

## Export

## Peak Incident Management System

Call Reference	PC0223333	Call Logger	Andy Dunks -- MSU-Indt Mgt
Release	Reported In -- HNG-X 05.50	Top Ref	KEL seng2037L
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	Andy Dunks	Call Status	Closed -- Reconciliation - resolved
Target Date	04/02/2013	Effort (Man Days)	0
Summary	Branch 153113 - NB102 Section 5 EPAY - State 4 and Failed Recovery		
All References	Type	Value	
	SSCKEL	KEL seng2037L	
	DevIntRel-Director	Live Supp.Test	
	MSC Task	043T0072153	
	SSCKEL	KEL seng2037L	

## Progress Narrative

Date:01-Feb-2013 09:13:34 User:Andy Dunks

CALL PC0223333 opened

Details entered are:-

Summary:Branch 153113 - NB102 Section 5 CAPO - State 4 and Failed Recovery

Call Type:L

Call Priority:A

Target Release:HNG-X 05.50

Routed to:MSU-Indt Mgt - \_Unassigned\_

Date:01-Feb-2013 09:13:33 User:Andy Dunks

[Start of Response]

PLEASE NOTE: This call has an 8 hour SLA

NB102 Section 5 report for Client: EPAY produced on 31/01/2013.

Branch shows one new exception with Txn Id: 153113-1-4008553-1

Receipt date 29/01/2013, Amount: £5.00

This branch also appears on the Failed Recovery Report. Could SSC please investigate why?

KEL acha959T (surs136M for DCS) may be relevant.

Relevant reports attached. Sending to SSC for investigation.

\*\*PLEASE include further txn attempts with the same PAN immediately after this txn if applicable as this is useful for Post Office Ltd for settlement issues\*\*

[End of Response]

Response code to call Live Incidents/Defects(L) as Potential Problem Identified(38)

Date:01-Feb-2013 09:18:10 User:Andy Dunks

Evidence Added - NB102 Section5 EPAY

Date:01-Feb-2013 09:19:03 User:Andy Dunks

Evidence Added - Failed Recovery report

Date:01-Feb-2013 09:22:52 User:Andy Dunks

Reference Added: MSC Task 043T0072153

Date:01-Feb-2013 09:23:24 User:Andy Dunks

MSC 043T0072153 raised for SSC to remove txn from failed recovery report

Date:01-Feb-2013 09:23:34 User:Andy Dunks

The Call record has been transferred to the team: EDSC

Date:01-Feb-2013 09:24:47 User:Rob Gelder

PRESCAN

Comments:

KEL Reference:

Assigned User:S English

Date:01-Feb-2013 09:24:52 User:Rob Gelder



The Call record has been assigned to the Team Member: Sarah English

Date:01-Feb-2013 09:34:34 User:Sarah English  
Defect cause updated to 41: General - in Procedure

Date:01-Feb-2013 09:34:57 User:Sarah English  
[Start of Response]  
investigating....  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:01-Feb-2013 11:10:11 User:Sarah English  
The call summary has been changed from:-  
Branch 153113 - NB102 Section 5 CAPO - State 4 and Failed Recovery  
The call summary is now:-  
Branch 153113 - NB102 Section 5 EPAY - State 4 and Failed Recovery

Date:01-Feb-2013 12:02:50 User:Sarah English  
TOP Reference set to: SSCKEL seng2037L

Date:01-Feb-2013 12:02:52 User:Sarah English  
Reference Deleted: SSCKEL acha959T

Date:01-Feb-2013 12:08:51 User:Sarah English  
Evidence Added - Txn history available for Branch 153113, (Hzn Txn Id: 153113-1-4008553-1)

Date:01-Feb-2013 12:10:31 User:Sarah English  
[Start of Response]  
MSU: please find attached the txn history for this branch and note the background and conclusion at the end? Thank you.  
  
Passing this call back to MSU for your immediate progression.  
[End of Response]  
Response code to call type L as Category 38 -- Pending -- Potential Problem Identified

Date:01-Feb-2013 12:10:38 User:Sarah English  
The Call record has been transferred to the team: MSU-Indt Mgt

Date:01-Feb-2013 15:45:13 User:Andy Dunks  
[Start of Response]  
Final BIMS issued to POL, closing call  
[End of Response]  
Response code to call type L as Category 90 -- Final -- Reconciliation - resolved  
Routing to Call Logger following Final Progress update.

Date:01-Feb-2013 15:45:19 User:Andy Dunks  
CALL PC0223333 closed: Category 90 Type L

Date:04-Feb-2013 08:31:59 User:Raj Bains  
CALL PC0223333 reopened by Raj Bains

Date:04-Feb-2013 08:32:18 User:Raj Bains  
Routing call back for MSC to be actioned

Date:04-Feb-2013 08:32:21 User:Raj Bains  
The call Priority has been changed from A  
The call Priority is now B

Date:04-Feb-2013 08:32:31 User:Raj Bains  
The Call record has been transferred to the team: EDSC

Date:04-Feb-2013 09:09:07 User:David Seddon  
The Call record has been assigned to the Team Member: David Seddon

Date:04-Feb-2013 09:31:55 User:David Seddon  
[Start of Response]  
Cleared failed recovery.



[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:04-Feb-2013 09:32:06 User:David Seddon

[Start of Response]

Returning call.

[End of Response]

Response code to call type L as Category 90 -- Final -- Reconciliation - resolved

Routing to Call Logger following Final Progress update.

Date:04-Feb-2013 09:33:51 User:Raj Bains

[Start of Response]

Thanks, closing call

[End of Response]

Response code to call type L as Category 90 -- Final -- Reconciliation - resolved

Routing to Call Logger following Final Progress update.

Date:04-Feb-2013 09:33:53 User:Raj Bains

CALL PC0223333 closed: Category 90 Type L

Date:07-Feb-2013 10:03:25 User:Sarah English

KEL seng2037L authorised

Root Cause	General - in Procedure
Logger	Andy Dunks -- MSU-Indt Mgt
Subject Product	Network Banking -- NB Counter (version unspecified)
Assignee	Andy Dunks -- MSU-Indt Mgt
Last Progress	07-Feb-2013 10:03 -- Sarah English