

## Export

## Peak Incident Management System

Call Reference	PC0051361	Call Logger	Customer Call -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0007281804
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Administrative Response
Target Date	02/08/2000	Effort (Man Days)	0
Summary	070937 Receipts and Payments mismatch		

## Progress Narrative

Date:28-Jul-2000 15:35:00 User:\_Customer Call\_  
 CALL PC0051361:Priority B:CallType L - Target 02/08/00 16:35:16  
 28/07/00 16:31 office reports adifference in its reciept & payment totals  
 for cap18 . please send this call to john moran  
 F) Call details  
 Diagnostician name:  
 Customer opened date 28/07/2000 16:31:39  
 CALL PC0051361 opened

Date:28-Jul-2000 15:42:00 User:Barbara Longley  
 The call summary has been changed from:-  
 office reports adifference in its reciept & paymen  
 The call summary is now:-  
 {path039} -Receipts and Payments mismatch  
 Target Release updated to CSR-CI3\_2R  
 Product General/Other/Misc Reconciliation added

Date:28-Jul-2000 15:51:00 User:Barbara Longley  
 Routing call to MSU FAO John Moran.  
 The Call record has been transferred to the Team: MSU-Indt Mgt  
 Hours spent since call received: 0 hours

Date:31-Jul-2000 09:14:00 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 10:15:00 User:John Moran  
 The call summary has been changed from:-  
 {path039} -Receipts and Payments mismatch  
 The call summary is now:-  
 070937 Receipts and Payments mismatch

Date:31-Jul-2000 12:52:00 User:John Moran  
 F) Response :  
 I know what caused this problem. It was because reference data was not sent  
 to the outlests 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 extact so I can reconcile with Chesterfield?  
 [END OF REFERENCE 20660088]  
 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 13:58:00 User:Jim Anscomb  
 The Call record has been assigned to the Team Member: Michael Burton  
 Hours spent since call received: 0 hours

Date:31-Jul-2000 15:58:00 User:Deleted User (Michael BurtonSep/00)  
 New evidence added - The transactions

Date:31-Jul-2000 15:59:00 User:Deleted User (Michael BurtonSep/00)  
 The Call record has been transferred to the Team: MSU-Indt Mgt  
 Hours spent since call received: 0 hours

Date:01-Aug-2000 09:53:00 User:Barbara Longley  
F) Response :  
The Call record has been transferred to the Team: MSU-Indt Mgt  
[END OF REFERENCE 20684666]  
Responded to call type L as Category 40 -Incident Under Investigation  
The response was delivered to: PowerHelp

Date:01-Aug-2000 12:55:00 User:John Moran  
F) Response :  
I am looking for what caused the difference in receipts and payments of £20649.19. The text file attached only adds up to £20,550.35. Is there another transaction for £98.84 to make up this difference? Please check this difference out.  
[END OF REFERENCE 20695312]  
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: .1 hours

Date:01-Aug-2000 13:23:00 User:Barbara Longley  
F) Response :  
The Call record has been transferred to the Team: EDSC  
[END OF REFERENCE 20696924]  
Responded to call type L as Category 40 -Incident Under Investigation  
The response was delivered to: PowerHelp

Date:01-Aug-2000 13:39:00 User:Barbara Longley  
F) Response :  
John Moran in MSU has asked for this call to be returned to him.  
[END OF REFERENCE 20698005]  
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:01-Aug-2000 13:57:00 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 20699061]  
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 14:03:00 User:Barbara Longley  
The Call record has been assigned to the Team Member: Michael Burton  
Hours spent since call received: 0 hours

Date:07-Aug-2000 10:28:00 User:Deleted User (Michael BurtonSep/00)  
F) Response :  
closing  
[END OF REFERENCE 20856465]  
Responded to call type L as Category 68 -Administrative Response  
Hours spent since call received: 1 hours  
CALL PC0051361 closed: Category 68, Type L  
The response was delivered to: PowerHelp

Date:07-Aug-2000 10:33:00 User:\_Customer Call\_  
Date and time complete: 07/08/2000 11:39:12  
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	07-Aug-2000 10:33 -- Customer Call