

PinICL Expor

PC0067884

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0067884	FAD194321 - Postal order fees are	09/07/2001 11:40:46	12/07/2001 14:27:17	Michael Greendale/0148	EPOSS & DeskTop
EDSC	different		Closed		EPOSS & DeskTop

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	94678854
ORIGREF	E-0107050705
CONSUMER	16953 A1GATE
CONSUMERREF	E-0107050705
PowerHelp	E-0107050705

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

Activities

Date	User	Comment
09/07/2001 11:40:46	Customer Call	CALL PC0067884 opened
09/07/2001 11:40:50	Customer Call	CALL PC0067884:Priority B:CallType L - Target 12/07/01 12:40:46
09/07/2001 11:40:50	Customer Call	05/07/01 09:45 PM reports postal order fees are different to the number on
09/07/2001 11:40:50	Customer Call	hand - NBSC say it should have sorted on the balance. £10 and £20-----
09/07/2001 11:40:50	Customer Call	68 £10 shows 70 fee's 23 £20 postal orders and shows 25 in fee's
09/07/2001 11:40:50	Customer Call	05/07/01 09:52 gb053549
09/07/2001 11:40:50	Customer Call	Advice: the PM has rolled into 16 - advised once rolled we cannot
09/07/2001 11:40:50	Customer Call	do anything - he wants to sort in this cap though - Balance
09/07/2001 11:40:50	Customer Call	snapshot for this week shows 68 £10 - and 70 fee's 23 £20
09/07/2001 11:40:50	Customer Call	and 25 fee's
09/07/2001 11:40:50	Customer Call	05/07/01 10:27 gb053549
09/07/2001 11:40:50	Customer Call	Information: Voiced HSH5 - was advised to get the PM to check for reval
09/07/2001 11:40:50	Customer Call	up and down on a transaction log search, and to then pass
09/07/2001 11:40:50	Customer Call	the call across. 28th/6 to 5th/7 REVAL DOWN shows nothing -

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09/07/2001 11:40:50	Customer Call	REVAL UP shows nothing.
09/07/2001 11:40:50	Customer Call	05/07/01 10:31 gb053549
09/07/2001 11:40:51	Customer Call	Information: SU shared AA
09/07/2001 11:40:51	Customer Call	PM log in SHS006
09/07/2001 11:40:51	Customer Call	They are in CAP 16 now.
09/07/2001 11:40:51	Customer Call	They did roll yesterday £31 up
09/07/2001 11:40:51	Customer Call	the FEE's miss match is still on the balance snapshot in
09/07/2001 11:40:51	Customer Call	Cap 16.
09/07/2001 11:40:51	Customer Call	05/07/01 15:41 uk081126
09/07/2001 11:40:51	Customer Call	Contacted: contacted PO
09/07/2001 11:40:51	Customer Call	05/07/01 15:46 uk081126
09/07/2001 11:40:51	Customer Call	Advice: advised pm to do transaction logs, scoping the entire week
09/07/2001 11:40:51	Customer Call	leading upto the rollover on 4/7/01. Asked him to search
09/07/2001 11:40:51	Customer Call	for ER's, RV's, SAN's and SAP's. He did not have time to do
09/07/2001 11:40:51	Customer Call	this now and said he would appreciate a callback tomorrow
09/07/2001 11:40:51	Customer Call	when he has had the chance. This may relate to KEL lkiang3130p.
09/07/2001 11:40:51	Customer Call	06/07/01 11:17 uk081284
09/07/2001 11:40:51	Customer Call	Information: LINE ENGAGED
09/07/2001 11:40:51	Customer Call	06/07/01 11:39 uk081284
09/07/2001 11:40:51	Customer Call	Information: LINE STILL ENGAGED WILL TRY IN 15 MINUTES
09/07/2001 11:40:51	Customer Call	06/07/01 12:19 uk081284
09/07/2001 11:40:52	Customer Call	Contacted: CONTACTED PM
09/07/2001 11:40:52	Customer Call	06/07/01 12:27 uk081284
09/07/2001 11:40:52	Customer Call	Information: PM HAS DONE TRANSLOG SEARCHES AS REQUESTED FOR 28/06/01 TO
09/07/2001 11:40:52	Customer Call	05/07/01 AND NOTHING SHOWS FOR REVAL UP OR DOWN
09/07/2001 11:40:52	Customer Call	ER SHOWS NOTHING

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09/07/2001 11:40:52	Customer Call	SAP SHOWS NOTHING RELEVANT
09/07/2001 11:40:52	Customer Call	BUT SAN SHOWS AS FOLLOWS
09/07/2001 11:40:52	Customer Call	£4.00 POSTAL ORDER NO FEE
09/07/2001 11:40:52	Customer Call	£10.00 POSTAL ORDER 80 PENCE FEE
09/07/2001 11:40:52	Customer Call	50 PENCE POSTAL ORDER 50PENCE FEE
09/07/2001 11:40:52	Customer Call	£2.00 POSTAL ORDER £2.00 FEE
09/07/2001 11:40:52	Customer Call	THIS COULD BE RELEVANT AS FOLLOWS
09/07/2001 11:40:52	Customer Call	3X £10.00 POSTAL ORDERS TOTAL £30.00
09/07/2001 11:40:52	Customer Call	WITH 1X£10.00 POSTAL ORDER FEE FOR 80PENCE SO FEES AND
09/07/2001 11:40:52	Customer Call	POSTAL ORDERS DO NOT MATCH UP
09/07/2001 11:40:52	Customer Call	AND ALSO 3X£20.00 POSTAL ORDERS WITH 1 FEE OF 95 PENCE
09/07/2001 11:40:52	Customer Call	AGAIN NOT MATCHING UP
09/07/2001 11:40:52	Customer Call	PM IS BUSY NOW BUT CAN WE GET BACK TO HIM AROUND 14.00
09/07/2001 11:40:52	Customer Call	TODAY
09/07/2001 11:40:52	Customer Call	LOOKS LIKE MISMATCH BETWEEN POSTAL ORDERS AND FEES ON
09/07/2001 11:40:52	Customer Call	THESE LAST 2
09/07/2001 11:40:52	Customer Call	06/07/01 16:11 uk080110
09/07/2001 11:40:53	Customer Call	Contacted: pm informed that the call will be reassigned to our third
09/07/2001 11:40:53	Customer Call	line who will investigate it further. Th po has rolled over
09/07/2001 11:40:53	Customer Call	with the discrepancy and wants to know how it occurred.
09/07/2001 11:40:53	Customer Call	Kel LKiang3130P is the nearest kel to the problem but no
09/07/2001 11:40:53	Customer Call	SAP's have come up inthe trans log search
09/07/2001 11:40:53	Customer Call	09/07/01 12:06 uk080127
09/07/2001 11:40:53	Customer Call	Information: romec attended attended this site on 27/6 and replaced the
09/07/2001 11:40:53	Customer Call	db and remade the ends.
09/07/2001 11:40:53	Customer Call	09/07/01 12:35 uk081265

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09/07/2001 11:40:53	Customer Call	Information: Anne has raised OCR AChambers2335R against PC0067793 for a
09/07/2001 11:40:53	Customer Call	different site with the same problem
09/07/2001 11:40:53	Customer Call	09/07/01 12:37 uk081265
09/07/2001 11:40:53	Customer Call	Recommend: Recommend appropriate action taken to match the POs and
09/07/2001 11:40:53	Customer Call	their fees
09/07/2001 11:40:53	Customer Call	F} Call details
09/07/2001 11:40:54	Customer Call	Diagnostician name:
09/07/2001 11:40:55	Customer Call	Customer opened date 05/07/2001 09:45:03
09/07/2001 12:25:47	Barbara Longley	The call summary has been changed from:-
09/07/2001 12:25:47	Barbara Longley	PM reports postal order fees are different to the
09/07/2001 12:25:47	Barbara Longley	The call summary is now:-
09/07/2001 12:25:47	Barbara Longley	FAD194321 - Postal order fees are different
09/07/2001 12:25:47	Barbara Longley	Target Release updated to CI4S03R
09/07/2001 12:25:47	Barbara Longley	Product EPOSS & DeskTop added
09/07/2001 12:26:11	Barbara Longley	The Call record has been assigned to the Team Member: Anne Chambers
09/07/2001 12:26:11	Barbara Longley	Defect cause updated to 99:General - Unknown
09/07/2001 12:26:11	Barbara Longley	Hours spent since call received: 0 hours
09/07/2001 14:40:35	Barbara Longley	F} Response :
09/07/2001 14:40:35	Barbara Longley	Call is currently with Anne Chambers in EDSC.
09/07/2001 14:40:35	Barbara Longley	[END OF REFERENCE 26909374]
09/07/2001 14:40:35	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
09/07/2001 14:40:37	Barbara Longley	The response was delivered to: PowerHelp
10/07/2001 08:32:32	Customer Call	EMPTY 10/07/01 09:31 uk084428 HSH1 Advice: pm called wanting an update on
10/07/2001 08:32:32	Customer Call	this call.
10/07/2001 10:09:08	Anne Chambers	F} Response :
10/07/2001 10:09:08	Anne Chambers	Have requested POCL authorisation for message store change- spoke to PM and

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10/07/2001 10:09:08	Anne Chambers	explained this.
10/07/2001 10:09:08	Anne Chambers	Looks as if s/w on counter is not at correct level - this is being
10/07/2001 10:09:08	Anne Chambers	investigated.
10/07/2001 10:09:08	Anne Chambers	[END OF REFERENCE 26916207]
10/07/2001 10:09:08	Anne Chambers	Responded to call type L as Category 40 -Incident Under Investigation
10/07/2001 10:09:11	Anne Chambers	The response was delivered to: PowerHelp
10/07/2001 15:33:20	Anne Chambers	F} Response :
10/07/2001 15:33:20	Anne Chambers	OCR AChambers1614R raised.
10/07/2001 15:33:20	Anne Chambers	[END OF REFERENCE 26921297]
10/07/2001 15:33:20	Anne Chambers	Responded to call type L as Category 40 -Incident Under Investigation
10/07/2001 15:33:21	Anne Chambers	The response was delivered to: PowerHelp
11/07/2001 15:48:59	Anne Chambers	F} Response :
11/07/2001 15:48:59	Anne Chambers	Change authorised by: Michael Greendale @postoffice.co.uk 11/7/2001.
11/07/2001 15:48:59	Anne Chambers	Fix applied 16:14. Balance snapshot shows that POs and fees are now in step.
11/07/2001 15:48:59	Anne Chambers	Keeping call open until balancing / cash account completed.
11/07/2001 15:48:59	Anne Chambers	[END OF REFERENCE 26938811]
11/07/2001 15:49:06	Anne Chambers	Responded to call type L as Category 40 -Incident Under Investigation
11/07/2001 15:49:33	Anne Chambers	The response was delivered to: PowerHelp
12/07/2001 14:24:24	Anne Chambers	F} Response :
12/07/2001 14:24:25	Anne Chambers	All looks ok. Please close call.
12/07/2001 14:24:25	Anne Chambers	[END OF REFERENCE 26954686]
12/07/2001 14:24:25	Anne Chambers	Responded to call type L as Category 70 -Avoidance Action Supplied
12/07/2001 14:24:25	Anne Chambers	Hours spent since call received: 0 hours
12/07/2001 14:24:25	Anne Chambers	Defect cause updated to 41:General - in Procedure
12/07/2001 14:24:29	Anne Chambers	CALL PC0067884 closed: Category 70, Type L
12/07/2001 14:24:29	Anne Chambers	The response was delivered to: PowerHelp

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12/07/2001 14:27:17	Customer Call	Date and time complete: 12/07/2001 15:27:40			
12/07/2001 14:27:17	Customer Call	Service Complete (Confirmation) Received			