FSL-23-0000060563

Export	

Peak Incident Management System

Call Reference	**PC0156836**	Call Logger	Deleted User -- MSU-Indt Mgt
Release	Reported In -- T80	Top Ref	KEL GMaxwell5527N
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	Deleted Contact	Call Status	Closed -- Solicited Known Error
Target Date	10/04/2008	Effort (Man Days)	0
Summary	Branch 097005 - APSS2133c - Cry Invalid Digiture		

Progress Narrative

Date:**07-Apr-2008 14:49:44** User:**Claire Drake**
CALL PC0156836 opened
Details entered are:-
Summary:Branch 097005 - APSS2133c - Cry Invalid Digiture
Call Type:L
Call Priority:B
Target Release:T80
Routed to:MSU-Indt Mgt - Claire Drake

Date:**07-Apr-2008 14:49:44** User:**Claire Drake**
APSS2133c - APS Delayed Transaction Report produced on 4/4/2008.
Branch shows 50 delayed transactions for Transaction Dates 13/03/2008, 14/03/2008,
15/03/2008, 17/03/2008, 18/03/2008 & 19/03/2008.

Clients:
EDG2 - Post Office Paystation
Girobank - E.ON
BritishTelecom - British Telecom
EDG2 - Local Collect
EDG2 - British Gas Trading
EDG2 - ALG
EDG2 - A&L
EDG1 - Post Office HomePhone
Girobank - Payment with Thanks
Girobank - EDF Energy
EDG1 - Hydro Electric
EDG1 - N S & I
EDG2 - Tfl Young Oyster

Error Message: 'CRY_INVALID_DIGITURE'

Relevant reports attached. KEL GMaxwell5527N is relevant.

Date:**07-Apr-2008 14:59:49** User:**Claire Drake**
Reference Added: SSCKEL GMaxwell5527N

Date:**07-Apr-2008 15:00:30** User:**Claire Drake**
Evidence **Added** - APSS2133c - 04/04/2008

Date:**07-Apr-2008 15:02:13** User:**Claire Drake**
OCR 18673 has been raised. Sending to EDSC for progression.
While returning call, please include file name in which repaired txns were sent to the
APS Clients.

Date:**07-Apr-2008 15:02:21** User:**Claire Drake**
The Call record has been transferred to the team: EDSC

Date:**07-Apr-2008 15:05:08** User:**Claire Drake**
Initial BIMS issued to POL.

Date:**07-Apr-2008 15:08:55** User:**Steve Parker**
OCR 18673 Approved

Date:**07-Apr-2008 15:56:45** User:**Clive Turrell**
The Call record has been assigned to the Team Member: Garrett Simpson

Date:**07-Apr-2008 15:58:28** User:**Garrett Simpson**
The Call record has been assigned to the Team Member: John Charlton

Date:**07-Apr-2008 16:02:11** User:**John Charlton**
This is related to call PC0156078 where marooned transactions were reinserted. 50 APS
transactions is the correct number of transactions we were expecting to see so I will
send them for processing as per the KEL.

Date:**07-Apr-2008 16:16:57** User:**John Charlton**
Checked APS transactions and they all match the transactions I was expecting to see.
Sent for normal processing with APS Transaction Exception tool. Will check for filenames
tomorrow.

Date:**07-Apr-2008 16:17:32** User:**John Charlton**
OCR 18673 actioned

Date:**08-Apr-2008 10:18:37** User:**John Charlton**
List of filenames containing the reinserted APS transactions for FAD 097005:
EDG2 - Post Office Paystation
POP01151
EDG2 - Local Collect
LC002473
EDG2 - British Gas Trading
VD001074
EDG2 - ALG
ALG00803
EDG2 - A&L
ACG00506
EDG2 - Tfl Young Oyster
TFL00371

EDG1 - Post Office HomePhone
HP001309
EDG1 - Hydro Electric
SSE00319
EDG1 - N S & I
PB001184

Girobank - Payment with Thanks
IT001619
Girobank - EDF Energy
XI000304

FSL-23-0000060563

```
Girobank - E.ON
EM002949

BritishTelecom - British Telecom
BT002896

Returning to MSU
```

Date:08-Apr-2008 10:20:49 User:**John Charlton**
The Call record has been transferred to the team: MSU-Indt Mgt

Date:08-Apr-2008 14:49:31 User:**Claire Drake**
[Start of Response]
Thank you John. Final BIMS issued to POL.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:08-Apr-2008 14:49:41 User:**Claire Drake**
[Start of Response]
Closing call.
[End of Response]
Response code to call type L as Category 67 -- Final -- Solicited Known Error
Routing to Call Logger following Final Progress update.

Date:08-Apr-2008 14:49:51 User:**Claire Drake**
Defect cause updated to 38: General - Hardware Fault

Date:08-Apr-2008 14:49:54 User:**Claire Drake**
CALL PC0156836 closed: Category 67 Type L

Root Cause	General - Hardware Fault
Logger	Deleted User -- MSU-Indt Mgt
Subject Product	APS -- APS Counter (version unspecified)
Assignee	Deleted User -- MSU-Indt Mgt
Last Progress	08-Apr-2008 14:49 -- Claire Drake