

PinICL Expor PC0026195

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0026195	ITSA Ref 99051835 Call Orig. Jill	27/05/1999 17:58:11	23/06/1999 13:01:10	Robert Sims.	BPS
EDSC	Graham Tel NO.		Closed		BES encashments

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
ORIGREF	E-9905210093
CONSUMER	16953 A1GATE
CONSUMERREF	E-9905210093
PowerHelp	E-9905210093
REQUEST_KEY	30134014

Products

Product Group	Product Name	Product Version
BPS	BES encashments	

Activities

Date	User	Comment
27/05/1999 17:58:11	Customer Call	CALL PC0026195 opened
27/05/1999 17:58:12	Customer Call	CALL PC0026195:Priority B:CallType L - Target 02/06/99 18:58:11
27/05/1999 17:58:12	Customer Call	ITSA Ref 99051835 Call Orig. Jill Graham Tel NO. 51324 , Customer cashed
27/05/1999 17:58:12	Customer Call	hercard at Hales Road PO This PO has had its cards facilities removed the
27/05/1999 17:58:12	Customer Call	customer has been given an alternative PO which is Eastend PO when she tried
27/05/1999 17:58:12	Customer Call	to cash the card at Eastend PO the PM has destroyed her card as a message
27/05/1999 17:58:12	Customer Call	was showing. The message he was given was the(reason other ,) The
27/05/1999 17:58:12	Customer Call	customer is now withoutpayment 21/05/99 11:29 uk035390 Information:
27/05/1999 17:58:12	Customer Call	Customer Details. Candice Dix NINO NZ 588162D , this was additional
27/05/1999 17:58:12	Customer Call	information from Emma 21/05/99 11:48 uk061353 Information: There is no
27/05/1999 17:58:12	Customer Call	FAD code on this call so unable tocontact PM to get info. Called ITSA but
27/05/1999 17:58:12	Customer Call	the reference we have is incorrect, Andrew at ITSA suggested we return this
27/05/1999 17:58:12	Customer Call	call so that PO info can be added and the correct reference no can be
27/05/1999 17:58:12	Customer Call	supplied. 21/05/99 13:02 062457 Information: Contacted Emma at ITSA.

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27/05/1999 17:58:12	Customer Call	The ITSA ref is incorrect. Suggest we keep call open until ITSA chase HSH
27/05/1999 17:58:12	Customer Call	for an update. 26/05/99 12:23 uk061537 Information: Sharon @ ITSA called
27/05/1999 17:58:13	Customer Call	for an update. ITSA ref 990518353
27/05/1999 17:58:13	Customer Call	F} Call details
27/05/1999 17:58:13	Customer Call	Diagnostician name:
27/05/1999 17:58:14	Customer Call	Customer opened date 21/05/1999 11:20:34
28/05/1999 06:25:46	Mik Peach	Target Release updated to PDR - NR2/LT1
28/05/1999 06:25:46	Mik Peach	Product BPS BES encashments added
28/05/1999 06:25:47	Mik Peach	The Call record has been assigned to the Team Member: Mik Peach
28/05/1999 06:25:48	Mik Peach	Hours spent since call received: 0.2 hours
28/05/1999 06:48:20	Mik Peach	F} Response :
28/05/1999 06:48:20	Mik Peach	The previous text in this call states -
28/05/1999 06:48:20	Mik Peach	Andrew at ITSA suggested we return this call so that PO info can be added
28/05/1999 06:48:20	Mik Peach	and the correct reference no can be supplied. WHY WAS THE CALL NOT RETURNED
28/05/1999 06:48:20	Mik Peach	TO ITSA ?
28/05/1999 06:48:20	Mik Peach	21/05/99 13:02 062457 Contacted Emma at ITSA. The ITSA ref is incorrect.
28/05/1999 06:48:20	Mik Peach	Suggest we keep call open until ITSA chase HSH - THEN WHAT ?
28/05/1999 06:48:20	Mik Peach	
28/05/1999 06:48:20	Mik Peach	ITSA have suggested that the call be returned to them in order for them to
28/05/1999 06:48:20	Mik Peach	add information which was necessary for the diagnosis - why was the call
28/05/1999 06:48:20	Mik Peach	sent to the SSC ?
28/05/1999 06:48:20	Mik Peach	for an update.
28/05/1999 06:48:20	Mik Peach	[END OF REFERENCE 11318858]
28/05/1999 06:48:21	Mik Peach	Responded to call type L as Category 96 -Insufficient evidence
28/05/1999 06:48:21	Mik Peach	Hours spent since call received: 0.5 hours

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28/05/1999 06:48:25	Mik Peach	CALL PC0026195 closed: Category 96, Type L			
28/05/1999 06:48:29	Mik Peach	The response was delivered to: PowerHelp			
28/05/1999 07:10:56	Customer Call	Date and time complete: 28/05/1999 07:48:39			
28/05/1999 07:10:56	Customer Call	Service Complete (Confirmation) Received			
22/06/1999 12:30:13	Customer Call	CALL PC0026195 Reopened: This incident has been reopened			
22/06/1999 12:30:14	Customer Call	CALL PC0026195:Priority B:CallType L - Target 25/06/99 13:30:13			
22/06/1999 12:30:14	Customer Call	28/05/99 10:52 uk061353 Information: We now have ITSA no. can we			
22/06/1999 12:30:14	Customer Call	pleasehave PO details such as FAD CODE, PHONE NUMBER, so we can contact PM			
22/06/1999 12:30:14	Customer Call	for information.. 28/05/99 12:20 uk061353 Information: Tried to ring			
22/06/1999 12:30:14	Customer Call	ITSA on GRO but all the agents were busy so i will call back later.			
22/06/1999 12:30:14	Customer Call	28/05/99 16:47uk061353 Information: Got through to ITSA and spoke to			
22/06/1999 12:30:14	Customer Call	Chris who was unable to give me the information until next Tuesday 1st June.			
22/06/1999 12:30:14	Customer Call	01/06/99 08:45 062457 Information: Contacted Rob at ITSA to request			
22/06/1999 12:30:14	Customer Call	an update. Rob will chase this call for an update. 02/06/99 10:28 uk061537			
22/06/1999 12:30:14	Customer Call	Information: Paula @ ITSAcalled. FAD 3485234. BA do not have telephone			
22/06/1999 12:30:14	Customer Call	number of PO. 04/06/99 13:28 uk059697 Information: contacted ITSA to			
22/06/1999 12:30:14	Customer Call	check the FAD code as it is not recognised as a valid FAD on POWERHELP - they			
22/06/1999 12:30:14	Customer Call	confirmed that it is the correct FAD. 07/06/99 10:19 UK052512			
22/06/1999 12:30:14	Customer Call	Information: Have rang the roll out helpdesk and have checked up on the			
22/06/1999 12:30:14	Customer Call	FAD: 348523 (Hales Road PO) to check that it doesexist. Apparently it does			
22/06/1999 12:30:15	Customer Call	and and is in Cheltenham and the telephone number is GRO 14/06/99			
22/06/1999 12:30:15	Customer Call	12:58 UK061337 Information: Paula from ITSA phoned for an update.			
22/06/1999 12:30:15	Customer Call	21/06/99 12:46 UK061809 Information: Rob @ ITSA calledfor an update.			
22/06/1999 12:30:15	Customer Call	22/06/99 13:28 uk059129 ReOpen OTI: * NULL TEXT SUPPLIED *			
22/06/1999 12:30:15	Customer Call	F} Call details			
22/06/1999 12:30:15	Customer Call	Diagnostician name:			

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22/06/1999 13:58:14 Barbara Longley F} Response :

22/06/1999 13:58:14 Barbara Longley Returning call as there appears to be about a month unaccounted

22/06/1999 13:58:14 Barbara Longley for. Please rectify and resend complete call.

22/06/1999 13:58:14 Barbara Longley [END OF REFERENCE 11576835]

22/06/1999 13:58:14 Barbara Longley Responded to call type L as Category 96 -Insufficient evidence

22/06/1999 13:58:15 Barbara Longley Hours spent since call received: 0 hours

22/06/1999 13:58:15 Barbara Longley Defect cause updated to 99:General - Unknown

22/06/1999 13:58:17 Barbara Longley CALL PC0026195 closed: Category 96, Type L

22/06/1999 13:58:18 Barbara Longley The response was delivered to: PowerHelp

22/06/1999 14:03:52 Customer Call Date and time complete: 22/06/1999 14:58:23

22/06/1999 14:03:52 Customer Call Service Complete (Confirmation) Received

23/06/1999 10:36:33 Customer Call CALL PC0026195 Reopened: This incident has been reopened

23/06/1999 10:36:35 Customer Call CALL PC0026195:Priority B:CallType L - Target 28/06/99 11:36:33

23/06/1999 10:36:35 Customer Call 23/06/99 11:27 UK052512 Information: Customer Details. Candice Dix

23/06/1999 10:36:35 Customer Call NINO NZ 588162D , this was additional information from Emma 23/06/99 11:27

23/06/1999 10:36:35 Customer Call UK052512 ReOpen OTI: Re-opening call over OTI as requested. 23/06/99

23/06/1999 10:36:35 Customer Call 11:28 UK052512 Information: Customer Details. Candice Dix NINO NZ

23/06/1999 10:36:35 Customer Call 588162D , this was additional information from Emma 23/06/99 11:30

23/06/1999 10:36:35 Customer Call UK052512 Information: Paula @ ITSAcalled. FAD 3485234. BA do not have

23/06/1999 10:36:35 Customer Call telephone number of PO. 23/06/99 11:30 UK052512 Information: Paula @

23/06/1999 10:36:35 Customer Call ITSAcalled. FAD 3485234. BA do not have telephone number of PO. 23/06/99

23/06/1999 10:36:35 Customer Call 11:32 UK052512 Information: Have rang ROHD to get the phone number of

23/06/1999 10:36:35 Customer Call this site, it is **GRO** Hales Road, Cheltenham,

23/06/1999 10:36:35 Customer Call Gloucester.

23/06/1999 10:36:36 Customer Call F} Call details

23/06/1999 10:36:37 Customer Call Diagnostician name:

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23/06/1999 12:58:52	John Simpkins	F} Response :
23/06/1999 12:58:52	John Simpkins	All payments have now been stopped on the system. This can no longer be
23/06/1999 12:58:52	John Simpkins	relevent to the customer who would have found an alternative method of
23/06/1999 12:58:52	John Simpkins	payment after over a month.
23/06/1999 12:58:52	John Simpkins	[END OF REFERENCE 11591850]
23/06/1999 12:58:52	John Simpkins	Responded to call type L as Category 68 -Administrative Response
23/06/1999 12:58:53	John Simpkins	Hours spent since call received: 0 hours
23/06/1999 12:58:57	John Simpkins	CALL PC0026195 closed: Category 68, Type L
23/06/1999 12:58:57	John Simpkins	The response was delivered to: PowerHelp
23/06/1999 13:01:10	Customer Call	Date and time complete: 23/06/1999 13:59:14
23/06/1999 13:01:10	Customer Call	Service Complete (Confirmation) Received