

PinICL Expor

PC0041919

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0041919	Call raised to look at issues at this site as PM b	30/03/2000 12:34:53	04/04/2000 08:46:07	Mr S K Goel/D.Hall	General/Other/Misc
EDSC			Closed		General/Other/Misc

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	54419449
ORIGREF	E-0003301094
CONSUMER	16953 A1GATE
CONSUMERREF	E-0003301094
PowerHelp	E-0003301094

Products

Product Group	Product Name	Product Version
General/Other/Misc		

Activities

Date	User	Comment
30/03/2000 12:34:53	Customer Call	CALL PC0041919 opened
30/03/2000 12:34:56	Customer Call	CALL PC0041919:Priority B:CallType L - Target 04/04/00 13:34:53
30/03/2000 12:34:56	Customer Call	30/03/00 13:21 Call raised to look at issues at this site as PM believe
30/03/2000 12:34:56	Customer Call	there are software problems.
30/03/2000 12:34:56	Customer Call	30/03/00 13:23 D.Hall
30/03/2000 12:34:56	Customer Call	Information: From Incident E-0003292436:
30/03/2000 12:34:56	Customer Call	PM rang to say has printed trial balance for shared SU but
30/03/2000 12:34:56	Customer Call	when prineted trial balance it shows last weeks figures for
30/03/2000 12:34:56	Customer Call	stock
30/03/2000 12:34:56	Customer Call	30/03/00 13:24 D.Hall
30/03/2000 12:34:57	Customer Call	Information: He has net discrepancy of nearly £4,000 and doesn't know
30/03/2000 12:34:57	Customer Call	where this has come from.
30/03/2000 12:34:57	Customer Call	He adjusted stock first tehn decalred it and his trial
30/03/2000 12:34:57	Customer Call	balance is now correct for stock but he's still querying

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30/03/2000 12:34:57	Customer Call	the discrepancy.
30/03/2000 12:34:57	Customer Call	Trial Balance shows dockets are correct but Office Weekly
30/03/2000 12:34:57	Customer Call	shows that the P&A's are over by about £5,000. he says that
30/03/2000 12:34:57	Customer Call	OOH SU has had no ordinary trasnactions done in it. He has
30/03/2000 12:34:57	Customer Call	documentation to prove it.
30/03/2000 12:34:57	Customer Call	Has had no problems with P&A throughout the week and his
30/03/2000 12:34:57	Customer Call	counter weekly P&A was correct.
30/03/2000 12:34:57	Customer Call	PM transferred to Peritas to investigate:
30/03/2000 12:34:57	Customer Call	30/03/00 13:27 D.Hall
30/03/2000 12:34:57	Customer Call	Information: Update from Peritas: PM has had system problems for
30/03/2000 12:34:57	Customer Call	several weeks. system seems to alter figures at random. having
30/03/2000 12:34:57	Customer Call	taken advice, I told PM that I have to pass the call over to
30/03/2000 12:34:57	Customer Call	systems staff, as all payment, reciepts and reports were
30/03/2000 12:34:57	Customer Call	correct. Please investigate.
30/03/2000 12:34:57	Customer Call	30/03/00 13:28 D.Hall
30/03/2000 12:34:57	Customer Call	Information: As per telecon with Gary @ NBSC this call is being
30/03/2000 12:34:58	Customer Call	transferred to SSC for investigation. Please DO NOT CLOSE this
30/03/2000 12:34:58	Customer Call	incident without speaking to Team Manager Debbie Hall.
30/03/2000 12:34:58	Customer Call	F} Call details
30/03/2000 12:34:58	Customer Call	Diagnostician name:
30/03/2000 12:34:59	Customer Call	Customer opened date 30/03/2000 13:21:34
30/03/2000 12:39:33	Customer Call	EMPTY 30/03/00 13:34 D.Hall HSH1 Information: Advised Barbara of this
30/03/2000 12:39:33	Customer Call	incident.
30/03/2000 12:40:03	Barbara Longley	Target Release updated to CSR-CI3R
30/03/2000 12:40:03	Barbara Longley	Product General/Other/Misc added
30/03/2000 12:54:57	Richard Coleman	The Call record has been assigned to the Team Member: Paul Steed

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EDSC			Closed		General/Other/Misc

30/03/2000 12:54:58	Richard Coleman	Defect cause updated to 99:General - Unknown
30/03/2000 12:54:58	Richard Coleman	Hours spent since call received: 0 hours
30/03/2000 12:55:32	Customer Call	EMPTY 30/03/00 13:47 D.Hall HSH1 Follow Up: Advised Gary @ NBS
30/03/2000 12:55:32	Customer Call	GRO of the incident Ref.
31/03/2000 09:34:58	Paul Steed	F} Response :
31/03/2000 09:34:58	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
31/03/2000 09:35:13	Paul Steed	The response was delivered to: PowerHelp
31/03/2000 10:17:14	Paul Steed	F} Response :
31/03/2000 10:17:14	Paul Steed	The cash account figures relating to losses and gains are as follows: -
31/03/2000 10:17:14	Paul Steed	16-Feb-2000 No discrepancy
31/03/2000 10:17:14	Paul Steed	
31/03/2000 10:17:14	Paul Steed	23-Feb-2000 No discrepancy
31/03/2000 10:17:14	Paul Steed	
31/03/2000 10:17:14	Paul Steed	01-Mar-2000 Gain £217.35
31/03/2000 10:17:14	Paul Steed	
31/03/2000 10:17:14	Paul Steed	08-Mar-2000 Gain £592.30
31/03/2000 10:17:14	Paul Steed	
31/03/2000 10:17:14	Paul Steed	15-Mar-2000 Loss £91.31
31/03/2000 10:17:14	Paul Steed	
31/03/2000 10:17:14	Paul Steed	22-Mar-2000 Loss £795.73
31/03/2000 10:17:14	Paul Steed	
31/03/2000 10:17:14	Paul Steed	29-Mar-2000 Loss £3,539.00
31/03/2000 10:17:14	Paul Steed	29-Mar-2000 Gain £2,861.75
31/03/2000 10:17:14	Paul Steed	Net loss £677.25
31/03/2000 10:17:14	Paul Steed	
31/03/2000 10:17:14	Paul Steed	Since discrepancies are calculated as the difference between what the system

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EDSC			Closed		General/Other/Misc

31/03/2000 10:17:14	Paul Steed	has calculated as the current stock position and what the PM declares he actually has, it is impossible without doing a physical stock examination to say where the discrepancy has come from.
31/03/2000 10:17:14	Paul Steed	
31/03/2000 10:17:14	Paul Steed	
31/03/2000 10:17:14	Paul Steed	[END OF REFERENCE 17026077]
31/03/2000 10:17:15	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
31/03/2000 10:17:17	Paul Steed	The response was delivered to: PowerHelp
04/04/2000 08:42:13	Paul Steed	F} Response :
04/04/2000 08:42:13	Paul Steed	I left a message on Friday for Debbie about this call but I have not been contacted.
04/04/2000 08:42:13	Paul Steed	The final piece of information I would like to add is the Payments & Receipts figures: -
04/04/2000 08:42:13	Paul Steed	CAP47 £161,772.26
04/04/2000 08:42:13	Paul Steed	CAP48 £161,294.86
04/04/2000 08:42:13	Paul Steed	CAP49 £177,162.35
04/04/2000 08:42:13	Paul Steed	CAP50 £176,427.39
04/04/2000 08:42:13	Paul Steed	CAP51 £186,870.82
04/04/2000 08:42:13	Paul Steed	CAP52 £175,665.35
04/04/2000 08:42:13	Paul Steed	CAP1 £184,857.57
04/04/2000 08:42:13	Paul Steed	In all cases Payments and Receipts match.
04/04/2000 08:42:13	Paul Steed	As I suggested on an earlier call for this PO, I believe that the PM is in need of training, to understand how the balancing process works.
04/04/2000 08:42:13	Paul Steed	
04/04/2000 08:42:13	Paul Steed	Please bring this call to the attention of Debbie Hall.
04/04/2000 08:42:13	Paul Steed	DO NOT CLOSE BEFORE SHE HAS SEEN IT.
04/04/2000 08:42:13	Paul Steed	[END OF REFERENCE 17085767]
04/04/2000 08:42:14	Paul Steed	Responded to call type L as Category 62 -No fault in product

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PC0041919 EDSC	Call raised to look at issues at this site as PM b	30/03/2000 12:34:53	04/04/2000 08:46:07 Closed	Mr S K Goel/D.Hall	<div>GRO</div> General/Other/Misc General/Other/Misc

04/04/2000 08:42:14	Paul Steed	Hours spent since call received: 0 hours
04/04/2000 08:42:14	Paul Steed	Defect cause updated to 39:General - User Knowledge
04/04/2000 08:42:18	Paul Steed	CALL PC0041919 closed: Category 62, Type L
04/04/2000 08:42:18	Paul Steed	The response was delivered to: PowerHelp
04/04/2000 08:46:07	Customer Call	Date and time complete: 04/04/2000 09:41:25
04/04/2000 08:46:07	Customer Call	Service Complete (Confirmation) Received