

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