
|----------------|---------------|-------------------|-----------------|-----------------------|------------|
| Asset ID: | 12602399 | Description: | | Serial No: | R-46-10322 |
| Product: | PATWAL3400BCR | Description: | Bar Code Reader | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|--|-----------------------------------|
| OPEN | Thu 09 November 2006 09:56 by uk955547 / HSH2 | Saved: Thu 09 November 2006 09:57 |
| | New call taken by Akram Ali: pm states bcr not working | |
| Information | Thu 09 November 2006 09:58 by uk955547 / HSH2 | Saved: Thu 09 November 2006 09:58 |
| | pm statse bleep but no light | |
| Advice | Thu 09 November 2006 09:58 by uk955547 / HSH2 | Saved: Thu 09 November 2006 09:58 |
| | clean and reboot | |
| Information | Thu 09 November 2006 09:58 by uk955547 / HSH2 | Saved: Thu 09 November 2006 09:58 |
| | pm will do this at end of day | |
| CLEAR | Thu 09 November 2006 09:59 by uk955547 / HSH2 | Saved: Thu 09 November 2006 09:59 |
| | reboot | |
| CLOSE | Thu 09 November 2006 09:59 by uk955547 / HSH2 | Saved: Thu 09 November 2006 09:59 |
| | Call Close by Akram Ali: pm states system is stuck in loop , advised reboot pmhtcc | |

| | | | | |
|--|--|----------------------------|------------|---|
| HOME  | Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|--|--|----------------------------|------------|---|


Call E-061110242

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Sat 11 November 2006 11:04 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Mon 13 November 2006 13:01 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk956901 / HSH7 |

West Byfleet HSD call logs M012 Doc 006

| Caller Details | | | |
|----------------------|--|-----------------------|-----------------|
| Caller: | tsemme | Phone: | GRO |
| Title: | Postmistress | Login: | |
| | | Caller ID: | |
| | | Site: | 126023 |
| | | Department: | |
| | | Location: | |
| Call Problem Details | | | |
| Product Type: | | Call Type: | H |
| | | ProbType: | HD04 |
| Problem Text: | pm states that the bcr is still not working | | |
| | | | |
| Call Closure Details | | | |
| Closed: | 13/11/2006 13:01 | Cause: | C01 |
| | | Repair: | R01 |
| | | Resolution: | RS20 |
| Text: | Call Close by Nicola Whitehead: ** [No Remark entered.] Call closure code of Completed and repair code 821 | | |
| Call Asset Details | | | |
| Asset ID: | 12602399 | Description: | Bar Code Reader |
| | | Serial No: | R-46-10335 |
| Product: | PATWAL3400BCR | Description: | Bar Code Reader |
| | | Server Name: | |
| OTI Reference: | WG11110119 | Counter Affected: | 1 |
| | | Associated Reference: | |
| Call Activity Log | | | |
| OPEN | Sat 11 November 2006 11:03 by uk956901 / HSH7 | | |
| | Saved: Sat 11 November 2006 11:04 | | |
| | New call taken by Nicola Whitehead: pm states that the bcr is still not working | | |
| Information | Sat 11 November 2006 11:06 by uk956901 / HSH7 | | |
| | Saved: Sat 11 November 2006 11:06 | | |
| | pm states that she rebooted, cleaned and checked the lens | | |
| Access Times | Sat 11 November 2006 11:06 by uk956901 / HSH7 | | |
| | Saved: Sat 11 November 2006 11:06 | | |
| | mon-fri 0900-1730 sat 0900-1300 | | |
| Recommend | Sat 11 November 2006 11:07 by uk956901 / HSH7 | | |
| | Saved: Sat 11 November 2006 11:07 | | |
| | call logged @ 1104 engineer to please check / swap BCR | | |
| Node status | Sat 11 November 2006 11:08 by uk956901 / HSH7 | | |
| | Saved: Sat 11 November 2006 11:08 | | |
| | node operational | | |
| Open OTI | Sat 11 November 2006 11:08 by SYSADM / ASTEA | | |
| | Saved: Sat 11 November 2006 11:08 | | |
| | Automatic Open OTI ***Updated by Nicola Whitehead at 11/11/2006 11:08:26 | | |
| REASSIGN | Sat 11 November 2006 11:08 by uk956901 / HSH7 | | |
| | Saved: Sat 11 November 2006 11:08 | | |
| | Call # E-0611110242 was Reassigned from Nicola Whitehead, Group HSH7 to Group UKSS1 | | |
| OTI Success | New call sent to Dispatch 1 | | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG1 1110119 | | |
| UPDATE | Sat 11 November 2006 11:41 by PATHWAY / | | |
| | Saved: Sat 11 November 2006 11:44 | | |
| | access Times: mon-fri 0900-1730 sat 0900-1300 please check swap bcr sla 13/11/2006 17:30 | | |
| ENG VISIT | Mon 13 November 2006 11:35 by 000162 / ENGINEERS | | |
| | Saved: Mon 13 November 2006 11:45 | | |
| | ** [No Remark entered.] Call closure code of Completed and repair code 821 | | |
| REASSIGN | Mon 13 November 2006 12:57 by Dispatch 1 / | | |
| | Saved: Mon 13 November 2006 12:57 | | |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the OTI Return activity | | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the OTI Return activity | | |
| OTI Success | Received call closure from Dispatch 1 | | |
| CLEAR | Mon 13 November 2006 11:45 by uk956901 / HSH7 | | |
| | Saved: Mon 13 November 2006 11:45 | | |
| | ** [No Remark entered.] Call closure code of Completed and repair code 821 | | |
| CLOSE | Mon 13 November 2006 13:01 by uk956901 / HSH7 | | |
| | Saved: Mon 13 November 2006 13:01 | | |
| | Call Close by Nicola Whitehead: ** [No Remark entered.] Call closure code of Completed and repair code 821 | | |

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msdc01poadb02

29/11/2012



Call E-0611240549

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| | | | | | |
|-----------|--------|---------|----------------------------|----------------|--------|
| Status: | Closed | Opened: | Fri 24 November 2006 13:10 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Mon 27 November 2006 16:57 | FAD/Path Code: | 126023 |

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| | | | |
|-----------|------|--------------------------------|-----------------|
| Customer: | I039 | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L |
| | | CSR/Team: | uk958469 / HSH6 |

| | | | |
|----------------|--------|-------------|--------|
| Caller Details | | | |
| Caller: | Milana | Phone: | GRO |
| Title: | Clerk | Site: | 126023 |
| | | Login: | |
| | | Department: | |
| | | Caller ID: | |
| | | Location: | |

| | | | |
|----------------------|-------------------------------------|------------|------|
| Call Problem Details | | | |
| Product Type: | | Call Type: | H |
| | | ProbType: | HD07 |
| Problem Text: | Cc states cp is not printing labels | | |

| | | | |
|----------------------|--|-------------|------|
| Call Closure Details | | | |
| Closed: | 27/11/2006 16:57 | Cause: | CS5 |
| | | Repair: | R01 |
| | | Resolution: | RS20 |
| Text: | Call Close by David Moulden: REPLACED PRINTER Call closure code of Completed and repair code 821 | | |

| | | | |
|--------------------|-------------|-----------------------|-------------------|
| Call Asset Details | | | |
| Asset ID: | 12602399 | Description: | Ithica 94 Printer |
| | | Serial No: | HE001915066 |
| Product: | PATITH94PTR | Description: | Ithica 94 Printer |
| | | Server Name: | |
| OTI Reference: | WG11240268 | Counter Affected: | 2 |
| | | Associated Reference: | |

| | | |
|-------------------|---|-----------------------------------|
| Call Activity Log | | |
| OPEN | Fri 24 November 2006 13:08 by uk958469 / HSH6 | Saved: Fri 24 November 2006 13:10 |
| | New call taken by David Moulden: Cc states cp is not printing labels | |
| KEL Ref No. | Fri 24 November 2006 13:11 by uk958469 / HSH6 | Saved: Fri 24 November 2006 13:11 |
| | wims | |
| Advice | Fri 24 November 2006 13:11 by uk958469 / HSH6 | Saved: Fri 24 November 2006 13:11 |
| | Advised pm to ensure they inserting the slip / label correctly Advised pm to check the tally roll and cartridge is seated correctly Advised pm to check that the Mylar guard and cartridge is not damaged | |
| Information | Fri 24 November 2006 13:11 by uk958469 / HSH6 | Saved: Fri 24 November 2006 13:11 |
| | pm states this si ok | |
| Advice | Fri 24 November 2006 13:11 by uk958469 / HSH6 | Saved: Fri 24 November 2006 13:11 |
| | Advised pm to clean the rollers and slip loader Advised pm to check inside the cp for obstructions Advised pm to move the head gap lever to num 1 | |
| Information | Fri 24 November 2006 13:12 by uk958469 / HSH6 | Saved: Fri 24 November 2006 13:12 |
| | pm states this is ok | |
| Advice | Fri 24 November 2006 13:12 by uk958469 / HSH6 | Saved: Fri 24 November 2006 13:12 |
| | Advised pm to perform a factory reset | |
| Information | Fri 24 November 2006 13:12 by uk958469 / HSH6 | Saved: Fri 24 November 2006 13:12 |
| | pm states this makes no difference | |
| Access Times | Fri 24 November 2006 13:12 by uk958469 / HSH6 | Saved: Fri 24 November 2006 13:12 |
| | Mon-fri 0900-1730 sat 0900-1300 no lunch | |
| Node status | Fri 24 November 2006 13:13 by uk958469 / HSH6 | Saved: Fri 24 November 2006 13:13 |
| | Node cp is non operational | |
| Recommend | Fri 24 November 2006 13:13 by uk958469 / HSH6 | Saved: Fri 24 November 2006 13:13 |
| | call logged at 1310 please check\swap cp | |
| Open OTI | Fri 24 November 2006 13:14 by SYSADM / ASTEA | Saved: Fri 24 November 2006 13:14 |
| | Automatic Open OTI ***Updated by David Moulden at 24/11/2006 13:14:12 | |
| REASSIGN | Fri 24 November 2006 13:14 by uk958469 / HSH6 | Saved: Fri 24 November 2006 13:14 |
| | Call # E-0611240549 was Reassigned from David Moulden, Group HSH6 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG11240268 | |
| UPDATE | Fri 24 November 2006 13:31 by PATHWAY / | Saved: Fri 24 November 2006 13:34 |
| | sla 27/11/2006 17:30. Access Times: Mon -fri 0900-1730 sat 0900-1300 no lunch | |
| ENG VISIT | Sat 25 November 2006 11:05 by 000163 / ENGINEERS | Saved: Sat 25 November 2006 11:15 |
| | REPLACED PRINTER Call closure code of Completed and repair code 821 | |
| REASSIGN | Sat 25 November 2006 15:56 by Dispatch 1 / | Saved: Sat 25 November 2006 15:56 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIR return activity | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|--|-----------------------------------|
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTI Return activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Sat 25 November 2006 11:15 by uk958469 / HSH6 | Saved: Sat 25 November 2006 11:15 |
| | REPLACED PRINTER Call closure code of Completed and repair code 821 | |
| CLOSE | Mon 27 November 2006 16:57 by uk958469 / HSH6 | Saved: Mon 27 November 2006 16:57 |
| | Call Close by David Moulden: REPLACED PRINTER Call closure code of Completed and repair code 821 | |

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msdc01poadb02

PH4POAS92 on
msdc01poadb02

29/11/2012



Call E-0611290624

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 29 November 2006 14:25 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Wed 29 November 2006 14:31 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk089976 / HSH6 |

Caller Details

| | | | | | |
|---------|-------|------------|-----|-------------|--------|
| Caller: | Balla | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD07 | Problem: | |
| Problem Text: | CC states that the node 1 printer is not working | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 29/11/2006 14:31 | Cause: | CS5 | Repair: | R74 | Resolution: | RS06 |
| Text: | Call Close by Samantha Roullier: PM states that the printer is not working, advised to reset, ref offered | | | | | | |

Call Asset Details

| | | | | | |
|----------------|-------------|-------------------|---|-----------------------|-------------|
| Asset ID: | 12602399 | Description: | | Serial No: | HE002015536 |
| Product: | PATITH94PTR | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|---|-----------------------------------|
| OPEN | Wed 29 November 2006 14:25 by uk089976 / HSH6 | Saved: Wed 29 November 2006 14:25 |
| | New call taken by Samantha Roullier: CC states that the node 1 printer is not working | |
| Advice | Wed 29 November 2006 14:26 by uk089976 / HSH6 | Saved: Wed 29 November 2006 14:26 |
| | Is slip flat and being inserted correctly? PM states that they are | |
| Advice | Wed 29 November 2006 14:26 by uk089976 / HSH6 | Saved: Wed 29 November 2006 14:26 |
| | Advised to check there is nothing stuck in the printer? PM states that there isn't | |
| Advice | Wed 29 November 2006 14:27 by uk089976 / HSH6 | Saved: Wed 29 November 2006 14:27 |
| | Advised to check the head gap is on position 1? PM states that it is | |
| Advice | Wed 29 November 2006 14:27 by uk089976 / HS H6 | Saved: Wed 29 November 2006 14:27 |
| | Advised PM to check everything is seated correctly and not damaged? PM states that they appear to be ok. | |
| KEL Ref No. | Wed 29 November 2006 14:28 by uk089976 / HSH6 | Saved: Wed 29 November 2006 14:28 |
| | SBygrave4830U.htm | |
| Advice | Wed 29 November 2006 14:28 by uk089976 / HSH6 | Saved: Wed 29 November 2006 14:28 |
| | Advising PM through factory reset | |
| Advice | Wed 29 November 2006 14:30 by uk089976 / HSH6 | Saved: Wed 29 November 2006 14:30 |
| | advised to monitor and call back if still not working | |
| CLEAR | Wed 29 November 2006 14:30 by uk089976 / HSH6 | Saved: Wed 29 November 2006 14:30 |
| | advised through reset | |
| CLOSE | Wed 29 November 2006 14:31 by uk089976 / HSH6 | Saved: Wed 29 November 2006 14:31 |
| | Call Close by Samantha Roullier: PM states that the printer is not working, advised to reset, ref offered | |

West Byfleet HSD call logs M012 Doc 006

| | | | |
|---|----------------------------|------------|---|
| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|---|----------------------------|------------|---|

Call E-0611290763

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 29 November 2006 15:49 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Thu 30 November 2006 13:00 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk081219 / HSH7 |

Caller Details

| | | | | | |
|---------|--------|------------|-----|-------------|--------|
| Caller: | Bamlaa | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD07 | Problem: | |
| Problem Text: | CC quotes E-0611290624. CP is still not working after initial checks and factory reset. | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 30/11/2006 13:00 | Cause: | CS5 | Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by Katrina Brooks: rtc 09:55 Engineer Summary: the unit was rejecting the lables so the engineer replaced and teseted fine. Call closure code of Completed and repair code 821 | | | | | | |

Call Asset Details


| | | | | | |
|----------------|-------------|-------------------|-------------------|-----------------------|--|
| Asset ID: | 12602399 | Description: | Ithica 94 Printer | Serial No: | |
| Product: | PATITH94PTR | Description: | Ithica 94 Printer | Server Name: | |
| OTI Reference: | WG11290496 | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|--------------|---|-----------------------------------|
| OPEN | Wed 29 November 2006 15:47 by uk958991 / HSH1 | Saved: Wed 29 November 2006 15:49 |
| | New call taken by Simon Marston: CC quotes E -0611290624. CP is still not working after initial checks and factory reset. | |
| Information | Wed 29 November 2006 15:50 by uk958991 / HSH1 | Saved: Wed 29 November 2006 15:50 |
| | All checks/factory reset done in previous call E -0611290624. | |
| Access Times | Wed 29 November 2006 15:51 by uk958991 / HSH1 | Saved: Wed 29 November 2006 15:51 |
| | Mon-Fri - 0900-1730. Sat - 0900-1300. No lunches. | |
| Node status | Wed 29 November 2006 15:52 by uk958991 / HSH1 | Saved: Wed 29 November 2006 15:52 |
| | Operational. | |
| KEL Ref No. | Wed 29 November 2006 15:53 by uk958991 / HSH1 | Saved: Wed 29 November 2006 15:53 |
| | WIMS used. | |
| Information | Wed 29 November 2006 15:53 by uk958991 / HSH1 | Saved: Wed 29 November 2006 15:53 |
| | Reference given. | |
| Recommend | Wed 29 November 2006 15:53 by uk958991 / HSH1 | Saved: Wed 29 November 2006 15:53 |
| | Call logged at 1549. Recommend ENGR check/swap CP on Node 1. | |
| Open OTI | Wed 29 November 2006 15:53 by SYSADM / ASTEA | Saved: Wed 29 November 2006 15:53 |
| | Automatic Open OTI ***Updated by Simon Marston at 29/11/2006 15:53:57 | |
| REASSIGN | Wed 29 November 2006 15:53 by uk958991 / HSH1 | Saved: Wed 29 November 2006 15:53 |
| | Call # E-0611290763 was Reassigned from Simon Marston, Group HSH1 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG11290496 | |
| UPDATE | Wed 29 November 2006 16:01 by PATHWAY / | Saved: Wed 29 November 2006 |

West Byfleet HSD call logs M012 Doc 006

| | |
|-------------|---|
| | 16:03 |
| | Mon-Fri - 0900-1730.Sat - 0900-1300. No lunches. PLESAAE CHECK SWAP CP SLA 30/11/2006 17:30 |
| ENG VISIT | Thu 30 November 2006 09:40 by 000289 / ENGINEERS Saved: Thu 30 November 2006 09:55 rtc 09:55 Engineer Summary: the unit was reject ing the lables so the engineer replaced and teseted fine. Call closure code of Completed and repair code 821 |
| REASSIGN | Thu 30 November 2006 11:03 by Dispatch 1 / Saved: Thu 30 November 2006 11:03 OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity |
| OTI Success | Received call closure from Dispatch 1 |
| CLEAR | Thu 30 November 2006 09:55 by uk081219 / HSH7 Saved: Thu 30 November 2006 09:55 rtc 09:55 Engineer Summary: the unit was rejecting the lables so the engineer replaced and teseted fine. Call closure code of Completed and repair code 821 |
| CLOSE | Thu 30 November 2006 13:00 by uk081219 / HSH7 Saved: Thu 30 November 2006 13:00 Call Close by Katrina Brooks: rtc 09:55 Engineer Summary: the unit was rejecting the lables so the engineer replaced and teseted fine. Call closure code of Completed and repair code 821 |

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29/11/2012



Call E-0612070206

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Thu 07 December 2006 09:36 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Fri 08 December 2006 17:06 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk092087 / HSH1 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | Seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|-----------|------|----------|--|
| Product Type: | PT03 | Call Type: | H | ProbType: | HD01 | Problem: | |
| Problem Text: | Caller states that the counter keeps on turning itself off during transaction | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 08/12/2006 17:06 | Cause: | C01 | Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by Donna Thomas: Jo b Completed: 08/12/2006 15:30:00 Engineer Summary: C base would cut out, and CTX mains had low foltage, swapped part tested ok RTC Call closure code of Completed and repair code 821 | | | | | | |

Call Asset Details


| | | | | | |
|----------------|-----------------|-------------------|--------------------------------------|-----------------------|------------|
| Asset ID: | 12602399 | Description: | Standard Counter 400 - Live PO Sites | Serial No: | YBRE001436 |
| Product: | PATICLX365/400C | Description: | Standard Counter 400 - Live PO Sites | Server Name: | |
| OTI Reference: | WG12070100 | Counter Affected: | 3 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|--|-----------------------------------|
| OPEN | Thu 07 December 2006 09:35 by UK955762 / HSH1 New call taken by Adam Robertson: Caller states that the counter keeps on turning itself off during transaction | Saved: Thu 07 December 2006 09:36 |
| KEL Ref No. | Thu 07 December 2006 09:38 by UK955762 / HSH1 WIMS consulted | Saved: Thu 07 December 2006 09:38 |
| Information | Thu 07 December 2006 09:38 by UK955762 / HSH1 Checked events on tivoli - 2 reboots showing this month - 1 yesterday afternoon - 1 this morning | Saved: Thu 07 December 2006 09:38 |

West Byfleet HSD call logs M012 Doc 006

| | | |
|--------------|---|-----------------------------------|
| Information | Thu 07 December 2006 09:39 by UK955762 / HSH1 | Saved: Thu 07 December 2006 09:39 |
| | PM states that yesterday she was serving a customer doing postage - today was doing a second class stamp | |
| Advice | Thu 07 December 2006 09:40 by UK955762 / HSH1 | Saved: Thu 07 December 2006 09:40 |
| | advice PM to visually check the cables | |
| Access Times | Thu 07 December 2006 09:40 by UK955762 / HSH1 | Saved: Thu 07 December 2006 09:40 |
| | Mon - Fri: 0900 - 1730 Sat: 0900 - 1300 no lunch | |
| Node status | Thu 07 December 2006 09:40 by UK955762 / HSH1 | Saved: Thu 07 December 2006 09:40 |
| | Node is operational intermittently | |
| Recommend | Thu 07 December 2006 09:41 by UK955762 / HSH1 | Saved: Thu 07 December 2006 09:41 |
| | Call logged on 07/12/06 at 09:36 recommend to check/swap Base Unit Call HORIZON on 01438 758447 prior to commencing box swap to have the VPN on the LAN cleared | |
| Open OTI | Thu 07 December 2006 09:42 by SYSADM / ASTEA | Saved: Thu 07 December 2006 09:42 |
| | Automatic Open OTI ***Updated by Adam Robertson at 07/12/2006 09:42:34 | |
| REASSIGN | Thu 07 December 2006 09:42 by UK955762 / HSH1 | Saved: Thu 07 December 2006 09:42 |
| | Call # E-0612070206 was Reassigned from Adam Robertson, Group HSH1 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG12070100 | |
| UPDATE | Thu 07 December 2006 09:58 by PATHWAY / | Saved: Thu 07 December 2006 09:59 |
| | Mon - Fri: 0900 - 1730 Sat: 0900 - 1300 no lunch PLEASE CHECK SWAP BU SLA 08/12/2006 17:30 | |
| UPDATE | Thu 07 December 2006 19:05 by Dispatch 1 / | Saved: Thu 07 December 2006 19:07 |
| | Job Assigned with ETA Eng: 000290 ETA: Call Being Progressed | |
| UPDATE | Fri 08 December 2006 08:42 by Dispatch 1 / | Saved: Fri 08 December 2006 08:45 |
| | Job Assigned with ETA Eng: 000217 ETA: Call Being Progressed | |
| Repeat Call | Fri 08 December 2006 10:01 by uk957307 / HSH7 | Saved: Fri 08 December 2006 10:01 |
| | pm called for eta | |
| Advice | Fri 08 December 2006 10:01 by uk957307 / HSH7 | Saved: Fri 08 December 2006 10:01 |
| | advised pm that there is no ETA yet but there should be an engineer out today. | |
| Eng Support | Fri 08 December 2006 14:23 by uk953334 / HSH8 | Saved: Fri 08 December 2006 14:23 |
| | engineer needs meet to clear the LAN | |
| Information | Fri 08 December 2006 14:23 by uk953334 / HSH8 | Saved: Fri 08 December 2006 14:23 |
| | cleared LAN | |
| ENG VISIT | Fri 08 December 2006 14:20 by 000217 / ENGINEERS | Saved: Fri 08 December 2006 15:30 |
| | Job Completed: 08/12/2006 15:30:00 Engineer Summary: C base would cut out, and CTX mains had low foltage, swapped part tested ok RTC Call closure code of Completed and repair code 821 | |
| REASSIGN | Fri 08 December 2006 15:55 by Dispatch 1 / | Saved: Fri 08 December 2006 15:55 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIR return activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| Information | Fri 08 December 2006 17:05 by uk092087 / HSH1 | Saved: Fri 08 December 2006 17:05 |
| | rollout event showing 08.12.06 @ 15:21 | |
| CLEAR | Fri 08 December 2006 15:21 by uk092087 / HSH1 | Saved: Fri 08 December 2006 15:21 |
| | Job Completed: 08/12/2006 15:30:00 Engineer Summary: C base would cut out, and CTX mains had low foltage, swapped part tested ok RTC Call closure code of Completed and repair code 821 | |
| CLOSE | Fri 08 December 2006 17:06 by uk092087 / HSH1 | Saved: Fri 08 December 2006 17:06 |
| | Call Close by Donna Thomas: Job Completed: 08/12/2006 15:30:00 Engineer Summary: C base would cut out, and CTX mains had low foltage, swapped part tested ok RTC Call closure code of Completed and repair code 821 | |

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msdc01poadb02PH4POAS92 on
msdc01poadb02

29/11/2012



Call E-0701150667

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Status: Closed

Opened: Mon 15 January 2007 14:22

Affected Site: 126023

West Byfleet HSD call logs M012 Doc 006

| | | | | | |
|-----------------------------|---|--------------------------------|---------------------------|-----------------------|-----------------|
| Severity: | 2 C | Closed: | Mon 15 January 2007 16:02 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | UK958646 / HSH2 |
| Caller Details | | | | | |
| Caller: | seema misra | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD18 |
| Problem Text: | pm states that her pinpad is not reading cards | | | | |
| Call Closure Details | | | | | |
| Closed: | 15/01/2007 16:02 | Cause: | C08 | Repair: | R74 |
| Text: | Call Close by Samantha Bowden: pm states that her pinpad is not accepting cards, advised re -installation of pinpad, pm happy to do this unassisted | | | | |
| Call Asset Details | | | | | |
| Asset ID: | 12602399 | Description: | | Serial No: | 3010126 |
| Product: | PATPINPAD | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 2 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Mon 15 January 2007 14:21 by UK958646 / HSH2 Saved: Mon 15 January 2007 14:22 | | | | |
| | New call taken by Samantha Bowden: pm states that her pinpad is not reading cards | | | | |
| Advice | Mon 15 January 2007 14:23 by UK958646 / HSH2 Saved: Mon 15 January 2007 14:23 | | | | |
| | advised re-installation of the pinpad | | | | |
| Information | Mon 15 January 2007 14:31 by UK958646 / HSH2 Saved: Mon 15 January 2007 14:31 | | | | |
| | pm happy to do this unassisted | | | | |
| CLEAR | Mon 15 January 2007 14:31 by UK958646 / HSH2 Saved: Mon 15 January 2007 14:31 | | | | |
| | pm states that her pinpad is not accepting cards, advised re-installation of pinpad, pm happy to do this unassisted | | | | |
| CLOSE | Mon 15 January 2007 16:02 by UK958646 / HSH2 Saved: Mon 15 January 2007 16:02 | | | | |
| | Call Close by Samantha Bowden: pm states that her pinpad is not accepting cards, advised re -installation of pinpad, pm happy to do this unassisted | | | | |

| | | | | |
|------|--|----------------------------|------------|---------|
| HOME | Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 | FUJITSU |
|------|--|----------------------------|------------|---------|



Call E-0701150810

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| | | | | | |
|-----------------------------|---|--------------------------------|---------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Mon 15 January 2007 16:05 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Tue 16 January 2007 16:28 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk957307 / HSH7 |
| Caller Details | | | | | |
| Caller: | seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD18 |
| Problem Text: | pm states that the pinpad installation failed as it failed to read the text card. | | | | |
| Call Closure Details | | | | | |
| Closed: | 16/01/2007 16:28 | Cause: | CS9 | Repair: | R01 |
| Text: | Call Close by Alexander Gibbs: rtc 1230 swapped pinpad Call closure code of completed and repair code 821 | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | Hypercom PinPad | Serial No: | 3010126 |

West Byfleet HSD call logs M012 Doc 006

| | | | | | |
|-------------------|---|-------------------|-----------------|----------------------------------|--|
| Product: | PATPINPAD | Description: | Hypercom PinPad | Server Name: | |
| OTI Reference: | WH01150504 | Counter Affected: | 2 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Mon 15 January 2007 16:03 by uk952683 / HSH7 | | | Saved: Mon 15 January 2007 16:05 | |
| | New call taken by Simon Hopperton: pm states that the pin pad installation failed as it failed to read the text card. | | | | |
| Information | Mon 15 January 2007 16:08 by uk952683 / HSH7 | | | Saved: Mon 15 January 2007 16:08 | |
| | checked previous call E-0701150667 this shows that she has already been advised to re -install the pinpad. | | | | |
| Access Times | Mon 15 January 2007 16:08 by uk952683 / HSH7 | | | Saved: Mon 15 January 2007 16:08 | |
| | mon - fri 09.00 - 17.30 sat 09.00 - 13.00 | | | | |
| Recommend | Mon 15 January 2007 16:09 by uk952683 / HSH7 | | | Saved: Mon 15 January 2007 16:09 | |
| | pm states that the pinpad installation failed as it failed to read the test card. | | | | |
| Access Times | Mon 15 January 2007 16:09 by uk952683 / HSH7 | | | Saved: Mon 15 January 2007 16:09 | |
| | mon - fri 09.00 - 17.30 sat 09.00 - 13.00 | | | | |
| Recommend | Mon 15 January 2007 16:10 by uk952683 / HSH7 | | | Saved: Mon 15 January 2007 16:10 | |
| | call logged at 16.05 please check/swap pinpad. | | | | |
| Open OTI | Mon 15 January 2007 16:11 by SYSADM / ASTEA | | | Saved: Mon 15 January 2007 16:11 | |
| | Automatic Open OTI ***Updated by Simon Hopperton at 15/01/2007 16:11:08 | | | | |
| REASSIGN | Mon 15 January 2007 16:11 by uk952683 / HSH7 | | | Saved: Mon 15 January 2007 16:11 | |
| | Call # E-0701150810 was Reassigned from Simon Hopperton, Group HSH7 to Group UKSS1 | | | | |
| OTI Success | New call sent to Dispatch 1 | | | | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH01150504 | | | | |
| UPDATE | Mon 15 January 2007 16:15 by PATHWAY / | | | Saved: Mon 15 January 2007 16:17 | |
| | sla 16/01/2007 17:30 access mon -fri 0900-1730 sat 0900-1300 | | | | |
| UPDATE | Mon 15 January 2007 19:15 by Dispatch 1 / | | | Saved: Mon 15 January 2007 19:18 | |
| | Job Assigned with ETA Eng: 000314 ETA: Call Being Progressed | | | | |
| ENG VISIT | Tue 16 January 2007 12:00 by 000314 / ENGINEERS | | | Saved: Tue 16 January 2007 12:30 | |
| | rtc 1230 swapped pinpad Call closure code of completed and repair code 821 | | | | |
| REASSIGN | Tue 16 January 2007 15:54 by Dispatch 1 / | | | Saved: Tue 16 January 2007 15:54 | |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the OTIReturn activity | | | | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the OTIReturn activity | | | | |
| OTI Success | Received call closure from Dispatch 1 | | | | |
| CLEAR | Tue 16 January 2007 12:30 by uk957307 / HSH7 | | | Saved: Tue 16 January 2007 12:30 | |
| | rtc 1230 swapped pinpad Call closure code of completed and repair code 821 | | | | |
| CLOSE | Tue 16 January 2007 16:28 by uk957307 / HSH7 | | | Saved: Tue 16 January 2007 16:28 | |
| | Call Close by Alexander Gibbs: rtc 1230 swapped pinpad Call closure code of completed and repair code 821 | | | | |

| | | | |
|---|----------------------------|------------|---|
| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|---|----------------------------|------------|---|


Call E-0701240721

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| | | | | | |
|----------------------|--|--------------------------------|---------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 24 January 2007 14:17 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Wed 24 January 2007 14:23 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | UK958862 / HSH8 |
| Caller Details | | | | | |
| Caller: | Camilla | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD07 |
| Problem Text: | CC states that Node 1 CP is not printing properly. | | | | |

West Byfleet HSD call logs M012 Doc 006

| Call Closure Details | | | |
|----------------------|--|-----------------------|----------------------------------|
| Closed: | 24/01/2007 14:23 | Cause: | CB2 |
| Repair: | R74 | Resolution: | RS06 |
| Text: | Call Close by Stephanie Byrne: CC states that CP on node 1 is jamming, advised a factory reset this was successful. ref given | | |
| Call Asset Details | | | |
| Asset ID: | 12602399 | Description: | |
| Product: | PATITH94PTR | Serial No: | HE002015536 |
| OTI Reference: | | Counter Affected: | 1 |
| | | Associated Reference: | |
| Call Activity Log | | | |
| OPEN | Wed 24 January 2007 14:16 by UK958862 / HSH8 | | Saved: Wed 24 January 2007 14:17 |
| | New call taken by Stephanie Byrne: CC states that Node 1 CP is not printing properly. | | |
| Advice | Wed 24 January 2007 14:19 by UK958862 / HSH8 | | Saved: Wed 24 January 2007 14:19 |
| | Is slip flat and being inserted correctly? Done Clean slip loader with lint free cloth/screen wipe. Retry Done Check for foreign objects and damaged parts inside printer done Check tally roll is in correct position - press release button and retry done Check mylar guard and ribbon cartridge are a) not damaged and b) seated correctly done Check head gap lever is set to position 1 done Perform factory reset. done | | |
| Information | Wed 24 January 2007 14:22 by UK958862 / HSH8 | | Saved: Wed 24 January 2007 14:22 |
| | Factory reset successful | | |
| KEL Ref No. | Wed 24 January 2007 14:23 by UK958862 / HSH8 | | Saved: Wed 24 January 2007 14:23 |
| | wims used | | |
| CLEAR | Wed 24 January 2007 14:23 by UK958862 / HSH8 | | Saved: Wed 24 January 2007 14:23 |
| | Advised CC to perform a factory reset | | |
| CLOSE | Wed 24 January 2007 14:23 by UK958862 / HSH8 | | Saved: Wed 24 January 2007 14:23 |
| | Call Close by Stephanie Byrne: CC states that CP on node 1 is jamming, advised a factory reset this was successful. ref given | | |

HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02

PH4POAS92 on msdc01poadb02

29/11/2012





Call E-0701240731

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| Status: | Closed | Opened: | Wed 24 January 2007 14:25 | Affected Site: | 126023 |
|----------------------|---|--------------------------------|----------------------------------|-----------------------|-----------------|
| Severity: | 2 C | Closed: | Wed 24 January 2007 14:33 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | UK958862 / HSH8 |
| Caller Details | | | | | |
| Caller: | Camilla | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD04 |
| Problem Text: | CC states that the BCR is not scanning | | | | |
| Call Closure Details | | | | | |
| Closed: | 24/01/2007 14:33 | Cause: | CN1 | Repair: | R70 |
| Resolution: | RS06 | | | | |
| Text: | Call Close by Stephanie Byrne: CC states that BCR on node 3 is not scanning, Advised CC to reboot and call back in 20 mins if problem still persists. ref given | | | | |
| Call Asset Details | | | | | |
| Asset ID: | 12602399 | Description: | | Serial No: | R-46-10322 |
| Product: | PATWAL3400BCR | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 3 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Wed 24 January 2007 14:24 by UK958862 / HSH8 | | Saved: Wed 24 January 2007 14:25 | | |
| | New call taken by Stephanie Byrne: CC states that the BCR is not scanning | | | | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|--|----------------------------------|
| Advice | Wed 24 January 2007 14:27 by UK958862 / HSH8 | Saved: Wed 24 January 2007 14:27 |
| | If barcode is not damaged, does BCR beep/have red light? Record in call has red light Check PM is scanning correctly '6' away and at a 45 degree angle to barcode done If BCR beeps and lights up, clean lens with screen wipe or lint free cloth. Retry no Check lens for scratches. If scratched reassign for engineer visit no scratches Visually check cable all in place Log out/in. Retry done | |
| Advice | Wed 24 January 2007 14:30 by UK958862 / HSH8 | Saved: Wed 24 January 2007 14:30 |
| | Checked events | |
| Advice | Wed 24 January 2007 14:30 by UK958862 / HSH8 | Saved: Wed 24 January 2007 14:30 |
| | Advise pm to retry after reboot and call back if problem persists | |
| KEL Ref No. | Wed 24 January 2007 14:32 by UK958862 / HSH8 | Saved: Wed 24 January 2007 14:32 |
| | wims used | |
| CLEAR | Wed 24 January 2007 14:33 by UK958862 / HSH8 | Saved: Wed 24 January 2007 14:33 |
| | Advised to reboot | |
| CLOSE | Wed 24 January 2007 14:33 by UK958862 / HSH8 | Saved: Wed 24 January 2007 14:33 |
| | Call Close by Stephanie Byrne: CC states that BCR on node 3 is not scanning, Advised CC to reboot and call back in 20 mins if problem still persists. ref given | |

| | | | | |
|--|--|---------------|------------|---|
| HOME  | Post Office Account S92 Archive 4.1 on | PH4POAS92 on | 29/11/2012 |  |
| msdc01poadb02 | | msdc01poadb02 | | |

Call E-0701290399

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| | | | | | |
|-----------|--------|--------------------------------|---------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Mon 29 January 2007 10:59 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Tue 30 January 2007 14:18 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | UK957089 / HSH2 |

Caller Details

| | | | | | |
|---------|------------|------------|-----|-------------|--------|
| Caller: | Mr Misra | Phone: | GRO | Site: | 126023 |
| Title: | PostMaster | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | PT04 | Call Type: | H | ProbType: | HD07 | Problem: | |
| Problem Text: | Pm states that his cp is still not printing labels | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 30/01/2007 14:18 | Cause: | CS5 | Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by Joseph Mould: Engineer Summary: not printing lables exchanged tested all ok Call closure code of completed and repair code 821 | | | | | | |

Call Asset Details



| | | | | | |
|----------------|-------------|-------------------|-------------------|-----------------------|--|
| Asset ID: | | Description: | Ithica 94 Printer | Serial No: | |
| Product: | PATITH94PTR | Description: | Ithica 94 Printer | Server Name: | |
| OTI Reference: | WH01290225 | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|--------------|--|----------------------------------|
| OPEN | Mon 29 January 2007 10:57 by UK956064 / HSH2 | Saved: Mon 29 January 2007 10:59 |
| | New call taken by Keely Fitzgerald: Pm states that his cp is still not printing labels | |
| Information | Mon 29 January 2007 11:00 by UK956064 / HSH2 | Saved: Mon 29 January 2007 11:00 |
| | Pm states that his cp is still not printing labels, pm has logged a call regarding this issue e-0701240721 - all checks were completed in previous | |
| Advice | Mon 29 January 2007 11:01 by UK956064 / HSH2 | Saved: Mon 29 January 2007 11:01 |
| | Advised pm that im reassigning call to ukme for an enginee r to attend site | |
| Node status | Mon 29 January 2007 11:02 by UK956064 / HSH2 | Saved: Mon 29 January 2007 11:02 |
| | Operational | |
| Access Times | Mon 29 January 2007 11:02 by UK956064 / HSH2 | Saved: Mon 29 January 2007 11:02 |
| | Mon - Fri 07:00 - 20:00 Sat 07:00 - 21:00 | |
| Recommend | Mon 29 January 2007 11:02 by UK956064 / HSH2 | Saved: Mon 29 January 2007 11:02 |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|---|----------------------------------|
| | Call logged @ 10:59 Please swap/check CP | |
| KEL Ref No. | Mon 29 January 2007 11:03 by UK956064 / HSH2 | Saved: Mon 29 January 2007 11:03 |
| | Wims consulted Ref no, given | |
| Open OTI | Mon 29 January 2007 11:04 by SYSADM / ASTEA | Saved: Mon 29 January 2007 11:04 |
| | Automatic Open OTI ***Updated by Keely Fitzgerald at 29/01/2007 11:04:00 | |
| REASSIGN | Mon 29 January 2007 11:03 by UK956064 / HSH2 | Saved: Mon 29 January 2007 11:04 |
| | Call # E-0701290399 was Reassigned from Keely Fitzgerald, Group HSH2 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH01290225 | |
| UPDATE | Mon 29 January 2007 11:14 by PATHWAY / | Saved: Mon 29 January 2007 11:14 |
| | ** [No Remark entered.] | |
| UPDATE | Mon 29 January 2007 11:17 by PATHWAY / | Saved: Mon 29 January 2007 11:18 |
| | Call Accepted by Provider: Ref 203975 | |
| UPDATE | Mon 29 January 2007 19:04 by Dispatch 1 / | Saved: Mon 29 January 2007 19:07 |
| | Job Assigned with ETA Eng: 000358 ETA: Call Being Progressed | |
| ENG VISIT | Tue 30 January 2007 13:20 by 000358 / ENGINEERS | Saved: Tue 30 January 2007 13:35 |
| | Engineer Summary: not printing labes exchanged tested all ok Call closure code of completed and repair code 821 | |
| REASSIGN | Tue 30 January 2007 13:56 by Dispatch 1 / | Saved: Tue 30 January 2007 13:56 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIRetur n activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIReturn activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Tue 30 January 2007 13:35 by UK957089 / HSH2 | Saved: Tue 30 January 2007 13:35 |
| | Engineer Summary: not printing labes exchanged tested all ok Call closure code of completed and repair code 821 | |
| CLOSE | Tue 30 January 2007 14:18 by UK957089 / HSH2 | Saved: Tue 30 January 2007 14:18 |
| | Call Close by Joseph Mould: Engineer Summary: not printing labes exchanged tested all ok Call closure code of completed and repair code 821 | |

| | | | |
|---|----------------------------|------------|---|
| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|---|----------------------------|------------|---|

Call E-0702150566

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| | | | | | |
|----------------------|--|--------------------------------|----------------------------|-----------------------|-----------------|
| Status: | Closed | Opened: | Thu 15 February 2007 13:11 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Sat 17 February 2007 13:40 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | UK957089 / HSH2 |
| Caller Details | | | | | |
| Caller: | Dave | Phone: | GRO | Site: | 126023 |
| Title: | Supervisor | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | PT04 | Call Type: | H | ProbType: | HD07 |
| Problem Text: | Sup states that his is it not printing lables | | | | |
| Call Closure Details | | | | | |
| Closed: | 17/02/2007 13:40 | Cause: | CS5 | Repair: | R01 |
| Text: | Call Close by Joseph Mould: Call closure code of completed and repair code 821 | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | Ithica 94 Printer | Serial No: | |
| Product: | PATITH94PTR | Description: | Ithica 94 Printer | Server Name: | |
| OTI Reference: | WH02150290 | Counter Affected: | 3 | Associated Reference: | |

West Byfleet HSD call logs M012 Doc 006

| Call Activity Log | | |
|-------------------|---|-----------------------------------|
| OPEN | Thu 15 February 2007 13:10 by uk959304 / HSH1 New call taken by Latoya Rodgers: Sup states that his is it not printing labels | Saved: Thu 15 February 2007 13:11 |
| Advice | Thu 15 February 2007 13:13 by uk959304 / HSH1 tally roll in the right position mylar guard ribbon damage parts or foreign objects head gap lever set to 1 factory reset | Saved: Thu 15 February 2007 13:13 |
| Information | Thu 15 February 2007 13:15 by uk959304 / HSH1 sup states that the ribbon was changed last wk | Saved: Thu 15 February 2007 13:15 |
| Information | Thu 15 February 2007 13:16 by uk959304 / HSH1 factory reset done | Saved: Thu 15 February 2007 13:16 |
| Advice | Thu 15 February 2007 13:16 by uk959304 / HSH1 advice pm to do a test slip | Saved: Thu 15 February 2007 13:16 |
| KEL Ref No. | Thu 15 February 2007 13:16 by uk959304 / HSH1 wims | Saved: Thu 15 February 2007 13:16 |
| Information | Thu 15 February 2007 13:17 by uk959304 / HSH1 sup states that it is still not working | Saved: Thu 15 February 2007 13:17 |
| Advice | Thu 15 February 2007 13:17 by uk959304 / HSH1 Advise the PM that you will be reassigning their call over to our engineering department for an engineer in their local area to be allocated. | Saved: Thu 15 February 2007 13:17 |
| Advice | Thu 15 February 2007 13:17 by uk959304 / HSH1 advice sup that due to a shortage of CP the SLA will be next wk | Saved: Thu 15 February 2007 13:17 |
| Node status | Thu 15 February 2007 13:19 by uk959304 / HSH1 CP is non operational everything else is fine | Saved: Thu 15 February 2007 13:19 |
| Recommend | Thu 15 February 2007 13:19 by uk959304 / HSH1 pls chech/swap CP call logged@ 13:11 | Saved: Thu 15 February 2007 13:19 |
| Access Times | Thu 15 February 2007 13:19 by uk959304 / HSH1 mon fri 0900:1730 no lunch sat 0900:1300 | Saved: Thu 15 February 2007 13:19 |
| Open OTI | Thu 15 February 2007 13:20 by SYSADM / ASTEA Automatic Open OTI ***Updated by Latoya Rodgers at 15/02/2007 13:20:45 | Saved: Thu 15 February 2007 13:20 |
| REASSIGN | Thu 15 February 2007 13:20 by uk959304 / HSH1 Call # E-0702150566 was Reassigned from Latoya Rodgers, Group HSH1 to Group UKSS1 | Saved: Thu 15 February 2007 13:20 |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH02150290 | |
| UPDATE | Thu 15 February 2007 13:24 by PATHWAY / sla 16/02/2007 17:30 access mon -fri 0900-1730 sat 0900-1300 | Saved: Thu 15 February 2007 13:26 |
| UPDATE | Thu 15 February 2007 13:26 by PATHWAY / Call Accepted by Provider: Ref 211773 | Saved: Thu 15 February 2007 13:29 |
| UPDATE | Thu 15 February 2007 18:31 by Dispatch 1 / Job Assigned with ETA Eng: 000163 ETA: Call Being Progressed | Saved: Thu 15 February 2007 18:35 |
| REASSIGN | Fri 16 February 2007 08:27 by Dispatch 1 / The projected arrival date for engineer 000163 is 16 -02-2007 15:00:00 Job Assigned with ETA Eng: 000163 ETA: 16/02/2007 15:00:00 Call Being Progressed | Saved: Fri 16 February 2007 08:29 |
| ENG VISIT | Fri 16 February 2007 15:15 by 000163 / ENGINEERS Technician Information: Location: Eng: 000163 Arrival Time: 16/02/2007 15:15:00 Job Completed: 16/02/2007 15:35:00 Repair Code: 821 Cause Code: completed Signature: Status: C - Delivery Complete Reason: As Requested Collected (Old) Items: Serial: HE002210719 Model: PATITH94PTR Fault: BAD Notes: Delivered (New) Items: Serial: HE002226896 Model: PATITH94PTR Fault: GOOD Notes: Engineer Summary: label printer failure. all swapped and tested and working ok. INFO: CSR Code 000163 is known to D1 - AND updated ** PARTS USAGE VALIDATION INFORMATION ** INFO: The number of OTI spares records found is 2. INFO: Spares usage information found. INFO: Line 1: Old Unit part no. is BLANK - not processed. INFO: Line 1: New Unit part no. >PATITH94PTR<, is serialised. INFO: Line 1: New Unit part no. >PATITH94PTR<, Serial >HE002226896< not found on equip file - so its OK. INFO: Line 2: Old Unit part no. >PATITH94PTR<, is serialised. INFO: Line 2: New Unit part no. is BLANK - not processed. INFO: Line 2: This call is for Site >126023<, Old Unit Model >PATITH94PTR<, Serial >HE002210719<, is on Site >126023<. ** END OF PARTS USAGE VALIDATION INFORMATION ** INFO: Cause Code completed is known to D1 - AND updated INFO: Repair Code 821 is known to D1 - AND updated OTI Auto Closing this call to CM. Call closure code of completed and repair code 821 | Saved: Fri 16 February 2007 15:35 |
| REASSIGN | Fri 16 February 2007 18:11 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTI Return activity | Saved: Fri 16 February 2007 18:11 |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|---|-----------------------------------|
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Fri 16 February 2007 15:35 by UK957089 / HSH2 | Saved: Fri 16 February 2007 15:35 |
| | Call closure code of completed and repair code 821 | |
| CLOSE | Sat 17 February 2007 13:40 by UK957089 / HSH2 | Saved: Sat 17 February 2007 13:40 |
| | Call Close by Joseph Mould: Call closure code of completed and repair code 821 | |

| | | | |
|---|----------------------------|------------|---|
| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|---|----------------------------|------------|---|

Call E-0702190608

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| | | | | | |
|-----------|--------|--------------------------------|----------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Mon 19 February 2007 12:17 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Wed 21 February 2007 09:32 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | UK957089 / HSH2 |

| Caller Details | | | |
|----------------|---------|-------------|--------|
| Caller: | Camilla | Phone: | GRO |
| Title: | Clerk | Login: | |
| | | Caller ID: | |
| | | Site: | 126023 |
| | | Department: | |
| | | Location: | |

| Call Problem Details | | | |
|----------------------|--|------------|------|
| Product Type: | PT04 | Call Type: | H |
| | | ProbType: | HD07 |
| Problem Text: | CC states that her cp is not printing labels | | |

| Call Closure Details | | | |
|----------------------|--|-------------|------|
| Closed: | 21/02/2007 09:32 | Cause: | CS5 |
| | | Repair: | R01 |
| | | Resolution: | RS20 |
| Text: | Call Close by Joseph Mould: ** [No Remark entered.] Call closure code of completed and repair code 821 | | |

| Call Asset Details | | | |
|--------------------|-------------|-----------------------|-------------------|
| Asset ID: | | Description: | lthica 94 Printer |
| Product: | PATITH94PTR | Description: | lthica 94 Printer |
| OTI Reference: | WH02190285 | Counter Affected: | 3 |
| | | Associated Reference: | |

| Call Activity Log | | |
|-------------------|---|-----------------------------------|
| OPEN | Mon 19 February 2007 12:15 by UK956064 / HSH2 | Saved: Mon 19 February 2007 12:17 |
| | New call taken by Keely Fitzgerald: CC states that her cp is not printing labels | |
| Information | Mon 19 February 2007 12:18 by UK956064 / HSH2 | Saved: Mon 19 February 2007 12:18 |
| | Pm states her cp is still not printing labels, engineer attended site regarding issue and has not resolved issue E-0702150566 | |
| Advice | Mon 19 February 2007 12:19 by UK956064 / HSH2 | Saved: Mon 19 February 2007 12:19 |
| | Advised pm im reassigning call to ukme for an engineer to reattend site | |
| Node status | Mon 19 February 2007 12:20 by UK956064 / HSH2 | Saved: Mon 19 February 2007 12:20 |
| | Operational | |
| Access Times | Mon 19 February 2007 12:20 by UK956064 / HSH2 | Saved: Mon 19 February 2007 12:20 |
| | Mon - Sat 09:00 - 17:30 No lunches | |
| Recommend | Mon 19 February 2007 12:20 by UK956064 / HSH2 | Saved: Mon 19 February 2007 12:20 |
| | Call logged @ 12@17 Please swap/check CP | |
| KEL Ref No. | Mon 19 February 2007 12:20 by UK956064 / HSH2 | Saved: Mon 19 February 2007 12:20 |
| | Wims consulted Ref no. given | |
| Open OTI | Mon 19 February 2007 12:21 by SYSADM / ASTEA | Saved: Mon 19 February 2007 12:21 |
| | Automatic Open OTI ***Updated by Keely Fitzgerald at 19/02/2007 12:21:21 | |
| REASSIGN | Mon 19 February 2007 12:21 by UK956064 / HSH2 | Saved: Mon 19 February 2007 12:21 |
| | Call # E-0702190608 was Reassigned from Keely Fitzgerald, Group HSH2 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH02190285 | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|--|-----------------------------------|
| UPDATE | Mon 19 February 2007 12:41 by PATHWAY / | Saved: Mon 19 February 2007 12:43 |
| | Access Times: Mon - Sat 09:00 - 17:30 No lunches SLA 20/02/2007 1730 | |
| UPDATE | Mon 19 February 2007 12:43 by PATHWAY / | Saved: Mon 19 February 2007 12:47 |
| | Call Accepted by Provider: Ref 212970 | |
| UPDATE | Mon 19 February 2007 13:02 by PATHWAY / | Saved: Mon 19 February 2007 13:04 |
| | UpdateFrom Touch: Schedule Updated Update Details: Schedule Changed to: 20/02/2007 17:30:00 SLA Changed to: 20/02/2007 17:30:00 Call Being Progressed | |
| UPDATE | Mon 19 February 2007 19:00 by Dispatch 1 / | Saved: Mon 19 February 2007 19:03 |
| | Job Assigned with ETA Eng: 000314 ETA: Call Being Progressed | |
| UPDATE | Tue 20 February 2007 09:05 by PATHWAY / | Saved: Tue 20 February 2007 09:06 |
| | Job Assigned with ETA Eng: ETA: Call Being Progressed | |
| UPDATE | Tue 20 February 2007 10:09 by Dispatch 1 / | Saved: Tue 20 February 2007 10:13 |
| | Job Assigned with ETA Eng: 000171 ETA: Call Being Progressed | |
| REASSIGN | Tue 20 February 2007 12:31 by Dispatch 1 / | Saved: Tue 20 February 2007 12:34 |
| | The projected arrival date for engineer 000171 is 20-02-2007 16:00:00 Job Assigned with ETA Eng: 000171 ETA: 20/02/2007 16:00:00 Call Being Progressed | |
| ENG VISIT | Tue 20 February 2007 14:00 by 000171 / ENGINEERS | Saved: Tue 20 February 2007 14:10 |
| | Technician Information: Location: Eng: 000171 Arrival Time: 20/02/2007 14:00:00 Job Completed: 20/02/2007 14:10:00 Repair Code: 821 Cause Code: completed Signature: Status: C - Delivery Complete Reason: As Requested Collected (Old) Items: Serial: HE002226896 Model: PATITH94PTR Fault: BAD Notes: Delivered (New) Items: Serial: HE002195432 Model: PATITH94PTR Fault: GOOD Notes: Engineer Summary: printer was not printing labels, swapped printer and tested ok INFO: CSR Code 000171 is known to D1 - AND updated ** PARTS USAGE VALIDATION INFORMATION ** INFO: The number of OTI spares records found is 2. INFO: Spares usage information found. INFO: Line 1: Old Unit part no. is BLANK - not processed. INFO: Line 1: New Unit part no. >PATITH94PTR<, is serialised. INFO: Line 1: New Unit part no. >PATITH94PTR<, Serial >HE002195432< not found on equip file - so its OK. INFO: Line 2: Old Unit part no. >PATITH94PTR<, is serialised. INFO: Line 2: New Unit part no. is BLANK - not processed. INFO: Line 2: This call is for Site >126023<, Old Unit Model >PATITH94PTR<, Serial >HE002226896<, is on Site >126023<. ** END OF PARTS USAGE VALIDATION INFORMATION ** INFO: Cause Code completed is known to D1 - AND updated INFO: Repair Code 821 is known to D1 - AND updated OTI Auto Closing this call to CM. Call closure code of completed and repair code 821 | |
| REASSIGN | Tue 20 February 2007 15:20 by Dispatch 1 / | Saved: Tue 20 February 2007 15:20 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTI Return activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTI Return activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Tue 20 February 2007 14:10 by UK957089 / HSH2 | Saved: Tue 20 February 2007 14:10 |
| | ** [No Remark entered.] Call closure code of completed and repair code 821 | |
| CLOSE | Wed 21 February 2007 09:32 by UK957089 / HSH2 | Saved: Wed 21 February 2007 09:32 |
| | Call Close by Joseph Mould: ** [No Remark entered.] Call closure code of completed and repair code 821 | |

| | | | |
|---|----------------------------|------------|---|
| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|---|----------------------------|------------|---|



Call E-0703010170

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| | | | | | |
|----------------------|---------------------------------------|--------------------------------|-------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Thu 01 March 2007 09:14 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Thu 01 March 2007 09:24 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk959304 / HSH1 |
| Caller Details | | | | | |
| Caller: | Milan | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD04 |
| Problem Text: | CC states that her BCR is not working | | | | |

West Byfleet HSD call logs M012 Doc 006

| Call Closure Details | | | |
|----------------------|--|-----------------------|--------------------------------|
| Closed: | 01/03/2007 09:24 | Cause: | C08 |
| Repair: | R74 | Resolution: | RS06 |
| Text: | Call Close by Latoya Rodgers: CC states that her BCR is not working ,advise her of the steps and advice her to reboot and then try it and if it doesn't wrk then she needs to ring us bk . ref given | | |
| Call Asset Details | | | |
| Asset ID: | | Description: | |
| Product: | PATWAL3400BCR | Description: | |
| OTI Reference: | | Counter Affected: | 3 |
| | | Associated Reference: | |
| Call Activity Log | | | |
| OPEN | Thu 01 March 2007 09:13 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:14 |
| | New call taken by Latoya Rodgers: CC states that her BCR is not working | | |
| Advice | Thu 01 March 2007 09:15 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:15 |
| | Check lens for scratches | | |
| Advice | Thu 01 March 2007 09:15 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:15 |
| | Visually check cable | | |
| Advice | Thu 01 March 2007 09:15 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:15 |
| | Log out/in. Retry | | |
| Information | Thu 01 March 2007 09:16 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:16 |
| | CC states that the cables are fine and that there is not scratch on the lense | | |
| Advice | Thu 01 March 2007 09:17 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:17 |
| | advise cc to try and scan something | | |
| Information | Thu 01 March 2007 09:17 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:17 |
| | cc states that it doesn't wrk | | |
| Advice | Thu 01 March 2007 09:18 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:18 |
| | advise cc to reboot , switch it off from the BU and make sure that all the lights are off | | |
| Advice | Thu 01 March 2007 09:19 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:19 |
| | advise cc to switch bk on the BU and that she will need her pmmc and pin | | |
| KEL Ref No. | Thu 01 March 2007 09:19 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:19 |
| | wims consulted | | |
| Advice | Thu 01 March 2007 09:22 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:22 |
| | advise cc that she need to let that counter comes up and then try and scan something and if it doesn't wrk then ring us and then we will swap it out for her | | |
| Information | Thu 01 March 2007 09:23 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:23 |
| | ref given | | |
| CLEAR | Thu 01 March 2007 09:23 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:23 |
| | CC states that her BCR is not working ,advise her of the steps and advice her to reboot and then try it and if it doesn't wrk then she needs to ring us bk . ref given | | |
| CLOSE | Thu 01 March 2007 09:24 by uk959304 / HSH1 | | Saved: Thu 01 March 2007 09:24 |
| | Call Close by Latoya Rodgers: CC states that her BCR is not working ,advise her of the steps and advice her to reboot and then try it and if it doesn't wrk then she needs to ring us bk . ref given | | |

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|--|--|----------------------------|------------|---|
| HOME  | Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|--|--|----------------------------|------------|---|

Call E-0703060844



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| Status: | Closed | Opened: | Tue 06 March 2007 16:23 | Affected Site: | 126023 |
|----------------|--------------|--------------------------------|-------------------------|----------------|-----------------|
| Severity: | 2 C | Closed: | Wed 07 March 2007 15:32 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk959335 / HSH6 |
| Caller Details | | | | | |
| Caller: | Seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

West Byfleet HSD call logs M012 Doc 006

| Call Problem Details | | | |
|----------------------|--|-----------------------|--------------------------------|
| Product Type: | | Call Type: | H |
| | | ProbType: | HD07 |
| Problem Text: | pm states cp started smoking | | |
| Call Closure Details | | | |
| Closed: | 07/03/2007 15:32 | Cause: | CS5 |
| | | Repair: | R01 |
| | | Resolution: | RS20 |
| Text: | Call Close by Tracy Scott: Engineer Summary: not print slips or lables, exchanged & tested all ok | | |
| Call Asset Details | | | |
| Asset ID: | 12602399 | Description: | Ithica 94 Printer |
| | | Serial No: | |
| Product: | PATITH94PTR | Description: | Ithica 94 Printer |
| | | Server Name: | |
| OTI Reference: | WH03060418 | Counter Affected: | 2 |
| | | Associated Reference: | |
| Call Activity Log | | | |
| OPEN | Tue 06 March 2007 16:22 by UK958861 / HSH6 | | Saved: Tue 06 March 2007 16:23 |
| | New call taken by Sam Clarke: pm states cp started smoking | | |
| Advice | Tue 06 March 2007 16:24 by UK958861 / HSH6 | | Saved: Tue 06 March 2007 16:24 |
| | advised pm to leave printer, and turn it off | | |
| Node status | Tue 06 March 2007 16:25 by UK958861 / HSH6 | | Saved: Tue 06 March 2007 16:25 |
| | operationaol | | |
| Access Times | Tue 06 March 2007 16:25 by UK958861 / HSH6 | | Saved: Tue 06 March 2007 16:25 |
| | mon-fri-0900-1730 sat-0900-1300 | | |
| Recommend | Tue 06 March 2007 16:25 by UK958861 / HSH6 | | Saved: Tue 06 March 2007 16:25 |
| | please check/swap cp call logged at 16:23 | | |
| Open OTI | Tue 06 March 2007 16:25 by SYSADM / ASTEA | | Saved: Tue 06 March 2007 16:25 |
| | Automatic Open OTI ***Updated by Sam Clarke at 06/03/2007 16:25:42 | | |
| REASSIGN | Tue 06 March 2007 16:25 by UK958861 / HSH6 | | Saved: Tue 06 March 2007 16:25 |
| | Call # E-0703060844 was Reassigned from Sam Clarke, Group HSH6 to Group UKSS1 | | |
| OTI Success | New call sent to Dispatch 1 | | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH03060418 | | |
| UPDATE | Tue 06 March 2007 16:55 by PATHWAY / | | Saved: Tue 06 March 2007 16:58 |
| | mon-fri-0900-1730 sat-0900-1300 please check/swap cp call logged at 16:23 sla 07/03/2007 17:30 | | |
| UPDATE | Tue 06 March 2007 16:57 by PATHWAY / | | Saved: Tue 06 March 2007 16:59 |
| | Call Accepted by Provider: Ref 234107 | | |
| UPDATE | Tue 06 March 2007 18:54 by Dispatch 1 / | | Saved: Tue 06 March 2007 18:55 |
| | Job Assigned with ETA Eng: 000314 ETA: Call Being Progressed | | |
| ENG VISIT | Wed 07 March 2007 12:00 by 000314 / ENGINEERS | | Saved: Wed 07 March 2007 12:15 |
| | Technician Information: Location: Eng: 000314 Arrival Time: 07/03/2007 12:00:00 Job Completed: 07/03/2007 12:15:00 Repair Code: 821 Cause Code: completed Signature: Status: C - Delivery Complete Reason: As Requested Collected (Old) Items: Serial: HE002163062 Model: PATITH94PTR Fault: BAD Notes: Delivered (New) IItems: Serial: HE002167799 Model: PATITH94PTR Fault: GOOD Notes: Engineer Summary: not print slips or lables, exchanged & tested all ok INFO: CSR Code 000314 is known to D1 - AND updated ** PARTS USAGE VALIDATION INFORMATION ** INFO: The number of OTI spares records found is 2. INFO: Spares usage information found. INFO: Line 1: Old Unit part no. is BLANK - not processed. INFO: Line 1: New Unit part no. >PATITH94PTR<, is serialised. INFO: Line 1: New Unit part no. >PATITH94PTR<, Serial >HE002167799< found on equip file with customer number >.INHOUSE< - so its OK. INFO: Line 2: Old Unit part no. >PATITH94PTR<, is serialised. INFO: Line 2: New Unit part no. is BLANK - not processed. INFO: Line 2: This call is for Site >126023<, Old Unit Model >PATITH94PTR<, Serial >HE002163062<, is on Site >126023<. ** END OF PARTS USAGE VALIDATION INFORMATION ** INFO: Cause Code completed is know n to D1 - AND updated INFO: Repair Code 821 is known to D1 - AND updated OTI Auto Closing this call to CM. Call closure code of completed and repair code 821 | | |
| REASSIGN | Wed 07 March 2007 15:30 by Dispatch 1 / | | Saved: Wed 07 March 2007 15:30 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity | | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity | | |
| OTI Success | Received call closure from Dispatch 1 | | |
| CLEAR | Wed 07 March 2007 12:15 by uk959335 / HSH6 | | Saved: Wed 07 March 2007 12:15 |
| | Engineer Summary: not print slips or lables, exchanged & tested all ok.821 | | |
| CLOSE | Wed 07 March 2007 15:32 by uk959335 / HSH6 | | Saved: Wed 07 March 2007 15:32 |
| | Call Close by Tracy Scott: Engineer Summary: not print slips or lables, exchanged & tested all ok | | |

West Byfleet HSD call logs M012 Doc 006

| | | | |
|---|----------------------------|------------|---|
| HOME  Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|---|----------------------------|------------|---|

Call E-0703120773

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| | | | | | |
|-----------|--------|--------------------------------|-------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Mon 12 March 2007 15:14 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Wed 14 March 2007 10:51 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | GB082685 / HSH8 |

Caller Details

| | | | | | |
|---------|--------|------------|-----|-------------|--------|
| Caller: | Melena | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---|------------|---|------------|------|----------|--|
| Product Type: | | Call Type: | H | Prob Type: | HD07 | Problem: | |
| Problem Text: | CC states that her cp keeps rejecting labels. | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 14/03/2007 10:51 | Cause: | CS5 | Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by Sukhdeep Thind: Engineer. Summary: Rejecting labels so replaced and tested ok. Call closure code of FAILURE and repair code 821 | | | | | | |

Call Asset Details


| | | | | | |
|----------------|-------------|-------------------|-------------------|-----------------------|-------------|
| Asset ID: | 12602399 | Description: | Ithica 94 Printer | Serial No: | HE002195432 |
| Product: | PATITH94PTR | Description: | Ithica 94 Printer | Server Name: | |
| OTI Reference: | WH03120439 | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|--------------|--|--------------------------------|
| OPEN | Mon 12 March 2007 15:13 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:14 |
| | New call taken by Gareth Davies: CC states that her cp keeps rejecting labels. | |
| Information | Mon 12 March 2007 15:15 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:15 |
| | Is slip flat and being inserted correctly? Yes Clean slip loader with lint free cloth/screen wipe. Retry Yes Check for foreign objects and damaged parts inside printer No | |
| Information | Mon 12 March 2007 15:16 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:16 |
| | Check tally roll is in correct position - press release button and retry Yes Check mylar guard and ribbon cartridge are a) not damaged and b) seated correctly Yes Check head gap lever is set to position 1 Yes | |
| Advice | Mon 12 March 2007 15:16 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:16 |
| | Advised CC to perform a factory reset. | |
| Information | Mon 12 March 2007 15:20 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:20 |
| | CC states she has performed a factory reset. | |
| Advice | Mon 12 March 2007 15:20 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:20 |
| | Advised CC to perform a test slip. | |
| Information | Mon 12 March 2007 15:20 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:20 |
| | CC states that test slip failed. | |
| Access Times | Mon 12 March 2007 15:21 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:21 |
| | Mon - Fri 09.00 - 17.30 Sat 09.00 - 13.00 No Lunches. | |
| KEL Ref No. | Mon 12 March 2007 15:22 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:22 |
| | Wims used. | |
| Node status | Mon 12 March 2007 15:22 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:22 |
| | Operational. | |
| Advice | Mon 12 March 2007 15:22 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:22 |
| | Advised cc of next day 18.30 SLA. | |
| Recommend | Mon 12 March 2007 15:22 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:22 |
| | Call Logged @ 15.14 ENG please check replace counter printer. | |
| Open OTI | Mon 12 March 2007 15:23 by SYSADM / ASTEA | Saved: Mon 12 March 2007 15:23 |
| | Automatic Open OTI ***Updated by Gareth Davies at 12/03/2007 15:23:24 | |
| REASSIGN | Mon 12 March 2007 15:23 by UK959396 / HSH1 | Saved: Mon 12 March 2007 15:23 |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|--|--------------------------------|
| | Call # E-0703120773 was Reassigned from Gareth Davies, Group HSH1 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH03120439 | |
| UPDATE | Mon 12 March 2007 15:27 by PATHWAY / | Saved: Mon 12 March 2007 16:09 |
| | Mon - Fri 09.00 - 17.30 Sat 09.00 - 13.00 No Lunches. sla 13/03/2007 17:30 | |
| UPDATE | Mon 12 March 2007 15:29 by PATHWAY / | Saved: Mon 12 March 2007 16:21 |
| | Call Accepted by Provider: Ref 236320 | |
| UPDATE | Mon 12 March 2007 19:33 by Dispatch 1 / | Saved: Mon 12 March 2007 19:35 |
| | Job Assigned with ETA Eng: 000314 ETA: Call Being Progressed | |
| ENG VISIT | Tue 13 March 2007 13:00 by 000314 / ENGINEERS | Saved: Tue 13 March 2007 13:10 |
| | Engineer Summary: Rejecting labels so replaced and tested ok. Call closure code of FAILURE and repair code 821 | |
| REASSIGN | Wed 14 March 2007 10:28 by Dispatch 1 / | Saved: Wed 14 March 2007 10:28 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Tue 13 March 2007 13:10 by GB082685 / HSH8 | Saved: Tue 13 March 2007 13:10 |
| | Engineer Summary: Rejecting labels so replaced and tested ok. Call closure code of FAILURE and repair code 821 | |
| CLOSE | Wed 14 March 2007 10:51 by GB082685 / HSH8 | Saved: Wed 14 March 2007 10:51 |
| | Call Close by Sukhdeep Thind: Engineer Summary: Rejecting labels so replaced and tested ok. Call closure code of FAILURE and repair code 821 | |

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| HOME Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|---|----------------------------|------------|---|

Call E-0704260661



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| | | | | | |
|----------------------|---|--------------------------------|-------------------------|--------------------------------|-----------------|
| Status: | Closed | Opened: | Thu 26 April 2007 13:50 | Affected Site: | 126023 |
| Severity: | 4 A | Closed: | Fri 27 April 2007 09:47 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 99 | Local / Intermediate / Remote: | L | CSR/Team: | UK958862 / HSH8 |
| Caller Details | | | | | |
| Caller: | Cina | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | N | ProbType: | ND01 |
| Problem Text: | CC states that her online services are unavailable. | | | | |
| Call Closure Details | | | | | |
| Closed: | 27/04/2007 09:47 | Cause: | C37 | Repair: | R74 |
| Text: | Call Close by Stephanie Byrne: PM now has online services | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | |
| Product: | PO ADSL | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Thu 26 April 2007 13:49 by UK958950 / HSH6 | | | Saved: Thu 26 April 2007 13:50 | |
| | New call taken by Rachel Stuckey: CC states that her online services are unavailable. | | | | |
| Information | Thu 26 April 2007 13:51 by UK958950 / HSH6 | | | Saved: Thu 26 April 2007 13:51 | |
| | CC states that her online services are unavailable. | | | | |
| Advice | Thu 26 April 2007 13:51 by UK958950 / HSH6 | | | Saved: Thu 26 April 2007 13:51 | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|--------------|--|--------------------------------|
| | advised network test x2 | |
| Information | Thu 26 April 2007 13:51 by UK958950 / HSH6 | Saved: Thu 26 April 2007 13:51 |
| | network test failed | |
| Advice | Thu 26 April 2007 13:54 by UK958950 / HSH6 | Saved: Thu 26 April 2007 13:54 |
| | advised that i will healthcheck x2 and CC will be on hold | |
| Information | Thu 26 April 2007 13:55 by UK958950 / HSH6 | Saved: Thu 26 April 2007 13:55 |
| | CC hung up | |
| Contacted | Thu 26 April 2007 13:55 by UK958950 / HSH6 | Saved: Thu 26 April 2007 13:55 |
| | contacting po | |
| Information | Thu 26 April 2007 13:55 by UK958950 / HSH6 | Saved: Thu 26 April 2007 13:55 |
| | engaged | |
| Information | Thu 26 April 2007 13:55 by uk952601 / HSH1 | Saved: Thu 26 April 2007 13:55 |
| | advised pm called to reboto gw node now talked through calling back in 20 mins | |
| Repeat Call | Thu 26 April 2007 14:35 by uk959667 / HSH8 | Saved: Thu 26 April 2007 14:35 |
| | Pm calling regarding this issue | |
| Information | Thu 26 April 2007 14:38 by uk959667 / HSH8 | Saved: Thu 26 April 2007 14:38 |
| | Health Checks 1. 100% packet loss 2. 100% packet loss | |
| Information | Thu 26 April 2007 14:40 by uk959667 / HSH8 | Saved: Thu 26 April 2007 14:40 |
| | Network tests 1. Cannot contact server 2. Cannot contact server | |
| Information | Thu 26 April 2007 14:42 by uk959667 / HSH8 | Saved: Thu 26 April 2007 14:42 |
| | ADSL (UNSET) PSTN: 01932 354066 | |
| Access Times | Thu 26 April 2007 14:43 by uk959667 / HSH8 | Saved: Thu 26 April 2007 14:43 |
| | Mon - Fri: 09:00 - 17:30 Sat: 09:00 - 13:00 | |
| Information | Thu 26 April 2007 14:43 by uk959667 / HSH8 | Saved: Thu 26 April 2007 14:43 |
| | 1. Does PM see any error codes? 00000111 2. Are all counters switched on? 3 3. Are all cables in place correctly? Checked 4. Is the telephone line working? (if NO obtain a contact number) This works 5. Is there any noise / interference on the line? - if yes advise PM to log a call with BT but ensure they have ruled out there own equipment None. 6. Have any changes taken place on site? (Refurbishment, new equipment, etc.) None. 7. Has any external or Fujitsu engineer attended site? - if yes what was the purpose and what was the outcome? No. 8. Has any external work taken place? (Road works, BT engineers, water works) None. 9. Have there been any changes to the telephone line? (Change of service provider / number) No. 10. How many extensions has the PM got on this telephone number? Site has 2 lines. 11. What is installed on these extensions? IE: FAX, Telephone, SKY, E-Top up, pay station, lottery terminal Telephone and fax run on same line 12. Are there any cordless phones on the extensions? Yes, 1. 13. Are there any other BT services on this telephone line? (call divert? Call barring?) No. 14. Have ROMEK attended site or advised of any issues with the alarm service? No. 15. Has anything been identified that coincides with the time of communication failures? i.e. pattern of time each day, phone is being used, other equipment being used? No. If PM has additional extensions | |
| REASSIGN | Thu 26 April 2007 14:50 by uk959667 / HSH8 | Saved: Thu 26 April 2007 14:50 |
| | Call # E-0704260661 was Reassigned from Rachel Stuckey, Group HSH6 to Group DESK COMMS | |
| Information | Thu 26 April 2007 14:51 by uk959667 / HSH8 | Saved: Thu 26 April 2007 14:51 |
| | Voiced jerome at CMT | |
| Repeat Call | Thu 26 April 2007 15:38 by UK959245 / HSH5 | Saved: Thu 26 April 2007 15:38 |
| | CC has called for an update | |
| Advice | Thu 26 April 2007 15:40 by UK959245 / HSH5 | Saved: Thu 26 April 2007 15:40 |
| | Advised CC issue is still under investigation | |
| REASSIGN | Fri 27 April 2007 08:34 by UK957089 / Desk Comms | Saved: Fri 27 April 2007 08:34 |
| | Call # E-0704260661 was Reassigned from Group DESK COMMS to Group DESK FILTER | |
| Contacted | Fri 27 April 2007 09:33 by uk959331 / HSH8 | Saved: Fri 27 April 2007 09:33 |
| | contacted PO | |
| Information | Fri 27 April 2007 09:34 by uk959331 / HSH8 | Saved: Fri 27 April 2007 09:34 |
| | no answer | |
| Contacted | Fri 27 April 2007 09:47 by UK958862 / HSH8 | Saved: Fri 27 April 2007 09:47 |
| | contacting PM PM states Online Services are now available | |
| CLEAR | Fri 27 April 2007 09:47 by UK958862 / HSH8 | Saved: Fri 27 April 2007 09:47 |
| | Reboot advised and resolved | |
| CLOSE | Fri 27 April 2007 09:47 by UK958862 / HSH8 | Saved: Fri 27 April 2007 09:47 |
| | Call Close by Stephanie Byrne: PM now has online services | |

West Byfleet HSD call logs M012 Doc 006

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|--|--|----------------------------|------------|---|
| HOME  | Post Office Account S92 Archive 4.1 on msdc01poadb02 | PH4POAS92 on msdc01poadb02 | 29/11/2012 |  |
|--|--|----------------------------|------------|---|

Call E-0704280155

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| | | | | | |
|-----------|--------|--------------------------------|-------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Sat 28 April 2007 09:59 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Sat 28 April 2007 10:01 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk952601 / HSH1 |



| Caller Details | | | | | |
|----------------|--------------|------------|-----|-------------|--------|
| Caller: | tina | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

| Call Problem Details | | | | | |
|----------------------|---|------------|---|-----------|------|
| Product Type: | | Call Type: | N | ProbType: | ND06 |
| Problem Text: | pm states that node disconnected and regained connection errors | | | | |

| Call Closure Details | | | | | |
|----------------------|---|--------|-----|-------------|------|
| Closed: | 28/04/2007 10:01 | Cause: | CR4 | Repair: | R74 |
| | | | | Resolution: | RS06 |
| Text: | Call Close by Joanne Rowland: pm states that nodes are all working and fine were disconnected but ok pmhtcc ref ginve | | | | |

| Call Asset Details | | | | | |
|--------------------|---------|-------------------|---|-----------------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | Riposte | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

| Call Activity Log | | | | | |
|-------------------|---|--|--|--|--------------------------------|
| OPEN | Sat 28 April 2007 09:57 by uk952601 / HSH1 | | | | Saved: Sat 28 April 2007 09:59 |
| | New call taken by Joanne Rowland: pm states that node disconnected and regained connection errors | | | | |
| Information | Sat 28 April 2007 10:00 by uk952601 / HSH1 | | | | Saved: Sat 28 April 2007 10:00 |
| | pm states that node disconnected and regained connection errors | | | | |
| Information | Sat 28 April 2007 10:00 by uk952601 / HSH1 | | | | Saved: Sat 28 April 2007 10:00 |
| | advised checked these and nodes are all connected fine ands working pmhtcc | | | | |
| CLEAR | Sat 28 April 2007 10:00 by uk952601 / HSH1 | | | | Saved: Sat 28 April 2007 10:00 |
| | pm states that nodes are all working and fine were disconnected but ok pmhtcc ref ginve | | | | |
| CLOSE | Sat 28 April 2007 10:01 by uk952601 / HSH1 | | | | Saved: Sat 28 April 2007 10:01 |
| | Call Close by Joanne Rowland: pm states that nodes are all working and fine were disconnected but ok pmhtcc ref ginve | | | | |

| | | | | |
|--|---|-----------------------------|------------|---|
| HOME  | Post Office Account RMGA Archive 4.1 on msdc01poadb02 | PH4POARMGA on msdc01poadb02 | 29/11/2012 |  |
|--|---|-----------------------------|------------|---|

Call E-0705030652

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| | | | | | |
|-----------|--------|--------------------------------|-----------------------|----------------|-----------------|
| Status: | Closed | Opened: | Thu 03 May 2007 12:01 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Thu 03 May 2007 14:16 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | GB082685 / HSH1 |

| Caller Details | | | | | |
|----------------|--------|------------|-----|-------------|--------|
| Caller: | Camela | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |

| Call Problem Details | | | | | |
|----------------------|--|------------|---|-----------|------|
| Product Type: | | Call Type: | H | ProbType: | HD07 |
| | | | | Problem: | |



West Byfleet HSD call logs M012 Doc 006

| | | | |
|--|--|-------------------|-----------------------|
| Problem Text: CC states that her cp on node 3 has no power. | | | |
| Call Closure Details | | | |
| Closed: | 03/05/2007 14:16 | Cause: | C08 |
| Repair: | RC9 | Resolution: | RS27 |
| Text: Call Close by Sukhdeep Thind: pm called. can we cancel the engineer visit. the printer is now working. | | | |
| Call Asset Details | | | |
| Asset ID: | 12602399 | Description: | lthica 94 Printer |
| Product: | PATITH94PTR | Description: | lthica 94 Printer |
| OTI Reference: | WH05030173 | Counter Affected: | 3 |
| Serial No: | HE002015536 | Server Name: | |
| Associated Reference: | | | |
| Call Activity Log | | | |
| OPEN | Thu 03 May 2007 12:00 by UK959396 / HSH1 | Saved: | Thu 03 May 2007 12:01 |
| | New call taken by Gareth Davies: CC states that her cp on node 3 has no power. | | |
| Advice | Thu 03 May 2007 12:02 by UK959396 / HSH1 | Saved: | Thu 03 May 2007 12:02 |
| | Is printer powered on? No Visually check cables Yes all ok. | | |
| Access Times | Thu 03 May 2007 12:02 by UK959396 / HSH1 | Saved: | Thu 03 May 2007 12:02 |
| | Mon - Fri 09.00 - 17.30 Sat 09.00 - 13.00 No Lunch | | |
| KEL Ref No. | Thu 03 May 2007 12:03 by UK959396 / HSH1 | Saved: | Thu 03 May 2007 12:03 |
| | Wims used. | | |
| Node status | Thu 03 May 2007 12:03 by UK959396 / HSH1 | Saved: | Thu 03 May 2007 12:03 |
| | Operational. | | |
| Advice | Thu 03 May 2007 12:03 by UK959396 / HSH1 | Saved: | Thu 03 May 2007 12:03 |
| | Advised CC of next day 18.30 SLA. | | |
| Recommend | Thu 03 May 2007 12:03 by UK959396 / HSH1 | Saved: | Thu 03 May 2007 12:03 |
| | Call Logged @ 12.01 ENG please check/replace counter printer. | | |
| Open OTI | Thu 03 May 2007 12:04 by SYSADM / ASTEA | Saved: | Thu 03 May 2007 12:04 |
| | Automatic Open OTI ***Updated by Gareth Davies at 03/05/2007 12:04:29 | | |
| REASSIGN | Thu 03 May 2007 12:04 by UK959396 / HSH1 | Saved: | Thu 03 May 2007 12:04 |
| | Call # E-0705030652 was Reassigned from Gareth Davies, Group HSH1 to Group UKSS1 | | |
| OTI Success | New call sent to Dispatch 1 | | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH05030173 | | |
| UPDATE | Thu 03 May 2007 12:08 by PATHWAY / | Saved: | Thu 03 May 2007 12:10 |
| | Call Accepted by Provider: Ref 256585 | | |
| Repeat Call | Thu 03 May 2007 12:18 by GB082227 / HSH1 | Saved: | Thu 03 May 2007 12:18 |
| | pm called. can we cancel the engineer visit. the printer is now working. | | |
| OTI Success | An add has been sent to Dispatch 1 | | |
| Escalate | Thu 03 May 2007 12:19 by GB082227 / HSH1 | Saved: | Thu 03 May 2007 12:19 |
| | voiced cancellation to fms. | | |
| OTI Success | An add has been sent to Dispatch 1 | | |
| Information | Thu 03 May 2007 12:27 by GB083685 / UKSS2 | Saved: | Thu 03 May 2007 12:27 |
| | voiced cancellation to louise at touch | | |
| OTI Success | An add has been sent to Dispatch 1 | | |
| UPDATE | Thu 03 May 2007 12:31 by Dispatch 1 / | Saved: | Thu 03 May 2007 12:33 |
| | Job Assigned with ETA Eng: 000165 ETA: Call Being Progressed | | |
| ENG VISIT | Thu 03 May 2007 12:25 by 000165 / ENGINEERS | Saved: | Thu 03 May 2007 12:25 |
| | Technician Information: Location: Eng: 000165 Arrival Time: 03/05/2007 12:25:00 Job Completed: 03/05/2007 12:25:00 Repair Code: 821 Cause Code: completed Signature: Status: C - Delivery Complete Reason: CBP (Cancel By Phone) Collected (Old) Items: Delivered (New) Items: Engineer Summary: CALL CANCELLED BY MICHELLE FROM FJ INFO: CSR Code 000165 is known to D1 - AND updated ** PARTS USAGE VALIDATION INFORMATION ** INFO: No valid spares usage data found. INFO: No spares usage data was provided. ** END OF PARTS USAGE VALIDATION INFORMATION ** INFO: Cause Code completed is known to D1 - AND updated INFO: Repair Code 821 is known to D1 - AND updated OTI Auto Closing this call to CM. Call closure code of completed and repair code 821 | | |
| REASSIGN | Thu 03 May 2007 12:33 by Dispatch 1 / | Saved: | Thu 03 May 2007 12:33 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity | | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity | | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------|--|------------------------------|
| | Received call closure from Dispatch 1 | |
| CLEAR | Thu 03 May 2007 12:25 by GB082685 / HSH1 | Saved: Thu 03 May 2007 12:25 |
| | pm called. can we cancel the engineer visit. the printer is now working. | |
| CLOSE | Thu 03 May 2007 14:16 by GB082685 / HSH1 | Saved: Thu 03 May 2007 14:16 |
| | Call Close by Sukhdeep Thind: pm called. can we cancel the engineer visit. the printer is now working. | |

This call has remarks

| | | | | |
|--|---|-----------------------------|------------|---|
| HOME  | Post Office Account RMGA Archive 4.1 on msdc01poadb02 | PH4POARMGA on msdc01poadb02 | 29/11/2012 |  |
|--|---|-----------------------------|------------|---|

Call E-0706200766

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| | | | | | |
|-----------|--------|--------------------------------|------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 20 June 2007 14:42 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Wed 20 June 2007 15:01 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | UK959864 / HSH7 |

Caller Details

| | | | | | |
|---------|---------|------------|-----|-------------|--------|
| Caller: | Milaina | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD07 | Problem: | |
| Problem Text: | Counter clerk states the cp is nto working | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 20/06/2007 15:01 | Cause: | CN1 | Repair: | R70 | Resolution: | RS06 |
| Text: | Call Close by Nazma Majeed: Counter clerk states the cp is not working. Advised to reboot and call back if the problem persists. Ref given | | | | | | |

Call Asset Details



| | | | | | |
|----------------|---------------|-------------------|---------------------------|-----------------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | PATM-J7100PTR | Description: | PTR:EPSON COUNTER PRINTER | Server Name: | |
| OTI Reference: | | Counter Affected: | 3 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|--|-------------------------------|
| OPEN | Wed 20 June 2007 14:41 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:42 |
| | New call taken by Nazma Majeed: Counter clerk states the cp is nto working | |
| Information | Wed 20 June 2007 14:44 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:44 |
| | Green power light | |
| Information | Wed 20 June 2007 14:44 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:44 |
| | Counter clerk is serving a customer | |
| Advice | Wed 20 June 2007 14:45 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:45 |
| | Advised to do Self Diagnostic Test | |
| Information | Wed 20 June 2007 14:48 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:48 |
| | Counter clerk states it did not work | |
| Advice | Wed 20 June 2007 14:48 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:48 |
| | Advised to turn cp off Remove and reseal ink cartridges Turn cp back on | |
| Advice | Wed 20 June 2007 14:49 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:49 |
| | Advised to do Test Tally | |
| Information | Wed 20 June 2007 14:49 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:49 |
| | Counter clerk states this has not worked. | |
| Information | Wed 20 June 2007 14:50 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:50 |
| | Printer is offline | |
| Advice | Wed 20 June 2007 14:51 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:51 |
| | Advised to turn cp off | |

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| | | |
|-------------|--|-------------------------------|
| Advice | Wed 20 June 2007 14:51 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:51 |
| | Advised to visually check the cables | |
| Information | Wed 20 June 2007 14:51 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:51 |
| | Counter clerk states they are fine | |
| Advice | Wed 20 June 2007 14:52 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:52 |
| | Advised to turn the cp on Test Tally | |
| Information | Wed 20 June 2007 14:53 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:53 |
| | Counter clerk states the printer is still offline. | |
| Information | Wed 20 June 2007 14:57 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:57 |
| | SERIAL NUMBER: JVVG019608 LOT NUMBER: POH2511 | |
| Advice | Wed 20 June 2007 14:59 by UK959864 / HSH7 | Saved: Wed 20 June 2007 14:59 |
| | Advised to reboot | |
| Information | Wed 20 June 2007 15:00 by UK959864 / HSH7 | Saved: Wed 20 June 2007 15:00 |
| | Counter clerk happy to do this | |
| KEL Ref No. | Wed 20 June 2007 15:00 by UK959864 / HSH7 | Saved: Wed 20 June 2007 15:00 |
| | wims used PSE Andrew | |
| CLEAR | Wed 20 June 2007 15:00 by UK959864 / HSH7 | Saved: Wed 20 June 2007 15:00 |
| | Advised to reboot and call back if the problem persists. | |
| CLOSE | Wed 20 June 2007 15:01 by UK959864 / HSH7 | Saved: Wed 20 June 2007 15:01 |
| | Call Close by Nazma Majeed: Counter clerk states the cp is not working. Advised to reboot and call back if the problem persists. Ref given | |

| | | | |
|--|-----------------------------|------------|--|
| HOME  Post Office Account RMGA Archive 4.1 on msdc01poadb02 | PH4POARMGA on msdc01poadb02 | 29/11/2012 |  |
|--|-----------------------------|------------|--|

Call E-0706200812

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| | | | | | |
|-----------|--------|--------------------------------|------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 20 June 2007 15:09 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Wed 20 June 2007 15:19 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk957320 / HSH1 |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | Yolana | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD07 | Problem: | |
| Problem Text: | pm needs to know how to reboot the counter for epson problem | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|--|--------|-----|---------|-----|-------------|------|
| Closed: | 20/06/2007 15:19 | Cause: | CN1 | Repair: | R70 | Resolution: | RS06 |
| Text: | Call Close by Ricki Law: pm needs to know how to reboot the counter for epson problem. advised how to reboot | | | | | | |

Call Asset Details



| | | | | | |
|----------------|----------------|-------------------|---------------------------|-----------------------|--|
| Asset ID: | | Description: | | Serial No.: | |
| Product: | PATTM-J7100PTR | Description: | PTR:EPSON COUNTER PRINTER | Server Name: | |
| OTI Reference: | | Counter Affected: | 3 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|---|-------------------------------|
| OPEN | Wed 20 June 2007 15:06 by uk957320 / HSH1 | Saved: Wed 20 June 2007 15:09 |
| | New call taken by Ricki Law: pm needs to know how to reboot the counter for epson problem | |
| Information | Wed 20 June 2007 15:11 by uk957320 / HSH1 | Saved: Wed 20 June 2007 15:11 |
| | pm needs to know how to reboot the counter for epson problem | |
| Information | Wed 20 June 2007 15:11 by uk957320 / HSH1 | Saved: Wed 20 June 2007 15:11 |
| | pm needs to reboot as advised in last call a few mins ago | |

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| | | |
|--------|--|-------------------------------|
| Advice | Wed 20 June 2007 15:19 by uk957320 / HSH1 | Saved: Wed 20 June 2007 15:19 |
| | advised how to reboot | |
| CLEAR | Wed 20 June 2007 15:19 by uk957320 / HSH1 | Saved: Wed 20 June 2007 15:19 |
| | pm needs to know how to reboot the counter for epson problem. advised how to reboot | |
| CLOSE | Wed 20 June 2007 15:19 by uk957320 / HSH1 | Saved: Wed 20 June 2007 15:19 |
| | Call Close by Ricki Law: pm needs to know how to reboot the counter for epson problem. advised how to reboot | |

| | | | |
|--|-----------------------------|------------|---|
| HOME  Post Office Account RMGA Archive 4.1 on msdc01poadb02 | PH4POARMGA on msdc01poadb02 | 29/11/2012 |  |
|--|-----------------------------|------------|---|

Call E-0707050086

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| | | | | | |
|-----------|--------|--------------------------------|------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Thu 05 July 2007 08:48 | Affected Site: | 126023 |
| Severity: | 4 A | Closed: | Thu 05 July 2007 17:11 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 99 | Local / Intermediate / Remote: | L | CSR/Team: | uk959304 / HSH1 |

Caller Details

| | | | | | |
|---------|------------|------------|-----|-------------|--------|
| Caller: | mrs seema | Phone: | GRO | Site: | 126023 |
| Title: | PostMaster | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD11 | Problem: | |
| Problem Text: | the gateway is not switching on after a power failure.the screen is blank. | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 05/07/2007 17:11 | Cause: | CT1 | Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by Latoya Rodgers: Engineer Summary: power faild and has been changed and has been tested ok | | | | | | |

Call Asset Details

| | | | | | |
|----------------|------------|-------------------|--------------------------------|-----------------------|-----------------|
| Asset ID: | 12602399 | Description: | CTX Flatscreen - Live PO Sites | Serial No: | X547950T4211121 |
| Product: | PATCTXFLAT | Description: | CTX Flatscreen - Live PO Sites | Server Name: | |
| OTI Reference: | WH07050027 | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|--------------|---|-------------------------------|
| OPEN | Thu 05 July 2007 08:47 by GB082227 / HSH1 | Saved: Thu 05 July 2007 08:48 |
| | New call taken by Anthony Vasse: the gateway is not switching on after a power failure.the screen is blank. | |
| Advice | Thu 05 July 2007 08:49 by GB082227 / HSH1 | Saved: Thu 05 July 2007 08:49 |
| | advised pm to hold the bu button in for 30 seconds. | |
| Advice | Thu 05 July 2007 08:51 by GB082227 / HSH1 | Saved: Thu 05 July 2007 08:51 |
| | the red light is on the screen. | |
| Information | Thu 05 July 2007 08:51 by GB082227 / HSH1 | Saved: Thu 05 July 2007 08:51 |
| | the bu is making a beep sound but the screen is not turnng on. | |
| Information | Thu 05 July 2007 08:52 by GB082227 / HSH1 | Saved: Thu 05 July 2007 08:52 |
| | the pm cannot see the cables for the bu and screen at the back so is not sure if anything has come loose. | |
| Information | Thu 05 July 2007 08:56 by GB082227 / HSH1 | Saved: Thu 05 July 2007 08:56 |
| | pm has tried turning the screen off and on. | |
| Information | Thu 05 July 2007 08:56 by GB082227 / HSH1 | Saved: Thu 05 July 2007 08:56 |
| | pm has tried checking the cables for the monitor. | |
| Advice | Thu 05 July 2007 08:57 by GB082227 / HSH1 | Saved: Thu 05 July 2007 08:57 |
| | A priority call should receive an engineer within 4 working hours of logging the call. | |
| Node status | Thu 05 July 2007 08:57 by GB082227 / HSH1 | Saved: Thu 05 July 2007 08:57 |
| | node is not operational | |
| Access Times | Thu 05 July 2007 08:57 by GB082227 / HSH1 | Saved: Thu 05 July 2007 08:57 |



West Byfleet HSD call logs M012 Doc 006

| | | |
|--------------|--|-------------------------------|
| | confirmed access times mon to fri 0900 -1730 sat 0900 -1300 access during lunch periods | |
| Recommend | Thu 05 July 2007 08:57 by GB082227 / HSH1 | Saved: Thu 05 July 2007 08:57 |
| | call logged at 08.48 recommend an engineer chk/swap the gateway bu. | |
| MODIFY | Thu 05 July 2007 09:00 by GB082227 / HSH1 | Saved: Thu 05 July 2007 09:01 |
| | Call information modified by Anthony Vasse Call Type: from 'S' to 'H' Priority: from '0' to '99' Product ID: from 'Riposte' to 'PATCTXFLAT' Serial #: to 'X547950T4211121' Severity: from '3' to '4' Tag: to '12602399' ...etc. | |
| Information | Thu 05 July 2007 09:01 by GB082227 / HSH1 | Saved: Thu 05 July 2007 09:01 |
| | checked by pse. the online services are down for this office. the health check failed twice. | |
| Information | Thu 05 July 2007 09:03 by GB082227 / HSH1 | Saved: Thu 05 July 2007 09:03 |
| | the keyboard light is on green. nothing is touching the keyboard. | |
| Node status | Thu 05 July 2007 09:04 by GB082227 / HSH1 | Saved: Thu 05 July 2007 09:04 |
| | node is not operational | |
| Access Times | Thu 05 July 2007 09:04 by GB082227 / HSH1 | Saved: Thu 05 July 2007 09:04 |
| | confirmed access times mon to fri 0900 -1730 sat 0900 -1300 access during lunch periods | |
| Recommend | Thu 05 July 2007 09:04 by GB082227 / HSH1 | Saved: Thu 05 July 2007 09:04 |
| | call logged at 08.48 recommend an engineer chk/swap the gateway bu. | |
| Open OTI | Thu 05 July 2007 09:05 by SYSADM / ASTEA | Saved: Thu 05 July 2007 09:05 |
| | Automatic Open OTI ***Updated by Anthony Vasse at 05/07/2007 09:05:01 | |
| REASSIGN | Thu 05 July 2007 09:04 by GB082227 / HSH1 | Saved: Thu 05 July 2007 09:05 |
| | Call # E-0707050086 was Reassigned from Anthony Vasse, Group HSH1 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH07050027 | |
| UPDATE | Thu 05 July 2007 09:08 by PATHWAY / | Saved: Thu 05 July 2007 09:11 |
| | D1 Calculated SLA is 05/07/07 at 13:00 | |
| UPDATE | Thu 05 July 2007 09:11 by PATHWAY / | Saved: Thu 05 July 2007 09:14 |
| | Call Accepted by Provider: Ref 281883 | |
| Information | Thu 05 July 2007 09:40 by 091017 / UKSS2 | Saved: Thu 05 July 2007 09:40 |
| | EMAILED TO SIMON WITH SLA OF 1248 | |
| OTI Success | An add has been sent to Dispatch 1 | |
| UPDATE | Thu 05 July 2007 09:53 by PATHWAY / | Saved: Thu 05 July 2007 09:56 |
| | UpdateFrom Touch: Interim Update Update Details: sla updated by sarah at fj Schedule Changed to: 05/07/2007 12:48:00 SLA Changed to: 05/07/2007 12:48:00 Call Being Progressed | |
| UPDATE | Thu 05 July 2007 10:42 by Dispatch 1 / | Saved: Thu 05 July 2007 10:44 |
| | Job Assigned with ETA Eng: 000208 ETA: Call Being Progressed | |
| REASSIGN | Thu 05 July 2007 10:45 by Dispatch 1 / | Saved: Thu 05 July 2007 10:47 |
| | The projected arrival date for engineer 000208 is 05-07-2007 11:30:00 Job Assigned with ETA Eng: 000208 ETA: 05/07/2007 11:30:00 Call Being Progressed | |
| Information | Thu 05 July 2007 14:14 by 091017 / UKSS2 | Saved: Thu 05 July 2007 14:14 |
| | KIM AT TOUCH ADVISES CALL COMPLETED AWAITING CLOSURES | |
| OTI Success | An add has been sent to Dispatch 1 | |
| ENG VISIT | Thu 05 July 2007 12:25 by 000208 / ENGINEERS | Saved: Thu 05 July 2007 12:35 |
| | Technician Information: Location: Eng: 000208 Arrival Time: 05/07/2007 12:25:00 Job Completed: 05/07/2007 12:35:00 Repair Code: 821 Cause Code: completed Signature: Status: C - Delivery Complete Reason: As Requested Collected (Old) Items: Serial: NA Model: PATCTX-MAINS-ADAPTOR Fault: BAD Notes: Delivered (New) Items: Serial: NA Model: PATCTX-MAINS-ADAPTOR Fault: GOOD Notes: Engineer Summary: power faild and has been changed and has been tested ok INFO: CSR Code 000208 is known to D1 - AND updated ** PARTS USAGE VALIDATION INFORMATION ** INFO: The number of OTI spares records found is 2. INFO: Spares usage information found. INFO: Line 1: Old Unit part no. is BLANK - not processed. INFO: Line 1: New Unit part no. >PATCTX-MAINS-ADAPTOR<, is not serialised. INFO: Line 2: Old Unit part no. >PATCTX-MAINS-ADAPTOR<, is not serialised. INFO: Line 2: New Unit part no. is BLANK - not processed. INFO: No pairs of exchange equipment were found - all items discarded. ** END OF PARTS USAGE VALIDATION INFORMATION ** INFO: Cause Code completed is known to D1 - AND updated INFO: Repair Code 821 is known to D1 - AND updated OTI Auto Closing this call to CM. Call closure code of completed and repair code 821 | |
| REASSIGN | Thu 05 July 2007 14:40 by Dispatch 1 / | Saved: Thu 05 July 2007 14:40 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity | |
| OTI Success | Received call closure from Dispatch 1 | |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------|---|-------------------------------|
| CLEAR | Thu 05 July 2007 12:35 by uk959304 / HSH1 | Saved: Thu 05 July 2007 12:35 |
| | Engineer Summary: power faild and has been changed and has been tested ok | |
| CLOSE | Thu 05 July 2007 17:11 by uk959304 / HSH1 | Saved: Thu 05 July 2007 17:11 |
| | Call Close by Latoya Rodgers: Engineer Summary: power faild and has been changed and has been tested ok | |

This call has remarks

| | | | |
|--|-----------------------------|------------|---|
| HOME  Post Office Account RMGA Archive 4.1 on msdc01poadb02 | PH4POARMGA on msdc01poadb02 | 29/11/2012 |  |
|--|-----------------------------|------------|---|

Call E-0707110847

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| | | | | | |
|-----------|--------|--------------------------------|------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 11 July 2007 17:18 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Wed 11 July 2007 17:21 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk959304 / HSH1 |

Caller Details

| | | | | | |
|---------|------------------|------------|-----|-------------|--------|
| Caller: | Sima | Phone: | GRO | Site: | 126023 |
| Title: | sub Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | PT06 | Call Type: | H | ProbType: | HD11 | Problem: | |
| Problem Text: | sub pm states that node 1 screen is not responding . | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 11/07/2007 17:21 | Cause: | C08 | Repair: | R74 | Resolution: | RS06 |
| Text: | Call Close by Latoya Rodgers: sub pm states that her screen is not responding . walk through the checks and it is working . ref given | | | | | | |



Call Asset Details

| | | | | | |
|----------------|------------|-------------------|--------------------------------|-----------------------|--|
| Asset ID: | | Description: | | Serial No: | |
| Product: | PATCTXFLAT | Description: | CTX Flatscreen - Live PO Sites | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|---|-------------------------------|
| OPEN | Wed 11 July 2007 17:17 by uk959304 / HSH1 | Saved: Wed 11 July 2007 17:18 |
| | New call taken by Latoya Rodgers: sub pm states that node 1 screen is not responding . | |
| Advice | Wed 11 July 2007 17:19 by uk959304 / HSH1 | Saved: Wed 11 July 2007 17:19 |
| | Go into the 'engineer' icon on the desktop, F15, then F6 to 'adjust screen' | |
| Information | Wed 11 July 2007 17:19 by uk959304 / HSH1 | Saved: Wed 11 July 2007 17:19 |
| | re-calibration | |
| Information | Wed 11 July 2007 17:20 by uk959304 / HSH1 | Saved: Wed 11 July 2007 17:20 |
| | she states that it was successful . | |
| Advice | Wed 11 July 2007 17:20 by uk959304 / HSH1 | Saved: Wed 11 July 2007 17:20 |
| | she states that it is working now | |
| Information | Wed 11 July 2007 17:20 by uk959304 / HSH1 | Saved: Wed 11 July 2007 17:20 |
| | ref given | |
| KEL Ref No. | Wed 11 July 2007 17:21 by uk959304 / HSH1 | Saved: Wed 11 July 2007 17:21 |
| | wims | |
| CLEAR | Wed 11 July 2007 17:21 by uk959304 / HSH1 | Saved: Wed 11 July 2007 17:21 |
| | sub pm states that her screen is not responding . walk through the checks and it is working . ref given | |
| CLOSE | Wed 11 July 2007 17:21 by uk959304 / HSH1 | Saved: Wed 11 July 2007 17:21 |
| | Call Close by Latoya Rodgers: sub pm states that her screen is not responding . walk through the checks and it is working . ref given | |

West Byfleet HSD call logs M012 Doc 006

| | | | | |
|--|---|-----------------------------|------------|---|
| HOME  | Post Office Account RMGA Archive 4.1 on msdc01poadb02 | PH4POARMGA on msdc01poadb02 | 29/11/2012 |  |
|--|---|-----------------------------|------------|---|

Call E-0707140168

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| | | | | | |
|-----------|--------|--------------------------------|------------------------|----------------|-----------------------|
| Status: | Closed | Opened: | Sat 14 July 2007 10:39 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Mon 16 July 2007 18:07 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | UK957089 / Desk Comms |

Caller Details

| | | | | | |
|---------|--------------|------------|-----|-------------|--------|
| Caller: | Seema | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|--|------------|---|-----------|------|----------|--|
| Product Type: | | Call Type: | H | ProbType: | HD11 | Problem: | |
| Problem Text: | No response when touching the screen. KB is working. | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 16/07/2007 18:07 | Cause: | CT2 | Repair: | R01 | Resolution: | RS20 |
| Text: | Call Close by Joseph Mould: Engineer Summary: Touch screen calibration failed - replaced screen - tested and ok | | | | | | |

Call Asset Details

| | | | | | |
|----------------|------------|-------------------|--------------------------------|-----------------------|--|
| Asset ID: | | Description: | CTX Flatscreen - Live PO Sites | Serial No: | |
| Product: | PATCTXFLAT | Description: | CTX Flatscreen - Live PO Sites | Server Name: | |
| OTI Reference: | WH07140078 | Counter Affected: | 1 | Associated Reference: | |



Call Activity Log

| | | |
|--------------|--|-------------------------------|
| OPEN | Sat 14 July 2007 10:36 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:39 |
| | New call taken by Jonathan Allen: No response when touching the screen. KB is working. | |
| Advice | Sat 14 July 2007 10:41 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:41 |
| | Advised to check : cables are secure screen is clean | |
| Information | Sat 14 July 2007 10:42 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:42 |
| | PM states that all is ok | |
| KEL Ref No. | Sat 14 July 2007 10:42 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:42 |
| | wims used | |
| Advice | Sat 14 July 2007 10:42 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:42 |
| | advised recalibration | |
| Information | Sat 14 July 2007 10:42 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:42 |
| | calibration has failed | |
| Advice | Sat 14 July 2007 10:43 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:43 |
| | advised to retry | |
| Information | Sat 14 July 2007 10:43 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:43 |
| | failed again | |
| Information | Sat 14 July 2007 10:43 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:43 |
| | PM has just rebooted and the issue has not been resolved | |
| Information | Sat 14 July 2007 10:43 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:43 |
| | checked events : reboot showing at 0900 14th july | |
| Node status | Sat 14 July 2007 10:44 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:44 |
| | node 1 operational online services pok | |
| Access Times | Sat 14 July 2007 10:44 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:44 |
| | Mon - Fri: 0900 - 1730 Sat: 0900 - 1300 no lunch | |
| Advice | Sat 14 July 2007 10:44 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:44 |
| | advised pm of the SLA | |
| MODIFY | Sat 14 July 2007 10:44 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:45 |
| | Call information modified by Jonathan Allen | |
| Recommend | Sat 14 July 2007 10:45 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:45 |

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| | | |
|-------------|--|-------------------------------|
| | call logged at 10:39 *****ENGR to check /swap the CTX monitor ***** | |
| Open OTI | Sat 14 July 2007 10:47 by SYSADM / ASTEA | Saved: Sat 14 July 2007 10:47 |
| | Automatic Open OTI ***Updated by Jonathan Allen at 14/07/2007 10:47:22 | |
| REASSIGN | Sat 14 July 2007 10:47 by UK959239 / HSH5 | Saved: Sat 14 July 2007 10:47 |
| | Call # E-0707140168 was Reassigned from Jonathan Allen, Group HSH5 to Group UKSS1 | |
| OTI Success | New call sent to Dispatch 1 | |
| OTI Success | Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH07140078 | |
| UPDATE | Sat 14 July 2007 10:49 by PATHWAY / | Saved: Sat 14 July 2007 10:52 |
| | D1 Calculated SLA is 16/07/07 at 17:30 | |
| UPDATE | Sat 14 July 2007 10:51 by PATHWAY / | Saved: Sat 14 July 2007 10:55 |
| | Call Accepted by Provider: Ref 285784 | |
| UPDATE | Sun 15 July 2007 12:14 by Dispatch 1 / | Saved: Sun 15 July 2007 12:17 |
| | Job Assigned with ETA Eng: 000162 ETA: Call Being Progressed | |
| ENG VISIT | Mon 16 July 2007 15:15 by 000162 / ENGINEERS | Saved: Mon 16 July 2007 15:30 |
| | Technician Information: Location: Eng: 000162 Arrival Time: 16/07/2007 15:15:00 Job Completed: 16/07/2007 15:30:00 Repair Code: 821 Cause Code: completed Signature: Status: C - Delivery Complete Reason: As Requested Collected (Old) Items: Serial: X547918T3110819 Model: PATCTXFLAT Fault: BAD Notes: Delivered (New) Items: Serial: X547935T4210412 Model: PATCTXFLAT Fault: GOOD Notes: Engineer Summary: Touch screen calibration failed - replaced screen - tested and ok INFO: CSR Code 000162 is known to D1 - AND updated ** PARTS USAGE VALIDATION INFORMATION ** INFO: The number of OTI spares records found is 2. INFO: Spares usage information found. INFO: Line 1: Old Unit part no. is BLA NK - not processed. INFO: Line 1: New Unit part no. >PATCTXFLAT<, is serialised. INFO: Line 1: New Unit part no. >PATCTXFLAT<, Serial >X547935T4210412< not found on equip file - so its OK. INFO: Line 2: Old Unit part no. >PATCTXFLAT<, is serialised. INFO: Line 2: New Unit part no. is BLANK - not processed. INFO: Line 2: This call is for Site >126023<, Old Unit Model >PATCTXFLAT<, Serial >X547918T3110819<, is on Site >126023<. ** END OF PARTS USAGE VALIDATION INFORMATION ** INFO: Cause Code completed is known to D1 - AND updated INFO: Repair Code 821 is known to D1 - AND updated OTI Auto Closing this call to CM. Call closure code of completed and repair code 821 | |
| REASSIGN | Mon 16 July 2007 17:35 by Dispatch 1 / | Saved: Mon 16 July 2007 17:35 |
| | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTI Return activity | |
| OTI Success | OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTI Return activity | |
| OTI Success | Received call closure from Dispatch 1 | |
| CLEAR | Mon 16 July 2007 15:30 by UK957089 / Desk Comms | Saved: Mon 16 July 2007 15:30 |
| | Engineer Summary: Touch screen calibration failed - replaced screen - tested and ok | |
| CLOSE | Mon 16 July 2007 18:07 by UK957089 / Desk Comms | Saved: Mon 16 July 2007 18:07 |
| | Call Close by Joseph Mould: Engineer Summary: Touch screen calibration failed - replaced screen - tested and ok | |

This call has remarks

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| HOME  Post Office Account RMGA Archive 4.1 on msdc01poadb02 | PH4POARMGA on msdc01poadb02 | 29/11/2012 |  |
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Call E-0707190374

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|----------------------|--------------|--------------------------------|------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Thu 19 July 2007 11:14 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Thu 19 July 2007 11:18 | FAD/Path Code: | 126023 |
| Customer: | 1039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | uk958990 / HSH7 |
| Caller Details | | | | | |
| Caller: | Seema Mishra | Phone: | GRO | Site: | 126023 |
| Title: | Postmistress | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD11 |
| | | | | Problem: | |

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|-----------------------|---|-------------------|-----------------|
| Problem Text: | Pm states on node 2 touch screen is not responding at all 3910000056 MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000 3920000056 MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000 3930000056 MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000 3940000056 MON1730TUE1730WED1730THU1730FRI1730SAT1300SUN0000BNK0000 | | |
| Call Closure Details | | | |
| Closed: | 19/07/2007 11:18 | Cause: | CT1 |
| Repair: | R74 | Resolution: | RS06 |
| Text: | Call Close by Kam Seshadri: Pm had a problem with the touch screen, advised calibration, calibration ok and found touch screen seemed to be working fine | | |
| Call Asset Details | | | |
| Asset ID: | 12602399 | Description: | |
| Product: | PATCTXFLAT | Serial No: | X547950T4211121 |
| OTI Reference: | | Counter Affected: | 2 |
| Associated Reference: | | | |
| Call Activity Log | | | |
| OPEN | Thu 19 July 2007 11:12 by uk958990 / HSH7 New call taken by Kam Seshadri: Pm states on node 2 touch screen is not responding at all 3910000056 MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000 3920000056 MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000 3930000056 MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000 3940000056 MON1730TUE1730WED1730THU1730FRI1730SAT1300SUN0000BNK0000 Saved: Thu 19 July 2007 11:14 | | |
| KEL Ref No. | Thu 19 July 2007 11:16 by uk958990 / HSH7 wims consulted Saved: Thu 19 July 2007 11:16 | | |
| Advice | Thu 19 July 2007 11:16 by uk958990 / HSH7 Advised pm to visually check the cables Saved: Thu 19 July 2007 11:16 | | |
| Advice | Thu 19 July 2007 11:17 by uk958990 / HSH7 Advised pm to clean the monitor Saved: Thu 19 July 2007 11:17 | | |
| Information | Thu 19 July 2007 11:17 by uk958990 / HSH7 Pm cleaned and tried but still not working Saved: Thu 19 July 2007 11:17 | | |
| Advice | Thu 19 July 2007 11:17 by uk958990 / HSH7 Advised calibration Saved: Thu 19 July 2007 11:17 | | |
| Information | Thu 19 July 2007 11:17 by uk958990 / HSH7 Calibration ok and found touch screen seemed to be working fine Saved: Thu 19 July 2007 11:17 | | |
| CLEAR | Thu 19 July 2007 11:18 by uk958990 / HSH7 Calibration ok and found touch screen seemed to be working fine Saved: Thu 19 July 2007 11:18 | | |
| CLOSE | Thu 19 July 2007 11:18 by uk958990 / HSH7 Call Close by Kam Seshadri: Pm had a problem with the touch screen, advised calibration, calibration ok and found touch screen seemed to be working fine Saved: Thu 19 July 2007 11:18 | | |

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| HOME | Post Office Account RMGA Archive 4.1 on msdc01poadb02 | PH4POARMGA on msdc01poadb02 | 29/11/2012 | FUJITSU |
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Call E-0708010603

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|----------------------|--|--------------------------------|--------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Wed 01 August 2007 14:30 | Affected Site: | 126023 |
| Severity: | 3 B | Closed: | Wed 01 August 2007 14:37 | FAD/Path Code: | 126023 |
| Customer: | I039 | No. Counters: | 3 | CSR/Team: | UK959701 / HSH7 |
| Priority: | 0 | Local / Intermediate / Remote: | L | | |
| Caller Details | | | | | |
| Caller: | Dave | Phone: | GRO | Site: | 126023 |
| Title: | Supervisor | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | S | ProbType: | SD06 |
| Problem Text: | Supervisor states that the system frozen | | | | |
| Call Closure Details | | | | | |

West Byfleet HSD call logs M012 Doc 006

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|--------------------|---|-------------------|---------|-----------------------|---------------------------------|-------------|------|
| Closed: | 01/08/2007 14:37 | Cause: | CT9 | Repair: | R70 | Resolution: | RS06 |
| Text: | Call Close by Thomas Kane: screen freeze.. advised reboot.. ref given | | | | | | |
| Call Asset Details | | | | | | | |
| Asset ID: | | Description: | | Serial No: | | | |
| Product: | riposte | Description: | Riposte | Server Name: | | | |
| OTI Reference: | | Counter Affected: | 2 | Associated Reference: | | | |
| Call Activity Log | | | | | | | |
| OPEN | Wed 01 August 2007 14:29 by UK959701 / HSH7 | | | | Saved: Wed 01 August 2007 14:30 | | |
| | New call taken by Thomas Kane: Supervisor states that the system frozen | | | | | | |
| Information | Wed 01 August 2007 14:31 by UK959701 / HSH7 | | | | Saved: Wed 01 August 2007 14:31 | | |
| | No events | | | | | | |
| Advice | Wed 01 August 2007 14:33 by UK959701 / HSH7 | | | | Saved: Wed 01 August 2007 14:33 | | |
| | Reboot | | | | | | |
| Information | Wed 01 August 2007 14:35 by UK959701 / HSH7 | | | | Saved: Wed 01 August 2007 14:35 | | |
| | Ref given | | | | | | |
| CLEAR | Wed 01 August 2007 14:36 by UK959701 / HSH7 | | | | Saved: Wed 01 August 2007 14:36 | | |
| | screen freeze.. advised reboot.. ref given | | | | | | |
| CLOSE | Wed 01 August 2007 14:37 by UK959701 / HSH7 | | | | Saved: Wed 01 August 2007 14:37 | | |
| | Call Close by Thomas Kane: screen freeze.. advised reboot.. ref given | | | | | | |

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|------|---|---------------|------------|---|
| HOME | Post Office Account RMGA Archive 4.1 on | PH4POARMGA on | 29/11/2012 |  |
| | msdc01poadb02 | msdc01poadb02 | | |

Call E-0708230383

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|----------------------|---|--------------------------------|---------------------------|-----------------------|---------------------------------|
| Status: | Closed | Opened: | Thu 23 August 2007 11:01 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Thu 23 August 2007 11:06 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | UK951586 / HSH1 |
| Caller Details | | | | | |
| Caller: | Milania | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |
| Call Problem Details | | | | | |
| Product Type: | | Call Type: | H | ProbType: | HD07 |
| Problem Text: | Clerk reports her cp is printing blank receipts on node 1. | | | | |
| Call Closure Details | | | | | |
| Closed: | 23/08/2007 11:06 | Cause: | C08 | Repair: | R74 |
| Text: | Call Close by Leanne Hudson: Pm states cp is printing blank, advised through checks. Pm states cp is printing ok, pm happy to continue and has ref. | | | | |
| Call Asset Details | | | | | |
| Asset ID: | | Description: | | Serial No: | JVVG019608 |
| Product: | PATM-J7100PTR | Description: | PTR:EPSON COUNTER PRINTER | Server Name: | |
| OTI Reference: | | Counter Affected: | 1 | Associated Reference: | |
| Call Activity Log | | | | | |
| OPEN | Thu 23 August 2007 11:00 by UK951586 / HSH1 | | | | Saved: Thu 23 August 2007 11:01 |
| | New call taken by Leanne Hudson: Clerk reports her cp is printing blank receipts on node 1. | | | | |
| Information | Thu 23 August 2007 11:02 by UK951586 / HSH1 | | | | Saved: Thu 23 August 2007 11:02 |
| | JVVG014318 70228AC | | | | |
| Information | Thu 23 August 2007 11:03 by UK951586 / HSH1 | | | | Saved: Thu 23 August 2007 11:03 |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------------|---|---------------------------------|
| | Confirmed no flashing lights on cp. Pm has reseated cartridges. Pm states no ink leaks. | |
| Advice | Thu 23 August 2007 11:03 by UK951586 / HSH1 | Saved: Thu 23 August 2007 11:03 |
| | Advised pm to perform 3 x self cleaning tests. | |
| Information | Thu 23 August 2007 11:03 by UK951586 / HSH1 | Saved: Thu 23 August 2007 11:03 |
| | Pm is doing this. | |
| Information | Thu 23 August 2007 11:05 by UK951586 / HSH1 | Saved: Thu 23 August 2007 11:05 |
| | Pm has performed 3 self cleaning tests. | |
| Advice | Thu 23 August 2007 11:05 by UK951586 / HSH1 | Saved: Thu 23 August 2007 11:05 |
| | Advised pm to try printing. | |
| Information | Thu 23 August 2007 11:05 by UK951586 / HSH1 | Saved: Thu 23 August 2007 11:05 |
| | Pm states cp is printing ok, pm happy to continue and has ref. | |
| CLEAR | Thu 23 August 2007 11:06 by UK951586 / HSH1 | Saved: Thu 23 August 2007 11:06 |
| | Pm states cp is printing ok, pm happy to continue and has ref. | |
| CLOSE | Thu 23 August 2007 11:06 by UK951586 / HSH1 | Saved: Thu 23 August 2007 11:06 |
| | Call Close by Leanne Hudson: Pm states cp is printing blank, advised through checks. Pm states cp is printing ok, pm happy to continue and has ref. | |

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msdc01poadb02PH4POARMGA on
msdc01poadb02

29/11/2012



Call E-0708280851

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| | | | | | |
|-----------|--------|--------------------------------|--------------------------|----------------|-----------------|
| Status: | Closed | Opened: | Tue 28 August 2007 15:18 | Affected Site: | 126023 |
| Severity: | 2 C | Closed: | Tue 28 August 2007 15:23 | FAD/Path Code: | 126023 |
| Customer: | I039 | | | No. Counters: | 3 |
| Priority: | 45 | Local / Intermediate / Remote: | L | CSR/Team: | UK959245 / HSH6 |

Caller Details

| | | | | | |
|---------|---------|------------|-----|-------------|--------|
| Caller: | Milaina | Phone: | GRO | Site: | 126023 |
| Title: | Clerk | Login: | | Department: | |
| | | Caller ID: | | Location: | |

Call Problem Details

| | | | | | | | |
|---------------|---------------------------------------|------------|---|-----------|------|----------|--------|
| Product Type: | | Call Type: | H | ProbType: | HD07 | Problem: | HD0702 |
| Problem Text: | CC states CP is not printing receipts | | | | | | |

Call Closure Details

| | | | | | | | |
|---------|---|--------|-----|---------|-----|-------------|------|
| Closed: | 28/08/2007 15:23 | Cause: | C08 | Repair: | R74 | Resolution: | RS06 |
| Text: | Call Close by Deepak Nerr: CP not printing receipts, advised to replace red ink cartridge, issue resolved. Ref Given. | | | | | | |

Call Asset Details

| | | | | | |
|----------------|----------------|-------------------|---|-----------------------|------------|
| Asset ID: | | Description: | | Serial No: | JVVG019608 |
| Product: | PATTM-J7100PTR | Description: | | Server Name: | |
| OTI Reference: | | Counter Affected: | 2 | Associated Reference: | |

Call Activity Log

| | | |
|-------------|--|---------------------------------|
| OPEN | Tue 28 August 2007 15:16 by UK959245 / HSH6 | Saved: Tue 28 August 2007 15:18 |
| | New call taken by Deepak Nerr: CC states CP is not printing receipts | |
| Information | Tue 28 August 2007 15:20 by UK959245 / HSH6 | Saved: Tue 28 August 2007 15:20 |
| | Green light is flashing, error light and red ink lights are on | |
| Information | Tue 28 August 2007 15:21 by UK959245 / HSH6 | Saved: Tue 28 August 2007 15:21 |
| | CC states there is plenty of tally roll in the CP | |
| Advice | Tue 28 August 2007 15:21 by UK959245 / HSH6 | Saved: Tue 28 August 2007 15:21 |
| | Advised to replace the red ink cartridge then test for a receipt | |
| Information | Tue 28 August 2007 15:22 by UK959245 / HSH6 | Saved: Tue 28 August 2007 15:22 |
| | CP is now printing | |
| CLEAR | Tue 28 August 2007 15:22 by UK959245 / HSH6 | Saved: Tue 28 August 2007 15:22 |

West Byfleet HSD call logs M012 Doc 006

| | | |
|-------|---|---------------------------------|
| | CP not printing receipts, advised to replace red ink cartridge, issue resolved. Ref Given. | |
| CLOSE | Tue 28 August 2007 15:23 by UK959245 / HSH6 | Saved: Tue 28 August 2007 15:23 |
| | Call Close by Deepak Nerr: CP not printing receipts, advised to replace red ink cartridge, issue resolved. Ref Given. | |