

PinICL Export PC0031395

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031395	Copy PC0031316 amount sign, tran mode 16-19 revers	13/10/1999 15:56:43	24/01/2000 11:41:02	Dave Salt/ GRO	TPS
Chandler			Closed		TPS
References					
Name	Value				
Acceptance Incident	AI0376H				
Work Package	PWY_WP_6101				
CP reference	PWY_CP_9797				
Copy From	PC0031316				
Work Package	PWY_WP_6437				
Fast track fix	FSTK_2_0_WP6437				
Products					
Product Group	Product Name	Product Version			
TPS	TPS				
Activities					
Date	User	Comment			
13/10/1999 15:56:43	Customer Call	CALL PC0031316 opened			
13/10/1999 15:56:45	Customer Call	CALL PC0031316:Priority B:CallType L - Target 18/10/99 16:56:43			
13/10/1999 15:56:45	Customer Call	13/10/99 16:23 Ca reconciliation - NR01: (itip) within CAP 28, (week ending			
13/10/1999 15:56:45	Customer Call	6/10/99), a comparison between values received within cash account files,			
13/10/1999 15:56:45	Customer Call	and those derived from the transaction stream have id'd the following			
13/10/1999 15:56:45	Customer Call	anomalies on line 2050 (cash): FAD code 257523x, declared value £12567.40,			
13/10/1999 15:56:45	Customer Call	der=£12565.20,, diff=£2.20, : this difference is caused by a incorrect sign			
13/10/1999 15:56:45	Customer Call	being used within reversed item 1 (Cash) transaction mould 16 (stock			
13/10/1999 15:56:45	Customer Call	adjustment positive) transactions as follows: gate 1/10/99, time 14:15:10,			
13/10/1999 15:56:45	Customer Call	value £1.10. this transaction should have retained its aoriginal (negative)			
13/10/1999 15:56:45	Customer Call	sign so that the affect of the recersal idicator becomes a exact reversal of			
13/10/1999 15:56:45	Customer Call	the original transaction when the total value is calculated.			
13/10/1999 15:56:45	Customer Call	F} Call details			
13/10/1999 15:56:46	Customer Call	Diagnostician name:			
13/10/1999 15:56:46	Customer Call	Customer opened date 13/10/1999 16:23:39			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031395	Copy PC0031316 amount sign, tran mode 16-19 revers	13/10/1999 15:56:43	24/01/2000 11:41:02	Dave Salt/ GRO	TPS
Chandler			Closed		TPS
13/10/1999 16:24:57	Barbara Longley		Target Release updated to PDR - CSR		
13/10/1999 16:24:57	Barbara Longley		Product General/Other/Misc Reconciliation added		
14/10/1999 07:33:41	John Simpkins		PRESCAN: I think we need to retrieve the message store for this and send it		
14/10/1999 07:33:41	John Simpkins		to TPS-Dev. (FAD:257523 30-Sep-1999 to 6-Oct-1999).		
14/10/1999 07:33:43	John Simpkins		The Call record has been assigned to the Team Member: Catherine Obeng		
14/10/1999 07:33:43	John Simpkins		Defect cause updated to 99:General - Unknown		
14/10/1999 07:33:43	John Simpkins		Hours spent since call received: 0 hours		
14/10/1999 13:34:44	Catherine Obeng		New evidence added - CAP 28 MessageStore for FAD 257523		
14/10/1999 13:34:45	Catherine Obeng		F} Response :		
14/10/1999 13:34:45	Catherine Obeng		This call is on the Summary of calls that Steve Warwick sent to Angela Shaw		
14/10/1999 13:34:45	Catherine Obeng		this afternoon. Cross Ref. PinCL 30492.		
14/10/1999 13:34:45	Catherine Obeng		[END OF REFERENCE 12842257]		
14/10/1999 13:34:45	Catherine Obeng		Responded to call type L as Category 44 -Fix in Progress		
14/10/1999 13:34:48	Catherine Obeng		The response was delivered to: PowerHelp		
14/10/1999 13:34:49	Catherine Obeng		The Call record has been transferred to the Team: MgtSupportUnit		
14/10/1999 13:34:50	Catherine Obeng		Defect cause updated to 41:General - in Procedure		
14/10/1999 13:34:50	Catherine Obeng		Hours spent since call received: 0 hours		
14/10/1999 14:36:29	John Pope		CALL PC0031316:Priority A:CallType L - Target 14/10/99 16:56:43		
14/10/1999 14:36:29	John Pope		The call references have been updated. They are now:-		
14/10/1999 14:36:29	John Pope		ORIGINATOR : Phelp		
14/10/1999 14:36:29	John Pope		T PowerHelp : E-9910130841		
14/10/1999 14:36:29	John Pope		Acceptance Incident : AI0376H		
14/10/1999 14:36:31	John Pope		F} Response :		
14/10/1999 14:36:31	John Pope		Steve Warwick - Following discussion with Roger Donato around the original		
14/10/1999 14:36:31	John Pope		rules for handling values on the TIP Interface for Product 1 (Cash) (original		
14/10/1999 14:36:31	John Pope		rules agreed with TIP) it is clear that now that we are recording the		

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031395	Copy PC0031316 amount sign, tran mode 16-19 revers	13/10/1999 15:56:43	24/01/2000 11:41:02	Dave Salt GRO	TPS
Chandler			Closed		TPS
<p>14/10/1999 14:36:31 John Pope settlement of Stock Adjustment reversals as Mode 16 and 18 respectively, the rules need to take account of reversals of Cash in these modes.</p> <p>14/10/1999 14:36:31 John Pope</p> <p>14/10/1999 14:36:31 John Pope At present the rules are:</p> <p>14/10/1999 14:36:31 John Pope</p> <p>14/10/1999 14:36:31 John Pope Mode 16 Cash - Reverse the sign</p> <p>14/10/1999 14:36:31 John Pope Mode 18 Cash - Keep the sign the same</p> <p>14/10/1999 14:36:31 John Pope</p> <p>14/10/1999 14:36:31 John Pope These rules need the same extension as already exists on (most of) the other modes:</p> <p>14/10/1999 14:36:31 John Pope</p> <p>14/10/1999 14:36:31 John Pope Mode 16 Cash - Reverse the sign UNLESS IT IS A REVERSAL</p> <p>14/10/1999 14:36:31 John Pope Mode 18 Cash - Keep the sign the same UNLESS IT IS A REVERSAL</p> <p>14/10/1999 14:36:31 John Pope</p> <p>14/10/1999 14:36:31 John Pope In Addition, although it has not yet caused us a problem, there is no logical reason not to have this extension on the rules for modes 17 and 19.</p> <p>14/10/1999 14:36:31 John Pope</p> <p>14/10/1999 14:36:31 John Pope This has the potential to cause us to fail to meet the AI376 rectification plan and need urgent resolution.</p> <p>14/10/1999 14:36:31 John Pope</p> <p>14/10/1999 14:36:31 John Pope</p> <p>14/10/1999 14:36:31 John Pope [END OF REFERENCE 12843113]</p> <p>14/10/1999 14:36:32 John Pope Responded to call type L as Category 38 -Potential Problem Identified</p> <p>14/10/1999 14:36:33 John Pope The response has been flagged to the gateway team for validation</p>					

Ref	Summary	Opened	Last update	Customer	Product Group	Product At Fault
Logged By			Status			
PC0031395	Copy PC0031316 amount sign, tran mode 16-19 revers	13/10/1999 15:56:43	24/01/2000 11:41:02	Dave Salt	GRO	TPS
Chandler			Closed			TPS
14/10/1999 14:36:34	John Pope		The Call record has been transferred to the Team: TPS-Dev			
14/10/1999 14:36:34	John Pope		Hours spent since call received: 0 hours			
14/10/1999 19:13:15	Rahul Shah		The call references have been updated. They are now:-			
14/10/1999 19:13:15	Rahul Shah		ORIGINATOR : Phelp			
14/10/1999 19:13:15	Rahul Shah		PowerHelp : E-9910130841			
14/10/1999 19:13:15	Rahul Shah		Acceptance Incident : AI0376H			
14/10/1999 19:13:15	Rahul Shah		T Work Package : PWY_WP_6101			
14/10/1999 19:13:17	Rahul Shah		F} Response :			
14/10/1999 19:13:17	Rahul Shah		This change is to reduce possible occurrence under Acceptance Incident 376.			
14/10/1999 19:13:17	Rahul Shah		Transaction Modes 16 and 18 REVERSAL's were not previously being sent by the			
14/10/1999 19:13:17	Rahul Shah		counter and were not envisaged to be sent. These transactions were previously			
14/10/1999 19:13:17	Rahul Shah		being sent as transaction mode 1, sell (serve customer). TPS needs to handle			
14/10/1999 19:13:17	Rahul Shah		sign for TIP as decreed by John Pope, Steve Warwick, see above.			
14/10/1999 19:13:17	Rahul Shah		Modes 17 and 19 will also now handle reserval.			
14/10/1999 19:13:17	Rahul Shah		TIP [Martin Box] has been notified by Roger Donato.			
14/10/1999 19:13:17	Rahul Shah		Rules for cash (product 1) transaction modes are now :-			
14/10/1999 19:13:17	Rahul Shah		Transaction Modes 1 -19			
14/10/1999 19:13:17	Rahul Shah		1 SellReverse sign unless reversal			
14/10/1999 19:13:17	Rahul Shah		2 Rem In from SuppliesCash not allowedn/a			
14/10/1999 19:13:17	Rahul Shah		3 Rem Out to SuppliesCash not allowedn/a			
14/10/1999 19:13:17	Rahul Shah		4 Revalue upCash not allowedn/a			
14/10/1999 19:13:17	Rahul Shah		5 Revalue downCash not allowedn/a			
14/10/1999 19:13:17	Rahul Shah		7 Transfer In Ignore, not sent to TIP			
14/10/1999 19:13:17	Rahul Shah		8 Rem In Other POs Drop sign			
14/10/1999 19:13:17	Rahul Shah		9 Rem Out Other POsDrop sign			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031395	Copy PC0031316 amount sign, tran mode 16-19 revers	13/10/1999 15:56:43	24/01/2000 11:41:02	Dave Salt/ GRO	TPS
Chandler			Closed		TPS
14/10/1999 19:13:17	Rahul Shah	10 Rem In from ClientsCash not allowedn/a			
14/10/1999 19:13:17	Rahul Shah	11 Rem Out to ClientsCash not allowedn/a			
14/10/1999 19:13:17	Rahul Shah	12 Rem Out to DPCCash not allowedn/a			
14/10/1999 19:13:17	Rahul Shah	13 Transfer OutIgnore, not sent to TIP			
14/10/1999 19:13:17	Rahul Shah	14 Bulk InputReverse sign unless reversal			
14/10/1999 19:13:17	Rahul Shah	15 HousekeepingReverse sign unless reversal			
14/10/1999 19:13:17	Rahul Shah	16 Stock Adjustment PositiveReverse sign unless reversal			
14/10/1999 19:13:17	Rahul Shah	17 Discrepancy Declaration PositiveDrop sign unless reversal			
14/10/1999 19:13:17	Rahul Shah	18 Stock Adjustment Negative Keep sign as is unless reversal			
14/10/1999 19:13:17	Rahul Shah	19 Discrepancy Declaration NegativeDrop sign unless reversal			
14/10/1999 19:13:17	Rahul Shah	That is modes 16-19 now handle reversal.			
14/10/1999 19:13:17	Rahul Shah	[END OF REFERENCE 12854131]			
14/10/1999 19:13:18	Rahul Shah	Responded to call type L as Category 46 -Product Error Fixed			
14/10/1999 19:13:19	Rahul Shah	The response has been flagged to the gateway team for validation			
14/10/1999 19:14:38	Peter Chandler	The Call record has been transferred to the Team: Dev-Int-Rel			
14/10/1999 19:14:38	Peter Chandler	Defect cause updated to 7 :Design - High Level Design			
14/10/1999 19:14:38	Peter Chandler	Hours spent since call received: 8 hours			
14/10/1999 19:26:09	Peter Chandler	The call references have been updated. They are now:-			
14/10/1999 19:26:09	Peter Chandler	ORIGINATOR : Phelp			
14/10/1999 19:26:09	Peter Chandler	PowerHelp : E-9910130841			
14/10/1999 19:26:09	Peter Chandler	Acceptance Incident : AI0376H			
14/10/1999 19:26:09	Peter Chandler	T Work Package : PWY_WP_6101			
14/10/1999 19:26:09	Peter Chandler	CP reference : PWY_CP_9797			
14/10/1999 19:28:47	Peter Chandler	Call PC0031395 cloned from original call PC0031316			
14/10/1999 19:28:51	Peter Chandler	CALL PC0031395:Priority A:CallType C - Target 15/10/99 20:00:00			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031395	Copy PC0031316 amount sign, tran mode 16-19 revers	13/10/1999 15:56:43	24/01/2000 11:41:02	Dave Salt/ GRO	TPS
Chandler			Closed		TPS
14/10/1999 19:34:25	Peter Chandler		The call summary has been changed from:-		
14/10/1999 19:34:25	Peter Chandler		Copy PC0031316 Ca reconciliation - NRo1: (itip) wi		
14/10/1999 19:34:25	Peter Chandler		The call summary is now:-		
14/10/1999 19:34:25	Peter Chandler		Copy PC0031316 amount sign, tran mode 16-19 revers		
14/10/1999 19:34:25	Peter Chandler		Target Release updated to PDR - CSR+		
14/10/1999 19:34:25	Peter Chandler		CALL PC0031395:Priority C:CallType C - Target 21/10/99 20:00:00		
14/10/1999 19:34:25	Peter Chandler		Contact changed to Peter Chandler		
14/10/1999 19:34:25	Peter Chandler		Product General/Other/Misc Reconciliation deleted		
14/10/1999 19:34:25	Peter Chandler		Product TPS TPS added		
14/10/1999 19:37:25	Peter Chandler		The call references have been updated. They are now:-		
14/10/1999 19:37:25	Peter Chandler		Acceptance Incident : AI0376H		
14/10/1999 19:37:25	Peter Chandler		Work Package : PWY_WP_6101		
14/10/1999 19:37:25	Peter Chandler		CP reference : PWY_CP_9797		
14/10/1999 19:37:25	Peter Chandler		T Copy From : PC0031316		
04/11/1999 14:46:42	Sud Agrawal		F} Response :		
04/11/1999 14:46:42	Sud Agrawal		Copied PC0031316 amount sign, tran mode 16-19 reversals to CSR+.		
04/11/1999 14:46:42	Sud Agrawal		[END OF REFERENCE 13250566]		
04/11/1999 14:46:42	Sud Agrawal		Responded to call type C as Category 46 -Product Error Fixed		
04/11/1999 14:46:43	Sud Agrawal		The response was delivered on the system		
10/11/1999 08:44:06	Lionel Higman		The call references have been updated. They are now:-		
10/11/1999 08:44:06	Lionel Higman		T Acceptance Incident : AI0376H		
10/11/1999 08:44:06	Lionel Higman		Work Package : PWY_WP_6101		
10/11/1999 08:44:06	Lionel Higman		CP reference : PWY_CP_9797		
10/11/1999 08:44:06	Lionel Higman		Copy From : PC0031316		
23/11/1999 22:22:47	Peter Chandler		The call references have been updated. They are now:-		
23/11/1999 22:22:47	Peter Chandler		Acceptance Incident : AI0376H		

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031395	Copy PC0031316 amount sign, tran mode 16-19 revers	13/10/1999 15:56:43	24/01/2000 11:41:02	Dave Salt/ Peter Chandler	GRO TPS
Chandler			Closed		TPS
23/11/1999 22:22:47	Peter Chandler	Work Package	: PWY_WP_6101		
23/11/1999 22:22:47	Peter Chandler	CP reference	: PWY_CP_9797		
23/11/1999 22:22:47	Peter Chandler	Copy From	: PC0031316		
23/11/1999 22:22:47	Peter Chandler	T Work Package	: PWY_WP_6437		
23/11/1999 22:22:48	Peter Chandler	F} Response :			
23/11/1999 22:22:48	Peter Chandler	Please route to PI Test			
23/11/1999 22:22:48	Peter Chandler	[END OF REFERENCE 13651907]			
23/11/1999 22:22:48	Peter Chandler	Responded to call type C as Category 46 -Product Error Fixed			
23/11/1999 22:22:49	Peter Chandler	The response was delivered on the system			
23/11/1999 22:22:50	Peter Chandler	The Call record has been transferred to the Team: Dev-Int-Rel			
23/11/1999 22:22:50	Peter Chandler	Hours spent since call received: 8 hours			
24/11/1999 13:17:05	Del(Patricia McLoughlin ??/00)	The call references have been updated. They are now:-			
24/11/1999 13:17:05	Del(Patricia McLoughlin ??/00)	Acceptance Incident : AI0376H			
24/11/1999 13:17:05	Del(Patricia McLoughlin ??/00)	Work Package	: PWY_WP_6101		
24/11/1999 13:17:05	Del(Patricia McLoughlin ??/00)	CP reference	: PWY_CP_9797		
24/11/1999 13:17:05	Del(Patricia McLoughlin ??/00)	Copy From	: PC0031316		
24/11/1999 13:17:05	Del(Patricia McLoughlin ??/00)	Work Package	: PWY_WP_6437		
24/11/1999 13:17:05	Del(Patricia McLoughlin ??/00)	T Fast track fix	: FSTK_2_0_WP6437		
24/11/1999 13:17:07	Del(Patricia McLoughlin ??/00)	F} Response :			
24/11/1999 13:17:07	Del(Patricia McLoughlin ??/00)	fast track available, please test			
24/11/1999 13:17:07	Del(Patricia McLoughlin ??/00)	[END OF REFERENCE 13664743]			
24/11/1999 13:17:07	Del(Patricia McLoughlin ??/00)	Responded to call type C as Category 60 -Fix Released to Call Logger			
24/11/1999 13:17:08	Del(Patricia McLoughlin ??/00)	Hours spent since call received: 0 hours			
24/11/1999 13:17:08	Del(Patricia McLoughlin ??/00)	The response was delivered on the system			
24/11/1999 17:57:30	Peter Chandler	The Call record has been transferred to the Team: PI Test			
24/11/1999 17:57:31	Peter Chandler	Hours spent since call received: 0.1 hours			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031395 Chandler	Copy PC0031316 amount sign, tran mode 16-19 revers	13/10/1999 15:56:43	24/01/2000 11:41:02	Dave Salt/ <input type="checkbox"/> GRO	TPS
<hr/>					
21/01/2000 15:03:35	Deleted user (Martyn Hurst AUG01)	Tested in TPS CI4 main pass, signs correct on stock adjustment reversals.			
21/01/2000 15:03:35	Deleted user (Martyn Hurst AUG01)	Please close.			
21/01/2000 15:03:36	Deleted user (Martyn Hurst AUG01)	The Call record has been transferred to the Team: Clone Admin			
21/01/2000 15:03:37	Deleted user (Martyn Hurst AUG01)	Hours spent since call received: .3 hours			
24/01/2000 11:41:01	Peter Chandler	CALL PC0031395 closed: Category 60, Type C			
24/01/2000 11:41:02	Peter Chandler	Hours spent since call received: 1 hours			