

## PinICL Expor PC0034036

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0034036	CSR+/EPOSS Unable to perform existing reversals	26/11/1999 16:50:33	21/06/2000 12:00:58		EPOSS & DeskTop
Warner			Closed		EPOSS

## References

Name	Value
Other	EPOSS Design
Work Package	PWY_WP_8703 CI4U1 PI Test
Fast track fix	FSTK_2_0_WP8703
Release PinICL	PC0047175

## Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	EPOSS	

## Activities

Date	User	Comment
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	CALL PC0034036 opened
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	References entered are:-
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	Product EPOSS & DeskTop EPOSS added
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	Target Release entered: DTL - unknown
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	CSR+/EPOSS
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	Dev Link Test Rig (Latest build 24/11/99 a.m.) CSR+ including Riposte 223
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	update 5 and the new scheduler EOD CPs:-
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	You are unable to perform any any 'Existing Reversals' -
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	each attempt gets the error message:-



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Warner			Closed		EPOSS

26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	'Unable to reverse. The requested transaction was not found in the current
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	CAP and cannot be reversed'.
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	Attached are the counters initial messagestore (Day 1) and the messagestore
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	for Day 10. This contains the OBCS, Green Giro and Milk token txns that were
26/11/1999 16:50:33	Deleted User (Paul Warner feb01)	sold on this day but could then be reversed.
26/11/1999 16:50:34	Deleted User (Paul Warner feb01)	CALL PC0034036:Priority B:CallType S - Target 01/12/99 16:50:33
26/11/1999 16:50:36	Deleted User (Paul Warner feb01)	New evidence added - Initial Day 1 zipped text msgstore
26/11/1999 16:50:36	Deleted User (Paul Warner feb01)	New evidence added - Day10s zipped text msgstore (see txn 71756-71758)
26/11/1999 16:50:37	Deleted User (Paul Warner feb01)	The Call record has been assigned to the Team Member: Nikki O'Sullivan
26/11/1999 16:50:38	Deleted User (Paul Warner feb01)	Defect cause updated to 99:General - Unknown
26/11/1999 16:50:38	Deleted User (Paul Warner feb01)	Hours spent since call received: 0 hours
26/11/1999 16:52:13	Deleted User (Paul Warner feb01)	The call summary has been changed from:-
26/11/1999 16:52:13	Deleted User (Paul Warner feb01)	CSR+/EPOSS
26/11/1999 16:52:13	Deleted User (Paul Warner feb01)	The call summary is now:-
26/11/1999 16:52:13	Deleted User (Paul Warner feb01)	CSR+/EPOSS Unable to perform existing reversals



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Warner			Closed		EPOSS

26/11/1999 17:51:19	Nikki O'Sullivan	F} Response :
26/11/1999 17:51:19	Nikki O'Sullivan	send to eposs-pre-dev
26/11/1999 17:51:19	Nikki O'Sullivan	[END OF REFERENCE 13763392]
26/11/1999 17:51:19	Nikki O'Sullivan	Responded to call type S as Category 30 -TL confirmed
26/11/1999 17:51:19	Nikki O'Sullivan	The response was delivered on the system
26/11/1999 17:51:20	Nikki O'Sullivan	The Call record has been transferred to the Team: QFP
26/11/1999 17:51:20	Nikki O'Sullivan	Hours spent since call received: 0 hours
29/11/1999 09:28:22	Lionel Higman	The Call record has been assigned to the Team Member: Nam Pandher
29/11/1999 09:28:23	Lionel Higman	Hours spent since call received: 0 hours
29/11/1999 09:29:36	Lionel Higman	Target Release updated to CSR-CI4
29/11/1999 09:49:01	deleted Nam Pandher Feb02	The Call record has been transferred to the Team: EPOSS-FP
29/11/1999 09:49:02	deleted Nam Pandher Feb02	Hours spent since call received: 0 hours
29/11/1999 12:33:12	Walter Wright	F} Response :
29/11/1999 12:33:12	Walter Wright	The transaction id's are now in 5-part form for Riposte 223 so the entry in
29/11/1999 12:33:12	Walter Wright	reversals should be of the form xx-xxxxxxx-xx. For a session the
29/11/1999 12:33:12	Walter Wright	transaction id is a sub-reference of the session id ie. session id =
29/11/1999 12:33:12	Walter Wright	2-54364-1 then the first transaction id would be 2-54364-2 the second
29/11/1999 12:33:12	Walter Wright	2-53464-3 and so on ....
29/11/1999 12:33:12	Walter Wright	[END OF REFERENCE 13780014]
29/11/1999 12:33:13	Walter Wright	Responded to call type S as Category 46 -Product Error Fixed
29/11/1999 12:33:13	Walter Wright	The response was delivered on the system
29/11/1999 12:33:14	Walter Wright	The Call record has been transferred to the Team: EPOSS-Rel
29/11/1999 12:33:15	Walter Wright	Defect cause updated to 14:Development - Code
29/11/1999 12:33:15	Walter Wright	Hours spent since call received: 2 hours
29/11/1999 13:02:56	Lionel Higman	F} Response :
29/11/1999 13:02:57	Lionel Higman	The following advice & guidance was supplied in Walter's name:



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Warner			Closed		EPOSS

29/11/1999 13:02:57	Lionel Higman	The transaction id's are now in 5-part form for Riposte 223 so the entry in
29/11/1999 13:02:57	Lionel Higman	reversals should be of the form xx-xxxxxxx-xx. For a session the
29/11/1999 13:02:57	Lionel Higman	transaction id is a sub-reference of the session id ie. session id =
29/11/1999 13:02:57	Lionel Higman	2-54364-1 then the first transaction id would be 2-54364-2 the second
29/11/1999 13:02:57	Lionel Higman	2-53464-3 and so on ....
29/11/1999 13:02:57	Lionel Higman	Lionel
29/11/1999 13:02:57	Lionel Higman	[END OF REFERENCE 13780536]
29/11/1999 13:02:57	Lionel Higman	Responded to call type S as Category 62 -No fault in product
29/11/1999 13:02:58	Lionel Higman	Hours spent since call received: 0 hours
29/11/1999 13:02:59	Lionel Higman	The response was delivered on the system
30/11/1999 13:26:58	Deleted User (Paul Warner feb01)	CALL PC0034036:Priority C:CallType S - Target 03/12/99 16:50:33
30/11/1999 13:27:02	Deleted User (Paul Warner feb01)	F} Response :
30/11/1999 13:27:04	Deleted User (Paul Warner feb01)	Pinicl downgraded to a 'C', however, we still believe that the error message
30/11/1999 13:27:04	Deleted User (Paul Warner feb01)	should be amended to give clearer guidance.
30/11/1999 13:27:04	Deleted User (Paul Warner feb01)	
30/11/1999 13:27:04	Deleted User (Paul Warner feb01)	Suggest that it informs the user that 'the id entered could not be found,
30/11/1999 13:27:04	Deleted User (Paul Warner feb01)	please check that the transaction id was for the current cap and that the
30/11/1999 13:27:04	Deleted User (Paul Warner feb01)	format is correct', or of similar wording.
30/11/1999 13:27:04	Deleted User (Paul Warner feb01)	[END OF REFERENCE 13807092]
30/11/1999 13:27:04	Deleted User (Paul Warner feb01)	Responded to call type S as Category 38 -Potential Problem Identified



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Warner			Closed		EPOSS

30/11/1999 13:27:05	Deleted User (Paul Warner feb01)	The response was delivered on the system
30/11/1999 13:27:05	Deleted User (Paul Warner feb01)	The Call record has been transferred to the Team: EPOSS-Pre-Dev
30/11/1999 13:27:06	Deleted User (Paul Warner feb01)	Hours spent since call received: 0 hours
17/01/2000 15:49:30	Stephen Kay	The Call record has been assigned to the Team Member: Stephen Kay
17/01/2000 15:49:30	Stephen Kay	Hours spent since call received: .1 hours
24/01/2000 14:57:06	Stephen Kay	F} Response :
24/01/2000 14:57:06	Stephen Kay	For Paul's request a piece of reference data would need to be changed. In the
24/01/2000 14:57:06	Stephen Kay	collection MessageDefs the object is MSG342 (MSG_REVERSALTXXNOTEXIST). I
24/01/2000 14:57:06	Stephen Kay	suspect Peter, that you would need a CP to do such a change. Could you
24/01/2000 14:57:06	Stephen Kay	please advise Paul as to what he would need to do.
24/01/2000 14:57:06	Stephen Kay	
24/01/2000 14:57:06	Stephen Kay	QFP Please route this call to Peter Morgan
24/01/2000 14:57:06	Stephen Kay	[END OF REFERENCE 14880238]
24/01/2000 14:57:06	Stephen Kay	Responded to call type S as Category 38 -Potential Problem Identified
24/01/2000 14:57:07	Stephen Kay	The response was delivered on the system
24/01/2000 14:57:08	Stephen Kay	The Call record has been transferred to the Team: QFP
24/01/2000 14:57:08	Stephen Kay	Defect cause updated to 16:Development - Reference Data
24/01/2000 14:57:08	Stephen Kay	Hours spent since call received: 4 hours
25/01/2000 11:38:56	Lionel Higman	The Call record has been assigned to the Team Member: Peter Morgan
25/01/2000 11:38:57	Lionel Higman	Hours spent since call received: 0 hours
25/01/2000 15:16:14	Deleted user (Peter Morgan Jun01)	F} Response :
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	The format of the existing reversal transaction-id changes at CI4.



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Warner			Closed		EPOSS

25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	However, as I see it, that gives two problems
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	1) Is it possible to reverse a transaction prior to the CI4 upgrade, but in
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	the
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	same CAP, when the couinter is now at CI4.
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	2) Because the data will be sent out to ALL Post offices prior to CI4, it is
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	not possible to change the text on this message. The only way around this
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	is to introduce a NEW message at CI4, so that new code will use the new
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	message, and old ocde the OLD message. The important thing is that both
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	will be resident at the same time in MesssageStore.
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	Referred back to Steve Kaye
25/01/2000 15:16:16	Deleted user (Peter Morgan Jun01)	[END OF REFERENCE 14907003]
25/01/2000 15:16:17	Deleted user (Peter Morgan Jun01)	Responded to call type S as Category 40 -Incident Under Investigation
25/01/2000 15:16:17	Deleted user (Peter Morgan Jun01)	The response was delivered on the system



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Warner			Closed		EPOSS

25/01/2000 15:16:18	Deleted user (Peter Morgan Jun01)	The Call record has been transferred to the Team: EPOSS-FP
25/01/2000 15:16:18	Deleted user (Peter Morgan Jun01)	Hours spent since call received: 2 hours
03/02/2000 15:59:04	Nikki O'Sullivan	Please confirm that there will be some sort of training in the outlets to
03/02/2000 15:59:04	Nikki O'Sullivan	warn PO clerks about the change in trans id format & we will happily close
03/02/2000 15:59:04	Nikki O'Sullivan	this pinicl as no fault in product
03/02/2000 16:45:08	Phil Hemingway	F} Response :
03/02/2000 16:45:10	Phil Hemingway	Routing to QFP FAO John McLean
03/02/2000 16:45:10	Phil Hemingway	[END OF REFERENCE 15210826]
03/02/2000 16:45:12	Phil Hemingway	Responded to call type S as Category 42 -Product Error Diagnosed
03/02/2000 16:45:20	Phil Hemingway	The response was delivered on the system
03/02/2000 16:45:23	Phil Hemingway	The Call record has been transferred to the Team: QFP
03/02/2000 16:45:23	Phil Hemingway	Hours spent since call received: 0.1 hours
03/02/2000 17:41:40	deleted user (John McLean 05/01)	Can you please provide Nikki with some assurance user awareness/training
03/02/2000 17:41:40	deleted user (John McLean 05/01)	please
03/02/2000 17:41:41	deleted user (John McLean 05/01)	The Call record has been transferred to the Team: TrainingUsrImp
03/02/2000 17:41:42	deleted user (John McLean 05/01)	Hours spent since call received: 0 hours
14/02/2000 15:25:38	Dean Felix	F} Response :
14/02/2000 15:25:38	Dean Felix	Training is one-hit only, i.e. staff are trained by Pathway on ONE release of
14/02/2000 15:25:38	Dean Felix	Horizon only, CSR or CSR+. Therefore, unless POCL specifically require us to
14/02/2000 15:25:38	Dean Felix	do "backfill" training, CSR trained staff are not retrained on CSR+, so there
14/02/2000 15:25:38	Dean Felix	is no switchover training issue to consider. At CSR+ we will train on the new
14/02/2000 15:25:38	Dean Felix	transaction id formats.



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Warner			Closed		EPOSS

14/02/2000 15:25:38	Dean Felix	[END OF REFERENCE 15490800]
14/02/2000 15:25:39	Dean Felix	Responded to call type S as Category 68 -Administrative Response
14/02/2000 15:25:40	Dean Felix	Hours spent since call received: 0.5 hours
14/02/2000 15:25:40	Dean Felix	The response was delivered on the system
18/02/2000 18:18:15	Colin Baker	This is not the answer we expected.
18/02/2000 18:18:15	Colin Baker	Is there no way (Memoview for example) in which PO staff can be advised of
18/02/2000 18:18:15	Colin Baker	such changes?
18/02/2000 18:18:15	Colin Baker	Should this be chased or not?
18/02/2000 18:18:16	Colin Baker	The Call record has been transferred to the Team: QFP
18/02/2000 18:18:17	Colin Baker	Hours spent since call received: 0 hours
20/02/2000 11:32:10	Phil Hemingway	The call references have been updated. They are now:-
20/02/2000 11:32:10	Phil Hemingway	T Other : EPOSS Design
20/02/2000 11:32:11	Phil Hemingway	F} Response :
20/02/2000 11:32:11	Phil Hemingway	Given the lack of progress to resolve this issue it is suggested that it
20/02/2000 11:32:11	Phil Hemingway	becomes a problem that requires a design statement to be made of the mode of
20/02/2000 11:32:11	Phil Hemingway	operation between 216 and 223 message stores. As such it will be assigned as
20/02/2000 11:32:11	Phil Hemingway	a design problem for documentation and then if required softwre resolution.
20/02/2000 11:32:11	Phil Hemingway	[END OF REFERENCE 15687210]
20/02/2000 11:32:11	Phil Hemingway	Responded to call type S as Category 40 -Incident Under Investigation
20/02/2000 11:32:12	Phil Hemingway	The response was delivered on the system
20/02/2000 11:32:13	Phil Hemingway	The Call record has been assigned to the Team Member: Phil Hemingway
20/02/2000 11:32:13	Phil Hemingway	Hours spent since call received: 0.1 hours
22/02/2000 11:59:22	Lionel Higman	The Call record has been transferred to the Team: EPOSS-Des
22/02/2000 11:59:22	Lionel Higman	Hours spent since call received: 0 hours
17/05/2000 15:47:51	Steve Warwick	F} Response :
17/05/2000 15:47:51	Steve Warwick	This PinCL seems to have lost its way.



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Warner			Closed		EPOSS

17/05/2000 15:47:51	Steve Warwick	
17/05/2000 15:47:51	Steve Warwick	The issues of how users are advised of the change of the structure of the
17/05/2000 15:47:51	Steve Warwick	transaction Id between Riposte 216 and 223 is not a software/development
17/05/2000 15:47:51	Steve Warwick	issue and should be pursued through other (non PinICL) channels.
17/05/2000 15:47:51	Steve Warwick	
17/05/2000 15:47:51	Steve Warwick	The original issue identified out of testing was that the message displayed,
17/05/2000 15:47:51	Steve Warwick	when a transaction reference is not found in the current CAP, could be made
17/05/2000 15:47:51	Steve Warwick	more 'user friendly'. In this respect the suggestion from Paul Warner
17/05/2000 15:47:51	Steve Warwick	appears eminently sensible and providing the implementation follows the
17/05/2000 15:47:51	Steve Warwick	advice from Peter Morgan re. the use of different messages for the different
17/05/2000 15:47:51	Steve Warwick	versions of software, there should be no issue with the sequence of rolling
17/05/2000 15:47:51	Steve Warwick	out data and code.
17/05/2000 15:47:51	Steve Warwick	
17/05/2000 15:47:51	Steve Warwick	As a separate issue - not actually the subject of this PinICL - I assume that
17/05/2000 15:47:51	Steve Warwick	the reversal software has already been changed to accommodate the revised
17/05/2000 15:47:51	Steve Warwick	format of the transaction Id and that this change has been made in such a way
17/05/2000 15:47:51	Steve Warwick	as to be backwards compatible to allow for implementation in mid-CAP.
17/05/2000 15:47:51	Steve Warwick	[END OF REFERENCE 18195925]
17/05/2000 15:47:51	Steve Warwick	Responded to call type S as Category 42 -Product Error Diagnosed
17/05/2000 15:47:52	Steve Warwick	The response was delivered on the system
30/05/2000 15:25:12	Lionel Higman	Target Release updated to CSR-CI4LP
05/06/2000 10:06:59	Walter Wright	The Call record has been transferred to the Team: EPOSS-Pre-Dev
05/06/2000 10:06:59	Walter Wright	Hours spent since call received: .1 hours
05/06/2000 10:07:46	Walter Wright	The Call record has been assigned to the Team Member: Jonathan Willis
05/06/2000 10:07:47	Walter Wright	Hours spent since call received: .1 hours



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Warner			Closed		EPOSS

08/06/2000 08:03:05	Deleted User (Jonathan Willis OCT\00)	F} Response :	
08/06/2000 08:03:06	Deleted User (Jonathan Willis OCT\00)	I have added a new message 272 which replaces message 342 for CI4U1 onwards.	
08/06/2000 08:03:06	Deleted User (Jonathan Willis OCT\00)	The CI3 system will still continue to use message 342.	
08/06/2000 08:03:06	Deleted User (Jonathan Willis OCT\00)		
08/06/2000 08:03:06	Deleted User (Jonathan Willis OCT\00)	Updated EPOSSCore targeted for CI4U1	
08/06/2000 08:03:06	Deleted User (Jonathan Willis OCT\00)	[END OF REFERENCE 18830578]	
08/06/2000 08:03:07	Deleted User (Jonathan Willis OCT\00)	Responded to call type S as Category 46 -Product Error Fixed	
08/06/2000 08:03:08	Deleted User (Jonathan Willis OCT\00)	The response was delivered on the system	
08/06/2000 08:03:10	Deleted User (Jonathan Willis OCT\00)	The Call record has been transferred to the Team: EPOSS-Rel	
08/06/2000 08:03:10	Deleted User (Jonathan Willis OCT\00)	Defect cause updated to 14:Development - Code	
08/06/2000 08:03:10	Deleted User (Jonathan Willis OCT\00)	Hours spent since call received: 6 hours	
09/06/2000 14:57:51	Deleted User (Paul Warner feb01)	F} Response :	
09/06/2000 14:57:51	Deleted User (Paul Warner feb01)	Successfully tested in link test.	
09/06/2000 14:57:51	Deleted User (Paul Warner feb01)	If ref left blank get msg:-	
09/06/2000 14:57:51	Deleted User (Paul Warner feb01)	Transaction formats 'look' like xx-xxxxxxx or xx-xxxxxxx-xx	
09/06/2000 14:57:51	Deleted User (Paul Warner feb01)		



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Warner			Closed		EPOSS

09/06/2000 14:57:51	Deleted User (Paul Warner feb01)	If id input incorrectly you get msg:-
09/06/2000 14:57:51	Deleted User (Paul Warner feb01)	The ID entered could not be found. Please check that the transaction ID is
09/06/2000 14:57:51	Deleted User (Paul Warner feb01)	for the current CAP and that the format is correct.
09/06/2000 14:57:51	Deleted User (Paul Warner feb01)	[END OF REFERENCE 18927587]
09/06/2000 14:57:52	Deleted User (Paul Warner feb01)	Responded to call type S as Category 30 -TL confirmed
09/06/2000 14:57:54	Deleted User (Paul Warner feb01)	The response was delivered on the system
09/06/2000 14:57:55	Deleted User (Paul Warner feb01)	The Call record has been transferred to the Team: EPOSS-Post-Rel
09/06/2000 14:57:55	Deleted User (Paul Warner feb01)	Hours spent since call received: 1.0 hours
09/06/2000 16:02:33	Martin Burton	Fix released in WP 8703 CI4U1 PI Test
09/06/2000 16:02:33	Martin Burton	The call references have been updated. They are now:-
09/06/2000 16:02:33	Martin Burton	Other : EPOSS Design
09/06/2000 16:02:33	Martin Burton	T Work Package : PWY_WP_8703 CI4U1 PI Test
09/06/2000 16:02:35	Martin Burton	The Call record has been transferred to the Team: Dev-Int-Rel
09/06/2000 16:02:35	Martin Burton	Hours spent since call received: 0 hours
13/06/2000 10:51:16	Deleted User (Mark Murray Oct/00)	The call references have been updated. They are now:-
13/06/2000 10:51:16	Deleted User (Mark Murray Oct/00)	Other : EPOSS Design
13/06/2000 10:51:16	Deleted User (Mark Murray Oct/00)	Work Package : PWY_WP_8703 CI4U1 PI Test
13/06/2000 10:51:16	Deleted User (Mark Murray Oct/00)	T Fast track fix : FSTK_2_0_WP8703



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Warner			Closed		EPOSS

13/06/2000 10:51:18	Deleted User (Mark Murray Oct/00)	The Call record has been transferred to the Team: PI Test
13/06/2000 10:51:19	Deleted User (Mark Murray Oct/00)	Hours spent since call received: 0 hours
19/06/2000 10:57:42	Nicola Lambert	WP_8392 (CI3_2R) has been raised for live via Release Note NR1542 (PC0047175).
19/06/2000 10:57:42	Nicola Lambert	The call references have been updated. They are now:-
19/06/2000 10:57:42	Nicola Lambert	Other : EPOSS Design
19/06/2000 10:57:42	Nicola Lambert	Work Package : PWY_WP_8703 CI4U1 PI Test
19/06/2000 10:57:42	Nicola Lambert	T Fast track fix : FSTK_2_0_WP8703
19/06/2000 10:57:42	Nicola Lambert	Release PinICL : PC0047175
19/06/2000 10:59:42	Nicola Lambert	Sorry, please ignore my last text update. The following is the correct update:
19/06/2000 10:59:42	Nicola Lambert	
19/06/2000 10:59:42	Nicola Lambert	WP_8666 (CI3_2R) has been raised for live via Release Note NR1542 (PC0047175).
21/06/2000 11:59:25	Deleted User (Paul Warner feb01)	F} Response :
21/06/2000 11:59:25	Deleted User (Paul Warner feb01)	Retested successfully on ST02 CI4UC1.
21/06/2000 11:59:25	Deleted User (Paul Warner feb01)	[END OF REFERENCE 19322324]
21/06/2000 11:59:25	Deleted User (Paul Warner feb01)	Responded to call type S as Category 46 -Product Error Fixed
21/06/2000 11:59:26	Deleted User (Paul Warner feb01)	The response was delivered on the system
21/06/2000 12:00:57	Deleted User (Paul Warner feb01)	CALL PC0034036 closed: Category 60, Type S
21/06/2000 12:00:58	Deleted User (Paul Warner feb01)	Hours spent since call received: 0.1 hours