

PinICL Expor

PC0031395

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031395	Copy PC0031316 amount sign,	13/10/1999 15:56:43	24/01/2000 11:41:02	Dave Salt/	TPS
Chandler	tran mode 16-19 revers		Closed	GRO	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 - NRo1: (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	anamolies 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

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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. PinICL 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

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Chandler	tran mode 16-19 revers		Closed		TPS

14/10/1999 14:36:31	John Pope	settlement of Stock Adjustment reversals as Mode 16 and 18 respectively, the
14/10/1999 14:36:31	John Pope	rules need to take account of reversals of Cash in these modes.
14/10/1999 14:36:31	John Pope	
14/10/1999 14:36:31	John Pope	At present the rules are:
14/10/1999 14:36:31	John Pope	
14/10/1999 14:36:31	John Pope	Mode 16 Cash - Reverse the sign
14/10/1999 14:36:31	John Pope	Mode 18 Cash - Keep the sign the same
14/10/1999 14:36:31	John Pope	
14/10/1999 14:36:31	John Pope	These rules need the same extension as already exists on (most of) the other
14/10/1999 14:36:31	John Pope	modes:
14/10/1999 14:36:31	John Pope	
14/10/1999 14:36:31	John Pope	Mode 16 Cash - Reverse the sign UNLESS IT IS A REVERSAL
14/10/1999 14:36:31	John Pope	Mode 18 Cash - Keep the sign the same UNLESS IT IS A REVERSAL
14/10/1999 14:36:31	John Pope	
14/10/1999 14:36:31	John Pope	In Addition, although it has not yet caused us a problem, there is no logical
14/10/1999 14:36:31	John Pope	reason not to have this extension on the rules for modes 17 and 19.
14/10/1999 14:36:31	John Pope	
14/10/1999 14:36:31	John Pope	
14/10/1999 14:36:31	John Pope	This has the potential to cause us to fail to meet the AI376 rectification
14/10/1999 14:36:31	John Pope	plan and need urgent resolution.
14/10/1999 14:36:31	John Pope	
14/10/1999 14:36:31	John Pope	
14/10/1999 14:36:31	John Pope	
14/10/1999 14:36:31	John Pope	[END OF REFERENCE 12843113]
14/10/1999 14:36:32	John Pope	Responded to call type L as Category 38 -Potential Problem Identified
14/10/1999 14:36:33	John Pope	The response has been flagged to the gateway team for validation

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Chandler	tran mode 16-19 revers		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

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Chandler	tran mode 16-19 revers		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	
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

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Chandler	tran mode 16-19 revers		Closed	GRO	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 - NR01: (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

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Chandler	tran mode 16-19 revers		Closed	GRO	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	

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Chandler	tran mode 16-19 revers		Closed		TPS

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