

14/10/03



Hello Nicholas,



Please find enclosed the call logs for the HSH calls made
by office fax 153405 between Feb and November 2000



Please do not hesitate to contact me if further information is
required -
regards



Jay O'Laugun



GRO



HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: 1039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0008172268 ©2002 Fujitsu Services Limited									
Status:	Closed	Opened:	Thu 17 August 2000 14:56		Site:	153405			
Severity:	2 C	Closed:	Thu 17 August 2000 15:03		Customer:	1039			
Priority:	0				CSR/Team:	uk081660 / HSH1			
Caller Details									
Caller:	Mr M A Jackson		Phone:	GRO		Site:	153405		
Title:	PostMaster		Login:			Department:			
			Caller ID:			Location:			
Call Problem Details									
Product Type:	PT01		Call Type:	F		ProbType:	FD02		Problem:
Problem Text:	pm wants a to preform a buy back on the system but dosen't have the buy back icon								
Call Closure Details									
Closed:	17/08/2000 15:03		Cause:	CA9		Repair:	R58		Resolution:
Text:	Call Close by Anthony Dobell: pmhtcc								
Call Asset Details									
Asset ID:			Description:			Serial No:			
Product:	eposs		Description:	EPOSS		Network ID:			
Call SLA Details									
SLA:	NO SLA / No SLA defined for this call.				Contract SLA?:	N		Coverage Plan:	
SLA Met?:	Y				SLA Time (mins):	6		Non-SLA Time (mins):	
Call Activity Log									
OPEN	Thu 17 August 2000 14:51 by uk081660 / HSH1				Saved: Thu 17 August 2000 14:56				
	New call taken by Anthony Dobell: pm wants a to preform a buy back on the system but dosen't have the buy back icon								
Advice	Thu 17 August 2000 15:01 by uk081660 / HSH1				Saved: Thu 17 August 2000 15:01				
	caller refered to the nbcs								
CLEAR	Thu 17 August 2000 15:02 by uk081660 / HSH1				Saved: Thu 17 August 2000 15:02				
	caller refered to the nbcs								
CLOSE	Thu 17 August 2000 15:03 by uk081660 / HSH1				Saved: Thu 17 August 2000 15:03				
	Call Close by Anthony Dobell: pmhtcc								



HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003					
Call E-0011020503										©2002 Fujitsu Services Limited	
Status: Closed		Opened: Thu 02 November 2000 09:14		Site: 153405							
Severity: 2 C		Closed: Thu 02 November 2000 09:41		Customer: I039							
Priority: 0				CSR/Team: gb083185 / HSH1							
Caller Details											
Caller: Roger Harrison		Phone: GRO		Site: 153405							
Title: PostMaster		Login:		Department:							
		Caller ID:		Location:							
Call Problem Details											
Product Type:		Call Type: X		ProbType: X107		Problem:					
Problem Text:		repeat call ref e-0011012223									
Call Closure Details											
Closed: 02/11/2000 09:41		Cause: CA1		Repair: R08		Resolution: RS12					
Text:		Call Close by Dale handley: repeat call ref e-0011012223									
Call Asset Details											
Asset ID:		Description:		Serial No:							
Product: Unknown Product		Description: Unknown Product		Network ID:							
Call SLA Details											
SLA: 30 Minutes / Clear call within 30 minutes		Contract SLA?: N		Coverage Plan: 0800-2000							
SLA Met?: Y		SLA Time (mins): 26		Non-SLA Time (mins): 0							
1: CLOSE (Clear call)		Met: Y		Target: 02/11/2000 09:45		Done: 02/11/2000 09:40		Completed		Mandatory	
Call Activity Log											
OPEN		Thu 02 November 2000 08:49 by gb083185 / HSH1						Saved: Thu 02 November 2000 09:14			
		New call taken by Dale handley: repeat call ref e-0011012223									
OPEN_CALL_TS		Thu 02 November 2000 09:18 by gb083185 / HSH1						Saved: Thu 02 November 2000 09:22			
		Open Calls Troubleshoot (Affected Site: 153405)									
OPEN_CALL_TS		Thu 02 November 2000 09:22 by gb083185 / HSH1						Saved: Thu 02 November 2000 09:22			
		Open Calls Troubleshoot (Affected Site: 153405)									
CLEAR		Thu 02 November 2000 09:40 by gb083185 / HSH1						Saved: Thu 02 November 2000 09:40			
		repeat call ref e-0011012223									
CLOSE		Thu 02 November 2000 09:41 by gb083185 / HSH1						Saved: Thu 02 November 2000 09:41			
		Call Close by Dale handley: repeat call ref e-0011012223									



HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003	14/10/2003		
Call E-0011020063						©2002 Fujitsu Services Limited	
Status:	Closed	Opened:	Thu 02 November 2000 08:13	Site:	153405		
Severity:	2 C	Closed:	Thu 02 November 2000 08:33	Customer:	I039		
Priority:	0			CSR/Team:	GB083020 / HSH1		
Caller Details							
Caller:	Elaine Tagg		Phone:	GRO		Site:	153405
Title:	RNM		Login:			Department:	
			Caller ID:			Location:	
Call Problem Details							
Product Type:			Call Type:	X	ProbType:	XI07	Problem:
Problem Text:	follow up to open call e-0011012223						
Call Closure Details							
Closed:	02/11/2000 08:33		Cause:	CA1	Repair:	R08	Resolution:
Text:	Call Close by Karen Holmes: PMHTCC						
Call Asset Details							
Asset ID:			Description:			Serial No:	
Product:	Unknown Product		Description:	Unknown Product		Network ID:	
Call SLA Details							
SLA:	30 Minutes / Clear call within 30 minutes		Contract SLA?:	N	Coverage Plan:	0800-2000	
SLA Met?:	Y		SLA Time (mins):	19	Non-SLA Time (mins):	0	
1: CLOSE (Clear call)	Met:	Y	Target:	02/11/2000 08:44	Done:	02/11/2000 08:33	Completed
							Mandatory
Call Activity Log							
OPEN	Thu 02 November 2000 07:54 by GB083020 / HSH1				Saved: Thu 02 November 2000 08:13		
	New call taken by Karen Holmes: follow up to open call e-0011012223						
OPEN_CALL_TS	Thu 02 November 2000 08:13 by GB083020 / HSH1				Saved: Thu 02 November 2000 08:31		
	Open Calls Troubleshoot (Affected Site:153405)						
Advice	Thu 02 November 2000 08:32 by GB083020 / HSH1				Saved: Thu 02 November 2000 08:32		
	open call already for this						
CLEAR	Thu 02 November 2000 08:33 by GB083020 / HSH1				Saved: Thu 02 November 2000 08:33		
	call closed due to open call						
CLOSE	Thu 02 November 2000 08:33 by GB083020 / HSH1				Saved: Thu 02 November 2000 08:33		
	Call Close by Karen Holmes: PMHTCC						

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003				
Call E-0011015059								©2002 Fujitsu Services Limited		
Status:	Closed	Opened:	Wed 01 November 2000 19:06		Site:	153405				
Severity:	2 C	Closed:	Wed 01 November 2000 19:07		Customer:	I039				
Priority:	0				CSR/Team:	uk081126 / HSH1				
Caller Details										
Caller:	Mr M A Jackson		Phone:	GRO		Site:	153405			
Title:	PostMaster		Login:			Department:				
			Caller ID:			Location:				
Call Problem Details										
Product Type:	PT01		Call Type:	A		ProbType:	AG06		Problem:	
Problem Text:	call cancelled									
Call Closure Details										
Closed:	01/11/2000 19:07		Cause:	C10		Repair:	R08		Resolution:	RS08
Text:	Call Close by Martin Cawthorne: cancelled call - pmhtc									
Call Asset Details										
Asset ID:			Description:			Serial No:				
Product:	EPOSS		Description:	EPOSS		Network ID:				
Call SLA Details										
SLA:	NO SLA / No SLA defined for this call.				Contract SLA?:	N		Coverage Plan:		
SLA Met?:	Y				SLA Time (mins):	0		Non-SLA Time (mins):	0	
Call Activity Log										
OPEN	Wed 01 November 2000 19:05 by uk081126 / HSH1 New call taken by Martin Cawthorne: call cancelled				Saved: Wed 01 November 2000 19:06					
OPEN_CALL_TS	Wed 01 November 2000 19:06 by uk081126 / HSH1 Open Calls Troubleshoot (Affected Site:153405)				Saved: Wed 01 November 2000 19:06					
CLOSE	Wed 01 November 2000 19:07 by uk081126 / HSH1 Call Close by Martin Cawthorne: cancelled call - pmhtc				Saved: Wed 01 November 2000 19:07					

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0008181263									©2002 Fujitsu Services Limited
Status:	Closed	Opened:	Fri 18 August 2000 13:56			Site:	153405		
Severity:	2 C	Closed:	Fri 18 August 2000 14:03			Customer:	I039		
Priority:	0					CSR/Team:	uktemp3 / HSH1		
Caller Details									
Caller:	Roger harrison		Phone:	GRO		Site:	153405		
Title:	PostMaster		Login:			Department:			
			Caller ID:			Location:			
Call Problem Details									
Product Type:		Call Type:	A		ProbType:	AG06		Problem:	
Problem Text:	Pm wants to know whether its correct to transfer cash into different su.								
Call Closure Details									
Closed:	18/08/2000 14:03		Cause:	C62		Repair:	R09		Resolution:
Text:	Call Close by uktemp3: pm transferring cash into a different su.htcc.								
Call Asset Details									
Asset ID:			Description:			Serial No:			
Product:	EPOSS		Description:			Network ID:			
Call SLA Details									
SLA:	NO SLA / No SLA defined for this call.				Contract SLA?:	N		Coverage Plan:	
SLA Met?:	Y				SLA Time (mins):	6		Non-SLA Time (mins):	
								0	
Call Activity Log									
OPEN	Fri 18 August 2000 13:49 by uktemp3 / HSH1				Saved: Fri 18 August 2000 13:56				
	New call taken by uktemp3: Pm wants to know whether its correct to transfer cash into different su.								
Advice	Fri 18 August 2000 14:02 by uktemp3 / HSH1				Saved: Fri 18 August 2000 14:02				
	advised the pm that it is o.k to do this.								
CLOSE	Fri 18 August 2000 14:03 by uktemp3 / HSH1				Saved: Fri 18 August 2000 14:03				
	Call Close by uktemp3: pm transferring cash into a different su.htcc.								

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003					
Call E-0008233684										©2002 Fujitsu Services Limited	
Status:	Closed	Opened:	Wed 23 August 2000 19:22				Site:	153405			
Severity:	3 B	Closed:	Wed 23 August 2000 19:24				Customer:	I039			
Priority:	0						CSR/Team:	uk080108 / HSH1			
Caller Details											
Caller:	Roger Harrison			Phone:	GRO			Site:	153405		
Title:				Login:				Department:			
				Caller ID:				Location:			
Call Problem Details											
Product Type:			Call Type:	S		ProbType:	SD06		Problem:		
Problem Text:	Counter 3 has been frozen on 'printing report' for 3/4 an hour										
Call Closure Details											
Closed:	23/08/2000 19:24			Cause:	C21		Repair:	R70		Resolution:	RS08
Text:	Call Close by Rachel Murray: screen frozen for nearly 50 mins - advised reboot PMHTC										
Call Asset Details											
Asset ID:						Description:				Serial No:	
Product:	PATITH94PTR					Description:				Network ID:	
Call SLA Details											
SLA:	14 Day / Clear call within 14 days					Contract SLA?:	N		Coverage Plan:		
SLA Met?:	Y					SLA Time (mins):	1		Non-SLA Time (mins): 0		
1: CLOSE (Clear call)	Met:	Y		Target:	06/09/2000 00:00		Done:	23/08/2000 19:24		Completed	Mandatory
Call Activity Log											
OPEN	Wed 23 August 2000 19:21 by uk080108 / HSH1						Saved: Wed 23 August 2000 19:22				
	New call taken by Rachel Murray: Counter 3 has been frozen on 'printing report' for 3/4 an hour										
Advice	Wed 23 August 2000 19:24 by uk080108 / HSH1						Saved: Wed 23 August 2000 19:24				
	advised reboot										
CLEAR	Wed 23 August 2000 19:24 by uk080108 / HSH1						Saved: Wed 23 August 2000 19:24				
	screen frozen for nearly 50 mins - advised reboot										
CLOSE	Wed 23 August 2000 19:24 by uk080108 / HSH1						Saved: Wed 23 August 2000 19:24				
	Call Close by Rachel Murray: screen frozen for nearly 50 mins - advised reboot PMHTC										

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0008233829									©2002 Fujitsu Services Limited
Status:	Closed	Opened:	Wed 23 August 2000 19:40			Site:	153405		
Severity:	2 C	Closed:	Wed 23 August 2000 19:44			Customer:	I039		
Priority:	0					CSR/Team:	uk081197 / HSH1		
Caller Details									
Caller:	Julie		Phone:	GRO		Site:	153405		
Title:	PostMaster		Login:			Department:			
			Caller ID:			Location:			
Call Problem Details									
Product Type:			Call Type:	A		ProbType:	AG06		Problem:
Problem Text:	PM has re-booted and got a blue screen								
Call Closure Details									
Closed:	23/08/2000 19:44		Cause:	C62		Repair:	R09		Resolution:
Text:	Call Close by Amir Nazir: PMHTCC								
Call Asset Details									
Asset ID:			Description:			Serial No:			
Product:	EPOSS		Description:			Network ID:			
Call SLA Details									
SLA:	NO SLA / No SLA defined for this call.				Contract SLA?:	N		Coverage Plan:	
SLA Met?:	Y				SLA Time (mins):	3		Non-SLA Time (mins):	
								0	
Call Activity Log									
OPEN	Wed 23 August 2000 19:36 by uk081197 / HSH1					Saved: Wed 23 August 2000 19:40			
	New call taken by Amir Nazir: PM has re-booted and got a blue screen								
Advice	Wed 23 August 2000 19:44 by uk081197 / HSH1					Saved: Wed 23 August 2000 19:44			
	advised stays like that for 10mins								
CLOSE	Wed 23 August 2000 19:44 by uk081197 / HSH1					Saved: Wed 23 August 2000 19:44			
	Call Close by Amir Nazir: PMHTCC								



HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003				
Call E-0008300740 ©2002 Fujitsu Services Limited										
Status:	Closed	Opened:	Wed 30 August 2000 11:04		Site:	153405				
Severity:	3 B	Closed:	Thu 31 August 2000 12:38		Customer:	I039				
Priority:	0				CSR/Team:	GB082475 / SMC1				
Caller Details										
Caller:	Steve Sherdel SMC		Phone:	GRO		Site:	153405			
Title:			Login:			Department:				
			Caller ID:			Location:				
Call Problem Details										
Product Type:	PT02		Call Type:	S		ProbType:	SD02		Problem:	
Problem Text:	Cleardesk not run as active user detected - Host h15340500102 KEL Title: A corrupt index page was detected KEL Reference: MWright5052P.htm									
Call Closure Details										
Closed:	31/08/2000 12:38		Cause:	C22		Repair:	R73		Resolution:	RS11
Text:	Call Close by Nick beatty: Rang PM, she will reboot counter 2. Monitor for closure.									
Call Asset Details										
Asset ID:			Description:			Serial No:				
Product:	WINNT		Description:	Windows NT		Network ID:				
Call SLA Details										
SLA:	14 Day / Clear call within 14 days		Contract SLA?:	N		Coverage Plan:				
SLA Met?:	Y		SLA Time (mins):	1532		Non-SLA Time (mins):	0			
1:	CLOSE (Clear call)	Met:	Y	Target:	13/09/2000 00:00	Done:	31/08/2000 12:38	Completed	Mandatory	
Call Activity Log										
OPEN	Wed 30 August 2000 11:01 by SMCtemp8 / SMC Evts Man					Saved: Wed 30 August 2000 11:04				
Information	New call taken by Steve Sherdel: Cleardesk not run as active user detected - Host h15340500102 KEL Title: A corrupt index page was detected KEL Reference: MWright5052P.htm					Saved: Wed 30 August 2000 11:06				
	Cleardesk not run as active user detected - Host h00283200102 KEL Title: A corrupt index page was detected KEL Reference: MWright5052P.htm. Will phone PO and ask them to reboot counter.									
Advice	Wed 30 August 2000 11:08 by SMCtemp8 / SMC Evts Man					Saved: Wed 30 August 2000 11:08				
	Rang PM, she will reboot counter 2. Monitor for closure.									
REASSIGN	Wed 30 August 2000 11:08 by SMCtemp8 / SMC Evts Man					Saved: Wed 30 August 2000 11:08				
	Call # E-0008300740 was Reassigned from Steve Sherdel, Group SMC Evts Man to Group SMC Evts Man									
CLEAR	Thu 31 August 2000 12:38 by GB082475 / SMC1					Saved: Thu 31 August 2000 12:38				
	Rang PM, she will reboot counter 2. Monitor for closure.									

Call Details E-0008300740

Page 2 of 2

CLOSE Thu 31 August 2000 12:38 by GB082475 / SMC1
Call Close by Nick beatty: Rang PM, she will reboot counter 2. Monitor for closure.



Saved: Thu 31 August 2000 12:38

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003				
Call E-0008302691									©2002 Fujitsu Services Limited	
Status:	Closed	Opened:	Wed 30 August 2000 15:48			Site:	153405			
Severity:	2 C	Closed:	Wed 30 August 2000 21:58			Customer:	I039			
Priority:	0					CSR/Team:	uk080051 / HSH1			
Caller Details										
Caller:	roger harrison		Phone:	GRO		Site:	153405			
Title:	PostMaster		Login:			Department:				
			Caller ID:			Location:				
Call Problem Details										
Product Type:			Call Type:	K		ProbType:	KA03		Problem:	
Problem Text:	on counter 1 trying to balance and said still showing mandatory report									
Call Closure Details										
Closed:	30/08/2000 21:58		Cause:	CA4		Repair:	R57		Resolution:	RS08
Text:	Call Close by Sarah Watling: pm has now cut off the giro report and is able to proceed.pm htc									
Call Asset Details										
Asset ID:					Description:			Serial No:		
Product:	EPOSS-Cash Account				Description:			Network ID:		
Call SLA Details										
SLA:	NO SLA / No SLA defined for this call.				Contract SLA?:	N		Coverage Plan:		
SLA Met?:	Y				SLA Time (mins):	369		Non-SLA Time (mins):	0	
Call Activity Log										
OPEN	Wed 30 August 2000 15:39 by GB082168 / HSH1				Saved: Wed 30 August 2000 15:48					
	New call taken by Tina Brodie: on counter 1 trying to balance and said still showing mandatory report									
Advice	Wed 30 August 2000 15:58 by GB082168 / HSH1				Saved: Wed 30 August 2000 15:58					
	passed to peritas									
REASSIGN	Wed 30 August 2000 15:58 by GB082168 / HSH1				Saved: Wed 30 August 2000 15:58					
	Call # E-0008302691 was Reassigned from Tina Brodie, Group HSH1 to Group TEMP1 passed to peritas									
Advice	Wed 30 August 2000 16:19 by Peritas02 / HSH1				Saved: Wed 30 August 2000 16:19					
	PM cannot produce Giro Withdrawal report. Produced report, nil balance but cannot cut off then complete. Still showing as mandatory report. Advised PM that can still balance other SU's, roll over into next CAP and start work, but Cash Account will only be available after problem resolved. User - MRO001 Site - 44 Group - 153405 Node - 1 Node Name - 15340500105									
REASSIGN	Wed 30 August 2000 16:23 by Peritas02 / HSH1				Saved: Wed 30 August 2000 16:26					
	Call # E-0008302691 was Reassigned from Tina Brodie, Group HSH1 to Group SMC1 Cannot produce trial balance as outstanding mandatory report. Produced report but cannot cut off as zero balance. Correct SU etc.									

• Call Details E-0008302691



Page 2 of 2



REASSIGN	Wed 30 August 2000 21:56 by uk080051 / HSH1 Call # E-0008302691 was Reassigned from Group SMC1 to Sarah Watling, Group HSH1 passing for closure	Saved: Wed 30 August 2000 21:57
Advice	Wed 30 August 2000 21:57 by uk080051 / HSH1 pm has reversed a transaction and is now able to cut off	Saved: Wed 30 August 2000 21:57
CLEAR	Wed 30 August 2000 21:57 by uk080051 / HSH1 caller navigated through and is able to cut off and proceed to balance	Saved: Wed 30 August 2000 21:57
CLOSE	Wed 30 August 2000 21:58 by uk080051 / HSH1 Call Close by Sarah Watling: pm has now cut off the giro report and is able to proceed.pm htc	Saved: Wed 30 August 2000 21:58



HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: 1039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0008303371					Remarks		©2002 Fujitsu Services Limited		
Status:	Closed	Opened:	Wed 30 August 2000 17:59			Site:	153405		
Severity:	3 B	Closed:	Mon 04 September 2000 16:14			Customer:	1039		
Priority:	0					CSR/Team:	UK061824 / SMC1		
Caller Details									
Caller:	julie	Phone:	GRO			Site:	153405		
Title:	PostMaster	Login:				Department:			
		Caller ID:				Location:			
Call Problem Details									
Product Type:	PT01	Call Type:	T	ProbType:	TR14	Problem:			
Problem Text:	one of the clerks is doing a balance- a withdrawal that was done is appearing on the report and they have not done one.								
Call Closure Details									
Closed:	04/09/2000 16:14	Cause:	CE6	Repair:	R57	Resolution:	RS08		
Text:	Call Close by Mark Foster: Pm happy with advice given - call can be closed.								
Call Asset Details									
Asset ID:		Description:				Serial No:			
Product:	EPOSS	Description:	EPOSS			Network ID:			
Call SLA Details									
SLA:	NO SLA / No SLA defined for this call.			Contract SLA?:	N	Coverage Plan:			
SLA Met?:	Y	SLA Time (mins):	7093			Non-SLA Time (mins):	0		
Call Activity Log									
OPEN	Wed 30 August 2000 17:57 by uk080051 / HSH1					Saved:	Wed 30 August 2000 17:59		
	New call taken by Sarah Watling: one of the clerks is doing a balance- a withdrawal that was done is appearing on the report and they have not done one.								
Advice	Wed 30 August 2000 18:02 by uk080051 / HSH1					Saved:	Wed 30 August 2000 18:02		
	the withdrawal has been done by someone - the pm is very confused because she thinks that the system is wrong. clerk did it at 9.01 at userid aki001. giro withdrawal was on her report and cut off and sent away.								
Advice	Wed 30 August 2000 18:06 by uk080051 / HSH1					Saved:	Wed 30 August 2000 18:06		
	the second clerk rkn001 stock unit rk the transaction is not showing on his - but is showing on the giro withdrawal.								
OPEN_CALL_TS	Wed 30 August 2000 18:08 by uk080051 / HSH1					Saved:	Wed 30 August 2000 18:08		
	Open Calls Troubleshoot (Affected Site:153405)								
OPEN_CALL_TS	Wed 30 August 2000 18:08 by uk080051 / HSH1					Saved:	Wed 30 August 2000 18:09		
	Open Calls Troubleshoot (Affected Site:153405)								
Advice	Wed 30 August 2000 18:09 by uk080051 / HSH1					Saved:	Wed 30 August 2000 18:09		



	tried to reverse the giro withdrawal and will not let them. checked the stock unit rk userid rkn001 this counter has been used by someone else today. the transaction log was printed from this and did not show the session number. would not reverse because doing it with the wrong number.	
Advice	Wed 30 August 2000 18:14 by uk080051 / HSH1 a giro withdrawal is appearing on someone elses report who has not actually done the transaction. the clerk who did the giro withdrawal is aki001 serving on counter 3- in stock unit ak. the session number for the transaction is 3-127947. this stock unit has balanced and the report has been cut off. the clerk who has the transaction appearing on his report is rkn001, on counter 4, stock unit rk, this stock unit has not been rolled over and the transaction log only shows one giro withdrawal for 100.00 for that counter. and stock unit. the transaction which has appeared on two reports has an account number of <u>GRO</u>	Saved: Wed 30 August 2000 18:14
MODIFY	Wed 30 August 2000 18:18 by uk080051 / HSH1 Call information modified by Sarah Watling Call Type: from 'T' to 'S' Severity: from '2' to '3' Problem Type: from 'TR04' to 'SD02'	Saved: Wed 30 August 2000 18:19
REASSIGN	Wed 30 August 2000 18:19 by uk080051 / HSH1 Call # E-0008303371 was Reassigned from Sarah Watling, Group HSH1 to Group SMC1 passing as possible software problem	Saved: Wed 30 August 2000 18:20
OPEN_CALL_TS	Wed 30 August 2000 18:20 by uk080051 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Wed 30 August 2000 18:21
Information	Wed 30 August 2000 19:39 by uk081124 / HSH1 pm just calling to see if she should continue with balancing as giro withdrwl report needs to be cut off.	Saved: Wed 30 August 2000 19:39
REASSIGN	Mon 04 September 2000 10:57 by uk061353 / SMC1 Call # E-0008303371 was Reassigned from Group SMC1 to David Sale, Group SMC1	Saved: Mon 04 September 2000 10:57
Information	Mon 04 September 2000 14:33 by uk061353 / SMC1 transaction ID 3-127947 for giro withdrawal of 100.00 against a/c no. <u>GRO</u> . This was done on counter3 by user AKI001 on StockUnit AK at 30/8/00 9:01am. Giro summary for Stock Unit AK show this transaction ok. Giro summary for Stock Unit RK also shows this same transaction that was done on counter 3.	Saved: Mon 04 September 2000 14:33
Information	Mon 04 September 2000 14:39 by uk061353 / SMC1 Passing this call to SSC for further investigation.	Saved: Mon 04 September 2000 14:39
REASSIGN	Mon 04 September 2000 14:39 by uk061353 / SMC1 Call # E-0008303371 was Reassigned from David Sale, Group SMC1 to Group EDSC1	Saved: Mon 04 September 2000 14:39
OTI_CLOSE	Mon 04 September 2000 15:28 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Mark Wright at 04-sep-2000 15:20:00 Category 62 - No fault in product User RKN001 did transaction 1-155098 for £100 for this customer on the 26th August and the report had not been cut off since. Get the PM to check the dates of the transactions he is looking at to confirm that this is his 'duplicate' transaction.	Saved: Mon 04 September 2000 15:28
REASSIGN	Mon 04 September 2000 15:28 by PINICL / OTI monitor reassigned this call from PINICL to the Action Group SMC1	Saved: Mon 04 September 2000 15:28
REASSIGN	Mon 04 September 2000 15:55 by UK061824 / SMC1 Call # E-0008303371 was Reassigned from Group SMC1 to Mark Foster, Group SMC1	Saved: Mon 04 September 2000 15:56
Information	Mon 04 September 2000 16:05 by UK061824 / SMC1 PM disputed that a transaction was done on 26th - I asked PM to produce a transaction log using session number provided by SSC - the transaction printed off. Pm happy with advice given - call can be closed.	Saved: Mon 04 September 2000 16:05
MODIFY	Mon 04 September 2000 16:09 by UK061824 / SMC1 Call information modified by Mark Foster Call Type: from 'S' to 'T' Problem Type: from 'SD02' to 'TR14'	Saved: Mon 04 September 2000 16:11
CLEAR	Mon 04 September 2000 16:13 by UK061824 / SMC1 Pm happy with advice given - call can be closed.	Saved: Mon 04 September 2000 16:13
CLOSE	Mon 04 September 2000 16:14 by UK061824 / SMC1 Call Close by Mark Foster: Pm happy with advice given - call can be closed.	Saved: Mon 04 September 2000 16:14

This call has remarks

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatG14 on 172.19.52.102 Customer: 1039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0008312027								©2002 Fujitsu Services Limited	
Status:	Closed	Opened:	Thu 31 August 2000 15:57	Site:	153405				
Severity:	2 C	Closed:	Thu 31 August 2000 15:59	Customer:	1039				
Priority:	0			CSR/Team:	GB082486 / HSH1				
Caller Details									
Caller:	Julie	Phone:	GRO	Site:	153405				
Title:	PostMaster	Login:		Department:					
		Caller ID:		Location:					
Call Problem Details									
Product Type:		Call Type:	A	ProbType:	AG06	Problem:			
Problem Text:	pm wanted to know when SMC would call her back								
Call Closure Details									
Closed:	31/08/2000 15:59	Cause:	C62	Repair:	R09	Resolution:	RS08		
Text:	Call Close by Nick Raniga: pm htcc								
Call Asset Details									
Asset ID:		Description:		Serial No:					
Product:	Unknown Product	Description:		Network ID:					
Call SLA Details									
SLA:	NO SLA / No SLA defined for this call.			Contract SLA?:	N	Coverage Plan:			
SLA Met?:	Y	SLA Time (mins):	1	Non-SLA Time (mins):	0				
Call Activity Log									
OPEN	Thu 31 August 2000 15:55 by GB082486 / HSH1 New call taken by Nick Raniga: pm wanted to know when SMC would call her back				Saved: Thu 31 August 2000 15:57				
Advice	Thu 31 August 2000 15:58 by GB082486 / HSH1 Advised pm that someone would call her back soon.				Saved: Thu 31 August 2000 15:58				
CLOSE	Thu 31 August 2000 15:59 by GB082486 / HSH1 Call Close by Nick Raniga: pm htcc				Saved: Thu 31 August 2000 15:59				

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatC14 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003					
Call E-0009052546										©2002 Fujitsu Services Limited	
Status: Closed		Opened: Tue 05 September 2000 17:52		Site: 153405							
Severity: 3 B		Closed: Tue 05 September 2000 17:55		Customer: I039							
Priority: 0				CSR/Team: GB082711 / HSH1							
Caller Details											
Caller: Julie		Phone: GRO		Site: 153405							
Title: PostMaster		Login:		Department:							
		Caller ID:		Location:							
Call Problem Details											
Product Type:		Call Type: S		ProbType: SD02		Problem:					
Problem Text:		Trying to preview a balance and the screen is not moving.									
Call Closure Details											
Closed: 05/09/2000 17:55		Cause: C22		Repair: R70		Resolution: RS08					
Text:		Call Close by Jonathan Waight: Advised a rebootpmhtcc									
Call Asset Details											
Asset ID:		Description:		Serial No:							
Product: EPOSS		Description:		Network ID:							
Call SLA Details											
SLA: 14 Day / Clear call within 14 days		Contract SLA?: N		Coverage Plan:							
SLA Met?: Y		SLA Time (mins): 2		Non-SLA Time (mins): 0							
1: CLOSE (Clear call)		Met: Y		Target: 19/09/2000 00:00		Done: 05/09/2000 17:55		Completed		Mandatory	
Call Activity Log											
OPEN		Tue 05 September 2000 17:49 by GB082711 / HSH1				Saved: Tue 05 September 2000 17:52					
		New call taken by Jonathan Waight: Trying to preview a balance and the screen is not moving.									
Advice		Tue 05 September 2000 17:54 by GB082711 / HSH1				Saved: Tue 05 September 2000 17:54					
		The screen has not changed for about half an hour. Advised a reboot									
CLEAR		Tue 05 September 2000 17:55 by GB082711 / HSH1				Saved: Tue 05 September 2000 17:55					
		Advised a reboot									
CLOSE		Tue 05 September 2000 17:55 by GB082711 / HSH1				Saved: Tue 05 September 2000 17:55					
		Call Close by Jonathan Waight: Advised a rebootpmhtcc									



HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003					
Call E-0009204970										©2002 Fujitsu Services Limited	
Status: Closed		Opened: Wed 20 September 2000 19:07		Site: 153405							
Severity: 2 C		Closed: Wed 20 September 2000 19:10		Customer: I039							
Priority: 0				CSR/Team: HSHCI416 / HSH CI4							
Caller Details											
Caller: Rodger Harrison		Phone: GRO		Site: 153405							
Title: PostMaster		Login:		Department:							
		Caller ID:		Location:							
Call Problem Details											
Product Type:		Call Type: K		ProbType: KA03		Problem:					
Problem Text:		individual A2Ux no entry sign on office bal									
Call Closure Details											
Closed: 20/09/2000 19:10		Cause: CA3		Repair: R09		Resolution: RS08					
Text:		Call Close by Mahesh Patel: advise given was successful . pm htcc									
Call Asset Details											
Asset ID:		Description:		Serial No:							
Product: EPOSS-Cash Account		Description:		Network ID:							
Call SLA Details											
SLA: NO SLA / No SLA defined for this call.		Contract SLA?: N		Coverage Plan:							
SLA Met?: Y		SLA Time (mins): 2		Non-SLA Time (mins): 0							
Call Activity Log											
OPEN Wed 20 September 2000 19:05 by HSHCI416 / HSH CI4					Saved: Wed 20 September 2000 19:07						
New call taken by Mahesh Patel: individual A2Ux no entry sign on office bal											
Advice Wed 20 September 2000 19:08 by HSHCI416 / HSH CI4					Saved: Wed 20 September 2000 19:08						
pm is on node 1 advised pm to log onto node 2 no entry sign advised pm to log onto node 3 has not got a no entry sign on it advised pm to press office bal then to log out node 3 then to log onto node 1											
CLEAR Wed 20 September 2000 19:10 by HSHCI416 / HSH CI4					Saved: Wed 20 September 2000 19:10						
advise given was successful											
CLOSE Wed 20 September 2000 19:10 by HSHCI416 / HSH CI4					Saved: Wed 20 September 2000 19:10						
Call Close by Mahesh Patel: advise given was successful . pm htcc											

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003					
Call E-0010091369										©2002 Fujitsu Services Limited	
Status:	Closed	Opened:	Mon 09 October 2000 13:20				Site:	153405			
Severity:	3 B	Closed:	Mon 09 October 2000 13:25				Customer:	I039			
Priority:	0						CSR/Team:	uk079680 / HSH1			
Caller Details											
Caller:	Mr Harrison		Phone:	GRO				Site:	153405		
Title:	PostMaster		Login:					Department:			
			Caller ID:					Location:			
Call Problem Details											
Product Type:			Call Type:	S		ProbType:	SD02		Problem:		
Problem Text: Caller can not get the giro print outs and he can get 1 page but not the second											
Call Closure Details											
Closed:	09/10/2000 13:25		Cause:	C21		Repair:	R57		Resolution:		
Text: Call Close by Tina Brown: pmhtcc											
Call Asset Details											
Asset ID:					Description:					Serial No:	
Product:	PATITH94PTR				Description:					Network ID:	
Call SLA Details											
SLA:	14 Day / Clear call within 14 days				Contract SLA?:	N		Coverage Plan:			
SLA Met?:	Y				SLA Time (mins):	4		Non-SLA Time (mins):			
1: CLOSE (Clear call) Met: Y Target: 23/10/2000 00:00 Done: 09/10/2000 13:25 Completed Mandatory											
Call Activity Log											
OPEN Mon 09 October 2000 13:17 by uk079680 / HSH1 Saved: Mon 09 October 2000 13:20											
New call taken by Tina Brown: Caller can not get the giro print outs and he can get 1 page but not the second											
Advice Mon 09 October 2000 13:22 by uk079680 / HSH1 Saved: Mon 09 October 2000 13:22											
he ahs tried to turn it off and on he has tried to press resume he does retry when the message comes back on advised the caller to turn it off for 45 secs and then to a test tally and then a test slip											
Advice Mon 09 October 2000 13:23 by uk079680 / HSH1 Saved: Mon 09 October 2000 13:23											
this happens nealy every day											
CLEAR Mon 09 October 2000 13:25 by uk079680 / HSH1 Saved: Mon 09 October 2000 13:25											
pmhtcc											
CLOSE Mon 09 October 2000 13:25 by uk079680 / HSH1 Saved: Mon 09 October 2000 13:25											
Call Close by Tina Brown: pmhtcc											



HOME Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003 14/10/2003			
Call E-0010161350				Remarks		©2002 Fujitsu Services Limited	
Status:	Closed	Opened:	Mon 16 October 2000 13:05	Site:	153405		
Severity:	3 B	Closed:	Mon 16 October 2000 17:09	Customer:	I039		
Priority:	0			CSR/Team:	uktemp29 / SMC1		
Caller Details							
Caller:	Roger Harrison		Phone:	GRO		Site:	153405
Title:	PostMaster		Login:			Department:	
			Caller ID:			Location:	
Call Problem Details							
Product Type:	PT04	Call Type:	H	ProbType:	HD07	Problem:	
Problem Text:	PM is having trouble with the counter printer on counter 5. It won't print his giro dep report.						
Call Closure Details							
Closed:	16/10/2000 17:09		Cause:	C01	Repair:	R01	Resolution:
Text:	Call Close by uktemp29: ** [No Remark entered.] Call closure code of FAILURE and repair code 821						
Call Asset Details							
Asset ID:	1534054		Description:	Ithica 94 Printer		Serial No:	HE001920498
Product:	PATITH94PTR		Description:	Ithica 94 Printer		Network ID:	
Call SLA Details							
SLA:	NO SLA / No SLA defined for this call.			Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y			SLA Time (mins):	243	Non-SLA Time (mins): 0	
Call Activity Log							
OPEN	Mon 16 October 2000 13:04 by uk081616 / HSH1			Saved: Mon 16 October 2000 13:05			
	New call taken by June Gayle: PM is having trouble with the counter printer on counter 5. It won't print his giro dep report.						
Advice	Mon 16 October 2000 13:06 by uk081616 / HSH1			Saved: Mon 16 October 2000 13:06			
	Advised Pm to insert the paper into the slip correctly with the coloured strip to the wright. This was done and it only took the paper in part of the way and then stopped.						
MODIFY	Mon 16 October 2000 13:09 by uk081616 / HSH1			Saved: Mon 16 October 2000 13:10			
	Call information modified by June Gayle Call Type: from 'A' to 'S' Product ID: from 'EPOSS' to 'PATITH94PTR' Severity: from '2' to '3' Problem Type: from 'AG06' to 'SD02'						
Information	Mon 16 October 2000 13:10 by uk081616 / HSH1			Saved: Mon 16 October 2000 13:10			
	Counter printer is not taking the paper through and it stops half way without printing anything.						
Information	Mon 16 October 2000 13:15 by uk081616 / HSH1			Saved: Mon 16 October 2000 13:15			
	Voiced call to Emma at SMC and she advised that PM presses print befor inserting the paper and then when error message appears to insert paper and then press retry as this can usually stop this problem from reaccuring. I tried this with the PM, but same problem occurred were it only took half the slip in and then stopped and light changed from a steady green to a flashing amber.						
MODIFY	Mon 16 October 2000 13:19 by uk081616 / HSH1			Saved: Mon 16 October 2000 13:19			
	Call information modified by June Gayle Call Type: from 'S' to 'H' Problem Type: from 'SD02' to 'HD07'						
REASSIGN	Mon 16 October 2000 13:21 by uk081616 / HSH1			Saved: Mon 16 October 2000 13:21			
	Call # E-0010161350 was Reassigned from June Gayle, Group HSH1 to Group SMC1 Reassigned for action.						
Access Times	Mon 16 October 2000 13:25 by uk081616 / HSH1			Saved: Mon 16 October 2000 13:25			
	PO is open Mon-Friday 9am-5.30pm all day and Sat 9am-12.30non.						
REASSIGN	Mon 16 October 2000 13:28 by GB082729 / SMC1			Saved: Mon 16 October 2000 13:28			
	Call # E-0010161350 was Reassigned from Group SMC1 to Demi Folorunso, Group SMC1						
Information	Mon 16 October 2000 13:31 by GB082729 / SMC1			Saved: Mon 16 October 2000 13:31			
	Counter 5 printer refusing to print giro slips and all troubleshoot made no difference, PM had the same problem last week.						
Recommend	Mon 16 October 2000 13:32 by GB082729 / SMC1			Saved: Mon 16 October 2000 13:32			
	Please replace counter 5 printer to correct this defect.						
REASSIGN	Mon 16 October 2000 13:33 by GB082729 / SMC1			Saved: Mon 16 October 2000 13:33			
	Call # E-0010161350 was Reassigned from Demi Folorunso, Group SMC1 to Group UKSS1						
MODIFY	Mon 16 October 2000 13:28 by GB082729 / SMC1			Saved: Mon 16 October 2000 13:33			
	Call information modified by Demi Folorunso Action Group: from 'SMC1' to 'UKSS1' CSR ID: from 'gb082729' Revision: Serial #: to 'HE001999841' Tag: to '1534054' Item Descr.: to 'Ithica 94 Printer' ...etc.						
REASSIGN	Mon 16 October 2000 14:40 by Dispatch 1 /			Saved: Mon 16 October 2000 14:48			



	The projected arrival date for engineer 064008 is 16-10-2000 14:48:00 Engineer 064008 allocated	
REASSIGN	Mon 16 October 2000 14:50 by Dispatch 1 /	Saved: Mon 16 October 2000 14:57
	The projected arrival date for engineer 082213 is 16-10-2000 16:30:00 Engineer 082213 allocated	
UPDATE	Mon 16 October 2000 15:02 by Dispatch 1 /	Saved: Mon 16 October 2000 15:07
	Engineer 082213 despatched to site at 16-10-2000 15:00:00 ** [No Remark entered.]	
UPDATE	Mon 16 October 2000 16:16 by Dispatch 1 /	Saved: Mon 16 October 2000 16:20
	Engineer 082213 arrived on site at 16-10-2000 16:14:00 ** [Engineer 082213 Logged On.]	
UPDATE	Mon 16 October 2000 16:56 by Dispatch 1 /	Saved: Mon 16 October 2000 17:01
	d1 unknown error. arr 4.20 o 4.40. ith jams halfwa y thru giro slip. new itheca he001944441 old he001 920498.	
ENG VISIT	Mon 16 October 2000 16:20 by 082213 / ENGINEERS	Saved: Mon 16 October 2000 16:40
	** [No Remark entered.] Call closure code of FAILURE and repair code 821	
REASSIGN	Mon 16 October 2000 17:14 by Dispatch 1 /	Saved: Mon 16 October 2000 17:14
	OTI monitor reassigned this call from Dispatch 1 to the Action Group SMC1 as directed by the OTI Return activity	
CLEAR	Mon 16 October 2000 16:40 by uktemp29 / SMC1	Saved: Mon 16 October 2000 16:40
	** [No Remark entered.] Call closure code of FAILURE and repair code 821	
CLOSE	Mon 16 October 2000 17:09 by uktemp29 / SMC1	Saved: Mon 16 October 2000 17:09
	Call Close by uktemp29: ** [No Remark entered.] Call closure code of FAILURE and repair code 821	

This call has remarks

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL: 000003 14/10/2003			
Call E-0010253234							©2002 Fujitsu Services Limited
Status:	Closed	Opened:	Wed 25 October 2000 16:04	Site:	153405		
Severity:	3 B	Closed:	Wed 01 November 2000 16:55	Customer:	I039		
Priority:	0			CSR/Team:	uk080147 / HSH1		
Caller Details							
Caller:	roger harrison		Phone:	GRO		Site:	153405
Title:	PostMaster		Login:			Department:	
			Caller ID:			Location:	
Call Problem Details							
Product Type:		Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there.						
Call Closure Details							
Closed:	01/11/2000 16:55		Cause:	CE3	Repair:	R08	Resolution:
Text:	Call Close by Hugh Evans: pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there. PM has called back to say that the problem rectified itself. PM has another problem being invg on e-00						
Call Asset Details							
Asset ID:				Description:	Serial No:		
Product:	Unknown Product			Description:	Network ID:		
Call SLA Details							
SLA:	NO SLA / No SLA defined for this call.			Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y			SLA Time (mins):	8838	Non-SLA Time (mins):	1290
Call Activity Log							
OPEN	Wed 25 October 2000 15:56 by GB082162 / HSH1			Saved: Wed 25 October 2000 16:04			
	New call taken by Sarah Still: pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there.						
Advice	Wed 25 October 2000 16:13 by GB082162 / HSH1			Saved: Wed 25 October 2000 16:13			
	aa is down by £40,000. rj on the balance snapshot has 2 transfers to aa at £40,000. got pm to print a transfer summaries and a rem summaries. there was nothing on it.						
REASSIGN	Wed 25 October 2000 16:27 by GB082162 / HSH1			Saved: Wed 25 October 2000 16:28			
	Call # E-0010253234 was Reassigned from Sarah Still, Group HSH1 to Group TEMP1 reassign for progression.						
Advice	Wed 25 October 2000 16:30 by Peritas06 / HSH1			Saved: Wed 25 October 2000 16:30			
	office is large mspo. pm had a discrepancy under in aa for the exact amount of a transfer done from rj to aa. asked pm to check the transfers in reports- pm say the systems had done the transfer twice -talked pm through how to transfer in the opposite direction to correct the problem. pm is adamant that the system has put the figures he adjusted in AA onto the adjust stock figures for RJ. Pm also mentioned that earlier in the week the system had printed the giro report with tall entries on twice(21/10/00-11:45-anne simpson su as asi001). but thses double entries then disapeared when the report was printed again. the pm is of the opinion that the systme is duplicating work The pm reckons the ssytem did a transfer from rj to aa (for £40k) twice as he only has one slip and the transfer in reports list the transfer twice at the same time. advised the pm to rechek the adjust stock figures and then to declare the stamps and the cash figures in both AA and RJ and produce the trial figures before looking at ajusting the stock.pm said he would call back when he gets to this starting poin as he would then know how much stock the system thought there was and whether it had doubled. pss on to software to look at the duplcte giro issue and possible duplicated transfere or stock.						
REASSIGN	Wed 25 October 2000 16:52 by Peritas06 / HSH1			Saved: Wed 25 October 2000 16:53			
	Call # E-0010253234 was Reassigned from Sarah Still, Group HSH1 to Group SMC1 This is a menu list						
MODIFY	Wed 25 October 2000 16:53 by Peritas06 / HSH1			Saved: Wed 25 October 2000 16:53			
	Call information modified by Peritas06 Call Type: from 'K' to 'S' CSR ID: Product ID: from 'EPOSS' to 'Unknown Product' Severity: from '2' to '3' Problem Type: from 'KA04' to 'SD02'						
REASSIGN	Thu 26 October 2000 07:27 by GB082222 / SMC1			Saved: Thu 26 October 2000 07:27			
	Call # E-0010253234 was Reassigned from Group SMC1 to Phil Riches, Group SMC1						
REASSIGN	Thu 26 October 2000 13:49 by uk082108 / SMC1			Saved: Thu 26 October 2000 13:49			
	Call # E-0010253234 was Reassigned from Phil Riches, Group SMC1 to Group smc1						
REASSIGN	Thu 26 October 2000 14:22 by GB082222 / SMC1			Saved: Thu 26 October 2000 14:22			
	Call # E-0010253234 was Reassigned from Group smc1 to Andy Abernethy, Group SMC1						
REASSIGN	Thu 26 October 2000 18:00 by uk066862 / SMC1			Saved: Thu 26 October 2000 18:00			



	Call # E-0010253234 was Reassigned from Andy Abernethy, Group SMC1 to Group SMC1	
REASSIGN	Fri 27 October 2000 08:27 by GB082222 / SMC1	Saved: Fri 27 October 2000 08:27
	Call # E-0010253234 was Reassigned from Group SMC1 to Olu Solaru, Group SMC1	
REASSIGN	Fri 27 October 2000 16:48 by uk082570 / SMC1	Saved: Fri 27 October 2000 16:49
	Call # E-0010253234 was Reassigned from Olu Solaru, Group SMC1 to Group SMC1	
REASSIGN	Mon 30 October 2000 15:19 by GB082222 / SMC1	Saved: Mon 30 October 2000 15:19
	Call # E-0010253234 was Reassigned from Group SMC1 to Phil Riches, Group SMC1	
REASSIGN	Tue 31 October 2000 08:33 by uk082108 / SMC1	Saved: Tue 31 October 2000 08:34
	Call # E-0010253234 was Reassigned from Phil Riches, Group SMC1 to Group smc1	
REASSIGN	Tue 31 October 2000 08:59 by GB082222 / SMC1	Saved: Tue 31 October 2000 08:59
	Call # E-0010253234 was Reassigned from Group smc1 to Phil Riches, Group SMC1 please action	
REASSIGN	Tue 31 October 2000 10:58 by uk082108 / SMC1	Saved: Tue 31 October 2000 10:58
	Call # E-0010253234 was Reassigned from Phil Riches, Group SMC1 to Group smc1	
REASSIGN	Tue 31 October 2000 11:12 by GB082222 / SMC1	Saved: Tue 31 October 2000 11:12
	Call # E-0010253234 was Reassigned from Group smc1 to Russell King, Group SMC1	
Repeat Call	Tue 31 October 2000 12:17 by GB082471 / HSH1	Saved: Tue 31 October 2000 12:17
	pm phoned to say that she wanted a call back to find out what was happening	
Information	Tue 31 October 2000 13:06 by UK061916 / SMC1	Saved: Tue 31 October 2000 13:06
	Insufficient evidence: Please provide transaction details of the Transfers that he reckons occurred twice, i.e. date/time/transaction ref/SU/Counter/User/Amount(s). Also, while transfer being done, did system crash out at all and then did it appear that transfer hadn't gone through, so PM did it again event though it had gone through? Passing back to HSH for more info	
REASSIGN	Tue 31 October 2000 13:08 by UK061916 / SMC1	Saved: Tue 31 October 2000 13:08
	Call # E-0010253234 was Reassigned from Russell King, Group SMC1 to Group HSH1 reassigning for more info	
SUSPEND	Tue 31 October 2000 19:24 by uk082033 / HSH1	Saved: Tue 31 October 2000 19:24
	Call suspended by David Hogan suspended pending contact with pm.	
RELEASE	Wed 01 November 2000 08:00 by Sysadm / SYSTEM	Saved: Wed 01 November 2000 08:00
	AUTO-RELEASE from SUSPEND (Release was due on 01 Nov 2000 at 08:00:00)	
Information	Wed 01 November 2000 10:11 by uk060861 / HSH1	Saved: Wed 01 November 2000 10:11
	PM too busy to talk at the moment will cal back later	
Advice	Wed 01 November 2000 13:54 by uk080147 / HSH1	Saved: Wed 01 November 2000 13:54
	PM has called back. Transfers problem was resolved last week when the PM reversed one of the two £40K transfers.	
OPEN_CALL_TS	Wed 01 November 2000 16:51 by uk080147 / HSH1	Saved: Wed 01 November 2000 16:52
	Open Calls Troubleshoot (Affected Site:153405)	
CLEAR	Wed 01 November 2000 16:52 by uk080147 / HSH1	Saved: Wed 01 November 2000 16:52
	pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there. PM has called back to say that the problem rectified itself. PM has another problem being invg on e-0011012223.	
CLOSE	Wed 01 November 2000 16:55 by uk080147 / HSH1	Saved: Wed 01 November 2000 16:55
	Call Close by Hugh Evans: pm stock unit aa has a big discrepancies and stock unit rj has loads of stock in stock balancing which should not be there. PM has called back to say that the problem rectified itself. PM has another problem being invg on e-0011012223. pmhttc	

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL- 000003 14/10/2003			
Call E-0010311359						©2002 Fujitsu Services Limited	
Status:	Closed	Opened:	Tue 31 October 2000 11:57	Site:	153405		
Severity:	2 C	Closed:	Tue 31 October 2000 12:05	Customer:	I039		
Priority:	0			CSR/Team:	GB082486 / HSH1		
Caller Details							
Caller:	Julie	Phone:	GRO	Site:	153405		
Title:	PostMaster	Login:		Department:			
		Caller ID:		Location:			
Call Problem Details							
Product Type:		Call Type:	K	ProbType:	KA04	Problem:	
Problem Text:	pm has a discrepancy in her trial balance. There are all sorts of transactions showing minus figures. Stock Unit AA						
Call Closure Details							
Closed:	31/10/2000 12:05	Cause:	CA3	Repair:	R09	Resolution:	RS08
Text:	Call Close by Nick Raniga: pm htcc						
Call Asset Details							
Asset ID:		Description:		Serial No:			
Product:	EPOSS-Cash Account	Description:		Network ID:			
Call SLA Details							
SLA:	NO SLA / No SLA defined for this call.			Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	6	Non-SLA Time (mins):	0		
Call Activity Log							
OPEN	Tue 31 October 2000 11:51 by GB082486 / HSH1			Saved: Tue 31 October 2000 11:57			
	New call taken by Nick Raniga: pm has a discrepancy in her trial balance. There are all sorts of transactions showing minus figures. Stock Unit AA						
OPEN_CALL_TS	Tue 31 October 2000 11:57 by GB082486 / HSH1			Saved: Tue 31 October 2000 11:58			
	Open Calls Troubleshoot (Affected Site:153405)						
Advice	Tue 31 October 2000 12:03 by GB082486 / HSH1			Saved: Tue 31 October 2000 12:03			
	Advised pm to go into Stock Balancing and the declarations. Non value stock came up so I advised pm to make sure that she had things in her non-value stock						
CLEAR	Tue 31 October 2000 12:04 by GB082486 / HSH1			Saved: Tue 31 October 2000 12:04			
	pm htcc						
CLOSE	Tue 31 October 2000 12:05 by GB082486 / HSH1			Saved: Tue 31 October 2000 12:05			
	Call Close by Nick Raniga: pm htcc						

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003 14/10/2003			
Call E-0011012223						©2002 Fujitsu Services Limited	
Status:	Closed	Opened:	Wed 01 November 2000 13:42	Site:	153405		
Severity:	3 B	Closed:	Tue 07 November 2000 16:27	Customer:	I039		
Priority:	0			CSR/Team:	GB082641 / SMC1		
Caller Details							
Caller:	Julie Wolstenholme		Phone:	GRO		Site:	153405
Title:	PostMaster		Login:			Department:	
			Caller ID:			Location:	
Call Problem Details							
Product Type:	PT01		Call Type:	S		ProbType:	SD02
Problem Text:	PM has noticed that the adjust stock figures from shared SU AA are showing in shared SU RJ and vice versa. PM viewed the adjust stock figures in SU RJ and it showed 20 x £20 smartcreds that were remmed into SU AA on 25.10 at 11.24 with session ID 5-68278-1. These have not been transferred across to SU RJ but are showing on the adjust stock screen. Balance snapshot correct.						
Call Closure Details							
Closed:	07/11/2000 16:27		Cause:	C21		Repair:	R22
Text:	Call Close by Sarah Astell: Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.						
Call Asset Details							
Asset ID:			Description:			Serial No:	
Product:	eposs		Description:	EPOSS		Network ID:	
Call SLA Details							
SLA:	14 Day / Clear call within 14 days		Contract SLA?:	N		Coverage Plan:	
SLA Met?:	Y		SLA Time (mins):	8803		Non-SLA Time (mins):	0
1:	CLOSE (Clear call)	Met:	Y	Target:	15/11/2000 00:00	Done:	07/11/2000 16:26
						Completed	Mandatory
Call Activity Log							
OPEN	Wed 01 November 2000 13:21 by uk080147 / HSH1 New call taken by Hugh Evans: PM has noticed that the adjust stock figures from shared SU AA are showing in shared SU RJ and vice versa. PM viewed the adjust stock figures in SU RJ and it showed 20 x £20 smartcreds that were remmed into SU AA on 25.10 at 11.24 with session ID 5-68278-1. These have not been transferred across to SU RJ but are showing on the adjust stock screen. Balance snapshot correct.						Saved: Wed 01 November 2000 13:42
OPEN_CALL_TS	Wed 01 November 2000 13:42 by uk080147 / HSH1 Open Calls Troubleshoot (Affected Site:153405)						Saved: Wed 01 November 2000 13:42
OPEN_CALL_TS	Wed 01 November 2000 13:42 by uk080147 / HSH1 Open Calls Troubleshoot (Affected Site:153405)						Saved: Wed 01 November 2000 13:52
Advice	Wed 01 November 2000 14:03 by uk080147 / HSH1 PM advised that this is an intermittent problem occurring since the counters were upgraded on 23.10						Saved: Wed 01 November 2000 14:03
OPEN_CALL_TS	Wed 01 November 2000 14:04 by uk080147 / HSH1 Open Calls Troubleshoot (Affected Site:153405)						Saved: Wed 01 November 2000 14:04
Advice	Wed 01 November 2000 14:04 by uk080147 / HSH1 User ID for the transfer was RLJ001.						Saved: Wed 01 November 2000 14:04
Advice	Wed 01 November 2000 14:06 by uk080147 / HSH1 Userid for the remittance was RLJ001.						Saved: Wed 01 November 2000 14:06
OPEN_CALL_TS	Wed 01 November 2000 14:06 by uk080147 / HSH1 Open Calls Troubleshoot (Affected Site:153405)						Saved: Wed 01 November 2000 14:07
REASSIGN	Wed 01 November 2000 14:08 by uk080147 / HSH1 Call # E-0011012223 was Reassigned from Hugh Evans, Group HSH1 to Group SMC1 Reassigning for investigation						Saved: Wed 01 November 2000 14:08
OPEN_CALL_TS	Wed 01 November 2000 14:08 by uk080147 / HSH1 Open Calls Troubleshoot (Affected Site:153405)						Saved: Wed 01 November 2000 14:08
REASSIGN	Wed 01 November 2000 15:55 by GB082222 / SMC1 Call # E-0011012223 was Reassigned from Group SMC1 to Phil Riches, Group SMC1						Saved: Wed 01 November 2000 15:55
Repeat Call	Wed 01 November 2000 16:41 by GB082685 / HSH1 pm phoned back and still has not heard from anyone. voiced phil at smc and will phone her as soon as he can. advised pm of this.						Saved: Wed 01 November 2000 16:41
REASSIGN	Wed 01 November 2000 18:04 by uk082108 / SMC1						Saved: Wed 01 November 2000 18:05



	Call # E-0011012223 was Reassigned from Phil Riches, Group SMC1 to Group smc1 Reassigning back because end of shift.	
Repeat Call	Wed 01 November 2000 19:08 by uk081126 / HSH1	Saved: Wed 01 November 2000 19:08
	still awaiting a reply - getting very upset - waiting to balance and get to family, etc	
REASSIGN	Wed 01 November 2000 19:10 by GB082222 / SMC1	Saved: Wed 01 November 2000 19:10
	Call # E-0011012223 was Reassigned from Group smc1 to Ross Wilmott - 7281-5500, Group SMC1 BIG thanks	
REASSIGN	Wed 01 November 2000 19:24 by UK0631336 / SMC1	Saved: Wed 01 November 2000 19:24
	Call # E-0011012223 was Reassigned from Ross Wilmott - 7281-5500, Group SMC1 to Group EDSC1	
Information	Thu 02 November 2000 08:23 by uk079679 / SMC1	Saved: Thu 02 November 2000 08:23
	HSH contacted SMC for update, advised Call is with SSC and will be dealt with asap	
Follow Up	Thu 02 November 2000 08:43 by GB083020 / HSH1	Saved: Thu 02 November 2000 08:43
	RNM Elaine Tagg called re the call she is on her way to the office and wants updating on the situation. Spoke to ref Cath on third line who adv she will check who is working on the call and get them to ring the office asap message relayed back to RNM. RNM not very happy with response	
REASSIGN	Thu 02 November 2000 08:45 by uk059697 / HSH1	Saved: Thu 02 November 2000 08:45
	Call # E-0011012223 was Reassigned from Group EDSC1 to Group HSH1	
REASSIGN	Thu 02 November 2000 08:45 by uk059697 / HSH1	Saved: Thu 02 November 2000 08:45
	Call # E-0011012223 was Reassigned from Group HSH1 to Group EDSC1	
Information	Thu 02 November 2000 09:13 by uk059697 / HSH1	Saved: Thu 02 November 2000 09:13
	contacted SST about this call failing to go over the OTI	
Repeat Call	Thu 02 November 2000 09:37 by gb083185 / HSH1	Saved: Thu 02 November 2000 09:37
	PM chasing call, contacted EDSC who advised are looking at this now, relayed back to PM, who advised has managed to roll 7 stock units but 3 have not. Advised PM needs to contact NBSC and let them know of the situation as they will probably not be able to do a cash account.	
Repeat Call	Thu 02 November 2000 10:42 by GB082468 / HSH1	Saved: Thu 02 November 2000 10:42
	rnm calling they have called a few times now expecting a call back with info and noone has called them, the office is closed but they are waiting for a call	
Repeat Call	Thu 02 November 2000 11:18 by GB082965 / HSH1	Saved: Thu 02 November 2000 11:18
	voiced edsc, while speaking to them pm terminated call.	
Contacted	Thu 02 November 2000 13:13 by uk079674 / HSH4	Saved: Thu 02 November 2000 13:13
	Contacted the RNM for this office as she has now made a complaint regarding this issue. Elaine (rnm) advised that all SU's have now been rolled over and they are now checking them to see if they final balance is showing to be correct. one of the SU's had something added to it, whilst rolling over. Elaine was very annoyed that no-one from 3rd line had called her back, as she has been promised a number of callbacks. Apologised for her not receiving any callbacks, and advised that I would escalate the fact that the agents she has spoken to have promised callbacks within the hour, as they should not be making promises like these. Advised that 3rd line are very busy with their investigations and sometimes do not have time to call back. They may call back sometimes if they require additional information/actions etc. ADvised that I would monitor the call, and if any updates occurred, I would notify them.	
OTI_CLOSE	Fri 03 November 2000 14:07 by PINICL /	Saved: Fri 03 November 2000 14:07
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Published Known Error There is a kel for this problem - LKiang351M. The KEL explains that it is currently being investigated by development. I have not spoken to the customer.	
REASSIGN	Fri 03 November 2000 14:07 by PINICL /	Saved: Fri 03 November 2000 14:07
	OTI monitor reassigned this call from PINICL to the Action Group HSH1 as directed by the OTIReturn activity	
Contacted	Mon 06 November 2000 12:40 by GB064328 / HSH1	Saved: Mon 06 November 2000 12:40
	contacted pm on 06/11/00 Further info as requested on the kel Stock units affected RJ & AA (bulk SU) Adjusted RT 1/11/00 13:43 everything was ok all stock showed correct value At 15:44 on 1/11/00 - showed all aa figures su so pm had adjusted back to RJ value then RJ it showed all neg figures but the neg value reflect aa sock value but in neg format. For example £50 cheque in RJ has cut off and rem out and this showed also in aa Smartcredits RJ as neg 20 but should be in aa with 20 Game lic 5R 4G (all neg in rj but positive in aa. User JWO001 & RHA001 (RJ su) ROJ001 (joint user for AA) ----- Not made any declarations. 4000 short in bal that week	
REASSIGN	Mon 06 November 2000 13:00 by GB064328 / HSH1	Saved: Mon 06 November 2000 13:00
	Call # E-0011012223 was Reassigned from Group HSH1 to Group SMC1 re-assign for development as this is a known prob with kel and await solution.	
Information	Tue 07 November 2000 11:39 by GB082641 / SMC1	Saved: Tue 07 November 2000 11:39
	More information has been received with regard to this problem. Is the KEL available as I am unable to locate it? Please can this call be investigated further.	
ReOpen OTI	Tue 07 November 2000 11:40 by GB082641 / SMC1	Saved: Tue 07 November 2000 11:40
	More information has been received with regard to this problem. Is the KEL available as I am unable to locate it? Please can this call be investigated further.	
OPEN_CALL_TS	Tue 07 November 2000 11:40 by GB082641 / SMC1	Saved: Tue 07 November 2000 11:41
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Tue 07 November 2000 11:41 by GB082641 / SMC1	Saved: Tue 07 November 2000 11:41
	Call # E-0011012223 was Reassigned from Group SMC1 to Group EDSC1	
OTI_CLOSE	Tue 07 November 2000 14:43 by PINICL /	Saved: Tue 07 November 2000 14:43
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Richard Coleman at 07-nov-2000 14:35:00 Category 64 - Published Known Error See KEL LKiang351M as already specified. PM has not been contacted, closing as published known error	



REASSIGN	Tue 07 November 2000 14:43 by PINICL / OTI monitor reassigned this call from PINICL to the Action Group SMC1 as directed by the OTI Return activity	Saved: Tue 07 November 2000 14:43
REASSIGN	Tue 07 November 2000 16:02 by GB082222 / SMC1 Call # E-0011012223 was Reassigned from Group SMC1 to Sarah Astell, Group SMC1	Saved: Tue 07 November 2000 16:02
OPEN_CALL_TS	Tue 07 November 2000 16:22 by GB082641 / SMC1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Tue 07 November 2000 16:22
Information	Tue 07 November 2000 16:26 by GB082641 / SMC1 Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.	Saved: Tue 07 November 2000 16:26
CLEAR	Tue 07 November 2000 16:26 by GB082641 / SMC1 Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.	Saved: Tue 07 November 2000 16:26
CLOSE	Tue 07 November 2000 16:27 by GB082641 / SMC1 Call Close by Sarah Astell: Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.	Saved: Tue 07 November 2000 16:27

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003 14/10/2003			
Call E-0011012223 ©2002 Fujitsu Services Limited							
Status:	Closed	Opened:	Wed 01 November 2000 13:42	Site:	153405		
Severity:	3 B	Closed:	Tue 07 November 2000 16:27	Customer:	I039		
Priority:	0			CSR/Team:	GB082641 / SMC1		
Caller Details							
Caller:	Julie Wolstenholme		Phone:	GRO		Site:	153405
Title:	PostMaster		Login:			Department:	
			Caller ID:			Location:	
Call Problem Details							
Product Type:	PT01	Call Type:	S	ProbType:	SD02	Problem:	
Problem Text:	PM has noticed that the adjust stock figures from shared SU AA are showing in shared SU RJ and vice versa. PM viewed the adjust stock figures in SU RJ and it showed 20 x £20 smartcreds that were remmed into SU AA on 25.10 at 11.24 with session ID 5-68278-1. These have not been transferred across to SU RJ but are showing on the adjust stock screen. Balance snapshot correct.						
Call Closure Details							
Closed:	07/11/2000 16:27		Cause:	C21	Repair:	R22	Resolution:
Text:	Call Close by Sarah Astell: Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.						
Call Asset Details							
Asset ID:			Description:			Serial No:	
Product:	eposs		Description:	EPOSS		Network ID:	
Call SLA Details							
SLA:	14 Day / Clear call within 14 days		Contract SLA?:	N	Coverage Plan:		
SLA Met?:	Y		SLA Time (mins):	8803	Non-SLA Time (mins):	0	
1:	CLOSE (Clear call)	Met:	Y	Target:	15/11/2000 00:00	Done:	07/11/2000 16:26
						Completed	Mandatory
Call Activity Log							
OPEN	Wed 01 November 2000 13:21 by uk080147 / HSH1				Saved: Wed 01 November 2000 13:42		
	New call taken by Hugh Evans: PM has noticed that the adjust stock figures from shared SU AA are showing in shared SU RJ and vice versa. PM viewed the adjust stock figures in SU RJ and it showed 20 x £20 smartcreds that were remmed into SU AA on 25.10 at 11.24 with session ID 5-68278-1. These have not been transferred across to SU RJ but are showing on the adjust stock screen. Balance snapshot correct.						
OPEN_CALL_TS	Wed 01 November 2000 13:42 by uk080147 / HSH1				Saved: Wed 01 November 2000 13:42		
	Open Calls Troubleshoot (Affected Site:153405)						
OPEN_CALL_TS	Wed 01 November 2000 13:42 by uk080147 / HSH1				Saved: Wed 01 November 2000 13:52		
	Open Calls Troubleshoot (Affected Site:153405)						
Advice	Wed 01 November 2000 14:03 by uk080147 / HSH1				Saved: Wed 01 November 2000 14:03		
	PM advised that this is an intermittent problem occurring since the counters were upgraded on 23.10						
OPEN_CALL_TS	Wed 01 November 2000 14:04 by uk080147 / HSH1				Saved: Wed 01 November 2000 14:04		
	Open Calls Troubleshoot (Affected Site:153405)						
Advice	Wed 01 November 2000 14:04 by uk080147 / HSH1				Saved: Wed 01 November 2000 14:04		
	User ID for the transfer was RLJ001.						
Advice	Wed 01 November 2000 14:06 by uk080147 / HSH1				Saved: Wed 01 November 2000 14:06		
	Userid for the remittance was RLJ001.						
OPEN_CALL_TS	Wed 01 November 2000 14:06 by uk080147 / HSH1				Saved: Wed 01 November 2000 14:07		
	Open Calls Troubleshoot (Affected Site:153405)						
REASSIGN	Wed 01 November 2000 14:08 by uk080147 / HSH1				Saved: Wed 01 November 2000 14:08		
	Call # E-0011012223 was Reassigned from Hugh Evans, Group HSH1 to Group SMC1 Reassigning for investigation						
OPEN_CALL_TS	Wed 01 November 2000 14:08 by uk080147 / HSH1				Saved: Wed 01 November 2000 14:08		
	Open Calls Troubleshoot (Affected Site:153405)						
REASSIGN	Wed 01 November 2000 15:55 by GB082222 / SMC1				Saved: Wed 01 November 2000 15:55		
	Call # E-0011012223 was Reassigned from Group SMC1 to Phil Riches, Group SMC1						
Repeat Call	Wed 01 November 2000 16:41 by GB082685 / HSH1				Saved: Wed 01 November 2000 16:41		
	pm phoned back and still has not heard from anyone. voiced phil at smc and will phone her as soon as he can. advised pm of this.						
REASSIGN	Wed 01 November 2000 18:04 by uk082108 / SMC1				Saved: Wed 01 November 2000 18:05		



	Call # E-0011012223 was Reassigned from Phil Riches, Group SMC1 to Group smc1 Reassigning back because end of shift.	
Repeat Call	Wed 01 November 2000 19:08 by uk081126 / HSH1	Saved: Wed 01 November 2000 19:08
	still awaiting a reply - getting very upset - waiting to balance and get to family, etc	
REASSIGN	Wed 01 November 2000 19:10 by GB082222 / SMC1	Saved: Wed 01 November 2000 19:10
	Call # E-0011012223 was Reassigned from Group smc1 to Ross Wilmott - 7281-5500, Group SMC1 BIG thanks	
REASSIGN	Wed 01 November 2000 19:24 by UK0631336 / SMC1	Saved: Wed 01 November 2000 19:24
	Call # E-0011012223 was Reassigned from Ross Wilmott - 7281-5500, Group SMC1 to Group EDSC1	
Information	Thu 02 November 2000 08:23 by uk079679 / SMC1	Saved: Thu 02 November 2000 08:23
	HSH contacted SMC for update, advised Call is with SSC and will be dealt with asap	
Follow Up	Thu 02 November 2000 08:43 by GB083020 / HSH1	Saved: Thu 02 November 2000 08:43
	RNM Elaine Tagg called re the call she is on her way to the office and wants updating on the situation. Spoke to ref Cath on third line who adv she will check who is working on the call and get them to ring the office asap message relayed back to RNM. RNM not very happy with response	
REASSIGN	Thu 02 November 2000 08:45 by uk059697 / HSH1	Saved: Thu 02 November 2000 08:45
	Call # E-0011012223 was Reassigned from Group EDSC1 to Group HSH1	
REASSIGN	Thu 02 November 2000 08:45 by uk059697 / HSH1	Saved: Thu 02 November 2000 08:45
	Call # E-0011012223 was Reassigned from Group HSH1 to Group EDSC1	
Information	Thu 02 November 2000 09:13 by uk059697 / HSH1	Saved: Thu 02 November 2000 09:13
	contacted SST about this call failing to go over the OTI	
Repeat Call	Thu 02 November 2000 09:37 by gb083185 / HSH1	Saved: Thu 02 November 2000 09:37
	PM chasing call, contacted EDSC who advised are looking at this now, relayed back to PM, who advised has managed to roll 7 stock units but 3 have not. Advised PM needs to contact NBSC and let them know of the situation as they will probably not be able to do a cash account.	
Repeat Call	Thu 02 November 2000 10:42 by GB082468 / HSH1	Saved: Thu 02 November 2000 10:42
	rnm calling they have called a few times now expecting a call back with info and noone has called them, the office is closed but they are waiting for a call	
Repeat Call	Thu 02 November 2000 11:18 by GB082965 / HSH1	Saved: Thu 02 November 2000 11:18
	voiced edsc, while speaking to them pm terminated call.	
Contacted	Thu 02 November 2000 13:13 by uk079674 / HSH4	Saved: Thu 02 November 2000 13:13
	Contacted the RNM for this office as she has now made a complaint regarding this issue. Elaine (rnm) advised that all SU's have now been rolled over and they are now checking them to see if they final balance is showing to be correct. one of the SU's had something added to it, whilst rolling over. Elaine was very annoyed that no-one from 3rd line had called her back, as she has been promised a number of callbacks. Apologised for her not receiving any callbacks, and advised that I would escalate the fact that the agents she has spoken to have promised callbacks within the hour, as they should not be making promises like these. Advised that 3rd line are very busy with their investigations and sometimes do not have time to call back. They may call back sometimes if they require additional information/actions etc. ADvised that I would monitor the call, and if any updates occurred, I would notify them.	
OTI_CLOSE	Fri 03 November 2000 14:07 by PINICL /	Saved: Fri 03 November 2000 14:07
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Diane Rowe at 03-nov-2000 13:52:00 Category 64 - Published Known Error There is a kel for this problem - LKiang351M. The KEL explains that it is currently being investigated by development. I have not spoken to the customer.	
REASSIGN	Fri 03 November 2000 14:07 by PINICL /	Saved: Fri 03 November 2000 14:07
	OTI monitor reassigned this call from PINICL to the Action Group HSH1 as directed by the OTIReturn activity	
Contacted	Mon 06 November 2000 12:40 by GB064328 / HSH1	Saved: Mon 06 November 2000 12:40
	contacted pm on 06/11/00 Further info as requested on the kel Stock units affected RJ & AA (bulk SU) Adjusted RT 1/11/00 13:43 everything was ok all stock showed correct value At 15:44 on 1/11/00 - showed all aa figures su so pm had adjusted back to RJ value then RJ it showed all neg figures but the neg value reflect aa sock value but in neg format. For example £50 cheque in RJ has cut off and rem out and this showed also in aa Smartcredits RJ as neg 20 but should be in aa with 20 Game lic 5R 4G (all neg in rj but positive in aa. User JWO001 & RHA001 (RJ su) ROJ001 (joint user for AA) ----- Not made any declarations. 4000 short in bal that week	
REASSIGN	Mon 06 November 2000 13:00 by GB064328 / HSH1	Saved: Mon 06 November 2000 13:00
	Call # E-0011012223 was Reassigned from Group HSH1 to Group SMC1 re-assign for development as this is a known prob with kel and await solution.	
Information	Tue 07 November 2000 11:39 by GB082641 / SMC1	Saved: Tue 07 November 2000 11:39
	More information has been received with regard to this problem. Is the KEL available as I am unable to locate it? Please can this call be investigated further.	
ReOpen OTI	Tue 07 November 2000 11:40 by GB082641 / SMC1	Saved: Tue 07 November 2000 11:40
	More information has been received with regard to this problem. Is the KEL available as I am unable to locate it? Please can this call be investigated further.	
OPEN_CALL_TS	Tue 07 November 2000 11:40 by GB082641 / SMC1	Saved: Tue 07 November 2000 11:41
	Open Calls Troubleshoot (Affected Site:153405)	
REASSIGN	Tue 07 November 2000 11:41 by GB082641 / SMC1	Saved: Tue 07 November 2000 11:41
	Call # E-0011012223 was Reassigned from Group SMC1 to Group EDSC1	
OTI_CLOSE	Tue 07 November 2000 14:43 by PINICL /	Saved: Tue 07 November 2000 14:43
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Richard Coleman at 07-nov-2000 14:35:00 Category 64 - Published Known Error See KEL LKiang351M as already specified. PM has not been contacted, closing as published known error	



REASSIGN	Tue 07 November 2000 14:43 by PINICL / OTI monitor reassigned this call from PINICL to the Action Group SMC1 as directed by the OTI Return activity	Saved: Tue 07 November 2000 14:43
REASSIGN	Tue 07 November 2000 16:02 by GB082222 / SMC1 Call # E-0011012223 was Reassigned from Group SMC1 to Sarah Astell, Group SMC1	Saved: Tue 07 November 2000 16:02
OPEN_CALL_TS	Tue 07 November 2000 16:22 by GB082641 / SMC1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Tue 07 November 2000 16:22
Information	Tue 07 November 2000 16:26 by GB082641 / SMC1 Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.	Saved: Tue 07 November 2000 16:26
CLEAR	Tue 07 November 2000 16:26 by GB082641 / SMC1 Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.	Saved: Tue 07 November 2000 16:26
CLOSE	Tue 07 November 2000 16:27 by GB082641 / SMC1 Call Close by Sarah Astell: Spoke to the PM and explained KEL Reference: LKiang351M.htm and she is now happy for the call to be closed.	Saved: Tue 07 November 2000 16:27

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL- 000003 14/10/2003			
Call E-0011014334 ©2002 Fujitsu Services Limited							
Status:	Closed	Opened:	Wed 01 November 2000 17:46	Site:	153405		
Severity:	2 C	Closed:	Wed 01 November 2000 17:49	Customer:	I039		
Priority:	0			CSR/Team:	GB082965 / HSH1		
Caller Details							
Caller:	Mr M A Jackson	Phone:	GRO	Site:	153405		
Title:	PostMaster	Login:		Department:			
		Caller ID:		Location:			
Call Problem Details							
Product Type:		Call Type:	X	ProbType:	XI07	Problem:	
Problem Text:	Duplicate call e-0011012223						
Call Closure Details							
Closed:	01/11/2000 17:49	Cause:	CA1	Repair:	R08	Resolution:	RS08
Text:	Call Close by Rizwan Namaji: Duplicate call e-0011012223						
Call Asset Details							
Asset ID:		Description:		Serial No:			
Product:	Unknown Product	Description:	Unknown Product	Network ID:			
Call SLA Details							
SLA:	30 Minutes / Clear call within 30 minutes		Contract SLA?:	N	Coverage Plan:	0800-2000	
SLA Met?:	Y		SLA Time (mins):	2	Non-SLA Time (mins):	0	
1:	CLOSE (Clear call)	Met:	Y	Target:	01/11/2000 18:17	Done:	01/11/2000 17:49
				Completed	Mandatory		
Call Activity Log							
OPEN	Wed 01 November 2000 17:43 by GB082965 / HSH1			Saved: Wed 01 November 2000 17:46			
	New call taken by Rizwan Namaji: Duplicate call e-0011012223						
OPEN_CALL_TS	Wed 01 November 2000 17:46 by GB082965 / HSH1			Saved: Wed 01 November 2000 17:47			
	Open Calls Troubleshoot (Affected Site: 153405)						
CLEAR	Wed 01 November 2000 17:49 by GB082965 / HSH1			Saved: Wed 01 November 2000 17:49			
	Duplicate call e-0011012223						
CLOSE	Wed 01 November 2000 17:49 by GB082965 / HSH1			Saved: Wed 01 November 2000 17:49			
	Call Close by Rizwan Namaji: Duplicate call e-0011012223						

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003 14/10/2003				
Call E-0011021303						©2002 Fujitsu Services Limited		
Status:	Closed	Opened:	Thu 02 November 2000 11:18	Site:	153405			
Severity:	4 A	Closed:	Tue 21 November 2000 14:41	Customer:	I039			
Priority:	99			CSR/Team:	uk079674 / HSH4			
Caller Details								
Caller:	elaine	Phone:	GRO	Site:	153405			
Title:	rnm	Login:		Department:				
		Caller ID:		Location:				
Call Problem Details								
Product Type:		Call Type:	M	ProbType:	MC01	Problem:		
Problem Text:	RNM is not happy that no one has rang back with regards to call e-0011012223, she has been promised many callbacks but no one has carried them through. RNM now reports that all the stock units have been rolled over into the next CAP after adjusting stock figures. RNM wanted confirmation that it is okay to open the po if this problem is still ongoing. Confirmed that all SUs are in the correct CAP and if so then PO can open. There is more than 4 counters at this site							
Call Closure Details								
Closed:	21/11/2000 14:41		Cause:	C45	Repair:	R28	Resolution:	RS08
Text:	Call Close by Shelley Lewis: Contacted PO to advise of last update. Closing as resolved							
Call Asset Details								
Asset ID:			Description:			Serial No:		
Product:	Unknown Product		Description:	Unknown Product		Network ID:		
Call SLA Details								
SLA:	NO SLA / No SLA defined for this call.		Contract SLA?:	N	Coverage Plan:			
SLA Met?:	Y		SLA Time (mins):	27561	Non-SLA Time (mins):	0		
Call Activity Log								
OPEN	Thu 02 November 2000 10:58 by GB082165 / HSH1 Saved: Thu 02 November 2000 11:18 New call taken by Tracy Mitchell: RNM is not happy that no one has rang back with regards to call e-0011012223, she has been promised many callbacks but no one has carried them through. RNM now reports that all the stock units have been rolled over into the next CAP after adjusting stock figures. RNM wanted confirmation that it is okay to open the po if this problem is still ongoing. Confirmed that all SUs are in the correct CAP and if so then PO can open. There is more than 4 counters at this site							
OPEN_CALL_TS	Thu 02 November 2000 11:19 by GB082165 / HSH1 Saved: Thu 02 November 2000 11:29 Open Calls Troubleshoot (Affected Site:153405)							
Information	Thu 02 November 2000 11:34 by GB082165 / HSH1 Saved: Thu 02 November 2000 11:34 having given the RNM an update on the progress of the open call I asked her if this call is to be escalated as a complaint. RNM wants to make an official complaint about the lack of response to the original open call							
REASSIGN	Thu 02 November 2000 11:39 by GB082165 / HSH1 Saved: Thu 02 November 2000 11:39 Call # E-0011021303 was Reassigned from Tracy Mitchell, Group HSH1 to Group HSH4 reassigning FAO Shelley Lewis							
OPEN_CALL_TS	Thu 02 November 2000 12:31 by uk079674 / HSH4 Saved: Thu 02 November 2000 12:31 Open Calls Troubleshoot (Affected Site:153405)							
OPEN_CALL_TS	Thu 02 November 2000 12:31 by uk079674 / HSH4 Saved: Thu 02 November 2000 12:32 Open Calls Troubleshoot (Affected Site:153405)							
OPEN_CALL_TS	Thu 02 November 2000 12:45 by uk079674 / HSH4 Saved: Thu 02 November 2000 12:47 Open Calls Troubleshoot (Affected Site:153405)							
OPEN_CALL_TS	Thu 02 November 2000 12:51 by uk079674 / HSH4 Saved: Thu 02 November 2000 12:51 Open Calls Troubleshoot (Affected Site:153405)							
OPEN_CALL_TS	Thu 02 November 2000 12:51 by uk079674 / HSH4 Saved: Thu 02 November 2000 12:52 Open Calls Troubleshoot (Affected Site:153405)							
OPEN_CALL_TS	Thu 02 November 2000 12:52 by uk079674 / HSH4 Saved: Thu 02 November 2000 12:53 Open Calls Troubleshoot (Affected Site:153405)							
OPEN_CALL_TS	Thu 02 November 2000 12:53 by uk079674 / HSH4 Saved: Thu 02 November 2000 12:57 Open Calls Troubleshoot (Affected Site:153405)							
OPEN_CALL_TS	Thu 02 November 2000 12:57 by uk079674 / HSH4 Saved: Thu 02 November 2000 12:58 Open Calls Troubleshoot (Affected Site:153405)							
OPEN_CALL_TS	Thu 02 November 2000 13:11 by uk079674 / HSH4 Saved: Thu 02 November 2000 13:11 Open Calls Troubleshoot (Affected Site:153405)							

Contacted	Thu 02 November 2000 13:11 by uk079674 / HSH4	Saved: Thu 02 November 2000 13:11
	Contacted Elaine, who advised that all SU's have now been rolled over, and they are just checking that everything is correct on the final balances, as one of the su's has had something added to it, whilst rolling over.	
OPEN_CALL_TS	Thu 02 November 2000 13:12 by uk079674 / HSH4	Saved: Thu 02 November 2000 13:12
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 14:30 by uk079674 / HSH4	Saved: Thu 02 November 2000 14:30
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 15:46 by uk079674 / HSH4	Saved: Thu 02 November 2000 15:46
	Open Calls Troubleshoot (Affected Site:153405)	
OPEN_CALL_TS	Thu 02 November 2000 17:11 by uk079674 / HSH4	Saved: Thu 02 November 2000 17:11
	Open Calls Troubleshoot (Affected Site:153405)	
MODIFY	Thu 02 November 2000 17:11 by uk079674 / HSH4	Saved: Thu 02 November 2000 17:11
	Call information modified by Shelley Lewis Priority: from '0' to '99' Problem Description:	
Information	Wed 08 November 2000 18:25 by GB083113 / HSH1	Saved: Wed 08 November 2000 18:25
	PM back on phone - has advised that she was able to balance today using the gateway counter but still not happy with the situation - advised will log this and gave this call ref PM very concerned that this problem will reoccur	
Information	Tue 21 November 2000 13:44 by GB082678 / HSH1	Saved: Tue 21 November 2000 13:44
	Pm called she wants an update to this call. spoke to Nick winger and he said to voice shelly who is dealing with it.	
Escalate	Tue 21 November 2000 13:45 by GB082678 / HSH1	Saved: Tue 21 November 2000 13:45
	Voiced Shelly she will be dealing with this.	
Contacted	Tue 21 November 2000 14:35 by uk079674 / HSH4	Saved: Tue 21 November 2000 14:35
	Contacted the PO to explain the reason for the delay in resolving this. Advised the PM of the workaround for this, and that if she had any further problems to call in so as we can investigate asap. She advised that she has a problem with foreign currency which i will log a new call for.	
CLEAR	Tue 21 November 2000 14:40 by uk079674 / HSH4	Saved: Tue 21 November 2000 14:40
	Contacted PO to advise of last update. Closing as resolved	
CLOSE	Tue 21 November 2000 14:41 by uk079674 / HSH4	Saved: Tue 21 November 2000 14:41
	Call Close by Shelley Lewis: Contacted PO to advise of last update. Closing as resolved	



HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0011021413									
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Status:	Closed	Opened:	Thu 02 November 2000 11:40	Site:	153405				
Severity:	3 B	Closed:	Thu 02 November 2000 11:42	Customer:	I039				
Priority:	0			CSR/Team:	GB082165 / HSH1				
Caller Details									
Caller:	Mr M A Jackson			Phone:	GRO			Site:	153405
Title:	RNM			Login:				Department:	
				Caller ID:				Location:	
Call Problem Details									
Product Type:	PT02	Call Type:	S	ProbType:	SD01	Problem:			
Problem Text:	Elaine reports that one of the counters has a blue screen with the msg STOPxxxxxx								
Call Closure Details									
Closed:	02/11/2000 11:42			Cause:	C22	Repair:	R71	Resolution:	RS08
Text:	Call Close by Tracy Mitchell: pmhtcc								
Call Asset Details									
Asset ID:				Description:				Serial No:	
Product:	WINNT			Description:	Windows NT			Network ID:	
Call SLA Details									
SLA:	14 Day / Clear call within 14 days			Contract SLA?:	N	Coverage Plan:			
SLA Met?:	Y			SLA Time (mins):	1	Non-SLA Time (mins): 0			
1: CLOSE (Clear call)	Met:	Y	Target:	16/11/2000 00:00	Done:	02/11/2000 11:42	Completed	Mandatory	
Call Activity Log									
OPEN	Thu 02 November 2000 11:38 by GB082165 / HSH1					Saved: Thu 02 November 2000 11:40			
	New call taken by Tracy Mitchell: Elaine reports that one of the counters has a blue screen with the msg STOPxxxxxx								
OPEN_CALL_TS	Thu 02 November 2000 11:40 by GB082165 / HSH1					Saved: Thu 02 November 2000 11:40			
	Open Calls Troubleshoot (Affected Site: 153405)								
Advice	Thu 02 November 2000 11:41 by GB082165 / HSH1					Saved: Thu 02 November 2000 11:41			
	advised to reboot the counter. RNM said that this counter had already been rebooted once								
CLEAR	Thu 02 November 2000 11:42 by GB082165 / HSH1					Saved: Thu 02 November 2000 11:42			
	RNM to reboot the counter								
CLOSE	Thu 02 November 2000 11:42 by GB082165 / HSH1					Saved: Thu 02 November 2000 11:42			
	Call Close by Tracy Mitchell: pmhtcc								



HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: 1039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0011081708									
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Status: Closed		Opened: Wed 08 November 2000 12:17		Site: 153405					
Severity: 3 B		Closed: Wed 08 November 2000 18:24		Customer: 1039					
Priority: 0				CSR/Team: GB083113 / HSH1					
Caller Details									
Caller: julie		Phone: GRO		Site: 153405					
Title: PostMaster		Login:		Department:					
		Caller ID:		Location:					
Call Problem Details									
Product Type:		Call Type: S		ProbType: SD02		Problem:			
Problem Text:		call regarding 0011021303. pm advises that the ssame problem is occuring ie they have two shared su. The aa su and rj su. They say stock from rj su appears on aa su, and stock from aa su appears on rj su.							
Call Closure Details									
Closed: 08/11/2000 18:24		Cause: C22		Repair: R22		Resolution: RS08			
Text:		Call Close by Ambrose Henderson: PM reports that she has been able to balance this week - still not happy - advised PM will log on existing open call - PM happy for this call now to be closed pmhtc							
Call Asset Details									
Asset ID:		Description:		Serial No:					
Product: WINNT		Description:		Network ID:					
Call SLA Details									
SLA: 14 Day / Clear call within 14 days		Contract SLA?: N		Coverage Plan:					
SLA Met?: Y		SLA Time (mins): 36		Non-SLA Time (mins): 330					
1: CLOSE (Clear call)		Met: Y		Target: 22/11/2000 05:29		Done: 08/11/2000 18:21		Completed Mandatory	
Call Activity Log									
OPEN		Wed 08 November 2000 11:47 by uk081216 / HSH1				Saved: Wed 08 November 2000 12:17			
		New call taken by Kuljinder Bhachu: call regarding 0011021303. pm advises that the ssame problem is occuring ie they have two shared su. The aa su and rj su. They say stock from rj su appears on aa su, and stock from aa su appears on rj su.							
OPEN_CALL_TS		Wed 08 November 2000 12:18 by uk081216 / HSH1				Saved: Wed 08 November 2000 12:35			
		Open Calls Troubleshoot (Affected Site:153405)							
Advice		Wed 08 November 2000 12:42 by uk081216 / HSH1				Saved: Wed 08 November 2000 12:42			
		discovered that the pm is bal or looking at the info from counter 5. advised pm to use gateway, which did show correct correct info. advised pm to do bal from gateway instead of counter 5. advised pm that the call will be open pending on pm call back if bal went ok. advised pm to contact us whether bal went ok or not so we can investigate or close call.							



Call Details E-0011081708



Page 2 of 2



Access Times	Wed 08 November 2000 12:46 by uk081216 / HSH1 mon -fri 9- 5.30 sat 9- 12.30 access at lunch.	Saved: Wed 08 November 2000 12:46
SUSPEND	Wed 08 November 2000 12:47 by uk081216 / HSH1 Call suspended by Kuljinder Bhachu call suspended pending pm call back to see if software problem with stock amended or still persisting. close thursday 4pm. call pm first to close as there is a complaint call regarding this post office.	Saved: Wed 08 November 2000 12:51
OPEN_CALL_TS	Wed 08 November 2000 18:11 by GB083113 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Wed 08 November 2000 18:12
OPEN_CALL_TS	Wed 08 November 2000 18:14 by GB083113 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Wed 08 November 2000 18:15
OPEN_CALL_TS	Wed 08 November 2000 18:15 by GB083113 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Wed 08 November 2000 18:20
RELEASE	Wed 08 November 2000 18:20 by GB083113 / HSH1 Call released by Ambrose Henderson: Reassigning for closure	Saved: Wed 08 November 2000 18:21
CLEAR	Wed 08 November 2000 18:21 by GB083113 / HSH1 PM reports that she has been able to balance this week - still not happy - advised PM will log on existing open call - PM happy for this call now to be closed	Saved: Wed 08 November 2000 18:21
CLOSE	Wed 08 November 2000 18:24 by GB083113 / HSH1 Call Close by Ambrose Henderson: PM reports that she has been able to balance this week - still not happy - advised PM will log on existing open call - PM happy for this call now to be closed pmhtc	Saved: Wed 08 November 2000 18:24
RELEASE	Fri 10 November 2000 17:00 by Sysadm / SYSTEM AUTO-RELEASE from SUSPEND (Release was due on 10 Nov 2000 at 16:30:13)	Saved: Fri 10 November 2000 17:00



HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: 1039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0011084054									
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Status: Closed		Opened: Wed 08 November 2000 16:46		Site: 153405					
Severity: 2 C		Closed: Wed 08 November 2000 16:50		Customer: 1039					
Priority: 0				CSR/Team: GB082283 / HSH1					
Caller Details									
Caller: Julie		Phone: GRO		Site: 153405					
Title: PostMaster		Login:		Department:					
		Caller ID:		Location:					
Call Problem Details									
Product Type:		Call Type: A		ProbType: AG06		Problem:			
Problem Text:		PM says that her gateway keeps freezing, and wants to know if we know why.							
Call Closure Details									
Closed: 08/11/2000 16:50		Cause: C62		Repair: R09		Resolution: RS08			
Text:		Call Close by Wayne Bateman: PM happy with the advice given. PMHTCC.							
Call Asset Details									
Asset ID:				Description:				Serial No:	
Product:		Unknown Product		Description:				Network ID:	
Call SLA Details									
SLA: NO SLA / No SLA defined for this call.		Contract SLA?: N		Coverage Plan:					
SLA Met?: Y		SLA Time (mins): 3		Non-SLA Time (mins): 0					
Call Activity Log									
OPEN		Wed 08 November 2000 16:43 by GB082283 / HSH1				Saved: Wed 08 November 2000 16:46			
		New call taken by Wayne Bateman: PM says that her gateway keeps freezing, and wants to know if we know why.							
OPEN_CALL_TS		Wed 08 November 2000 16:49 by GB082283 / HSH1				Saved: Wed 08 November 2000 16:49			
		Open Calls Troubleshoot (Affected Site:153405)							
OPEN_CALL_TS		Wed 08 November 2000 16:49 by GB082283 / HSH1				Saved: Wed 08 November 2000 16:49			
		Open Calls Troubleshoot (Affected Site:153405)							
Advice		Wed 08 November 2000 16:50 by GB082283 / HSH1				Saved: Wed 08 November 2000 16:50			
		Advised that they all freeze but if it gets bad to give us a call and we would investigate it.							
CLOSE		Wed 08 November 2000 16:50 by GB082283 / HSH1				Saved: Wed 08 November 2000 16:50			
		Call Close by Wayne Bateman: PM happy with the advice given. PMHTCC.							



HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatC14 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0011140728									
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Status:	Closed	Opened:	Tue 14 November 2000 09:48				Site:	153405	
Severity:	1 D	Closed:	Tue 14 November 2000 09:52				Customer:	I039	
Priority:	0						CSR/Team:	GB083112 / HSH1	
Caller Details									
Caller:	julie	Phone:	GRO				Site:	153405	
Title:	PostMaster	Login:					Department:		
		Caller ID:					Location:		
Call Problem Details									
Product Type:		Call Type:	A	ProbType:	AG06	Problem:			
Problem Text:	pm wanted to find a trans on the 17th of feb								
Call Closure Details									
Closed:	14/11/2000 09:52	Cause:	C62	Repair:	R09	Resolution:	RS08		
Text:	Call Close by Luke Stevenson: advised pm that you can only go back 3 mounths and refered to nbssc, pmhtcc.								
Call Asset Details									
Asset ID:				Description:				Serial No:	
Product:	EPOSS			Description:				Network ID:	
Call SLA Details									
SLA:	NO SLA / No SLA defined for this call.				Contract SLA?:	N	Coverage Plan:		
SLA Met?:	Y				SLA Time (mins):	3	Non-SLA Time (mins):	0	
Call Activity Log									
OPEN	Tue 14 November 2000 09:45 by GB083112 / HSH1					Saved: Tue 14 November 2000 09:48			
	New call taken by Luke Stevenson: pm wanted to find a trans on the 17th of feb								
Advice	Tue 14 November 2000 09:51 by GB083112 / HSH1					Saved: Tue 14 November 2000 09:51			
	advised pm that you can only go back 3 mounths and refered to nbssc								
CLOSE	Tue 14 November 2000 09:52 by GB083112 / HSH1					Saved: Tue 14 November 2000 09:52			
	Call Close by Luke Stevenson: advised pm that you can only go back 3 mounths and refered to nbssc, pmhtcc.								

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0011180741 ©2002 Fujitsu Services Limited									
Status:	Closed	Opened:	Sat 18 November 2000 09:42	Site:	153405				
Severity:	3 B	Closed:	Sat 18 November 2000 09:46	Customer:	I039				
Priority:	0			CSR/Team:	GB082469 / HSH1				
Caller Details									
Caller:	JULIE WOOLSTEIN			Phone:	[REDACTED]			Site:	153405
Title:	Supervisor			Login:				Department:	
				Caller ID:				Location:	
Call Problem Details									
Product Type:		Call Type:	S	ProbType:	SD01		Problem:		
Problem Text:	PM REPORTED THAT MESSAGE ON SCREEN SAYING THE COUNTER HAS NOW RECONNECTED PFOCEED								
Call Closure Details									
Closed:	18/11/2000 09:46		Cause:	CE3	Repair:	R70	Resolution:	RS08	
Text:	Call Close by Dee O'Beirne: pm htcc								
Call Asset Details									
Asset ID:				Description:				Serial No:	
Product:	WINNT			Description:				Network ID:	
Call SLA Details									
SLA:	14 Day / Clear call within 14 days			Contract SLA?:	N		Coverage Plan:		
SLA Met?:	Y			SLA Time (mins):	3		Non-SLA Time (mins):	0	
1: CLOSE (Clear call)	Met:	Y	Target:	02/12/2000 00:00		Done:	18/11/2000 09:45		Completed
Call Activity Log									
OPEN	Sat 18 November 2000 09:39 by GB082469 / HSH1					Saved: Sat 18 November 2000 09:42			
	New call taken by Dee O'Beirne: PM REPORTED THAT MESSAGE ON SCREEN SAYING THE COUNTER HAS NOW RECONNECTED PFOCEED								
Analysis	Sat 18 November 2000 09:45 by GB082469 / HSH1					Saved: Sat 18 November 2000 09:45			
	advised the pm to reboot the counter-2- pm ok to do this								
CLEAR	Sat 18 November 2000 09:45 by GB082469 / HSH1					Saved: Sat 18 November 2000 09:45			
	pm rebooting 2								
CLOSE	Sat 18 November 2000 09:46 by GB082469 / HSH1					Saved: Sat 18 November 2000 09:46			
	Call Close by Dee O'Beirne: pm htcc								

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003				
Call E-0011202437										
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Status:	Closed	Opened:	Mon 20 November 2000 14:56				Site:	153405		
Severity:	2 C	Closed:	Mon 20 November 2000 15:04				Customer:	I039		
Priority:	0						CSR/Team:	uk081287 / HSH1		
Caller Details										
Caller:	July		Phone:	GRO		Site:	153405			
Title:	PostMaster		Login:			Department:				
			Caller ID:			Location:				
Call Problem Details										
Product Type:			Call Type:	T		ProbType:	TR05		Problem:	
Problem Text:	Pm reports been onto the other number trying to transfer all foreign currency from one stock unit to another									
Call Closure Details										
Closed:	20/11/2000 15:04		Cause:	CE6		Repair:	R57		Resolution:	RS08
Text:	Call Close by Charlotte Knight: PMHTCC									
Call Asset Details										
Asset ID:			Description:			Serial No:				
Product:	EPOSS		Description:			Network ID:				
Call SLA Details										
SLA:	NO SLA / No SLA defined for this call.				Contract SLA?:	N		Coverage Plan:		
SLA Met?:	Y				SLA Time (mins):	7		Non-SLA Time (mins):	0	
Call Activity Log										
OPEN	Mon 20 November 2000 14:47 by uk081287 / HSH1				Saved: Mon 20 November 2000 14:56					
	New call taken by Charlotte Knight: Pm reports been onto the other number trying to transfer all foreign currency from one stock unit to another									
Advice	Mon 20 November 2000 15:04 by uk081287 / HSH1				Saved: Mon 20 November 2000 15:04					
	New call taken by Charlotte Knight: Pm reports been onto the other number trying to transfer all foreign currency from one stock unit to another									
CLEAR	Mon 20 November 2000 15:04 by uk081287 / HSH1				Saved: Mon 20 November 2000 15:04					
	Pm was advised on how to transfer from one stock unit to another, pm htcc									
CLOSE	Mon 20 November 2000 15:04 by uk081287 / HSH1				Saved: Mon 20 November 2000 15:04					
	Call Close by Charlotte Knight: PMHTCC									

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003				
Call E-0011203306								©2002 Fujitsu Services Limited		
Status:	Closed	Opened:	Mon 20 November 2000 17:26			Site:	153405			
Severity:	2 C	Closed:	Mon 20 November 2000 17:41			Customer:	I039			
Priority:	0					CSR/Team:	GB083495 / HSH1			
Caller Details										
Caller:	Mr Harrison		Phone:	GRO		Site:	153405			
Title:	PostMaster		Login:			Department:				
			Caller ID:			Location:				
Call Problem Details										
Product Type:			Call Type:	S		ProbType:	SD01		Problem:	
Problem Text: pm had error message desktop exe application error oxc0000800xx77f88e01.close or ok.										
Call Closure Details										
Closed:	20/11/2000 17:41		Cause:	C22		Repair:	R71		Resolution:	RS08
Text:	Call Close by Gillian Cox: pmhtcc									
Call Asset Details										
Asset ID:					Description:					
Product:	PATCTXFLAT				Description:					
					Serial No:					
					Network ID:					
Call SLA Details										
SLA:	14 Day / Clear call within 14 days				Contract SLA?:	N		Coverage Plan:		
SLA Met?:	Y				SLA Time (mins):	14		Non-SLA Time (mins):	0	
1: CLOSE (Clear call)	Met:	Y	Target:	04/12/2000 00:00		Done:	20/11/2000 17:40		Completed	Mandatory
Call Activity Log										
OPEN	Mon 20 November 2000 17:16 by GB083495 / HSH1					Saved: Mon 20 November 2000 17:26				
	New call taken by Gillian Cox: pm had error message desktop exe application error oxc0000800xx77f88e01.close or ok.									
Information	Mon 20 November 2000 17:37 by GB083495 / HSH1					Saved: Mon 20 November 2000 17:37				
	advised pm that he would need to re-boot system.Pm then said that this was not a current problem, that it happened a few days ago. Advised pm that it would be better if he phoned when he actually had the problem so we could help him at the time.									
CLEAR	Mon 20 November 2000 17:40 by GB083495 / HSH1					Saved: Mon 20 November 2000 17:40				
	pmhtcc									
CLOSE	Mon 20 November 2000 17:41 by GB083495 / HSH1					Saved: Mon 20 November 2000 17:41				
	Call Close by Gillian Cox: pmhtcc									

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0011224382 ©2002 Fujitsu Services Limited									
Status: Closed		Opened: Wed 22 November 2000 18:20		Site: 153405					
Severity: 2 C		Closed: Wed 22 November 2000 18:25		Customer: I039					
Priority: 0				CSR/Team: GB082205 / HSH1					
Caller Details									
Caller: Roger Harrison		Phone: GRO		Site: 153405					
Title: PostMaster		Login:		Department:					
		Caller ID:		Location:					
Call Problem Details									
Product Type:		Call Type: S		ProbType: SD02		Problem:			
Problem Text:		PM rang to say that he was trying to produce a report for the redeemed saving stamp and got a error message on the screen saying 'EOD Runtime Error 450 - wrong number of arguments - invalid property assignments'.							
Call Closure Details									
Closed: 22/11/2000 18:25		Cause: C21		Repair: R08		Resolution: RS08			
Text:		Call Close by Anish Chudasama: PM HTC							
Call Asset Details									
Asset ID:		Description:		Serial No:					
Product: Unknown Product		Description:		Network ID:					
Call SLA Details									
SLA: 14 Day / Clear call within 14 days		Contract SLA?: N		Coverage Plan:					
SLA Met?: Y		SLA Time (mins): 4		Non-SLA Time (mins): 0					
1: CLOSE (Clear call)		Met: Y		Target: 06/12/2000 00:00		Done: 22/11/2000 18:24		Completed	
								Mandatory	
Call Activity Log									
OPEN Wed 22 November 2000 18:16 by GB082205 / HSH1					Saved: Wed 22 November 2000 18:20				
New call taken by Anish Chudasama: PM rang to say that he was trying to produce a report for the redeemed saving stamp and got a error message on the screen saying 'EOD Runtime Error 450 - wrong number of arguments - invalid property assignments'.									
Advice Wed 22 November 2000 18:23 by GB082205 / HSH1					Saved: Wed 22 November 2000 18:23				
PM advises that the message has now gone off the screen. Advised pm if this happens again to 'ok' the message and it will go away.									
CLEAR Wed 22 November 2000 18:24 by GB082205 / HSH1					Saved: Wed 22 November 2000 18:24				
PM happy with the advice given.									
CLOSE Wed 22 November 2000 18:25 by GB082205 / HSH1					Saved: Wed 22 November 2000 18:25				
Call Close by Anish Chudasama: PM HTC									



HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatC14 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0011225158								©2002 Fujitsu Services Limited	
Status:	Closed	Opened:	Wed 22 November 2000 20:00		Site:	153405			
Severity:	2 C	Closed:	Wed 22 November 2000 20:05		Customer:	I039			
Priority:	0				CSR/Team:	uk082225 / HSH1			
Caller Details									
Caller:	Julie		Phone:	GRO		Site:	153405		
Title:	PostMaster		Login:			Department:			
			Caller ID:			Location:			
Call Problem Details									
Product Type:			Call Type:	A		ProbType:	AG06		Problem:
Problem Text: C14: want to know how to modify two share SU into two individual SU.									
Call Closure Details									
Closed:	22/11/2000 20:05		Cause:	C62		Repair:	R09		Resolution:
Text:	Call Close by Dwight Clarke: PMHTCC								
Call Asset Details									
Asset ID:			Description:			Serial No:			
Product:	EPOSS		Description:			Network ID:			
Call SLA Details									
SLA:	NO SLA / No SLA defined for this call.				Contract SLA?:	N		Coverage Plan:	
SLA Met?:	Y				SLA Time (mins):	4		Non-SLA Time (mins):	
Call Activity Log									
OPEN	Wed 22 November 2000 19:56 by uk082225 / HSH1 New call taken by Dwight Clarke: C14: want to know how to modify two share SU into two individual SU.				Saved: Wed 22 November 2000 20:00				
Advice	Wed 22 November 2000 20:04 by uk082225 / HSH1 Explained to the PM that she will have to roll over the SU as inactive and leave them a week and then delete them.				Saved: Wed 22 November 2000 20:04				
CLOSE	Wed 22 November 2000 20:05 by uk082225 / HSH1 Call Close by Dwight Clarke: PMHTCC				Saved: Wed 22 November 2000 20:05				



HOME Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: 1039 (Post Office Sites)		Caller CL-000003		14/10/2003				
Call E-0011260098								©2002 Fujitsu Services Limited		
Status:	Closed	Opened:	Sun 26 November 2000 23:07	Site:	153405					
Severity:	3 B	Closed:	Mon 27 November 2000 13:31	Customer:	1039					
Priority:	0			CSR/Team:	SMCtemp10 / SMC Evt's Man					
Caller Details										
Caller:	Clair Dowsett SMC			Phone:	GRO		Site:	153405		
Title:				Login:			Department:			
				Caller ID:			Location:			
Call Problem Details										
Product Type:		Call Type:	S	ProbType:	SD02		Problem:			
Problem Text:	Event received on H15340500103: Device \device\scsiport0 did not respond within the timeout period. KEL RColeman1253J.htm advises of reboot.									
Call Closure Details										
Closed:	27/11/2000 13:31		Cause:	C22		Repair:	R70		Resolution:	RS08
Text:	Call Close by Gordon Forbes: Reboot successful,NO further events,closing call.									
Call Asset Details										
Asset ID:				Description:				Serial No:		
Product:	Unknown Product			Description:	Unknown Product			Network ID:		
Call SLA Details										
SLA:	14 Day / Clear call within 14 days			Contract SLA?:	N		Coverage Plan:			
SLA Met?:	Y			SLA Time (mins):	5		Non-SLA Time (mins):	858		
1: CLOSE (Clear call)	Met:	Y	Target:	10/12/2000 00:00		Done:	27/11/2000 13:30		Completed	Mandatory
Call Activity Log										
OPEN	Sun 26 November 2000 23:02 by GB082484 / SMC1					Saved: Sun 26 November 2000 23:07				
	New call taken by Clair Dowsett: Event received on H15340500103: Device \device\scsiport0 did not respond within the timeout period. KEL RColeman1253J.htm advises of reboot.									
REASSIGN	Sun 26 November 2000 23:11 by GB082484 / SMC1					Saved: Sun 26 November 2000 23:11				
	Call # E-0011260098 was Reassigned from Clair Dowsett, Group SMC1 to Group SMC Evt's Man For PO contact for reboot on counter 3									
SUSPEND	Sun 26 November 2000 23:11 by GB082484 / SMC1					Saved: Sun 26 November 2000 23:12				
	Call suspended by Clair Dowsett For PO contact									
RELEASE	Mon 27 November 2000 08:00 by Sysadm / SYSTEM					Saved: Mon 27 November 2000 08:00				
	AUTO-RELEASE from SUSPEND (Release was due on 27 Nov 2000 at 08:00:00)									
Information	Mon 27 November 2000 09:44 by SMCtemp10 / SMC Evt's Man					Saved: Mon 27 November 2000 09:44				
	PM contacted she will reboot asap. Will monitor for progression or closure.									



Call Details E-0011260098



Page 2 of 2

CLEAR	Mon 27 November 2000 13:30 by SMCtemp10 / SMC Evt's Man Reboot successful,NO further events,closing call.	Saved: Mon 27 November 2000 13:30
CLOSE	Mon 27 November 2000 13:31 by SMCtemp10 / SMC Evt's Man Call Close by Gordon Forbes: Reboot successful,NO further events,closing call.	Saved: Mon 27 November 2000 13:31

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatC14 on 172.19.52.102 Customer: 1039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0011292030								©2002 Fujitsu Services Limited	
Status:	Closed	Opened:	Wed 29 November 2000 14:02			Site:	153405		
Severity:	3 B	Closed:	Wed 29 November 2000 14:18			Customer:	1039		
Priority:	0					CSR/Team:	GB082970 / HSH1		
Caller Details									
Caller:	Julie Wolstenholme			Phone:	GRO		Site:	153405	
Title:	PostMaster			Login:			Department:		
				Caller ID:			Location:		
Call Problem Details									
Product Type:			Call Type:	S		ProbType:	SD02		Problem:
Problem Text: pm reports the bar code reader isnt scanning any bar codes. light works and the noise comes on.									
Call Closure Details									
Closed:	29/11/2000 14:18			Cause:	C21		Repair:	R70	
Text:	Call Close by John Leech: pmhtcc								
Call Asset Details									
Asset ID:				Description:			Serial No:		
Product:	Unknown Product			Description:			Network ID:		
Call SLA Details									
SLA:	14 Day / Clear call within 14 days			Contract SLA?:	N		Coverage Plan:		
SLA Met?:	Y			SLA Time (mins):	15		Non-SLA Time (mins):	0	
1: CLOSE (Clear call)	Met:	Y		Target:	13/12/2000 00:00		Done:	29/11/2000 14:18	
							Completed	Mandatory	
Call Activity Log									
OPEN	Wed 29 November 2000 13:45 by GB082970 / HSH1						Saved: Wed 29 November 2000 14:02		
	New call taken by John Leech: pm reports the bar code reader isnt scanning any bar codes. light works and the noise comes on.								
OPEN_CALL_TS	Wed 29 November 2000 14:04 by GB082970 / HSH1						Saved: Wed 29 November 2000 14:05		
	Open Calls Troubleshoot (Affected Site:153405)								
Advice	Wed 29 November 2000 14:18 by GB082970 / HSH1						Saved: Wed 29 November 2000 14:18		
	advised pm to reboot the counter								
CLEAR	Wed 29 November 2000 14:18 by GB082970 / HSH1						Saved: Wed 29 November 2000 14:18		
	advised pm to reboot the counter								
CLOSE	Wed 29 November 2000 14:18 by GB082970 / HSH1						Saved: Wed 29 November 2000 14:18		
	Call Close by John Leech: pmhtcc								

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003			
Call E-0011292618									
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Status:	Closed	Opened:	Wed 29 November 2000 14:59			Site:	153405		
Severity:	2 C	Closed:	Wed 29 November 2000 15:03			Customer:	I039		
Priority:	0					CSR/Team:	GB082690 / HSH1		
Caller Details									
Caller:	Julie		Phone:	[REDACTED]		Site:	153405		
Title:	PostMaster		Login:	[REDACTED]		Department:	[REDACTED]		
			Caller ID:	[REDACTED]		Location:	[REDACTED]		
Call Problem Details									
Product Type:	[REDACTED]		Call Type:	T		ProbType:	TR14		Problem:
Problem Text:	pm wants to know why the foreign currency sterling figure is not on the foreign currency su.								
Call Closure Details									
Closed:	29/11/2000 15:03		Cause:	CE7		Repair:	R57		Resolution:
Text:	Call Close by Tony Mansfield: pmhtcc								
Call Asset Details									
Asset ID:	[REDACTED]		Description:	[REDACTED]		Serial No:	[REDACTED]		
Product:	EPOSS		Description:	[REDACTED]		Network ID:	[REDACTED]		
Call SLA Details									
SLA:	NO SLA / No SLA defined for this call.				Contract SLA?:	N		Coverage Plan:	
SLA Met?:	Y				SLA Time (mins):	3		Non-SLA Time (mins):	0
Call Activity Log									
OPEN	Wed 29 November 2000 14:56 by GB082690 / HSH1				Saved: Wed 29 November 2000 14:59				
	New call taken by Tony Mansfield: pm wants to know why the foreign currency sterling figure is not on the foreign currency su.								
Advice	Wed 29 November 2000 15:01 by GB082690 / HSH1				Saved: Wed 29 November 2000 15:01				
	advised pm to check other su's to see if the foreign currency has been put on there. if not then check unreconciled transfers and if not then put value in adjust stock for su rj.								
CLEAR	Wed 29 November 2000 15:03 by GB082690 / HSH1				Saved: Wed 29 November 2000 15:03				
	advised pm to check other su's to see if the foreign currency has been put on there. if not then check unreconciled transfers and if not then put value in adjust stock for su rj.								
CLOSE	Wed 29 November 2000 15:03 by GB082690 / HSH1				Saved: Wed 29 November 2000 15:03				
	Call Close by Tony Mansfield: pmhtcc								

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003				
Call E-0011294389								©2002 Fujitsu Services Limited		
Status:	Closed	Opened:	Wed 29 November 2000 18:47			Site:	153405			
Severity:	2 C	Closed:	Wed 29 November 2000 18:51			Customer:	I039			
Priority:	0					CSR/Team:	gb083554 / HSH1			
Caller Details										
Caller:	Julie Wolstenholme			Phone:	GRO		Site:	153405		
Title:	PostMaster			Login:			Department:			
				Caller ID:			Location:			
Call Problem Details										
Product Type:			Call Type:	A		ProbType:	AG06		Problem:	
Problem Text:	ci4. pm wished to speak to Ross Willmott regarding call reference e-0011291662.									
Call Closure Details										
Closed:	29/11/2000 18:51		Cause:	C62		Repair:	R08		Resolution:	RS08
Text:	Call Close by Samantha Cairns: Caller transferred to Ross Willmott.									
Call Asset Details										
Asset ID:				Description:			Serial No:			
Product:	EPOSS			Description:			Network ID:			
Call SLA Details										
SLA:	NO SLA / No SLA defined for this call.				Contract SLA?:	N		Coverage Plan:		
SLA Met?:	Y				SLA Time (mins):	3		Non-SLA Time (mins):	0	
Call Activity Log										
OPEN	Wed 29 November 2000 18:42 by gb083554 / HSH1					Saved: Wed 29 November 2000 18:47				
	New call taken by Samantha Cairns: ci4. pm wished to speak to Ross Willmott regarding call reference e-0011291662.									
OPEN_CALL_TS	Wed 29 November 2000 18:47 by gb083554 / HSH1					Saved: Wed 29 November 2000 18:50				
	Open Calls Troubleshoot (Affected Site:153405)									
OPEN_CALL_TS	Wed 29 November 2000 18:50 by gb083554 / HSH1					Saved: Wed 29 November 2000 18:50				
	Open Calls Troubleshoot (Affected Site:153405)									
OPEN_CALL_TS	Wed 29 November 2000 18:50 by gb083554 / HSH1					Saved: Wed 29 November 2000 18:51				
	Open Calls Troubleshoot (Affected Site:153405)									
Advice	Wed 29 November 2000 18:51 by gb083554 / HSH1					Saved: Wed 29 November 2000 18:51				
	Voiced through to Ross Willmott who accepted the call.									
CLOSE	Wed 29 November 2000 18:51 by gb083554 / HSH1					Saved: Wed 29 November 2000 18:51				
	Call Close by Samantha Cairns: Caller transferred to Ross Willmott.									

HOME  Pathway Customer (NR2)4.0a on netdesk.icl.com		PH4PatCI4 on 172.19.52.102 Customer: I039 (Post Office Sites)		Caller CL-000003		14/10/2003					
Call E-0011300602										©2002 Fujitsu Services Limited	
Status: Closed		Opened: Thu 30 November 2000 09:32		Site: 153405							
Severity: 2 C		Closed: Thu 30 November 2000 09:35		Customer: I039							
Priority: 0				CSR/Team: uktemp33 / HSH1							
Caller Details											
Caller: Julie		Phone: GRO		Site: 153405							
Title: postmistress		Login:		Department:							
		Caller ID:		Location:							
Call Problem Details											
Product Type:		Call Type: A		ProbType: AG06		Problem:					
Problem Text:		PM called last night and had forgotten the reference number.									
Call Closure Details											
Closed: 30/11/2000 09:35		Cause: C62		Repair: R09		Resolution: RS08					
Text:		Call Close by Malcolm Goodall: PM wanted reference number from call last night. Advised PM of number. PMHTC									
Call Asset Details											
Asset ID:				Description:		Serial No:					
Product: Unknown Product				Description:		Network ID:					
Call SLA Details											
SLA: NO SLA / No SLA defined for this call.		Contract SLA?: N		Coverage Plan:							
SLA Met?: Y		SLA Time (mins): 2		Non-SLA Time (mins): 0							
Call Activity Log											
OPEN		Thu 30 November 2000 09:30 by uktemp33 / HSH1				Saved: Thu 30 November 2000 09:32					
		New call taken by Malcolm Goodall: PM called last night and had forgotten the reference number.									
OPEN_CALL_TS		Thu 30 November 2000 09:33 by uktemp33 / HSH1				Saved: Thu 30 November 2000 09:33					
		Open Calls Troubleshoot (Affected Site:153405)									
OPEN_CALL_TS		Thu 30 November 2000 09:34 by uktemp33 / HSH1				Saved: Thu 30 November 2000 09:34					
		Open Calls Troubleshoot (Affected Site:153405)									
OPEN_CALL_TS		Thu 30 November 2000 09:34 by uktemp33 / HSH1				Saved: Thu 30 November 2000 09:34					
		Open Calls Troubleshoot (Affected Site:153405)									
Advice		Thu 30 November 2000 09:35 by uktemp33 / HSH1				Saved: Thu 30 November 2000 09:35					
		Advised pm of reference number									
CLOSE		Thu 30 November 2000 09:35 by uktemp33 / HSH1				Saved: Thu 30 November 2000 09:35					
		Call Close by Malcolm Goodall: PM wanted reference number from call last night. Advised PM of number. PMHTC									