

PinICL Expor PC0031939

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031939	Trying to roll over SU, has gone to	23/10/1999 22:07:36	26/10/1999 13:26:29	Mrs Christie	EPOSS & DeskTop
EDSC	do trial balan		Closed		Training Counter

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	40716299
ORIGREF	E-9910080604
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910080604
PowerHelp	E-9910080604

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Training Counter	

Activities

Date	User	Comment
23/10/1999 22:07:36	Customer Call	CALL PC0031939 opened
23/10/1999 22:07:38	Customer Call	CALL PC0031939:Priority C:CallType L - Target 29/10/99 20:00:00
23/10/1999 22:07:38	Customer Call	08/10/99 16:57 Trying to roll over SU, has gone to do trial balance which
23/10/1999 22:07:39	Customer Call	shows zeros.
23/10/1999 22:07:39	Customer Call	08/10/99 16:59 uk066121
23/10/1999 22:07:39	Customer Call	Advice: working from MA, has had an engineer there today to try and
23/10/1999 22:07:39	Customer Call	sort out the transfer problem. Balance snapshot is showing
23/10/1999 22:07:39	Customer Call	zeros for everything as well. Engineer was logged in as
23/10/1999 22:07:39	Customer Call	ACH001 and working on SU MA, this has been active since the
23/10/1999 22:07:39	Customer Call	system was installed. PM would like to know what has happened to
23/10/1999 22:07:39	Customer Call	all the stock in this unit.
23/10/1999 22:07:39	Customer Call	09/10/99 08:32 UK061825
23/10/1999 22:07:39	Customer Call	Repeat Call: PM called back, 2 individual su have no stock in them on
23/10/1999 22:07:39	Customer Call	the balance snapshot. Not been used this week. Did a trial

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031939	Trying to roll over SU, has gone to	23/10/1999 22:07:36	26/10/1999 13:26:29	Mrs Christie	EPOSS & DeskTop
EDSC	do trial balan		Closed		Training Counter

23/10/1999 22:07:39	Customer Call	balance report on wed. on both and it showed stock in there
23/10/1999 22:07:39	Customer Call	then.
23/10/1999 22:07:39	Customer Call	09/10/99 08:54 UK061356
23/10/1999 22:07:39	Customer Call	Information: Checked KEL found no relevant entry. PM stated that she has
23/10/1999 22:07:39	Customer Call	had a HFSO in over the last couple of days - they left them
23/10/1999 22:07:39	Customer Call	yesterday saying they have just had to roll over the
23/10/1999 22:07:39	Customer Call	unstanding SU -
23/10/1999 22:07:39	Customer Call	09/10/99 08:56 UK061356
23/10/1999 22:07:40	Customer Call	Information: Looked at outstanding call '9910010196' - the PO still has
23/10/1999 22:07:40	Customer Call	an outstanding discrepancy of £47,000 - which the HFSO and
23/10/1999 22:07:40	Customer Call	SSC has been investigating.
23/10/1999 22:07:40	Customer Call	09/10/99 08:59 UK061356
23/10/1999 22:07:40	Customer Call	Information: Advised PM to request that the HFSO returns to site and
23/10/1999 22:07:40	Customer Call	assists with SU roll over. PM stated that her RNM is on
23/10/1999 22:07:40	Customer Call	'Holiday' fro the following week.
23/10/1999 22:07:40	Customer Call	09/10/99 09:04 UK061356
23/10/1999 22:07:40	Customer Call	Information: Contacted NBSC(Sharon) - to try and arrange for an HFSO to
23/10/1999 22:07:40	Customer Call	go to site - they agreed to contact the covering RNM to
23/10/1999 22:07:40	Customer Call	arrange this - ref: 9661.
23/10/1999 22:07:40	Customer Call	09/10/99 09:21 UK061356
23/10/1999 22:07:40	Customer Call	Information: PM very very unhappy with situation - stated she has had
23/10/1999 22:07:40	Customer Call	this problem for approx three weeks. Is not satisfied as she
23/10/1999 22:07:40	Customer Call	was advised to call back today - and the problem is still
23/10/1999 22:07:40	Customer Call	unresolved. Reluctantly agreed to wait until the HFSO is
23/10/1999 22:07:40	Customer Call	arranged. - previous HFSO was S. Warwick.
23/10/1999 22:07:40	Customer Call	09/10/99 09:45 uk059697

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031939	Trying to roll over SU, has gone to	23/10/1999 22:07:36	26/10/1999 13:26:29	Mrs Christie	EPOSS & DeskTop
EDSC	do trial balan		Closed		Training Counter

23/10/1999 22:07:40	Customer Call	Information: Contacted Joanne at the NBSC to advise that the PM is
23/10/1999 22:07:40	Customer Call	waiting for the HFSO and that they haven't rolled over their SU
23/10/1999 22:07:41	Customer Call	but are working in them.
23/10/1999 22:07:41	Customer Call	23/10/99 23:00 UK052512
23/10/1999 22:07:41	Customer Call	Information: On checking open calls troubleshoot it appears that this PM
23/10/1999 22:07:41	Customer Call	has problems each week with balancing. Is there a system
23/10/1999 22:07:41	Customer Call	problem or a training issue. Please investigate.
23/10/1999 22:07:41	Customer Call	23/10/99 23:02 UK052512
23/10/1999 22:07:41	Customer Call	SMC Complete: EDSC1
23/10/1999 22:07:41	Customer Call	F} Call details
23/10/1999 22:07:41	Customer Call	Diagnostician name:
23/10/1999 22:07:42	Customer Call	Customer opened date 08/10/1999 16:57:38
25/10/1999 08:02:07	Catherine Obeng	Target Release updated to PDR - CSR
25/10/1999 08:02:07	Catherine Obeng	Product EPOSS & DeskTop Training Counter added
26/10/1999 13:21:09	Diane Rowe	F} Response :
26/10/1999 13:21:09	Diane Rowe	PRESCAN:
26/10/1999 13:21:09	Diane Rowe	The original problem with zeros on the trial balance and balance shapshot is
26/10/1999 13:21:09	Diane Rowe	described in KEL "All entries on report are zero". This will have been
26/10/1999 13:21:09	Diane Rowe	corrected by now.
26/10/1999 13:21:09	Diane Rowe	The other problems reported on this call appear to have been copied from
26/10/1999 13:21:09	Diane Rowe	other calls and will be dealt with under their original call.
26/10/1999 13:21:09	Diane Rowe	If the PM is having big problems each week, then yes, we would agree that
26/10/1999 13:21:09	Diane Rowe	there is a training problem here. Especially since the PM appears to be
26/10/1999 13:21:09	Diane Rowe	requesting an HFSO, that will be the best way forward.
26/10/1999 13:21:09	Diane Rowe	The Pm has not been contacted.
26/10/1999 13:21:09	Diane Rowe	[END OF REFERENCE 13048815]

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031939 EDSC	Trying to roll over SU, has gone to do trial balan	23/10/1999 22:07:36	26/10/1999 13:26:29 Closed	Mrs Christie	GRO EPOSS & DeskTop Training Counter

26/10/1999 13:21:09	Diane Rowe	Responded to call type L as Category 94 -Advice and guidance given
26/10/1999 13:21:09	Diane Rowe	Hours spent since call received: 0 hours
26/10/1999 13:21:09	Diane Rowe	Defect cause updated to 99:General - Unknown
26/10/1999 13:21:28	Diane Rowe	CALL PC0031939 closed: Category 94, Type L
26/10/1999 13:21:30	Diane Rowe	The response was delivered to: PowerHelp
26/10/1999 13:26:28	Customer Call	Date and time complete: 26/10/1999 14:23:56
26/10/1999 13:26:29	Customer Call	Service Complete (Confirmation) Received