

Export

Peak Incident Management System

Call Reference	PC0051382	Call Logger	Customer Call -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0007281907
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Reconciliation - resolved
Target Date	02/08/2000	Effort (Man Days)	0
Summary	148013 reports a difference in its receipt		

Progress Narrative

Date:28-Jul-2000 15:52:00 User:_Customer Call_
 CALL PC0051382:Priority B:CallType L - Target 02/08/00 16:52:19
 28/07/00 16:48 office 91008 reports a difference in its receipt & payment
 totals for cap18 . please send this call to john moran
 F) Call details
 Diagnostician name:
 Customer opened date 28/07/2000 16:48:08
 CALL PC0051382 opened

Date:28-Jul-2000 15:57:00 User:Barbara Longley
 Target Release updated to CSR-CI3_2R
 Product General/Other/Misc Reconciliation added
 F) Response :
 Routing call FAO John Moran
 [END OF REFERENCE 20622504]
 Responded to call type L as Category 40 -Incident Under Investigation
 The response was delivered to: PowerHelp
 The Call record has been transferred to the Team: MSU-Indt Mgt
 Hours spent since call received: 0 hours

Date:31-Jul-2000 09:22:00 User:Angela Shaw
 The Call record has been assigned to the Team Member: John Moran
 Defect cause updated to 99:General - Unknown
 Hours spent since call received: 0 hours

Date:31-Jul-2000 10:27:00 User:John Moran
 The call summary has been changed from:-
 office 91008 reports a difference in its receipt
 The call summary is now:-
 148013 reports a difference in its receipt

Date:31-Jul-2000 12:53:00 User:John Moran
 F) Response :
 I know what caused this problem. It was because reference data was not sent
 to the outlets concerning P&A products--The cash settlement was mapped to
 the CA, but the corresponding transaction was not. If these transactions
 were recorded by in the Counter Transaction Exceptions report I could supply
 POCL TP with this information myself, but they have not been recorded.
 Can you supply the offending non mapped transactions to this PinICL in
 message store extract so I can reconcile with Chesterfield?
 [END OF REFERENCE 20660504]
 Responded to call type L as Category 40 -Incident Under Investigation
 The response has been flagged to the gateway team for validation
 The Call record has been transferred to the Team: EDSC
 Hours spent since call received: 0 hours

Date:31-Jul-2000 14:24:00 User:Jim Anscomb
 The Call record has been assigned to the Team Member: Paul Steed
 Hours spent since call received: 0 hours

Date:31-Jul-2000 15:39:00 User:Paul Steed
 New evidence added - Transactions with missing mappings
 The Call record has been transferred to the Team: MSU-Indt Mgt
 Hours spent since call received: 0 hours

Date:01-Aug-2000 09:41:00 User:Barbara Longley
 F) Response :
 The Call record has been transferred to the Team: MSU-Indt Mgt
 [END OF REFERENCE 20683043]
 Responded to call type L as Category 40 -Incident Under Investigation
 The response was delivered to: PowerHelp

Date:01-Aug-2000 13:23:00 User:John Moran
F) Response :
This difference in the receipt and Payment totals was caused by the fact that non-core reference data was not delivered to this office in time.
The reference data was for OBCS products 177 to 185.
As this reference data included primary mappings for these products these products could not be mapped to the cash account at stock unit rollover.
This is what caused the difference in the receipt and payment totals.

This incident is related to 9 others all caused by this same problem. All the offices effected were migrated to Horizon on 20/7/00.
All the offending transactions took place 21/7/00-- when there was not reference data at the outlets.
The correct reference data was delivered for business on 22/7/00.

I have provided with the final BIM report an excel spread sheet (with the same file name as the BIM report) listing the offending transactions which were not mapped to the cash account.
[END OF REFERENCE 20696937]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: .3 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:01-Aug-2000 13:59:00 User:Barbara Longley
The Call record has been assigned to the Team Member: Paul Steed
Hours spent since call received: 0 hours

Date:01-Aug-2000 14:05:00 User:Paul Steed
F) Response :
Caller has raised the BIM based on the evidence extracted and so call can be closed (Reconciliation Resolved).
[END OF REFERENCE 20699456]
Responded to call type L as Category 90 -Reconciliation - resolved
Hours spent since call received: 0 hours
CALL PC0051382 closed: Category 90, Type L
The response was delivered to: PowerHelp

Date:01-Aug-2000 14:10:00 User:_Customer Call_
Date and time complete: 01/08/2000 15:07:08
Service Complete (Confirmation) Received

Root Cause	General - Unknown
Logger	Customer Call -- EDSC
Subject Product	General/Other/Misc -- Reconciliation (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	01-Aug-2000 14:10 -- _Customer Call_