

## PinICL Expor PC0032182

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0032182	FAD103136 - Phantom transactions	27/10/1999 13:24:17	27/10/1999 16:21:17	mrs dove	EPOSS & DeskTop
EDSC			Closed		EPOSS & DeskTop

## References

Name	Value
REQUEST_KEY	41038752
PROVIDER	PINICL
ORIGINATOR	Phelp
ORIGREF	E-9910270106
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910270106
PowerHelp	E-9910270106

## Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

## Activities

Date	User	Comment
27/10/1999 13:24:17	Customer Call	CALL PC0032182 opened
27/10/1999 13:24:20	Customer Call	CALL PC0032182:Priority B:CallType L - Target 01/11/99 14:24:17
27/10/1999 13:24:20	Customer Call	27/10/99 09:26 pm is reporting that the horizon system that she has is
27/10/1999 13:24:20	Customer Call	extremely faulty, touch screen has things appearing on it for no apparant
27/10/1999 13:24:20	Customer Call	reason. also pm has reported that scanner does not scan. pm also cannot
27/10/1999 13:24:20	Customer Call	swipe any cards, pm has tried to enter them manually, but system will not
27/10/1999 13:24:20	Customer Call	accept details manually. pm has only had system since monday, pm is
27/10/1999 13:24:20	Customer Call	reporting that she has had major problems with this, and wants equipment
27/10/1999 13:24:20	Customer Call	looking at immediately.
27/10/1999 13:24:20	Customer Call	27/10/99 14:11 uk035390
27/10/1999 13:24:21	Customer Call	Contacted: Contacted this pm , she is very upset , with the system ,
27/10/1999 13:24:21	Customer Call	she is having all sorts of problems The screen goes off/on
27/10/1999 13:24:21	Customer Call	again then tells her to log on. while in the middle of
27/10/1999 13:24:21	Customer Call	transactions. Also the printer printed a PLU list for no reason



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27/10/1999 13:24:21	Customer Call	but the information was nothing to do with the Horizon bawk
27/10/1999 13:24:21	Customer Call	dated information to 1998
27/10/1999 13:24:21	Customer Call	27/10/99 14:14 uk035390
27/10/1999 13:24:21	Customer Call	Contacted: Advised the PM that I will escalate , and try and get her
27/10/1999 13:24:21	Customer Call	some sort of support ,
27/10/1999 13:24:21	Customer Call	27/10/99 14:15 uk035390
27/10/1999 13:24:21	Customer Call	Escalate: To Mike Woolgar Duty Manager who will speak to Dave
27/10/1999 13:24:21	Customer Call	Fletcher of the PM concerns, He advised me to send the call to
27/10/1999 13:24:21	Customer Call	EDSC for immediate progression.
27/10/1999 13:24:21	Customer Call	27/10/99 14:16 uk035390
27/10/1999 13:24:21	Customer Call	Information: THIS UPDATE WAS LATE ON THE CALL AS POWERHELP WENT DOWN ,
27/10/1999 13:24:21	Customer Call	but voiced Mike of the call. He will escalate to Dave
27/10/1999 13:24:21	Customer Call	Fletcher.
27/10/1999 13:24:21	Customer Call	F} Call details
27/10/1999 13:24:22	Customer Call	Diagnostician name:
27/10/1999 13:24:23	Customer Call	Customer opened date 27/10/1999 09:26:31
27/10/1999 13:42:02	Barbara Longley	The call summary has been changed from:-
27/10/1999 13:42:02	Barbara Longley	pm is reporting that the horizon system that she h
27/10/1999 13:42:02	Barbara Longley	The call summary is now:-
27/10/1999 13:42:02	Barbara Longley	FAD103136 - Phantom transactions
27/10/1999 13:42:02	Barbara Longley	Target Release updated to PDR - CSR
27/10/1999 13:42:02	Barbara Longley	Product EPOSS & DeskTop added
27/10/1999 13:52:58	Customer Call	27/10/99 14:45 uk035390 HSH1 Information: Sharon Tushingham has requested an
27/10/1999 13:52:58	Customer Call	engineer go to this site
27/10/1999 13:52:58	Customer Call	and check out all the equipment . New call raised for this
27/10/1999 13:52:59	Customer Call	. E -9910270477 engineer will go to site thursday



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27/10/1999 13:52:59	Customer Call	afternoon at 2.15 as arranged with this PM.
27/10/1999 14:02:43	Catherine Obeng	The Call record has been assigned to the Team Member: Catherine Obeng
27/10/1999 14:02:43	Catherine Obeng	Defect cause updated to 99:General - Unknown
27/10/1999 14:02:43	Catherine Obeng	Hours spent since call received: 0 hours
27/10/1999 15:13:26	Catherine Obeng	F} Response :
27/10/1999 15:13:26	Catherine Obeng	I don't believe this problem is one of Software issue. Please check the
27/10/1999 15:13:26	Catherine Obeng	hardware(s). Sending call back as Hardware Fault
27/10/1999 15:13:26	Catherine Obeng	[END OF REFERENCE 13081182]
27/10/1999 15:13:27	Catherine Obeng	Responded to call type L as Category 92 -Suspected hardware fault
27/10/1999 15:13:28	Catherine Obeng	Hours spent since call received: 0 hours
27/10/1999 15:13:28	Catherine Obeng	Defect cause updated to 38:General - Hardware Fault
27/10/1999 15:13:39	Catherine Obeng	CALL PC0032182 closed: Category 92, Type L
27/10/1999 15:13:41	Catherine Obeng	The response was delivered to: PowerHelp
27/10/1999 15:19:38	Customer Call	Date and time complete: 27/10/1999 16:13:37
27/10/1999 15:19:38	Customer Call	Service Complete (Confirmation) Received
27/10/1999 15:43:57	Customer Call	CALL PC0032182 Reopened: This incident has been reopened
27/10/1999 15:43:59	Customer Call	CALL PC0032182:Priority B:CallType L - Target 01/11/99 16:43:57
27/10/1999 15:43:59	Customer Call	27/10/99 16:35 D.Hall
27/10/1999 15:43:59	Customer Call	ReOpen OTI: Reopening OTI as requested by A.Adams
27/10/1999 15:43:59	Customer Call	F} Call details
27/10/1999 15:44:00	Customer Call	Diagnostician name:
27/10/1999 15:52:44	Barbara Longley	The Call record has been assigned to the Team Member: Catherine Obeng
27/10/1999 15:52:44	Barbara Longley	Hours spent since call received: 0 hours
27/10/1999 16:16:46	Catherine Obeng	F} Response :
27/10/1999 16:16:46	Catherine Obeng	Rang to speak to the call originator, but she put me through to the HFSO. In
27/10/1999 16:16:46	Catherine Obeng	his absence, the PM claims to have pressed the P&A button but got a print out

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27/10/1999 16:16:46	Catherine Obeng	of the PLU List which some of the products had dates of 1998 against them.
27/10/1999 16:16:46	Catherine Obeng	This is perfectly legitimate and nothing wrong with the system. The HFSO
27/10/1999 16:16:46	Catherine Obeng	confirmed that they have since printed the P&A reports and that all is well
27/10/1999 16:16:46	Catherine Obeng	and so agreed call closure.
27/10/1999 16:16:46	Catherine Obeng	[END OF REFERENCE 13084247]
27/10/1999 16:16:46	Catherine Obeng	Responded to call type L as Category 62 -No fault in product
27/10/1999 16:16:47	Catherine Obeng	Hours spent since call received: 0 hours
27/10/1999 16:16:47	Catherine Obeng	Defect cause updated to 39:General - User Knowledge
27/10/1999 16:16:49	Catherine Obeng	CALL PC0032182 closed: Category 62, Type L
27/10/1999 16:16:50	Catherine Obeng	The response was delivered to: PowerHelp
27/10/1999 16:21:17	Customer Call	Date and time complete: 27/10/1999 17:18:51
27/10/1999 16:21:17	Customer Call	Service Complete (Confirmation) Received