

PinICL Expor PC0028528

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0028528	TIP reconciliation missing transactions. live tri	12/08/1999 14:18:06	29/09/1999 12:41:21	IAN SENIOR/ GRO	General/Other/Misc
EDSC			Closed		Reconciliation

References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	34467365
ORIGREF	E-9908120206
CONSUMER	16953 A1GATE
CONSUMERREF	E-9908120206
ORIGINATOR	Phelp
PowerHelp	E-9908120206
Acceptance Incident	AI0376H

Products

Product Group	Product Name	Product Version
General/Other/Misc	Reconciliation	

Activities

Date	User	Comment
12/08/1999 14:18:06	Customer Call	CALL PC0028528 opened
12/08/1999 14:18:09	Customer Call	CALL PC0028528:Priority B:CallType L - Target 17/08/99 15:18:06
12/08/1999 14:18:09	Customer Call	tip reconciliation missing transactions. live trial:miss match for fad code
12/08/1999 14:18:09	Customer Call	181329 cash account week 19 for cash account line 2050 as follows: pathway
12/08/1999 14:18:09	Customer Call	derived =£36258.48, and tip derived = £34808.15: a difference of £1450.33.
12/08/1999 14:18:09	Customer Call	this indicates that a transaction totalling £1450.33 has not been passed to
12/08/1999 14:18:09	Customer Call	tip. this anomolly is repeated for the following offices - 261329 (line
12/08/1999 14:18:09	Customer Call	2051£44360.00), 310329 (line 2050£3750.25), 402329 (line 2051 £6533.90) and
12/08/1999 14:18:09	Customer Call	office 209511 (line 2050 £40.00).
12/08/1999 14:18:10	Customer Call	12/08/99 15:14 UK061354
12/08/1999 14:18:10	Customer Call	SMC Complete: EDSC1
12/08/1999 14:18:10	Customer Call	F} Call details
12/08/1999 14:18:10	Customer Call	Diagnostician name:

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EDSC			Closed		Reconciliation

12/08/1999 14:18:11	Customer Call	Customer opened date 12/08/1999 15:04:29
12/08/1999 14:21:00	Barbara Longley	Target Release updated to PDR - CSR
12/08/1999 14:21:00	Barbara Longley	Product TPS added
12/08/1999 14:21:01	Barbara Longley	The Call record has been assigned to the Team Member: Paul Sausman
12/08/1999 14:21:01	Barbara Longley	Defect cause updated to 99:General - Unknown
12/08/1999 14:21:01	Barbara Longley	Hours spent since call received: 0 hours
12/08/1999 14:29:59	Barbara Longley	F} Response :
12/08/1999 14:29:59	Barbara Longley	Call being assigned to Angela Shaw in MSU.
12/08/1999 14:29:59	Barbara Longley	[END OF REFERENCE 12037982]
12/08/1999 14:29:59	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
12/08/1999 14:30:02	Barbara Longley	The response was delivered to: PowerHelp
12/08/1999 14:30:02	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
12/08/1999 14:30:02	Barbara Longley	Hours spent since call received: 0 hours
13/08/1999 12:55:39	Angela Shaw	F} Response :
13/08/1999 12:55:39	Angela Shaw	I have rased RED 527 to infirm POCL that this is being invetigated. Please
13/08/1999 12:55:39	Angela Shaw	find out what the differences are and the reason fior the mismatch. Route to
13/08/1999 12:55:39	Angela Shaw	MSU afterwards. Thanks
13/08/1999 12:55:39	Angela Shaw	[END OF REFERENCE 12050366]
13/08/1999 12:55:40	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
13/08/1999 12:55:40	Angela Shaw	The response has been flagged to the gateway team for validation
13/08/1999 12:55:41	Angela Shaw	The Call record has been transferred to the Team: EDSC
13/08/1999 12:55:41	Angela Shaw	Hours spent since call received: 0.5 hours
13/08/1999 12:59:53	Angela Shaw	These mismatches need to be investigated for all the offices lsited above.
13/08/1999 12:59:53	Angela Shaw	Thanks
13/08/1999 13:35:34	Barbara Longley	Product TPS deleted
13/08/1999 13:35:34	Barbara Longley	Product General/Other/Misc Reconciliation added

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EDSC			Closed		Reconciliation

13/08/1999 16:07:33	Barbara Longley	The Call record has been assigned to the Team Member: Paul Sausman			
13/08/1999 16:07:33	Barbara Longley	Hours spent since call received: 0 hours			
23/08/1999 11:49:16	Jim Anscomb	The Call record has been assigned to the Team Member: Jim Anscomb			
23/08/1999 11:49:16	Jim Anscomb	Hours spent since call received: 0 hours			
24/08/1999 10:29:45	Angela Shaw	All missing transactions are related to AI 376. Can we please establish what			
24/08/1999 10:29:45	Angela Shaw	the missing transactions were? What was the cause of the problem? Please			
24/08/1999 10:29:45	Angela Shaw	route to MSU afterwards. Thanks			
24/08/1999 14:11:15	deleted user (John McLean 05/01)	THIS CALL IS ASSOCIATED WITH HIGH PRIORITY ACCEPTANCE INCIDENT 376.			
24/08/1999 14:11:15	deleted user (John McLean 05/01)	PLEASE PROGRESS RAPIDLY.			
24/08/1999 14:11:15	deleted user (John McLean 05/01)	The call references have been updated. They are now:-			
24/08/1999 14:11:15	deleted user (John McLean 05/01)	ORIGINATOR : Phelp			
24/08/1999 14:11:15	deleted user (John McLean 05/01)	T PowerHelp : E-9908120206			
24/08/1999 14:11:15	deleted user (John McLean 05/01)	Acceptance Incident : AI0376H			
25/08/1999 16:28:53	Jim Anscomb	F} Response :			
25/08/1999 16:28:54	Jim Anscomb	Null modes data			
25/08/1999 16:28:54	Jim Anscomb	181329 1450.33 OK			
25/08/1999 16:28:54	Jim Anscomb	261329 3.24			
25/08/1999 16:28:54	Jim Anscomb	310329 3750.25 OK			
25/08/1999 16:28:54	Jim Anscomb	402329 -			
25/08/1999 16:28:54	Jim Anscomb	209511 40.00 OK			
25/08/1999 16:28:54	Jim Anscomb	[END OF REFERENCE 12178029]			
25/08/1999 16:28:54	Jim Anscomb	Responded to call type L as Category 40 -Incident Under Investigation			

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PC0028528	TIP reconciliation missing transactions. live tri	12/08/1999 14:18:06	29/09/1999 12:41:21	IAN SENIOR/	General/Other/Misc
EDSC			Closed	GRO	Reconciliation

25/08/1999 16:28:56	Jim Anscomb	The response was delivered to: PowerHelp
26/08/1999 11:20:06	Jim Anscomb	New evidence added - Message store for 261329
26/08/1999 11:20:06	Jim Anscomb	New evidence added - Message store for 402329
26/08/1999 11:20:07	Jim Anscomb	F} Response :
26/08/1999 11:20:07	Jim Anscomb	Missing transactions accounted for on 3 PO's above leaving two
26/08/1999 11:20:07	Jim Anscomb	PO's 261329 and 402329 with a problem on acct line 2050
26/08/1999 11:20:07	Jim Anscomb	A similar problem occurred on PC0028630/
26/08/1999 11:20:07	Jim Anscomb	Message store attached.
26/08/1999 11:20:07	Jim Anscomb	[END OF REFERENCE 12185295]
26/08/1999 11:20:07	Jim Anscomb	Responded to call type L as Category 40 -Incident Under Investigation
26/08/1999 11:20:09	Jim Anscomb	The response was delivered to: PowerHelp
26/08/1999 11:20:10	Jim Anscomb	The Call record has been transferred to the Team: EPOSS-FP
26/08/1999 11:20:10	Jim Anscomb	Hours spent since call received: 0 hours
27/08/1999 14:39:16	Barbara Longley	F} Response :
27/08/1999 14:39:16	Barbara Longley	The Call record has been transferred to the Team: EPOSS-FP
27/08/1999 14:39:16	Barbara Longley	[END OF REFERENCE 12202294]
27/08/1999 14:39:16	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
27/08/1999 14:39:19	Barbara Longley	The response was delivered to: PowerHelp
02/09/1999 16:39:57	Steve Warwick	F} Response :
02/09/1999 16:39:58	Steve Warwick	Please attach a message store for FAD Code 181329 to allow this call to be
02/09/1999 16:39:58	Steve Warwick	investigated (the evidence already attached relates to outlets for which the
02/09/1999 16:39:58	Steve Warwick	call does not identify the value of the alledged discrepancy).
02/09/1999 16:39:58	Steve Warwick	[END OF REFERENCE 12239018]
02/09/1999 16:39:58	Steve Warwick	Responded to call type L as Category 96 -Insufficient evidence
02/09/1999 16:39:58	Steve Warwick	Hours spent since call received: .5 hours
02/09/1999 16:39:58	Steve Warwick	The Call record has been transferred to the Team: EDSC

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PC0028528	TIP reconciliation missing transactions. live tri	12/08/1999 14:18:06	29/09/1999 12:41:21	IAN SENIOR/	General/Other/Misc
EDSC			Closed		Reconciliation

02/09/1999 16:39:59	Steve Warwick	The response has been routed to the gateway team for validation
02/09/1999 17:04:12	Diane Rowe	The evidence is attached as requested.
02/09/1999 17:04:24	Diane Rowe	New evidence added - messagestore for 181329
02/09/1999 17:04:25	Diane Rowe	The Call record has been transferred to the Team: EPOSS-FP
02/09/1999 17:04:25	Diane Rowe	Hours spent since call received: 0 hours
02/09/1999 17:42:10	Steve Warwick	F} Response :
02/09/1999 17:42:10	Steve Warwick	The mismatch for FAD Code 181329 occurred because of a transaction reversal on
02/09/1999 17:42:10	Steve Warwick	2.8.99 where the reversal settlement (value £1450.33) was recorded with a
02/09/1999 17:42:10	Steve Warwick	null 'mode' attribute, resulting in a cash discrepancy for this amount.
02/09/1999 17:42:10	Steve Warwick	
02/09/1999 17:42:10	Steve Warwick	The mismatch at FAD code 261329 was caused by scales transactions (Value
02/09/1999 17:42:10	Steve Warwick	£3.24) being recorded with null mode attributes.
02/09/1999 17:42:10	Steve Warwick	
02/09/1999 17:42:10	Steve Warwick	The remaining FAD codes cannot be fully analysed without appropriate message
02/09/1999 17:42:10	Steve Warwick	store extracts and more information from TIP regarding the differences
02/09/1999 17:42:10	Steve Warwick	detected.
02/09/1999 17:42:10	Steve Warwick	[END OF REFERENCE 12239664]
02/09/1999 17:42:10	Steve Warwick	Responded to call type L as Category 96 -Insufficient evidence
02/09/1999 17:42:11	Steve Warwick	Hours spent since call received: .5 hours
02/09/1999 17:42:11	Steve Warwick	The Call record has been transferred to the Team: EDSC
02/09/1999 17:42:11	Steve Warwick	The response has been routed to the gateway team for validation
03/09/1999 08:23:47	Barbara Longley	The Call record has been assigned to the Team Member: Jim Anscomb
03/09/1999 08:23:47	Barbara Longley	Hours spent since call received: 0 hours
07/09/1999 13:43:37	Jim Anscomb	New evidence added - 402329 Message store
07/09/1999 13:43:37	Jim Anscomb	F} Response :
07/09/1999 13:43:37	Jim Anscomb	4 out of the 5 FAD codes we now have a reply for.

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07/09/1999 13:43:37	Jim Anscomb	Can you assist with 402329?
07/09/1999 13:43:37	Jim Anscomb	[END OF REFERENCE 12278680]
07/09/1999 13:43:37	Jim Anscomb	Responded to call type L as Category 40 -Incident Under Investigation
07/09/1999 13:43:39	Jim Anscomb	The response was delivered to: PowerHelp
07/09/1999 13:43:40	Jim Anscomb	The Call record has been transferred to the Team: QFP
07/09/1999 13:43:40	Jim Anscomb	Hours spent since call received: 0 hours
07/09/1999 15:39:53	Barbara Longley	F} Response :
07/09/1999 15:39:53	Barbara Longley	The Call record has been transferred to the Team: QFP
07/09/1999 15:39:53	Barbara Longley	[END OF REFERENCE 12282226]
07/09/1999 15:39:53	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
07/09/1999 15:39:55	Barbara Longley	The response was delivered to: PowerHelp
07/09/1999 17:30:28	Steve Warwick	Target Release updated to NFR - No Fix Req'd
07/09/1999 17:30:30	Steve Warwick	F} Response :
07/09/1999 17:30:30	Steve Warwick	Responded to call type L as Category 96 -Insufficient evidence
07/09/1999 17:30:31	Steve Warwick	Hours spent since call received: 1 hours
07/09/1999 17:30:31	Steve Warwick	The Call record has been transferred to the Team: EDSC
07/09/1999 17:30:32	Steve Warwick	The response has been routed to the gateway team for validation
08/09/1999 08:06:54	Barbara Longley	F} Response :
08/09/1999 08:06:54	Barbara Longley	Steve Warwick in QFP has been returned to Jim Anscom as insufficient evidence
08/09/1999 08:06:54	Barbara Longley	- message store required. Full details in Response Ref: 12284118 above.
08/09/1999 08:06:54	Barbara Longley	[END OF REFERENCE 12285157]
08/09/1999 08:06:54	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
08/09/1999 08:06:58	Barbara Longley	The response was delivered to: PowerHelp
08/09/1999 08:06:59	Barbara Longley	The Call record has been assigned to the Team Member: Jim Anscomb
08/09/1999 08:06:59	Barbara Longley	Hours spent since call received: 0 hours
08/09/1999 09:47:23	Jim Anscomb	New evidence added - MODE null messagestore for 181329

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EDSC			Closed		Reconciliation

08/09/1999 09:47:23	Jim Anscomb	New evidence added - MODE null messagestore for 209511
08/09/1999 09:47:23	Jim Anscomb	New evidence added - MODE null messagestore for 310329
08/09/1999 09:47:24	Jim Anscomb	F} Response :
08/09/1999 09:47:24	Jim Anscomb	The evidence attached for PO's 181329, 310329 & 209511 matches the
08/09/1999 09:47:24	Jim Anscomb	differences exactly - they are null mode transactions.
08/09/1999 09:47:24	Jim Anscomb	[END OF REFERENCE 12287186]
08/09/1999 09:47:24	Jim Anscomb	Responded to call type L as Category 40 -Incident Under Investigation
08/09/1999 09:47:27	Jim Anscomb	The response was delivered to: PowerHelp
08/09/1999 10:06:08	Jim Anscomb	The Call record has been transferred to the Team: QFP
08/09/1999 10:06:08	Jim Anscomb	Hours spent since call received: 0 hours
08/09/1999 16:22:13	Lionel Higman	The Call record has been assigned to the Team Member: Nam Pandher
08/09/1999 16:22:14	Lionel Higman	Hours spent since call received: 0 hours
08/09/1999 17:47:06	Steve Warwick	F} Response :
08/09/1999 17:47:06	Steve Warwick	Although the messages attached as evidence show 'null' modes, the messages
08/09/1999 17:47:06	Steve Warwick	are not 'in context' with the surrounding messages in the message store and
08/09/1999 17:47:06	Steve Warwick	therefore I am unable to identify what mode they should have been and, in
08/09/1999 17:47:06	Steve Warwick	doing so, attribute the 'null mode' to one of the known causes.
08/09/1999 17:47:06	Steve Warwick	
08/09/1999 17:47:06	Steve Warwick	If it is possible to provide a fuller extract for each of the last three FADs
08/09/1999 17:47:06	Steve Warwick	- 181329, 209511, 310329 - then I may be able to tie the problem to the
08/09/1999 17:47:06	Steve Warwick	appropriate root cause. Given the length of time since the transactions
08/09/1999 17:47:06	Steve Warwick	occured, the current message stores will have archived transactions on these
08/09/1999 17:47:06	Steve Warwick	dates, so unless the messages have already been extracted it may be too late.
08/09/1999 17:47:06	Steve Warwick	[END OF REFERENCE 12297977]
08/09/1999 17:47:06	Steve Warwick	Responded to call type L as Category 96 -Insufficient evidence
08/09/1999 17:47:06	Steve Warwick	Hours spent since call received: .2 hours

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Logged By			Status		Product At Fault
PC0028528 EDSC	TIP reconciliation missing transactions. live tri	12/08/1999 14:18:06	29/09/1999 12:41:21 Closed	IAN SENIOR	GRO General/Other/Misc Reconciliation

08/09/1999 17:47:06	Steve Warwick	The Call record has been transferred to the Team: EDSC
08/09/1999 17:47:07	Steve Warwick	The response has been routed to the gateway team for validation
09/09/1999 08:25:21	Barbara Longley	F} Response :
09/09/1999 08:25:21	Barbara Longley	08/09/1999 18:47:06 - By Steve Warwick - EPOSS Development
09/09/1999 08:25:21	Barbara Longley	Although the messages attached as evidence show 'null' modes, the messages
09/09/1999 08:25:21	Barbara Longley	are not 'in context' with the surrounding messages in the message store and
09/09/1999 08:25:21	Barbara Longley	therefore I am unable to identify what mode they should have been and, in
09/09/1999 08:25:21	Barbara Longley	doing so, attribute the 'null mode' to one of the known causes.
09/09/1999 08:25:21	Barbara Longley	If it is possible to provide a fuller extract for each of the last three FADs
09/09/1999 08:25:21	Barbara Longley	
09/09/1999 08:25:21	Barbara Longley	- 181329, 209511, 310329 - then I may be able to tie the problem to the
09/09/1999 08:25:21	Barbara Longley	appropriate root cause. Given the length of time since the transactions
09/09/1999 08:25:21	Barbara Longley	occured, the current message stores will have archived transactions on these
09/09/1999 08:25:21	Barbara Longley	dates, so unless the messages have already been extracted it may be too late.
09/09/1999 08:25:21	Barbara Longley	
09/09/1999 08:25:21	Barbara Longley	-Insufficient evidence
09/09/1999 08:25:21	Barbara Longley	The Call record has been transferred to Jim Anscomb in EDSC
09/09/1999 08:25:21	Barbara Longley	[END OF REFERENCE 12299382]
09/09/1999 08:25:21	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
09/09/1999 08:25:25	Barbara Longley	The response was delivered to: PowerHelp
09/09/1999 08:25:27	Barbara Longley	The Call record has been assigned to the Team Member: Jim Anscomb
09/09/1999 08:25:27	Barbara Longley	Hours spent since call received: 0 hours
09/09/1999 11:06:14	Jim Anscomb	New evidence added - Mode:> messagestore for 181329 310329 209511
09/09/1999 11:06:15	Jim Anscomb	F} Response :
09/09/1999 11:06:15	Jim Anscomb	Day's worth of message store added for the 3 PO's
09/09/1999 11:06:15	Jim Anscomb	[END OF REFERENCE 12304225]

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EDSC			Closed	GRO	Reconciliation

09/09/1999 11:06:15	Jim Anscomb	Responded to call type L as Category 40 -Incident Under Investigation
09/09/1999 11:06:19	Jim Anscomb	The response was delivered to: PowerHelp
09/09/1999 11:07:38	Jim Anscomb	The Call record has been transferred to the Team: EPOSS-FP
09/09/1999 11:07:38	Jim Anscomb	Hours spent since call received: 0 hours
09/09/1999 14:05:42	Barbara Longley	F} Response :
09/09/1999 14:05:42	Barbara Longley	09/09/1999 12:06:15 - By Jim Anscomb - EDSC
09/09/1999 14:05:42	Barbara Longley	Day's worth of message store added for the 3 PO's
09/09/1999 14:05:42	Barbara Longley	The Call record has been transferred to the Team: EPOSS-FP
09/09/1999 14:05:42	Barbara Longley	[END OF REFERENCE 12308911]
09/09/1999 14:05:42	Barbara Longley	Responded to call type L as Category 38 -Potential Problem Identified
09/09/1999 14:05:45	Barbara Longley	The response was delivered to: PowerHelp
14/09/1999 13:15:11	Steve Warwick	F} Response :
14/09/1999 13:15:11	Steve Warwick	TIP have acknowledged that the discrepancies at 261329 and 402329 are the
14/09/1999 13:15:11	Steve Warwick	result of the accounting sense on POCL Cheques being incorrect in the Ref
14/09/1999 13:15:11	Steve Warwick	Data provided by POCL to TIP.
14/09/1999 13:15:11	Steve Warwick	
14/09/1999 13:15:11	Steve Warwick	At 181329, a cash transaction adding to the cash balance at 14:41:50 on
14/09/1999 13:15:11	Steve Warwick	2.8.99 was recorded with a null mode and was therefore not sent to TIP.
14/09/1999 13:15:11	Steve Warwick	
14/09/1999 13:15:11	Steve Warwick	At 310329 and 209511 cash transactions adding to the cash balance were
14/09/1999 13:15:11	Steve Warwick	recorded with a null mode for each of the differences in value and were
14/09/1999 13:15:11	Steve Warwick	therefore not sent to TIP.
14/09/1999 13:15:11	Steve Warwick	
14/09/1999 13:15:11	Steve Warwick	Fixes for all these known problems have already been implemented in the Live
14/09/1999 13:15:11	Steve Warwick	Offices
14/09/1999 13:15:11	Steve Warwick	[END OF REFERENCE 12359220]

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EDSC			Closed		Reconciliation

14/09/1999 13:15:11	Steve Warwick	Responded to call type L as Category 60 -Fix Released to Call Logger
14/09/1999 13:15:12	Steve Warwick	Hours spent since call received: .5 hours
14/09/1999 13:15:13	Steve Warwick	The Call record has been transferred to the Team: EDSC
14/09/1999 13:15:13	Steve Warwick	The response has been routed to the gateway team for validation
14/09/1999 13:24:48	Barbara Longley	The call summary has been changed from:-
14/09/1999 13:24:48	Barbara Longley	tip reconciliation missing transactions. live tri
14/09/1999 13:24:48	Barbara Longley	The call summary is now:-
14/09/1999 13:24:48	Barbara Longley	TIP reconciliation missing transactions. live tri
14/09/1999 13:25:08	Barbara Longley	The Call record has been assigned to the Team Member: Jim Anscomb
14/09/1999 13:25:08	Barbara Longley	Hours spent since call received: 0 hours
14/09/1999 13:29:47	Jim Anscomb	The Call record has been assigned to the Team Member: SSC Holding
14/09/1999 13:29:48	Jim Anscomb	Hours spent since call received: 0 hours
29/09/1999 10:55:09	Jim Anscomb	The Call record has been assigned to the Team Member: Jim Anscomb
29/09/1999 10:55:10	Jim Anscomb	Hours spent since call received: 0 hours
29/09/1999 10:56:30	Jim Anscomb	F} Response :
29/09/1999 10:56:30	Jim Anscomb	D Salt agrees closure fix applied.
29/09/1999 10:56:30	Jim Anscomb	[END OF REFERENCE 12575139]
29/09/1999 10:56:30	Jim Anscomb	Responded to call type L as Category 60 -Fix Released to Call Logger
29/09/1999 10:56:30	Jim Anscomb	Hours spent since call received: 0 hours
29/09/1999 10:56:33	Jim Anscomb	CALL PC0028528 closed: Category 60, Type L
29/09/1999 10:56:34	Jim Anscomb	The response was delivered to: PowerHelp
29/09/1999 12:41:20	Customer Call	Date and time complete: 29/09/1999 13:34:23
29/09/1999 12:41:20	Customer Call	Service Complete (Confirmation) Received