

Export

Peak Incident Management System

Call Reference	PC0195511	Call Logger	_Customer Call_ -- EDSC
Release	Reported In -- T86	Top Ref	2086042
Call Type	Live Incidents/Defects	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- Solicited Known Error
Target Date	08/03/2010	Effort (Man Days)	0
Summary	HNG-X Branch 069002 - Pouches REM'ed in twice...		
All References	Type	Value	
	DevIntRel-Director	ITU SV&I	
	TRIOLE for Service	2086042	

Progress Narrative

Date:03-Mar-2010 16:15:10 User:_Customer Call_
 CALL PC0195511 opened
 Details entered are:-
 Summary:Janet(nbsc) states that duplicated pouches have been produce...
 Call Type:L
 Call Priority:C
 Target Release:T86
 Routed to:EDSC - _Unassigned_

 INCIDENT MANAGEMENT
 Date/Time Raised: Mar 3 2010 11:52AM
 Priority: C
 Contact Name: Janet -NBSC
 Contact Phone: **GRO**
 Originator: XXXXXX@TFS01
 Originator's reference: 2086042
 Product Serial No:
 Product Site: 069002

 Janet(nbsc) states that duplicated pouches have been produced for this site, so the amount of £25000 was remed in twice

 Incident History:

 2010-03-03 11:52:16 [Anaba, Lizzy]
 INIT : create a new request/incident/problem/change/issue

 2010-03-03 12:01:01 [Anaba, Lizzy]
 zneut_en_rmg : Transfer Notification

 2010-03-03 12:01:01 [Anaba, Lizzy]
 zneun_en_rmg : Open Notification

 2010-03-03 12:01:20 [Anaba, Lizzy]
 LOG : Janet has stated that this is on the way to being resolved but was advised to log a call with horizon as this might be a software issue as well.
 advised that we will need to get more detail regarding this issue inother to investigate.we need to contact the branch.
 ref given
 nbsc ref: H22743113

 2010-03-03 12:03:39 [Anaba, Lizzy]
 FLD : FIELD='zcbflag' OLD='NO' NEW='YES'

 2010-03-03 12:12:18 [Morrison, Nicholas]
 CB : Called PO.

 2010-03-03 12:12:33 [Morrison, Nicholas]
 LOG : pm has remmed in £25000 too much.
 PM states one of the pouches came out as a duplicate.
 PM is unsure if this is user error if it is a software fault.
 NBSC have not confirmed if it was user error or if they can reverse it.

 2010-03-03 12:20:10 [Morrison, Nicholas]
 zneut_en_rmg : Transfer Notification

 2010-03-03 12:20:10 [Morrison, Nicholas]
 TR : Transfer 'assignee' from 'Anaba, Lizzy' to 'Morrison, Nicholas'
 Transfer 'group' from 'HSH2' to 'HSH3'

 2010-03-03 12:20:31 [Morrison, Nicholas]

LOG : pm states that receipt a receipt comes out for every pouch.
 i requested if the there had any reference on them one that had printed twice.

Pm checks

 2010-03-03 12:22:56 [Morrison, Nicholas]
 LOG : pm states that he will call back as he is busy.

if and when he calls back we will need the following details

TP
 BP
 Time he remmed in the cash approx
 The node he did it on
 the user name he did it under
 Confirm that he its was £25000 over

 2010-03-03 12:29:37 [Khaira, Sonny]
 zENDUUP : PM called back.

TP: 11
 BP: 01
 Time he remmed in the cash approx - Auto-Rem, 09.57
 The node he did it on - 5
 the user name he did it under - MPA001
 Confirm that he its was £25000 over - Not ever, exactly £25,000

Advised PM that this will be investigated and he will be contacted when situation is resolved.

Ref already offered.

 2010-03-03 12:33:08 [Morrison, Nicholas]
 LOG : nbsc are still to rule out user error before call is progressed to NBSC.

 2010-03-03 12:36:48 [Morrison, Nicholas]
 LOG : Sonny has ascertained all the details needed - await to hear from NBSC or Site to confirm if the user error has been rule out before sending the call to SSC.

 2010-03-03 15:36:55 [Morrison, Nicholas]
 CB : Called PO - no one from NBSC has been in touch yet,

 2010-03-03 16:07:05 [Carter, Damian]
 zENDUUP : Janet @ NBSC has called stating that user error has been ruled out. Janet states it shouldnt be allowed to be remmed in twice as an error will appear stating this bar code has already been scanned.

 2010-03-03 16:13:46 [Carter, Damian]
 LOG : PEAK: please can you investigate this as user error has been ruled out.

 2010-03-03 16:14:20 [Carter, Damian]
 zneut_en_rmg : Transfer Notification

 2010-03-03 16:14:21 [Carter, Damian]
 TR : Transfer 'assignee' from 'Morrison, Nicholas' to ''
 Transfer 'group' from 'HSH3' to 'PEAK'

Date:03-Mar-2010 16:46:16 User:Catherine Obeng
 [Start of Response]
 PRESCAN:
 [End of Response]
 Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
 Response was delivered to Consumer

Date:03-Mar-2010 16:49:16 User:Catherine Obeng
 The call summary has been changed from:-
 Janet(nbsc) states that duplicated pouches have been produce...
 The call summary is now:-
 HNG-X Branch 069002 - Pouches REM''ed in twice...

Date:03-Mar-2010 16:49:42 User:Catherine Obeng
 Product HNG-X Counter -- BUC-BranchAccounting (version unspecified) added.

Date:03-Mar-2010 16:52:30 User:Catherine Obeng
 [Start of Response]
 PRESCAN: No info in call to indicate HSD / SMC have searched KEL. I found acha4221Q which might be relevant.
 [End of Response]
 Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
 Response was delivered to Consumer

Date:03-Mar-2010 16:52:55 User:Catherine Obeng
 The Call record has been assigned to the Team Member: Anne Chambers

Progress was delivered to Consumer

Date:03-Mar-2010 18:23:49 User:Anne Chambers

[Start of Response]

This is a known problem - KEL acha4221Q. PC0195380 is with development.
The clerk pressed Prev after scanning the final barcode.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:04-Mar-2010 11:53:51 User:Anne Chambers

[Start of Response]

Pouch 301209320891, containing £25,000 of £20 notes, was recorded twice at the branch (the clerk scanned the barcode only once but used the Prev key during the transaction).

This has caused a £25,000 loss at the branch. The duplicate rem has also gone through to POL FS. Please send details to POL via BIMS.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:04-Mar-2010 11:54:14 User:Anne Chambers

The Call record has been transferred to the team: MSU-Indt Mgt

Progress was delivered to Consumer

Date:04-Mar-2010 12:33:05 User:Joanne Ball

[Start of Response]

Many thanks.

Final BIMS issued to POL.

Returning call to SSC.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:04-Mar-2010 12:33:10 User:Joanne Ball

The Call record has been transferred to the team: EDSC

Progress was delivered to Consumer

Date:04-Mar-2010 12:41:26 User:Lorraine Elliott

The Call record has been assigned to the Team Member: Anne Chambers

Progress was delivered to Consumer

Date:05-Mar-2010 12:23:39 User:Anne Chambers

[Start of Response]

POL have been informed of the error via BIMS ref 195511. Hopefully they will issue a TC to correct the loss at the branch.

The underlying problem, caused by using the Prev button during or just after scanning pouch barcodes, is still under investigation.

[End of Response]

Response code to call type L as Category 67 -- Final -- Solicited Known Error

Routing to Call Logger following Final Progress update.

Service Response was delivered to Consumer

Date:05-Mar-2010 12:23:39 User:Anne Chambers

CALL PC0195511 closed: Category 67 Type L

Date:05-Mar-2010 12:23:39 User:Anne Chambers

Defect cause updated to 14 -- Development - Code

Date:05-Mar-2010 13:02:48 User:_Customer Call_

Consumer XXXXXX@TFS01 has acknowledged the call closure

Root Cause

Development - Code

Logger

Customer Call -- EDSC

Subject Product

HNG-X Counter -- BUC-BranchAccounting (version unspecified)

Assignee

Customer Call -- EDSC

Last Progress

05-Mar-2010 13:02 -- _Customer Call_