

## PinICL Expor PC0031947

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031947	The PM has been referred from the NBSC, he has som	24/10/1999 00:40:19	27/10/1999 14:48:24	Mr S J Layton	EPOSS & DeskTop
EDSC			Closed		EPOSS

## References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	40722812
ORIGREF	E-9910200530
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910200530
PowerHelp	E-9910200530

## Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	EPOSS	

## Activities

Date	User	Comment
24/10/1999 00:40:19	Customer Call	CALL PC0031947 opened
24/10/1999 00:40:26	Customer Call	CALL PC0031947:Priority B:CallType L - Target 27/10/99 20:00:00
24/10/1999 00:40:27	Customer Call	20/10/99 13:32 The PM has been referred from the NBSC, he has some losses &
24/10/1999 00:40:27	Customer Call	gains on the account, They had a discrepancey last week inSU E as an over of
24/10/1999 00:40:27	Customer Call	£23.4=54, and a shortage of £26.06. net discrepancey of £2.52 short.
24/10/1999 00:40:27	Customer Call	20/10/99 13:35 UK061809
24/10/1999 00:40:27	Customer Call	Advice: They put this into house keeping last week, they then
24/10/1999 00:40:27	Customer Call	redemed the loses and gains. this went into the syuspence
24/10/1999 00:40:28	Customer Call	account, they have now balanced the SU again today, and it is
24/10/1999 00:40:28	Customer Call	showing as a shortage of, £5,02. Which is the £2.52, from last
24/10/1999 00:40:28	Customer Call	week and the £2.50 from this week. I advised the caller
24/10/1999 00:40:28	Customer Call	that this is ment to happen, the caller was not happy about
24/10/1999 00:40:28	Customer Call	this, and is very confused about this. I advised the caller to
24/10/1999 00:40:28	Customer Call	speak to his RNM if he is not happy about this procedure.



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EDSC	the NBSC, he has som		Closed	GRO	EPOSS

24/10/1999 00:40:28	Customer Call	20/10/99 13:58 UK061809
24/10/1999 00:40:29	Customer Call	Advice: I advised the caller of the procedure the PM advised me
24/10/1999 00:40:29	Customer Call	that he had a loss in CAP 29, and he put this into
24/10/1999 00:40:29	Customer Call	housekeeping, loss to table 2a, (£2.52.) They then followed the
24/10/1999 00:40:29	Customer Call	instructions for the loses and gains, he then redemed the losses
24/10/1999 00:40:29	Customer Call	and gains in housekeeping.
24/10/1999 00:40:29	Customer Call	20/10/99 14:02 UK061809
24/10/1999 00:40:30	Customer Call	Information: following pg 82 of the CA procedures.
24/10/1999 00:40:30	Customer Call	20/10/99 14:06 UK061809
24/10/1999 00:40:30	Customer Call	Advice: The NBSC has refferred this call as they have checked the
24/10/1999 00:40:30	Customer Call	procedure, but now the system should be showing this
24/10/1999 00:40:30	Customer Call	discrepancies as a gain, but it is only showing it as a loss, this
24/10/1999 00:40:30	Customer Call	is in SU EE. in CAP 29, it was a loss which they redemed,
24/10/1999 00:40:30	Customer Call	and after rolling into CAP 30 he redemed this, and now the
24/10/1999 00:40:30	Customer Call	final balance for CAP 30 is net discrepancey of £5.02, as a
24/10/1999 00:40:30	Customer Call	shortage £2.52 of this is the shortage from week 29, now in
24/10/1999 00:40:30	Customer Call	CAP 31, the PM has run a balance snapshot, and the net
24/10/1999 00:40:31	Customer Call	discrepancy is still showing as £5.02, please investigate why this
24/10/1999 00:40:31	Customer Call	hasn't showed as a gain as it should.
24/10/1999 00:40:31	Customer Call	20/10/99 14:14 UK061809
24/10/1999 00:40:31	Customer Call	Advice: The PM is having exactley the same problem with another SU,
24/10/1999 00:40:32	Customer Call	this is SU BB, and it is for a simular amount £2.50, this
24/10/1999 00:40:32	Customer Call	is doing the same thing.
24/10/1999 00:40:32	Customer Call	24/10/99 00:49 UK052512
24/10/1999 00:40:32	Customer Call	Information: Checking KEL
24/10/1999 00:40:32	Customer Call	F} Call details



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24/10/1999 00:40:32	Customer Call	Diagnostician name:
24/10/1999 00:40:34	Customer Call	Customer opened date 20/10/1999 13:32:32
25/10/1999 08:12:40	Catherine Obeng	Target Release updated to PDR - CSR
25/10/1999 08:12:40	Catherine Obeng	Product EPOSS & DeskTop EPOSS added
26/10/1999 07:32:41	Diane Rowe	I don't think there is a real problem here. I expect they did it wrong or
26/10/1999 07:32:41	Diane Rowe	mis-understand.
26/10/1999 07:32:42	Diane Rowe	The Call record has been assigned to the Team Member: Richard Coleman
26/10/1999 07:32:43	Diane Rowe	Defect cause updated to 99:General - Unknown
26/10/1999 07:32:43	Diane Rowe	Hours spent since call received: 0 hours
27/10/1999 14:42:22	Richard Coleman	F} Response :
27/10/1999 14:42:22	Richard Coleman	No fault in product. The system is working as designed.
27/10/1999 14:42:22	Richard Coleman	The PM has declared his cash as a loss, and posted this to the suspense
27/10/1999 14:42:22	Richard Coleman	account as a loss, these are both for £2.52 giving a net of £5.02
27/10/1999 14:42:22	Richard Coleman	PM is not understanding how the suspense account works.
27/10/1999 14:42:22	Richard Coleman	PM needs to be advised on how the suspense account works.
27/10/1999 14:42:22	Richard Coleman	This is not a software fault.
27/10/1999 14:42:22	Richard Coleman	PM not contacted.
27/10/1999 14:42:22	Richard Coleman	Closing call as no fault in product. Training issue
27/10/1999 14:42:22	Richard Coleman	[END OF REFERENCE 13079842]
27/10/1999 14:42:22	Richard Coleman	Responded to call type L as Category 62 -No fault in product
27/10/1999 14:42:22	Richard Coleman	Hours spent since call received: 0 hours
27/10/1999 14:42:22	Richard Coleman	Defect cause updated to 39:General - User Knowledge
27/10/1999 14:42:24	Richard Coleman	CALL PC0031947 closed: Category 62, Type L
27/10/1999 14:42:24	Richard Coleman	The response was delivered to: PowerHelp
27/10/1999 14:48:24	Customer Call	Date and time complete: 27/10/1999 15:45:08
27/10/1999 14:48:24	Customer Call	Service Complete (Confirmation) Received