

PinICL Expor PC0054259

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host

References

Name	Value
Call reference	PC0053749
Call reference	PC0053168
Call reference	PC0053486
Call reference	PC0053754
Other	P10000287
Other	P10000293
Other	P10000294

Products

Product Group	Product Name	Product Version
APS	APS Host	

Activities

Date	User	Comment
18/09/2000 14:34:26	Richard Brunskill	CALL PC0054259 opened
18/09/2000 14:34:26	Richard Brunskill	References entered are:-
18/09/2000 14:34:26	Richard Brunskill	T Call reference : PC0053749
18/09/2000 14:34:26	Richard Brunskill	Call reference : PC0053168
18/09/2000 14:34:26	Richard Brunskill	Call reference : PC0053486
18/09/2000 14:34:26	Richard Brunskill	Call reference : PC0053754
18/09/2000 14:34:26	Richard Brunskill	Product APS APS Host added
18/09/2000 14:34:26	Richard Brunskill	Target Release entered: Unknown
18/09/2000 14:34:26	Richard Brunskill	PM - CSR+ (CI4) APS Reconciliation
18/09/2000 14:34:26	Richard Brunskill	Inaccuracies in APS reporting and transaction delivery to PON HAPS / TIP
18/09/2000 14:34:26	Richard Brunskill	since data centre migration to CSR+ (CI4). Inconsistencies in reporting and
18/09/2000 14:34:26	Richard Brunskill	transaction delivery exist in the following areas:
18/09/2000 14:34:26	Richard Brunskill	
18/09/2000 14:34:26	Richard Brunskill	1. APS / TPS Harvesting

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18/09/2000 14:34:26	Richard Brunskill	
18/09/2000 14:34:26	Richard Brunskill	Description:
18/09/2000 14:34:26	Richard Brunskill	There are almost daily discrepancies between the APS and TPS harvested /
18/09/2000 14:34:26	Richard Brunskill	delivered transaction totals. PON have been assured that CSR+ would see the
18/09/2000 14:34:26	Richard Brunskill	harvesting process for both synchronised and that only in exceptional
18/09/2000 14:34:26	Richard Brunskill	circumstances would there be a difference to the delivered totals.
18/09/2000 14:34:26	Richard Brunskill	Compounding this problem is the missing transactions relating to the
18/09/2000 14:34:26	Richard Brunskill	rejection of a number of sub-files following the receipt of ICL Pathway
18/09/2000 14:34:26	Richard Brunskill	generated repair files during the period.
18/09/2000 14:34:26	Richard Brunskill	Impact:
18/09/2000 14:34:26	Richard Brunskill	Since the begining of CSR+, PON have been unable to provide their clients
18/09/2000 14:34:26	Richard Brunskill	with a daily reconciliation or product breakdown of the settlement figure. In
18/09/2000 14:34:26	Richard Brunskill	order to do this, PON TIP must receive the same transactions as HAPS/Clients
18/09/2000 14:34:26	Richard Brunskill	at the same time to allocate a settlement date. In addition, the re-input of
18/09/2000 14:34:26	Richard Brunskill	rejected files has caused problems with transaction delivery between HAPS /
18/09/2000 14:34:26	Richard Brunskill	Clients.
18/09/2000 14:34:26	Richard Brunskill	
18/09/2000 14:34:26	Richard Brunskill	2. Reconciliation Reporting Errors
18/09/2000 14:34:26	Richard Brunskill	
18/09/2000 14:34:26	Richard Brunskill	Description:
18/09/2000 14:34:26	Richard Brunskill	PON have carried out a comparison between the transactions actually received
18/09/2000 14:34:26	Richard Brunskill	and processed by TIP against those reported via the suite of APS
18/09/2000 14:34:26	Richard Brunskill	reconciliation reports. Currently it is estimated that there are
18/09/2000 14:34:26	Richard Brunskill	approximately 96k transactions with a value of £2.7m outstanding. Some will
18/09/2000 14:34:26	Richard Brunskill	relate to missing data from 29 - 31 August.

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Brunskill			Closed		APS Host
18/09/2000 14:34:26	Richard Brunskill				
18/09/2000 14:34:26	Richard Brunskill	Impact:			
18/09/2000 14:34:26	Richard Brunskill	PON are concerned that whilst differences in the actual and reported streams			
18/09/2000 14:34:26	Richard Brunskill	continue to appear, they will have no confidence in the accuracy of ICL			
18/09/2000 14:34:26	Richard Brunskill	Pathway reporting.			
18/09/2000 14:34:26	Richard Brunskill				
18/09/2000 14:34:26	Richard Brunskill	3. Missing reconciliation reports for 26 August.			
18/09/2000 14:34:26	Richard Brunskill				
18/09/2000 14:34:26	Richard Brunskill	Description:			
18/09/2000 14:34:26	Richard Brunskill	Following data centre migration from CSR to CSR+, APS reconciliation reports			
18/09/2000 14:34:26	Richard Brunskill	failed to be produced for 26 August.			
18/09/2000 14:34:26	Richard Brunskill				
18/09/2000 14:34:26	Richard Brunskill	Impact:			
18/09/2000 14:34:26	Richard Brunskill	PON are unable to reconcile APS transactions for this date against any			
18/09/2000 14:34:26	Richard Brunskill	reported totals.			
18/09/2000 14:34:26	Richard Brunskill				
18/09/2000 14:34:26	Richard Brunskill	4. General reconciliation errors occurring			
18/09/2000 14:34:26	Richard Brunskill				
18/09/2000 14:34:26	Richard Brunskill	Description:			
18/09/2000 14:34:26	Richard Brunskill	PON were assured prior to the release of CSR+ that reconciliation errors			
18/09/2000 14:34:26	Richard Brunskill	would point to a serious software fault and therefore occur only in			
18/09/2000 14:34:26	Richard Brunskill	exceptional circumstances. PON are unhappy that we have not provided a full			
18/09/2000 14:34:26	Richard Brunskill	and understandable description of the problem and it's resolution via the			
18/09/2000 14:34:26	Richard Brunskill	System Incident Log (SIL).			
18/09/2000 14:34:26	Richard Brunskill				
18/09/2000 14:34:26	Richard Brunskill	Impact:			

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Brunskill			Closed		APS Host

18/09/2000 14:34:26 Richard Brunskill PON are unable to reconcile or settle the APS transaction stream.

18/09/2000 14:34:26 Richard Brunskill

18/09/2000 14:34:26 Richard Brunskill SOLUTIONS / FIXES IN PREPARATION

18/09/2000 14:34:26 Richard Brunskill

18/09/2000 14:34:26 Richard Brunskill At a generic level, all reconciliation reporting / harvesting faults have

18/09/2000 14:34:26 Richard Brunskill been raised as high priority within ICL Pathway. The following steps are

18/09/2000 14:34:26 Richard Brunskill being taken to ensure the problem is quickly resolved and accurate reporting

18/09/2000 14:34:26 Richard Brunskill and transactions delivery commences as soon as possible:

18/09/2000 14:34:26 Richard Brunskill

18/09/2000 14:34:26 Richard Brunskill a) Individual faults are raised as 'A' priority by ICL Pathway MSU and

18/09/2000 14:34:26 Richard Brunskill forwarded to ICL Pathway Development. A list of the relevant pinICL's is

18/09/2000 14:34:26 Richard Brunskill attached under 'References'

18/09/2000 14:34:26 Richard Brunskill b) PON are updated on a weekly basis via the System Incident Log (SIL) as to

18/09/2000 14:34:26 Richard Brunskill the resolution state of individual problems. Where appropriate any work

18/09/2000 14:34:26 Richard Brunskill packages etc will be detailed.

18/09/2000 14:34:26 Richard Brunskill c) This problem is being tracked on a daily basis by senior management within

18/09/2000 14:34:26 Richard Brunskill ICL Pathway Customer Service and Development to ensure a speedy resolution.

18/09/2000 14:34:26 Richard Brunskill

18/09/2000 14:34:26 Richard Brunskill Individual reconciliation errors will be identified via the BIMS reporting

18/09/2000 14:34:26 Richard Brunskill process. It is important to note that BIMS serves only as a vehicle to advise

18/09/2000 14:34:26 Richard Brunskill on the detail required to reconcile or settle. It is not a means to

18/09/2000 14:34:26 Richard Brunskill communicate the root cause of the problem or identify fixes etc., this is the

18/09/2000 14:34:26 Richard Brunskill role of the System Incident Log (SIL).

18/09/2000 14:34:26 Richard Brunskill

18/09/2000 14:34:26 Richard Brunskill In addition, this problem will be updated as required with any new

18/09/2000 14:34:26 Richard Brunskill information as it arrives. Specifically:

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Brunskill			Closed		APS Host

18/09/2000 14:34:26	Richard Brunskill	
18/09/2000 14:34:26	Richard Brunskill	APS / TPS Harvesting and file rejection (Point 1)
18/09/2000 14:34:26	Richard Brunskill	
18/09/2000 14:34:26	Richard Brunskill	Fixes are currently being developed to ensure APS / TPS harvesting reporting
18/09/2000 14:34:26	Richard Brunskill	errors are resolved. In addition, a workaround has been implemented to ensure
18/09/2000 14:34:26	Richard Brunskill	that rejected files are re-sent on the same day, thereby avoiding reporting
18/09/2000 14:34:26	Richard Brunskill	problems, late delivery to SLA and HAPS/ Client delivery problems. A fix is
18/09/2000 14:34:26	Richard Brunskill	currently being developed to resolve the underlying problem of file rejection.
18/09/2000 14:34:26	Richard Brunskill	
18/09/2000 14:34:26	Richard Brunskill	Missing reconciliation reports for 26 August (point 3)
18/09/2000 14:34:26	Richard Brunskill	
18/09/2000 14:34:26	Richard Brunskill	ICL Pathway are currently setting up the process to re constitute the APS
18/09/2000 14:34:26	Richard Brunskill	reconciliation reports for 26 August. It is expected that this will take
18/09/2000 14:34:26	Richard Brunskill	approx 10 days to complete, allowing for testing and verification of figures
18/09/2000 14:34:26	Richard Brunskill	to transaction files etc.
18/09/2000 14:34:26	Richard Brunskill	
18/09/2000 14:34:26	Richard Brunskill	CLOSURE CRITERIA / MONITORING
18/09/2000 14:34:26	Richard Brunskill	
18/09/2000 14:34:26	Richard Brunskill	This problem will only be closed once both ICL Pathway and PON are satisfied
18/09/2000 14:34:26	Richard Brunskill	that the APS reconciliation process is working to specification after a
18/09/2000 14:34:26	Richard Brunskill	period of monitoring lasting for 1 month following the delivery of fixes to
18/09/2000 14:34:26	Richard Brunskill	repair the current anomalies. NOTE: SPORADIC RECONCILAITION ERRORS WHICH MAY
18/09/2000 14:34:26	Richard Brunskill	OCCUR AND ARE REPORTED CORRECTLY WILL NOT DELAY THE CLOSURE OF THIS PROBLEM.
18/09/2000 14:34:26	Richard Brunskill	THEY FORM PART OF THE 'BUSINESS AS USUAL' PROCESSES WHICH ARE COVERED UNDER
18/09/2000 14:34:26	Richard Brunskill	THE AGREED INCIDENT MANAGEMENT PROCEDURE.
18/09/2000 14:34:26	Richard Brunskill	

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Brunskill			Closed		APS Host

18/09/2000 14:34:26	Richard Brunskill	CROSS DOMAIN PROBLEM DETAIL
18/09/2000 14:34:26	Richard Brunskill	
18/09/2000 14:34:26	Richard Brunskill	Problem escalated to PON on 18 September 2000.
18/09/2000 14:34:26	Richard Brunskill	
18/09/2000 14:34:29	Richard Brunskill	CALL PC0054259:Priority A:CallType Z - Target 18/10/00 20:00:00
18/09/2000 14:34:30	Richard Brunskill	The Call record has been assigned to the Team Member: Richard Brunskill
18/09/2000 14:34:30	Richard Brunskill	Defect cause updated to 14:Development - Code
18/09/2000 14:34:30	Richard Brunskill	Hours spent since call received: 1.5 hours
18/09/2000 14:38:53	Richard Brunskill	The call summary has been changed from:-
18/09/2000 14:38:53	Richard Brunskill	PM - CSR+ (CI4) APS Reconciliation
18/09/2000 14:38:53	Richard Brunskill	The call summary is now:-
18/09/2000 14:38:53	Richard Brunskill	PM - CSR+ (CI4) APS Reconciliation
18/09/2000 14:38:53	Richard Brunskill	The call references have been updated. They are now:-
18/09/2000 14:38:53	Richard Brunskill	Call reference : PC0053749
18/09/2000 14:38:53	Richard Brunskill	Call reference : PC0053168
18/09/2000 14:38:53	Richard Brunskill	Call reference : PC0053486
18/09/2000 14:38:53	Richard Brunskill	Call reference : PC0053754
18/09/2000 14:38:53	Richard Brunskill	T Other : P10000287
22/09/2000 12:40:18	Richard Brunskill	UPDATE:
22/09/2000 12:40:18	Richard Brunskill	
22/09/2000 12:40:18	Richard Brunskill	APS / TPS Harvesting (1)
22/09/2000 12:40:18	Richard Brunskill	
22/09/2000 12:40:18	Richard Brunskill	An error has been found in the bulk harvesters but this is relevent only to
22/09/2000 12:40:18	Richard Brunskill	the TPS stream. APS harvesting is therefore unaffected. Work packages WP9912,
22/09/2000 12:40:18	Richard Brunskill	13, & 14 are currently in testing to address this problem. No definite
22/09/2000 12:40:18	Richard Brunskill	implementation date has yet been set as testing has yet to be fully

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Brunskill			Closed		APS Host
22/09/2000 12:40:18	Richard Brunskill	completed, however it is expected that this will be sometime within the next			
22/09/2000 12:40:18	Richard Brunskill	7 days.			
22/09/2000 12:40:18	Richard Brunskill				
22/09/2000 12:40:18	Richard Brunskill	Reconciliation Reporting Errors (2)			
22/09/2000 12:40:18	Richard Brunskill				
22/09/2000 12:40:18	Richard Brunskill	There is a cumulative discrepancy of 8 transactions which appear to have been			
22/09/2000 12:40:18	Richard Brunskill	sent to TPS but not to APS. Where a transaction has been repaired and			
22/09/2000 12:40:18	Richard Brunskill	forwarded to TIP, APS is not being notified of this status. This is a			
22/09/2000 12:40:18	Richard Brunskill	reporting error which is scheduled to be fixed Q1/01.			
22/09/2000 12:40:18	Richard Brunskill				
22/09/2000 12:40:18	Richard Brunskill	It was initially thought that a further problem existed where transactions			
22/09/2000 12:40:18	Richard Brunskill	were input to manual via the APS workstation. When this process was completed			
22/09/2000 12:40:18	Richard Brunskill	for the first time, the value of the transactions input appeared on the			
22/09/2000 12:40:18	Richard Brunskill	reconciliation report as a discrepancy and was not posted to the correct			
22/09/2000 12:40:18	Richard Brunskill	line. Investigations revealed that this was a human error which occurred			
22/09/2000 12:40:18	Richard Brunskill	during transaction input and the reports are in fact working satisfactorily.			
22/09/2000 12:40:18	Richard Brunskill	No further action is required for this error.			
22/09/2000 12:40:18	Richard Brunskill				
22/09/2000 12:40:18	Richard Brunskill	Missing Reconciliation Reports for 26 August (3)			
22/09/2000 12:40:18	Richard Brunskill				
22/09/2000 12:40:18	Richard Brunskill	CS/ MSU have today received the first reconstruction of the 26 August			
22/09/2000 12:40:18	Richard Brunskill	reconciliation report suite. This is currently being checked for accuracy and			
22/09/2000 12:40:18	Richard Brunskill	will be forwarded to PON as soon as the checks are completed and the reports			
22/09/2000 12:40:18	Richard Brunskill	are deemed to be correct.			
22/09/2000 12:40:18	Richard Brunskill				
22/09/2000 12:40:18	Richard Brunskill	In addition, reports for 1 September are also incomplete. Pathway are			

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Brunskill			Closed		APS Host

22/09/2000 12:40:18 Richard Brunskill currently investigating providing these reports to PON in retrospect. A target date for delivery will be advised once the process has been completed.

22/09/2000 12:40:18 Richard Brunskill

22/09/2000 13:01:26 Richard Brunskill FURTHER UPDATE 22/09/00

22/09/2000 13:01:26 Richard Brunskill

22/09/2000 13:01:26 Richard Brunskill In addition to my previous comments entered today:

22/09/2000 13:01:26 Richard Brunskill

22/09/2000 13:01:26 Richard Brunskill From (2)

22/09/2000 13:01:26 Richard Brunskill

22/09/2000 13:01:26 Richard Brunskill"This is a reporting error which is scheduled to be fixed Q1/01".....:

22/09/2000 13:01:26 Richard Brunskill Please note fix now sheduled for CI4R (Q4/00).

22/09/2000 13:01:26 Richard Brunskill

22/09/2000 13:01:26 Richard Brunskill From (3)

22/09/2000 13:01:26 Richard Brunskill

22/09/2000 13:01:26 Richard Brunskill"A target date for delivery will be advised once the process has been completed"..... Pathway are currently unsure as to whether these reports can be reconstructed. We will advise as soon as investigations are complete.

22/09/2000 13:01:26 Richard Brunskill

29/09/2000 14:39:43 Richard Brunskill FURTHER UPDATE 29/09/00:

29/09/2000 14:39:43 Richard Brunskill

29/09/2000 14:39:43 Richard Brunskill Have spoken today to Paula Astles PON, who requested I raise a further 4 problems to deal with the specific incidents refered to in this problem. We discussed this in detail and I stated that I would not be raising any additional problems to deal with this issue as:

29/09/2000 14:39:43 Richard Brunskill

29/09/2000 14:39:43 Richard Brunskill a) the issue surrounding APS reconciliation and settlement is dealt with sufficiently and in detail in this existing problem, and

29/09/2000 14:39:43 Richard Brunskill

29/09/2000 14:39:43 Richard Brunskill b) this problem is linked to the weekly update provided to Andrew Simpkins by

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Brunskill			Closed		APS Host

29/09/2000 14:39:43	Richard Brunskill	letter.
29/09/2000 14:39:43	Richard Brunskill	
29/09/2000 14:39:43	Richard Brunskill	APS / TPS Harvesting (1)
29/09/2000 14:39:43	Richard Brunskill	NB: PON have raised two problems P10000293 and P10000294 which specifically
29/09/2000 14:39:43	Richard Brunskill	deal with this issue.
29/09/2000 14:39:43	Richard Brunskill	
29/09/2000 14:39:43	Richard Brunskill	The error relating to the 'bulk harvesters', is relevant only to the TPS
29/09/2000 14:39:43	Richard Brunskill	stream and APS is therefore unaffected. Work packages WP9912, 13 & 14 have
29/09/2000 14:39:43	Richard Brunskill	now been through the testing cycle and it is expected that a fix will be
29/09/2000 14:39:43	Richard Brunskill	delivered into live operation early next week, (w/c 2nd October).
29/09/2000 14:39:43	Richard Brunskill	
29/09/2000 14:39:43	Richard Brunskill	Changes to the Maestro scheduling process will resolve the issue of the
29/09/2000 14:39:43	Richard Brunskill	discrepancy between the transactions that have been sent to TIP and HAPS. We
29/09/2000 14:39:43	Richard Brunskill	expect these changes to be introduced into live processing early next week,
29/09/2000 14:39:43	Richard Brunskill	(w/c 2nd October).
29/09/2000 14:39:43	Richard Brunskill	
29/09/2000 14:39:43	Richard Brunskill	Reconciliation Reporting Errors (2)
29/09/2000 14:39:43	Richard Brunskill	NB: PON have raised problem P10000297 which specifically deals with this
29/09/2000 14:39:43	Richard Brunskill	issue and problem P10000296 which deals with the issue of Delayed
29/09/2000 14:39:43	Richard Brunskill	transactions.
29/09/2000 14:39:43	Richard Brunskill	
29/09/2000 14:39:43	Richard Brunskill	All reconciliation errors are being dealt with as business as usual
29/09/2000 14:39:43	Richard Brunskill	incidents. Where fixes have been developed (as in APS / TPS harvesting
29/09/2000 14:39:43	Richard Brunskill	described above) they will be input into the live system as soon as they have
29/09/2000 14:39:43	Richard Brunskill	been tested. The BIMS process we believe is working as required. BIMS serves
29/09/2000 14:39:43	Richard Brunskill	only to highlight the SYMPTOM of the problem, i.e. to provide transaction

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Brunskill			Closed		APS Host
29/09/2000 14:39:43	Richard Brunskill	information to enable PON to reconcile or settle. It does not report on the route cause which is tracked via the System Incident Log (SIL).			
29/09/2000 14:39:43	Richard Brunskill				
29/09/2000 14:39:43	Richard Brunskill				
29/09/2000 14:39:43	Richard Brunskill	A system amendment to resolve the problem surrounding the harvesting of 'un-signed' transactions has now been developed under work package WP9955/6.			
29/09/2000 14:39:43	Richard Brunskill	The amendment delays introducing the signature validation until seven days after the outlet has migrated, as opposed to the one-day delay currently in operation. This will allow ICL Pathway sufficient time to resolve any problems encountered within migrated outlets and therefore prevent numerous transactions being delayed due to signature validation failure. This amendment is currently undergoing testing and I will advise you in writing as soon as I have a definite release date.			
29/09/2000 14:39:43	Richard Brunskill				
29/09/2000 14:39:43	Richard Brunskill	I have advised Paula Astles that PON Problem P10000298 in respect of CSR+ missing transaction data should be dealt with as a separate problem and the problem manager will be John Wright. This will be entered on the ICL Pathway problem management database asap and the reference advised to PON.			
29/09/2000 14:39:43	Richard Brunskill				
29/09/2000 14:39:43	Richard Brunskill	Missing Reconciliation Reports for 26 August (3)			
29/09/2000 14:39:43	Richard Brunskill				
29/09/2000 14:39:43	Richard Brunskill	ICL Pathway Customer Service MSU provided a full set of reports for 26th August to PON on 28th September. The reports were thoroughly checked prior to being issued to PON and we are confident that they reflect the true value of transactions processed on this date. We have, as yet, received no feedback from either PON TP or PON HAPS. Should any differences be discovered they will be treated as 'Business as Usual' and resolved on an individual basis			
29/09/2000 14:39:43	Richard Brunskill				
29/09/2000 14:39:43	Richard Brunskill				
29/09/2000 14:39:43	Richard Brunskill				
29/09/2000 14:39:43	Richard Brunskill				
29/09/2000 14:39:43	Richard Brunskill				

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29/09/2000 14:39:43	Richard Brunskill	via the BIMS process.			
29/09/2000 14:39:43	Richard Brunskill				
29/09/2000 14:39:43	Richard Brunskill	We are currently in the process of reconstructing the missing APS			
29/09/2000 14:39:43	Richard Brunskill	reconciliation report suite for 1st September. This task is proving difficult			
29/09/2000 14:39:43	Richard Brunskill	due to the complex nature of the transaction information within the			
29/09/2000 14:39:43	Richard Brunskill	databases, which are constantly being updated as new transactions are			
29/09/2000 14:39:43	Richard Brunskill	received and processed. However, we will aim to reconstruct the full set of			
29/09/2000 14:39:43	Richard Brunskill	reports within the next two weeks. A delivery date will be advised as soon as			
29/09/2000 14:39:43	Richard Brunskill	this is known.			
29/09/2000 14:39:43	Richard Brunskill				
29/09/2000 14:39:43	Richard Brunskill				
05/10/2000 14:53:29	Richard Brunskill	FURTHER UPDATE 02/10/00			
05/10/2000 14:53:29	Richard Brunskill				
05/10/2000 14:53:29	Richard Brunskill	APS / TPS Harvesting (1)			
05/10/2000 14:53:29	Richard Brunskill	The error relating to the 'bulk harvesters', is relevant only to the TPS			
05/10/2000 14:53:29	Richard Brunskill	stream and APS is therefore unaffected. Work packages WP9912, 13 & 14 have			
05/10/2000 14:53:29	Richard Brunskill	now been through the testing cycle and have been delivered into live			
05/10/2000 14:53:29	Richard Brunskill	operation w/c 2nd October.			
05/10/2000 14:53:29	Richard Brunskill				
05/10/2000 14:53:29	Richard Brunskill	Changes to the Maestro scheduling process have now been introduced and this			
05/10/2000 14:53:29	Richard Brunskill	will resolve the issue of the discrepancy between the transactions that have			
05/10/2000 14:53:29	Richard Brunskill	been sent to TIP and HAPS.			
05/10/2000 14:53:29	Richard Brunskill				
05/10/2000 14:53:29	Richard Brunskill	All other reconciliation incidents continue to be dealt with as 'Business as			
05/10/2000 14:53:29	Richard Brunskill	Usual' via the BIMS process with regular updates to the System Incident Log			
05/10/2000 14:53:29	Richard Brunskill	(SIL) as required			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host

05/10/2000 14:53:29 Richard Brunskill

05/10/2000 14:53:29 Richard Brunskill Reconciliation Reporting Errors (2)

05/10/2000 14:53:29 Richard Brunskill A system amendment to resolve the problem surrounding the harvesting of

05/10/2000 14:53:29 Richard Brunskill 'unsigned' transactions has now been developed under work package WP9955/6

05/10/2000 14:53:29 Richard Brunskill and delivered into live operation w/c 2nd October. Unsigned transactions

05/10/2000 14:53:29 Richard Brunskill occur as a result of the outlet failing to re-boot the counters in the

05/10/2000 14:53:29 Richard Brunskill correct sequence - the gateway should always be re-booted first. The

05/10/2000 14:53:29 Richard Brunskill amendment delays introducing the signature validation until seven days after

05/10/2000 14:53:29 Richard Brunskill the outlet has migrated, as opposed to the one-day delay currently in

05/10/2000 14:53:29 Richard Brunskill operation. In conjunction with this amendment, a daily report is produced

05/10/2000 14:53:29 Richard Brunskill within ICL Pathway listing those outlets that have re-booted their counters

05/10/2000 14:53:29 Richard Brunskill in the incorrect sequence, i.e. slave counter prior to gateway. Where an

05/10/2000 14:53:29 Richard Brunskill outlet appears on this report, they will be contacted by ICL Pathway and

05/10/2000 14:53:29 Richard Brunskill advised of the correct re-boot procedure.

05/10/2000 14:53:29 Richard Brunskill

05/10/2000 14:53:29 Richard Brunskill Missing Reconciliation Reports for 26 August and 1 September (3)

05/10/2000 14:53:29 Richard Brunskill Missing APS reports for the 26th August have now been provided to PON. To

05/10/2000 14:53:29 Richard Brunskill date, we have not been advised of any discrepancies or incidents. Should we

05/10/2000 14:53:29 Richard Brunskill receive any incidents in the future applicable to this date, they will be

05/10/2000 14:53:29 Richard Brunskill treated as 'business as usual' and tracked via the BIMS process.

05/10/2000 14:53:29 Richard Brunskill

05/10/2000 14:53:29 Richard Brunskill A part set of reports has been supplied to PON for 1st September. Reports

05/10/2000 14:53:29 Richard Brunskill 2136 and 2139 cannot be reconstructed due to their complexity and changes

05/10/2000 14:53:29 Richard Brunskill within the database. However we believe in supplying reports 2133 and 2133b

05/10/2000 14:53:29 Richard Brunskill we have now provided sufficient data to enable PON to effect reconciliation

05/10/2000 14:53:29 Richard Brunskill and settlement. Should any incidents occur applicable to this date, they will

Ref Logged By	Summary	Opened	Last update Status	Customer	Product Group Product At Fault
PC0054259 Brunskill	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14 Closed		APS APS Host
05/10/2000 14:53:29	Richard Brunskill	be treated as 'business as usual' and tracked via the BIMS process.			
05/10/2000 14:53:29	Richard Brunskill				
05/10/2000 14:53:29	Richard Brunskill	The entire reconciliation process surrounding APS transactions is being			
05/10/2000 14:53:29	Richard Brunskill	monitored closely by ICL Pathway. Any further incidents will be treated as			
05/10/2000 14:53:29	Richard Brunskill	'business as usual'. Please also refer to letter sent to Linda Austin PON TIP			
05/10/2000 14:53:29	Richard Brunskill	today outlining our actions to specific points raised following the PON			
05/10/2000 14:53:29	Richard Brunskill	Pathway meeting of 02/10/00.			
13/10/2000 14:59:05	Richard Brunskill	UPDATE 13/10/00			
13/10/2000 14:59:05	Richard Brunskill				
13/10/2000 14:59:05	Richard Brunskill	1. Missing APS Reconciliation reports for 26th August 2000 / 1st September			
13/10/2000 14:59:05	Richard Brunskill	2000			
13/10/2000 14:59:05	Richard Brunskill				
13/10/2000 14:59:05	Richard Brunskill	No evidence of any discrepancies has been received from PON to date regarding			
13/10/2000 14:59:05	Richard Brunskill	either of these missing report sets.			
13/10/2000 14:59:05	Richard Brunskill				
13/10/2000 14:59:05	Richard Brunskill	2. APS / TPS reported differences			
13/10/2000 14:59:05	Richard Brunskill				
13/10/2000 14:59:05	Richard Brunskill	ICL Pathway Management Support Unit is currently liaising with Linda Austin			
13/10/2000 14:59:05	Richard Brunskill	regarding 8 erroneous transactions which are currently still to identify			
13/10/2000 14:59:05	Richard Brunskill	PON's specific requirements, all of which will be met via the BIMS process.			
13/10/2000 14:59:05	Richard Brunskill				
13/10/2000 14:59:05	Richard Brunskill	3. HAPS / Client transaction delivery problems due to delayed transaction			
13/10/2000 14:59:05	Richard Brunskill	files.			
13/10/2000 14:59:05	Richard Brunskill				
13/10/2000 14:59:05	Richard Brunskill	We have no evidence that transactions are being delayed due to signature			
13/10/2000 14:59:05	Richard Brunskill	failure, following the outlet migration process this week.			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host

13/10/2000 14:59:05	Richard Brunskill	
13/10/2000 14:59:05	Richard Brunskill	All other errors will now be treated as business as usual cases and reported
13/10/2000 14:59:05	Richard Brunskill	via the BIMS process. This problem will remain on monitor until 27 October
13/10/2000 14:59:05	Richard Brunskill	when it will be closed unless there is any further evidence of major data or
13/10/2000 14:59:05	Richard Brunskill	reporting corruption.
13/10/2000 14:59:05	Richard Brunskill	
13/10/2000 14:59:05	Richard Brunskill	Please also note related problem ref: PC0055711 concerning the non production
13/10/2000 14:59:05	Richard Brunskill	of APS reconciliation reports from 5 - 11 October.
20/10/2000 13:28:36	Richard Brunskill	F} Response :
20/10/2000 13:28:36	Richard Brunskill	UPDATE 20/10/00
20/10/2000 13:28:36	Richard Brunskill	
20/10/2000 13:28:36	Richard Brunskill	
20/10/2000 13:28:36	Richard Brunskill	1. APS / TPS erroneous transactions
20/10/2000 13:28:36	Richard Brunskill	
20/10/2000 13:28:36	Richard Brunskill	ICL Pathway Management Support Unit is still liaising with Linda Austin /
20/10/2000 13:28:36	Richard Brunskill	Glenys Latham, PON, regarding 8 erroneous transactions, the reporting of
20/10/2000 13:28:36	Richard Brunskill	which will be met via the BIMS process. We are still awaiting guidance as to
20/10/2000 13:28:36	Richard Brunskill	what additional information is required by yourselves to either settle or
20/10/2000 13:28:36	Richard Brunskill	reconcile. We are unable to provide any more information than that already
20/10/2000 13:28:36	Richard Brunskill	supplied until this information is received.
20/10/2000 13:28:36	Richard Brunskill	
20/10/2000 13:28:36	Richard Brunskill	2. Missing APS reconciliation reports.
20/10/2000 13:28:36	Richard Brunskill	
20/10/2000 13:28:36	Richard Brunskill	This is being monitored under a separate cross domain problem ref; PC0055711
20/10/2000 13:28:36	Richard Brunskill	which will be closed today as reports for transaction dates 5th - 10th
20/10/2000 13:28:36	Richard Brunskill	October have been supplied to PON on 19th October.

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host
20/10/2000 13:28:36	Richard Brunskill				
20/10/2000 13:28:36	Richard Brunskill	All other APS incidents to be treated as 'Business as Usual' and reported via			
20/10/2000 13:28:36	Richard Brunskill	the BIMS process. This problem has now been assigned to MONITOR			
20/10/2000 13:28:36	Richard Brunskill	[END OF REFERENCE 22382778]			
20/10/2000 13:28:36	Richard Brunskill	Responded to call type Z as Category 5 -Monitoring			
20/10/2000 13:28:37	Richard Brunskill	The response was delivered on the system			
26/10/2000 15:33:59	Richard Brunskill	Problem reamins on monitor			
26/10/2000 15:37:22	Richard Brunskill	Addition to text: Problem remains on monitor. Meeting between ICL Pathway and			
26/10/2000 15:37:22	Richard Brunskill	PON TP scheduled for 27/10/00 at Chesterfield to:			
26/10/2000 15:37:22	Richard Brunskill				
26/10/2000 15:37:22	Richard Brunskill	1. Explain all the APS reconciliation reports and define deliverables to PON			
26/10/2000 15:37:22	Richard Brunskill	2. Identify process required to ensure enough data is provided to PON to			
26/10/2000 15:37:22	Richard Brunskill	enable settlement of APS transaction stream in the event of TIP file			
26/10/2000 15:37:22	Richard Brunskill	rejection prior to implementation of PON CR's - scheduled for M1.			
26/10/2000 15:37:22	Richard Brunskill	3. Agreed the BIMS requirements at both PON and ICL Pathway.			
26/10/2000 15:37:22	Richard Brunskill				
26/10/2000 15:37:22	Richard Brunskill	An update will be provided w/c 30/10/00 summarising the outcome of this			
26/10/2000 15:37:22	Richard Brunskill	meeting.			
11/12/2000 16:01:04	Angela Shaw	F} Response :			
11/12/2000 16:01:04	Angela Shaw	Update to the above:			
11/12/2000 16:01:04	Angela Shaw				
11/12/2000 16:01:04	Angela Shaw	Please note that the meeting that was scheduled between ICL Pathway & PON TP			
11/12/2000 16:01:04	Angela Shaw	for the 27/11/00, has been re-scheduled & is occurring over the 11th & 12th			
11/12/2000 16:01:04	Angela Shaw	December in Chesterfield.			
11/12/2000 16:01:04	Angela Shaw				
11/12/2000 16:01:04	Angela Shaw	This will cover the following areas:			

[illegible]

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host
19/12/2000 10:41:23	Richard Brunskill	reports was produced accurately. Currently we are having difficulties in the			
19/12/2000 10:41:23	Richard Brunskill	following areas, which are being tracked by PON under separate problem			
19/12/2000 10:41:23	Richard Brunskill	references. This high level problem will be re-focussed to address these (sub)			
19/12/2000 10:41:23	Richard Brunskill	problems and updated on a regular basis:			
19/12/2000 10:41:23	Richard Brunskill				
19/12/2000 10:41:23	Richard Brunskill	1. PON Ref: P10000287 - This is the control PON reference for this high level			
19/12/2000 10:41:23	Richard Brunskill	problem. I do not believe you need to keep this open.			
19/12/2000 10:41:23	Richard Brunskill				
19/12/2000 10:41:23	Richard Brunskill	2. PON Ref: P10000293			
19/12/2000 10:41:23	Richard Brunskill	ICL PW and PON are continuing to work together to ensure we can reconcile			
19/12/2000 10:41:23	Richard Brunskill	those APS transactions harvested and sent to TIP against what Op TIP state is			
19/12/2000 10:41:23	Richard Brunskill	processed. We have now finalised the format of the daily reconciliation which			
19/12/2000 10:41:23	Richard Brunskill	will be produced by ICL Pathway and will run along side the existing system			
19/12/2000 10:41:23	Richard Brunskill	produced APS reconciliation reports. In doing so, we have identified some			
19/12/2000 10:41:23	Richard Brunskill	areas where there needs to be a change in both the way ICL Pathway submits			
19/12/2000 10:41:23	Richard Brunskill	certain transactions and also in the way Op TIP either processes or			
19/12/2000 10:41:23	Richard Brunskill	exceptions these items. We have currently managed to reconcile to zero 6 days			
19/12/2000 10:41:23	Richard Brunskill	since 23 November although we have now brought most days down to within a few			
19/12/2000 10:41:23	Richard Brunskill	£'s.			
19/12/2000 10:41:23	Richard Brunskill	Work needs to be completed to ensure the backlog of errors since the			
19/12/2000 10:41:23	Richard Brunskill	beginning of CI4 are resolved and also a financial difference of £127k is			
19/12/2000 10:41:23	Richard Brunskill	resolved. TP are currently supplying detail of all BIMS differences where the			
19/12/2000 10:41:23	Richard Brunskill	information quoted does not tie up with the expected result within Op TIP.			
19/12/2000 10:41:23	Richard Brunskill	ICL Pathway are committed to resolve these differences and ensure any			
19/12/2000 10:41:23	Richard Brunskill	transaction problems are resolved. Op TIP have in turn given a commitment to			
19/12/2000 10:41:23	Richard Brunskill	amend their processes if it is found that there are anomalies here.			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host

19/12/2000 10:41:23 Richard Brunskill APS reconciliation is currently the top priority for both the MSU and ICL Pathway in general and has been escalated as such to the Director Customer Service.

19/12/2000 10:41:23 Richard Brunskill

19/12/2000 10:41:23 Richard Brunskill

19/12/2000 10:41:23 Richard Brunskill

19/12/2000 10:41:23 Richard Brunskill 3. PON Ref: P10000294

19/12/2000 10:41:23 Richard Brunskill Work is being done to ensure that APS / TPS harvesters do not run out of sync. Any differences have been resolved as the harvesters are always brought back into sync within a couple of days and each difference is charted via the BIMS process. It must be accepted that this phenomenon may occur on occasions due to processing irregularities, however it is not expected to be the norm and any underlying faults will be corrected. Where TPS transactions have been dropped, this is usually due to either reference data problems or invalid transaction mode. The latter is being fixed although we have no control over the former if the error within the reference data occurs within the PON domain.

19/12/2000 10:41:23 Richard Brunskill

19/12/2000 10:41:23 Richard Brunskill 4. PON Ref: P10000296

19/12/2000 10:41:23 Richard Brunskill Delayed transactions are being tracked separately under a separate ICL Pathway cross domain problem owned by Angela Shaw. We are currently in dispute over the closure criteria here and ICL Pathway reiterate that the criteria proposed by PON, ie. no more than one delayed transaction per month put to manual, is totally unrealistic given the volumes of APS transactions handled. A more realistic figure would be 5 per day.

19/12/2000 10:41:23 Richard Brunskill

19/12/2000 10:41:23 Richard Brunskill

19/12/2000 10:41:23 Richard Brunskill

19/12/2000 10:41:23 Richard Brunskill

19/12/2000 10:41:23 Richard Brunskill

19/12/2000 10:41:23 Richard Brunskill 5. PON Ref: P10000297

19/12/2000 10:41:23 Richard Brunskill No dispute with this decision by PON

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host
19/12/2000 10:41:23	Richard Brunskill				
19/12/2000 10:41:23	Richard Brunskill	6. PON Ref: P10000298			
19/12/2000 10:41:23	Richard Brunskill	As Stated above, this has been escalated to Director Customer Service. ICL			
19/12/2000 10:41:23	Richard Brunskill	Pathway will attempt to ensure a reconciliation of transactions on the days			
19/12/2000 10:41:23	Richard Brunskill	concerned. PON to advise the following:			
19/12/2000 10:41:23	Richard Brunskill				
19/12/2000 10:41:23	Richard Brunskill	i). Transactions for £127k have been forwarded to HAPS (in excess of TIP			
19/12/2000 10:41:23	Richard Brunskill	value) therefore proving that the transactions existed.			
19/12/2000 10:41:23	Richard Brunskill				
19/12/2000 10:41:23	Richard Brunskill	ii). The 'sub doc' (?) stream within TIP is actually £127k less than the Cash			
19/12/2000 10:41:23	Richard Brunskill	Account values for these dates.			
19/12/2000 10:41:23	Richard Brunskill				
19/12/2000 10:41:23	Richard Brunskill	iii). PON to confirm the basis of where any financial loss is being shown.			
19/12/2000 10:41:23	Richard Brunskill				
19/12/2000 10:41:23	Richard Brunskill	iv). PON to confirm whether the transaction details are required for:			
19/12/2000 10:41:23	Richard Brunskill	a) reconciliation purposes			
19/12/2000 10:41:23	Richard Brunskill	b) settlement purposes with the clients			
19/12/2000 10:41:23	Richard Brunskill	c) settlement purposes with the outlets			
19/12/2000 10:41:23	Richard Brunskill	d) MIS purposes only			
19/12/2000 10:41:23	Richard Brunskill				
19/12/2000 10:41:23	Richard Brunskill	7. PON Ref: P10000350			
19/12/2000 10:41:23	Richard Brunskill	This problem should be closed as the delayed transaction problem is now being			
19/12/2000 10:41:23	Richard Brunskill	dealt with under PON problem P10000296 - as stated by Glenys Latham.			
18/01/2001 14:35:55	Richard Brunskill	There has been significant progress following joint activity between ICL			
18/01/2001 14:35:55	Richard Brunskill	Pathway and PON / TIP to ensure a complete end to end reconciliation of the			
18/01/2001 14:35:55	Richard Brunskill	APS transaction stream, both between TIP and HAPS/Clients and between the			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host

18/01/2001 14:35:55 Richard Brunskill harvested values declared by ICL Pathway and the processed values declared by
18/01/2001 14:35:55 Richard Brunskill PON / TIP.
18/01/2001 14:35:55 Richard Brunskill ICL Pathway no believe that the processes are now in place to ensure that a
18/01/2001 14:35:55 Richard Brunskill daily reconciliation, to 'NIL' discrepancies can be achieved on a regular
18/01/2001 14:35:55 Richard Brunskill basis. Any discrepancies which do occur in the future will be tracked via the
18/01/2001 14:35:55 Richard Brunskill agreed incident management process. The entire process is being documented by
18/01/2001 14:35:55 Richard Brunskill ICL Pathway into a joint ICL Pathway / PON process document (Marc Reardon
18/01/2001 14:35:55 Richard Brunskill (PON) to discuss with Commercial depts. whether or not this is contractual).
18/01/2001 14:35:55 Richard Brunskill The first draft of this document should be available for PON comment by 26
18/01/2001 14:35:55 Richard Brunskill Feb 2001. Myself - Richard Brunskill, MSU Manager and Ann Clarke PON /TP,
18/01/2001 14:35:55 Richard Brunskill will be joint sign off to this document.
18/01/2001 14:35:55 Richard Brunskill
18/01/2001 14:35:55 Richard Brunskill I will provide up dates to the appropriate PON problems included in this main
18/01/2001 14:35:55 Richard Brunskill cross domain problem:
18/01/2001 14:35:55 Richard Brunskill
18/01/2001 14:35:55 Richard Brunskill 1. P10000287
18/01/2001 14:35:55 Richard Brunskill In accordance with the December update, this should now be closed as it is
18/01/2001 14:35:55 Richard Brunskill PON's 'high level' problem tracking the APS reconciliation issue. The
18/01/2001 14:35:55 Richard Brunskill following low level problems replace this.
18/01/2001 14:35:55 Richard Brunskill
18/01/2001 14:35:55 Richard Brunskill 2. P10000293
18/01/2001 14:35:55 Richard Brunskill This equates to the on going attempt to reconcile on a daily basis the end to
18/01/2001 14:35:55 Richard Brunskill end APS transaction stream. Significant headway has been made in all areas:
18/01/2001 14:35:55 Richard Brunskill 2.1 - Historical BIMS report discrepancies: ICL Pathway MSU have now
18/01/2001 14:35:55 Richard Brunskill received approx. 40 previously issued BIMS reports where the information
18/01/2001 14:35:55 Richard Brunskill stated did not equate with the information expected / produced by the

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host

18/01/2001 14:35:55	Richard Brunskill	Operational TIP reports. Consequently, PON were unable to reconcile the APS
18/01/2001 14:35:55	Richard Brunskill	stream to the Client settlement. MSU have now investigated approx. 95% of
18/01/2001 14:35:55	Richard Brunskill	these reports and updates will be issued, in accordance with the agreed
18/01/2001 14:35:55	Richard Brunskill	timescale, on 19 January to PON / TP. MSU have arranged for the final 'batch'
18/01/2001 14:35:55	Richard Brunskill	of queries to be collected from PON on 24 January and we will attempt to
18/01/2001 14:35:55	Richard Brunskill	resolve and re-issue within 10 working days of this date. This then takes the
18/01/2001 14:35:55	Richard Brunskill	reconciliation to CAP40. We have now agreed that all queries from CAP41
18/01/2001 14:35:55	Richard Brunskill	onwards will be dealt with under the 'business as usual' banner (Phil Ward's
18/01/2001 14:35:55	Richard Brunskill	team at PON). PON will advise MSU within 10 days whether or not a BIMS report
18/01/2001 14:35:55	Richard Brunskill	is found to be correct or otherwise. This should now eradicate the perpetual
18/01/2001 14:35:55	Richard Brunskill	backlog situation.
18/01/2001 14:35:55	Richard Brunskill	2.2 Daily Reconciliation: ICL Pathway are now supplying a daily
18/01/2001 14:35:55	Richard Brunskill	reconciliation covering the end to end APS reconciliation stream. This is now
18/01/2001 14:35:55	Richard Brunskill	returning a fully reconciled status for most days, with any misbalances being
18/01/2001 14:35:55	Richard Brunskill	accounted for and dealt with under the BIMS procedure. We are due to finalise
18/01/2001 14:35:55	Richard Brunskill	the format of the reconciliation document and include this in the joint
18/01/2001 14:35:55	Richard Brunskill	process document currently being written. Delivery of this reconciliation
18/01/2001 14:35:55	Richard Brunskill	will be controlled via the OLA process.
18/01/2001 14:35:55	Richard Brunskill	2.3 Software errors preventing reconciliation: We are currently managing
18/01/2001 14:35:55	Richard Brunskill	to resolution the following errors which prevent reconciliation:
18/01/2001 14:35:55	Richard Brunskill	2.3.1 - APS String: This error occurs where the transaction appears
18/01/2001 14:35:55	Richard Brunskill	to have a reversal indicator but the format of the transaction record causes
18/01/2001 14:35:55	Richard Brunskill	TIP to disregard the item completely as it cannot recognise the reversal
18/01/2001 14:35:55	Richard Brunskill	indicator or the transaction record as being compatible. The underlying fault
18/01/2001 14:35:55	Richard Brunskill	has been eradicated following the delivery of a fix into the live estate on
18/01/2001 14:35:55	Richard Brunskill	18 December 2000. We have had no further occurrences of this particular fault.

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host
18/01/2001 14:35:55	Richard Brunskill	2.3.2 - Reversal over end of day: This is also being tracked as a separate cross domain problem in it's own right (PC0052508). However, within the reconciliation process, the fault causes an unmatched reversal which PON / TIP treat as a 'positive' transaction! ICL Pathway are currently reviewing the code and specific details of any fix will be updated within the separate problem. We can now however, recognise this fault when it occurs and account for it within the reconcilaition, therefore in the context of this problem, I feel we have resolved the issue.			
18/01/2001 14:35:55	Richard Brunskill	2.3.3 - File processing: MSU and PON have now got the process and procedure in place to track any rejected transmission / sub files accross the interface. Such rejections will affect the reconciliation as they dictate the eventual processed value declared by TIP. This procedure will be included within the joint process document being prepared.			
18/01/2001 14:35:55	Richard Brunskill	3. P10000294			
18/01/2001 14:35:55	Richard Brunskill	Harvested APS and TPS figures appear to be out of sync. Although the harvested figures provided on report 2133 differ on some days, the situation will always right itself over a period of 1 or 2 days with the individual harvesters 'catching up'. However, ICL Pathway recognise that there is an underlying fault which needs to be resolved. Internal ICL Pathway pinICL ref: PC0060597 has been raised to track this fault which is being investigated by ICL Pathway Development. As yet, we have no real explanation as to why this is occuring.			
18/01/2001 14:35:55	Richard Brunskill	4. P10000296			
18/01/2001 14:35:55	Richard Brunskill	This covers the 'Delayed Transactions' either sent to manual or returned via			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host

18/01/2001 14:35:55	Richard Brunskill	the electronic stream. (Replaces PON problem ref: P10000350 which should now			
18/01/2001 14:35:55	Richard Brunskill	be closed). MSU (Richard Brunskill) has agreed with Glenys Latham (PON TP)			
18/01/2001 14:35:55	Richard Brunskill	that a realistic figure for delayed transactions sent to manual should be no			
18/01/2001 14:35:55	Richard Brunskill	more than '3' (three) per day. This is considered realistic given the actual			
18/01/2001 14:35:55	Richard Brunskill	transaction volumes involved which pass through the live estate and ICL			
18/01/2001 14:35:55	Richard Brunskill	Pathway believe that this will not be exceeded once procedures have bedded in			
18/01/2001 14:35:55	Richard Brunskill	and the current software problems have been resolved.			
18/01/2001 14:35:55	Richard Brunskill				
18/01/2001 14:35:55	Richard Brunskill	5. P10000297			
18/01/2001 14:35:55	Richard Brunskill	I believe we have no dispute with this problem.			
18/01/2001 14:35:55	Richard Brunskill				
18/01/2001 14:35:55	Richard Brunskill	6. P10000298			
18/01/2001 14:35:55	Richard Brunskill	Outstanding historical difference circa £127k. ICL Pathway have made			
18/01/2001 14:35:55	Richard Brunskill	considerable headway this week in resolving the difference on the TIP ledgers			
18/01/2001 14:35:55	Richard Brunskill	which equates to transactions not delivered to TIP. (The PON clients have			
18/01/2001 14:35:55	Richard Brunskill	received the correct transactions and settlement. At the time of this update,			
18/01/2001 14:35:55	Richard Brunskill	ICL Pathway have recovered approx. £101k of transactions, around the dates			
18/01/2001 14:35:55	Richard Brunskill	29/30/31 August 2000. They will be placed in a file on the gateway tonight			
18/01/2001 14:35:55	Richard Brunskill	(18 January) for onward transmission to TIP. Dave Salt (PON TIP) to update			
18/01/2001 14:35:55	Richard Brunskill	this problem at PON end to incorporate processing details within TIP. ICL			
18/01/2001 14:35:55	Richard Brunskill	Pathway are reasonably optimistic that by 19 January, a further £10 - £15k			
18/01/2001 14:35:55	Richard Brunskill	will be identified and ready for delivery. Investigation continues as to the			
18/01/2001 14:35:55	Richard Brunskill	identity of the remaining differences. This difference has been resolved			
18/01/2001 14:35:55	Richard Brunskill	following a joint effort between ICL Pathway and PON. A further update will			
18/01/2001 14:35:55	Richard Brunskill	be given as soon as any more information is to hand. (Marc Reardon (PON) has			
18/01/2001 14:35:55	Richard Brunskill	been briefed today as to the current position.			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host
25/01/2001 16:39:11	Richard Brunskill	<p>Activity is still taking place to resolve the outstanding historical differences within PON TIP. To date, ICL Pathway have sent approx £140k in missing transactions in two files to TIP. We are still investigating the remaining £4.5k which we believe is outstanding. The outlets in question have been identified, it is now a matter of recovering the particular transactions which were not delivered. We are aiming for completion by close of business tomorrow (friday 26 01 01)</p> <p>Approx, 40 queried BIMS reports were returned to PON for final closure. Following discussions with Glyns Latham (PON) on 24 01 01, it would appear that the majority of the responses ICL Pathway have provided are satisfactory. PON are still reviewing and will take any queries up with MSU on an individual basis. We have now taken delivery of the final batch of queries, 18 in total, and we are aiming to have responses to PON by close of business - Friday 02 02 01.</p> <p>The daily reconciliation is now balancing on a regular basis with no additional faults being found. This is being delivered to PON within the agreed timescale.</p> <p>The APS cross domain process document is currently in production with a PRE REVIEW draft available Tuesday 30 01 01. It is expected that this document, when agreed will become contract controlled. It is hoped that version 0.1 will be issued on Friday 02 02 01 for complete review. The reconciliation form completed on a daily basis by MSU will be included within this document.</p> <p>APS reconciliation update briefing completed with PON on 31/1/01.</p>			
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
25/01/2001 16:39:11	Richard Brunskill				
02/02/2001 11:32:33	Richard Brunskill				

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host
02/02/2001 11:32:33	Richard Brunskill				
02/02/2001 11:32:33	Richard Brunskill	ICL Pathway have now completed the exercise to recover the £127k missing TPS			
02/02/2001 11:32:33	Richard Brunskill	transactions resulting from the PON TIP file rejection over 29 - 31 August			
02/02/2001 11:32:33	Richard Brunskill	2000. Currently we believe there is a difference of £165.99 which is under			
02/02/2001 11:32:33	Richard Brunskill	investigation.			
02/02/2001 11:32:33	Richard Brunskill				
02/02/2001 11:32:33	Richard Brunskill	ICL Pathway request PON to formally advise if this satisfies their			
02/02/2001 11:32:33	Richard Brunskill	requirements and the exercise can be officially ended?			
02/02/2001 11:32:33	Richard Brunskill				
02/02/2001 11:32:33	Richard Brunskill	Outstanding BIMS differences are being successfully reconciled with PON. of			
02/02/2001 11:32:33	Richard Brunskill	the 35 BIMS reports re-worked in PACK1, 28 have been accepted, the remaining			
02/02/2001 11:32:33	Richard Brunskill	7 will be investigated by ICL Pathway. PACK2 BIMS (18) are due for completion			
02/02/2001 11:32:33	Richard Brunskill	by ICL Pathway on 09/02/01. Current queries are being treated as 'business			
02/02/2001 11:32:33	Richard Brunskill	as usual'.			
02/02/2001 11:32:33	Richard Brunskill				
02/02/2001 11:32:33	Richard Brunskill	Daily APS reconciliation continues to achieve zero processing differences on			
02/02/2001 11:32:33	Richard Brunskill	the TIP transaction stream. The reconciliation process is now being included			
02/02/2001 11:32:33	Richard Brunskill	within the joint APS reconciliation process paper, in the meantime, we will			
02/02/2001 11:32:33	Richard Brunskill	continue supplying the draft template as part of the daily reconciliation.			
02/02/2001 11:32:33	Richard Brunskill				
02/02/2001 11:32:33	Richard Brunskill	Currently we have three known faults affecting APS reconciliation:			
02/02/2001 11:32:33	Richard Brunskill				
02/02/2001 11:32:33	Richard Brunskill	1. Reversals at EOD causing unmatched reversals - treated as positive			
02/02/2001 11:32:33	Richard Brunskill	transactions within TIP			
02/02/2001 11:32:33	Richard Brunskill	This is the subject of a separate cross domain problem and is explained in			
02/02/2001 11:32:33	Richard Brunskill	detail within that problem text.			

[illegible]

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host
02/02/2001 11:32:33	Richard Brunskill				
22/02/2001 11:46:50	Richard Brunskill	Update on the three current problems affecting APS reconciliation:			
22/02/2001 11:46:50	Richard Brunskill				
22/02/2001 11:46:50	Richard Brunskill	1. Reversals at EOD causing unmatched reversals - treated as positive			
22/02/2001 11:46:50	Richard Brunskill	transactions within TIP			
22/02/2001 11:46:50	Richard Brunskill	This is the subject of a separate cross domain problem and is explained in			
22/02/2001 11:46:50	Richard Brunskill	detail within that problem text.			
22/02/2001 11:46:50	Richard Brunskill				
22/02/2001 11:46:50	Richard Brunskill	APS thread. This results in a transaction with a reversal indicator having			
22/02/2001 11:46:50	Richard Brunskill	incorrect data in the transaction record which appears as a serve customer			
22/02/2001 11:46:50	Richard Brunskill	transaction to TIP. This causes TIP to neither process or reject the			
22/02/2001 11:46:50	Richard Brunskill	transaction. We still have no confirmed date as to when this fix will be			
22/02/2001 11:46:50	Richard Brunskill	delivered into the live estate. However we are able to identify such			
22/02/2001 11:46:50	Richard Brunskill	incidents via the newly developed APS daily reconciliation. In addition, this			
22/02/2001 11:46:50	Richard Brunskill	fault now occurs very infrequently, no more than one incident per week.			
22/02/2001 11:46:50	Richard Brunskill				
22/02/2001 11:46:50	Richard Brunskill	3. APS / TPS harvesters out of step:			
22/02/2001 11:46:50	Richard Brunskill	No further update although we have seen an improvement in harvester			
22/02/2001 11:46:50	Richard Brunskill	synchronisation following the complete migration from CI3 to CI4. The			
22/02/2001 11:46:50	Richard Brunskill	scheduled fix for release M1R is still on course for delivery.			
22/02/2001 11:46:50	Richard Brunskill				
22/02/2001 11:46:50	Richard Brunskill	Update on APS reconciliation:			
22/02/2001 11:46:50	Richard Brunskill				
22/02/2001 11:46:50	Richard Brunskill	The August 2000 difference circa £127k has now been completely resolved and			
22/02/2001 11:46:50	Richard Brunskill	PON have agreed that the remaining £169 will be resolved internally and no			
22/02/2001 11:46:50	Richard Brunskill	further action need be taken by ICL Pathway. Can PON please confirm at the			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host

22/02/2001 11:46:50 Richard Brunskill next x domain review that their specific problem entry for this discrepancy (P10000298) can be closed?

22/02/2001 11:46:50 Richard Brunskill

22/02/2001 11:46:50 Richard Brunskill

22/02/2001 11:46:50 Richard Brunskill Delayed transactions have now reached acceptable levels and confirmation has been received from Glenys Latham (TP) that this problem is no longer causing concern. Can PON please confirm at the next x domain review that their specific problem entry for this discrepancy (P10000296) can be closed?

22/02/2001 11:46:50 Richard Brunskill

22/02/2001 11:46:50 Richard Brunskill BIMS discrepancies: Progress continues on resolving the historical BIMS APS discrepancies. MSU and TP are working on the remaining few cases that require further analysis. Current date BIMS reports are being actioned and delivered according to requirements with no resulting queries being received.

22/02/2001 11:46:50 Richard Brunskill

09/03/2001 15:10:27 Richard Brunskill All aspects of the reconciliation process are now working effectively.

09/03/2001 15:10:27 Richard Brunskill

09/03/2001 15:10:27 Richard Brunskill However, there have been some problems with the APS / TPS Harvester synchronisation in the last week:

09/03/2001 15:10:27 Richard Brunskill

09/03/2001 15:10:27 Richard Brunskill The problem concerns the LUC Service. Across the 8 Agent Servers, one instance of LUC (possibly more on occasion) seems to know about an incomplete set of outlets, with the result that if that Agent Server harvests the chunk containing such an outlet, then that outlet might not / will not get harvested that night. Next night the chances are that outlet will be harvested OK.

09/03/2001 15:10:27 Richard Brunskill

09/03/2001 15:10:27 Richard Brunskill

09/03/2001 15:10:27 Richard Brunskill As it generally affects at most one Agent Server on any one night, it can randomly affect TPS, APS or OBCS harvesters, so any of them can get behind

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host
09/03/2001 15:10:27	Richard Brunskill	the others.			
09/03/2001 15:10:27	Richard Brunskill				
09/03/2001 15:10:27	Richard Brunskill	The LUC problem is believed to only affect low-numbered outlets, those early			
09/03/2001 15:10:27	Richard Brunskill	in its initialisation scan. When LUC scans the Correspondence Servers for			
09/03/2001 15:10:27	Richard Brunskill	all outlets that it should know about, it seems that LUC is starting the scan			
09/03/2001 15:10:27	Richard Brunskill	before Riposte is truly ready for it following the weekly shutdown of Riposte			
09/03/2001 15:10:27	Richard Brunskill	on a CS.			
09/03/2001 15:10:27	Richard Brunskill				
09/03/2001 15:10:27	Richard Brunskill	The following pinICL's have been internally raised by ICL Pathway to track			
09/03/2001 15:10:27	Richard Brunskill	and resolve the problem:			
09/03/2001 15:10:27	Richard Brunskill				
09/03/2001 15:10:27	Richard Brunskill	PC0060597 originally raised by MSU to investigate & fix. This has been cloned			
09/03/2001 15:10:27	Richard Brunskill	to PC0061669 for the fix at CI4 M1R. OTT tested this fix in conjunction with			
09/03/2001 15:10:27	Richard Brunskill	another LUC change which changed some registry settings only. This other			
09/03/2001 15:10:27	Richard Brunskill	change has failed its testing, so the harvester fix has got held up.			
09/03/2001 15:10:27	Richard Brunskill				
09/03/2001 15:10:27	Richard Brunskill	These two fixes are completely independent of each other. ICL Pathway is			
09/03/2001 15:10:27	Richard Brunskill	therefore returning PC0061669 to testing this basis. The fixes are in the			
09/03/2001 15:10:27	Richard Brunskill	same Work Package so the deliverables can't be split - we intend to leave			
09/03/2001 15:10:27	Richard Brunskill	them in this way.			
09/03/2001 15:10:27	Richard Brunskill				
09/03/2001 15:10:27	Richard Brunskill	A further update will be provided when more information has been received			
09/03/2001 15:10:27	Richard Brunskill	following revisions / testing.			
16/03/2001 15:34:03	Angela Shaw	F} Response :			
16/03/2001 15:34:04	Angela Shaw	The LUC change (PC/60136) was delivered to testing on Friday 9th March. This			
16/03/2001 15:34:04	Angela Shaw	enabled PC/61669 to be tested as well. Both are now with the OTT for testing.			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host

16/03/2001 15:34:04	Angela Shaw	
16/03/2001 15:34:04	Angela Shaw	
16/03/2001 15:34:04	Angela Shaw	[END OF REFERENCE 25336761]
16/03/2001 15:34:04	Angela Shaw	Responded to call type Z as Category 2 -Progress update
16/03/2001 15:34:04	Angela Shaw	The response was delivered on the system
23/03/2001 10:29:23	Angela Shaw	F} Response :
23/03/2001 10:29:23	Angela Shaw	The target date for release of fix for PINICL 60136 is the week ending
23/03/2001 10:29:23	Angela Shaw	25/3/01.
23/03/2001 10:29:23	Angela Shaw	[END OF REFERENCE 25411002]
23/03/2001 10:29:23	Angela Shaw	Responded to call type Z as Category 2 -Progress update
23/03/2001 10:29:35	Angela Shaw	The response was delivered on the system
27/03/2001 15:15:56	Richard Brunskill	APS Thread - In the long term, a fix will be applied to the counter to
27/03/2001 15:15:56	Richard Brunskill	prevent transactions being interrupted. In the short term, as we know this
27/03/2001 15:15:56	Richard Brunskill	problem creates duplicate seq no's, we have implemented a fix to the host to
27/03/2001 15:15:56	Richard Brunskill	allow these transactions to be processed as long as no other fields have been
27/03/2001 15:15:56	Richard Brunskill	duplicated.
27/03/2001 15:15:56	Richard Brunskill	
27/03/2001 15:15:56	Richard Brunskill	We have had further occurrences of Delayed Transactions. Two transactions have
27/03/2001 15:15:56	Richard Brunskill	been delayed for zero value. We know the error code to be 'Invalid Quantum
27/03/2001 15:15:56	Richard Brunskill	Transaction Types' although as yet we are not able to identify the cause.
27/03/2001 15:15:56	Richard Brunskill	
27/03/2001 15:15:56	Richard Brunskill	All other aspects of APS reconciliation are working smoothly within ICL
27/03/2001 15:15:56	Richard Brunskill	Pathway.
09/04/2001 16:09:15	Angela Shaw	F} Response :
09/04/2001 16:09:16	Angela Shaw	The aforementioned qauntum txns occur for the following reason:
09/04/2001 16:09:16	Angela Shaw	

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host

09/04/2001 16:09:16	Angela Shaw	These transactions are Quantum Card txns & are for zero value. The cause is
09/04/2001 16:09:16	Angela Shaw	due to the cards being withdrawn from the counter prematurely by the
09/04/2001 16:09:16	Angela Shaw	PM/clerk.
09/04/2001 16:09:16	Angela Shaw	The instructions on the screen are: "Processing card. Please do not remove
09/04/2001 16:09:16	Angela Shaw	the card until instructed". While this message is displayed, the card must
09/04/2001 16:09:16	Angela Shaw	not be removed. The card may be removed once the message: "Transaction has
09/04/2001 16:09:16	Angela Shaw	been completed. Please remove the card" is displayed. What is happening is
09/04/2001 16:09:16	Angela Shaw	that the user is removing the card prior to this message and an incomplete
09/04/2001 16:09:16	Angela Shaw	transaction is being harvested. The counter will make the user aware that
09/04/2001 16:09:16	Angela Shaw	this txn is invalid. If necessary it will be reinputted.
09/04/2001 16:09:16	Angela Shaw	
09/04/2001 16:09:16	Angela Shaw	These 0 value txns are invalid. When the txn has been interrupted the counter
09/04/2001 16:09:16	Angela Shaw	will make the user aware of the mistake. No money will have changed hands
09/04/2001 16:09:16	Angela Shaw	without the txn being reinputted correctly. Pathway rectifies this by
09/04/2001 16:09:16	Angela Shaw	putting the txns to manual processing.
09/04/2001 16:09:16	Angela Shaw	
09/04/2001 16:09:16	Angela Shaw	This will be addressed under WP_11505 at M1R.
09/04/2001 16:09:16	Angela Shaw	
09/04/2001 16:09:16	Angela Shaw	
09/04/2001 16:09:16	Angela Shaw	
09/04/2001 16:09:16	Angela Shaw	
09/04/2001 16:09:16	Angela Shaw	[END OF REFERENCE 25680958]
09/04/2001 16:09:16	Angela Shaw	Responded to call type Z as Category 2 -Progress update
09/04/2001 16:09:17	Angela Shaw	The response was delivered on the system
19/04/2001 14:05:45	Angela Shaw	F} Response :
19/04/2001 14:05:45	Angela Shaw	Fix currently at 98% of the estate.

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host
19/04/2001 14:05:45	Angela Shaw	[END OF REFERENCE 25786478]			
19/04/2001 14:05:45	Angela Shaw	Responded to call type Z as Category 2 -Progress update			
19/04/2001 14:05:46	Angela Shaw	The response was delivered on the system			
27/04/2001 10:31:00	Angela Shaw	F} Response :			
27/04/2001 10:31:01	Angela Shaw	Fix at 99.87% as of 26/04/01			
27/04/2001 10:31:01	Angela Shaw	[END OF REFERENCE 25882297]			
27/04/2001 10:31:01	Angela Shaw	Responded to call type Z as Category 2 -Progress update			
27/04/2001 10:31:02	Angela Shaw	The response was delivered on the system			
24/05/2001 12:28:13	Janet Reynolds	The call references have been updated. They are now:-			
24/05/2001 12:28:13	Janet Reynolds	Call reference : PC0053749			
24/05/2001 12:28:13	Janet Reynolds	Call reference : PC0053168			
24/05/2001 12:28:13	Janet Reynolds	Call reference : PC0053486			
24/05/2001 12:28:13	Janet Reynolds	Call reference : PC0053754			
24/05/2001 12:28:13	Janet Reynolds	Other : P10000287			
24/05/2001 12:28:13	Janet Reynolds	Other : P10000293			
24/05/2001 12:28:13	Janet Reynolds	T Other : P10000294			
26/07/2001 15:15:32	Angela Shaw	F} Response :			
26/07/2001 15:15:32	Angela Shaw	Amendment WP_11505 M1R - live at 100% of the estate on 26-06-01			
26/07/2001 15:15:32	Angela Shaw				
26/07/2001 15:15:32	Angela Shaw				
26/07/2001 15:15:32	Angela Shaw	[END OF REFERENCE 27117448]			
26/07/2001 15:15:32	Angela Shaw	Responded to call type Z as Category 2 -Progress update			
26/07/2001 15:15:33	Angela Shaw	The response was delivered on the system			
14/08/2001 09:43:20	Angela Shaw	F} Response :			
14/08/2001 09:43:20	Angela Shaw	Amendment WP_11505 M1R - live at 100% of the estate on 26-06-01			
14/08/2001 09:43:20	Angela Shaw	[END OF REFERENCE 27289235]			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054259	PM - CSR+ (CI4) APS Reconciliation	18/09/2000 14:34:26	25/10/2001 13:44:14		APS
Brunskill			Closed		APS Host

14/08/2001 09:43:20	Angela Shaw	Responded to call type Z as Category 2 -Progress update
14/08/2001 09:43:21	Angela Shaw	The response was delivered on the system
28/09/2001 11:07:45	Angela Shaw	F} Response :
28/09/2001 11:07:45	Angela Shaw	Look to discuss & agree potential closure with PON.
28/09/2001 11:07:45	Angela Shaw	[END OF REFERENCE 27722628]
28/09/2001 11:07:45	Angela Shaw	Responded to call type Z as Category 2 -Progress update
28/09/2001 11:07:46	Angela Shaw	The response was delivered on the system
16/10/2001 15:27:14	Angela Shaw	F} Response :
16/10/2001 15:27:14	Angela Shaw	Awaiting response from Paul Smith (BSM) as per earlier email request sent on
16/10/2001 15:27:14	Angela Shaw	1/10/01 for agreement to close call.
16/10/2001 15:27:14	Angela Shaw	[END OF REFERENCE 27889377]
16/10/2001 15:27:14	Angela Shaw	Responded to call type Z as Category 2 -Progress update
16/10/2001 15:27:15	Angela Shaw	The response was delivered on the system
25/10/2001 13:43:57	Angela Shaw	F} Response :
25/10/2001 13:43:57	Angela Shaw	It has been agreed with Paul Smith (BSM) 17/10/01 that this call can be
25/10/2001 13:43:57	Angela Shaw	closed. The related area of APS reversals separated at EOD is covered under
25/10/2001 13:43:57	Angela Shaw	a separate problem pc52508. Problem resolved & closed.
25/10/2001 13:43:57	Angela Shaw	[END OF REFERENCE 27975374]
25/10/2001 13:43:57	Angela Shaw	Responded to call type Z as Category 15 -Completed
25/10/2001 13:43:58	Angela Shaw	Hours spent since call received: 0 hours
25/10/2001 13:43:59	Angela Shaw	The response was delivered on the system
25/10/2001 13:44:14	Angela Shaw	CALL PC0054259 closed: Category 15, Type Z
25/10/2001 13:44:14	Angela Shaw	Hours spent since call received: 0 hours