

PinICL Export

PC0011122

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis/	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	95651855
ORIGREF	E-9805200004
CONSUMER	SORBUSA6N9QE
CONSUMERREF	E-9805200004
ORIGINATOR	Phelp
PowerHelp	E-9805200004
Release PinICL	PC0014921
CP reference	PWY_CP_1519
Other	E2E
Other	CFE2E

Products

Product Group	Product Name	Product Version
BPS	BES Reconciliation	

Activities

Date	User	Comment
20/05/1998 08:10:23	Customer Call	CALL PC0011122 opened
20/05/1998 08:10:25	Customer Call	CALL PC0011122:Priority B:CallType L - Target 26/05/98 09:10:23
20/05/1998 08:10:25	Customer Call	PM has run a weekly report and one encashment is missing. NINO TX055280 K V
20/05/1998 08:10:25	Customer Call	Eastman, £41.50 Tran 306511/02/00013857, NINO S J Baker NE076903 £20.75 Tans
20/05/1998 08:10:26	Customer Call	ID 306511/01/00013857. Time of first was 10.38 and second 11.15. 20/05/98
20/05/1998 08:10:26	Customer Call	08:55 G.Simpson Information: Advised Mrs Mullis that we would
20/05/1998 08:10:26	Customer Call	investigate. I also asked her if she was swiping cards on both counters but
20/05/1998 08:10:26	Customer Call	she said she had stoppeddoing it. 20/05/98 08:57 G.Simpson Information:
20/05/1998 08:10:26	Customer Call	Asked Mrs Mullis if she is voiding tansactions but she denies this. She
20/05/1998 08:10:26	Customer Call	also does not log in over someone else 20/05/98 09:03 UK052512

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EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

20/05/1998 08:10:26	Customer Call	Information: PM has run a weekly report and one encashment is missing.			
20/05/1998 08:10:26	Customer Call	NINO TX055280 K V Eastman, £41.50 Tran 306511/02/00013857, NINO S J Baker			
20/05/1998 08:10:26	Customer Call	NE076903 £20.75 Tans ID 306511/01/00013857. Please investigate. Time of			
20/05/1998 08:10:26	Customer Call	first was 10.38 and second 11.15.			
20/05/1998 08:10:26	Customer Call	F) Call details			
20/05/1998 08:10:27	Customer Call	Customer opened date 20/05/1998 08:45:47			
20/05/1998 08:14:52	Barbara Longley	Target Release updated to Release 1c			
20/05/1998 08:14:52	Barbara Longley	Product BPS BES Reconciliation added			
20/05/1998 08:14:53	Barbara Longley	The Call record has been assigned to the Team Member: Paul Steed			
20/05/1998 10:12:35	Paul Steed	It would appear that Release Note 194 is not the panacea we were hoping it			
20/05/1998 10:12:35	Paul Steed	would be. Here we have another case of a suspended transaction not being			
20/05/1998 10:12:35	Paul Steed	committed. Details: -			
20/05/1998 10:12:35	Paul Steed	Name: K V Eastman			
20/05/1998 10:12:35	Paul Steed	NINO: YX055280			
20/05/1998 10:12:35	Paul Steed	AuthorisationPaymentID: 44000YX055280A0008 Amount: £20.75 Due: 18-May-1998			
20/05/1998 10:12:35	Paul Steed	AuthorisationPaymentID: 44000YX055280A0009 Amount: £20.75 Due: 18-May-1998			
20/05/1998 10:12:35	Paul Steed	TransactionRefID would have been 3065110200013857			
20/05/1998 10:12:35	Paul Steed	Date and Time of issue of receipt 19-May-1998			
20/05/1998 10:12:35	Paul Steed	TotalAmount: £41.50			
20/05/1998 10:12:35	Paul Steed	NEITHER OF THESE PAYMENTS ARE MARKED ENC SO RISK OF DUAL ENCASHMENT.			
20/05/1998 10:12:35	Paul Steed				
20/05/1998 10:12:35	Paul Steed	I have spoken to the validation unit and it is possible that only the timed			
20/05/1998 10:12:35	Paul Steed	out logout case was tested since this was the case stressed in the change			
20/05/1998 10:12:35	Paul Steed	request details. Has the patch only catered for this case and not the			
20/05/1998 10:12:35	Paul Steed	ordinary logout with a suspended transaction? I am contacting Mike Stewart			
20/05/1998 10:12:35	Paul Steed	regarding the problem. After reconciliation I shall need to have the call			

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EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

20/05/1998 10:12:35	Paul Steed	back in order to progress with validation/design.
20/05/1998 10:12:37	Paul Steed	The Call record has been transferred to the Team: BusinessSupprt
20/05/1998 11:29:41	[Angela Hart]	F} Response :
20/05/1998 11:29:42	[Angela Hart]	Pathway Business Support authorised PCHL to manually encash the payments.
20/05/1998 11:29:42	[Angela Hart]	PCHL have confirmed that the payments are no longer available for encashment.
20/05/1998 11:29:42	[Angela Hart]	Reconciliation complete. No further action required.
20/05/1998 11:29:42	[Angela Hart]	[END OF REFERENCE 3919962]
20/05/1998 11:29:42	[Angela Hart]	Responded to call type L as Category 8 -Administrative response
20/05/1998 11:29:42	[Angela Hart]	The Call record has been transferred to the Team: EDSC
20/05/1998 11:29:42	[Angela Hart]	The response has been routed to the gateway team for validation
20/05/1998 12:27:22	Barbara Longley	F} Response :
20/05/1998 12:27:22	Barbara Longley	20/05/98 12:29:42 - By Angela Hart - Business Support
20/05/1998 12:27:22	Barbara Longley	Pathway Business Support authorised PCHL to manually encash the payments.
20/05/1998 12:27:22	Barbara Longley	PCHL have confirmed that the payments are no longer available for encashment.
20/05/1998 12:27:22	Barbara Longley	
20/05/1998 12:27:22	Barbara Longley	Reconciliation complete. No further action required.
20/05/1998 12:27:22	Barbara Longley	
20/05/1998 12:27:22	Barbara Longley	[END OF REFERENCE 3920750]
20/05/1998 12:27:22	Barbara Longley	Responded to call type L as Category 2 -Progress update
20/05/1998 12:27:24	Barbara Longley	The response was delivered to: PowerHelp
20/05/1998 12:43:27	Barbara Longley	The Call record has been assigned to the Team Member: Barbara Longley
20/05/1998 15:03:45	Barbara Longley	The Call record has been assigned to the Team Member: Paul Steed
20/05/1998 15:08:47	Paul Steed	The patch for suspended transactions (Release Note 194) seems to be effective
20/05/1998 15:08:47	Paul Steed	in that it locks the logoff button until there are no outstanding
20/05/1998 15:08:47	Paul Steed	transactions. The window of opportunity for avoiding the committing of the
20/05/1998 15:08:47	Paul Steed	transaction appears to be before the notification of completion of the

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EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

20/05/1998 15:08:47 Paul Steed receipt. It would seem unlikely that no receipt is printed or there would be an issue with the customer not receiving one. So the likely scenario is as follows: -

20/05/1998 15:08:47 Paul Steed 1). Swipe card A.

20/05/1998 15:08:47 Paul Steed 2). Either a printer problem before the receipt is fully printed or pull out the receipt before it has fully printed (in this case it could be when it is feeding the receipt after printing). I can imagine the PM doing this either intentionally (if busy) or unintentionally (thinking it had finished since the printing noise has stopped). Thus we have a receipt with all or most of the information on it.

20/05/1998 15:08:47 Paul Steed 3). Swipe card B. You can then quit the warning messages and then hit the go to desktop icon. Card A's transaction simply has a receipt message in the message store and there is no outstanding transaction and the loggoff button is still enabled.

20/05/1998 15:08:47 Paul Steed

20/05/1998 15:08:47 Paul Steed (The disabling of the logout button seems to occur at the moment PAY is written diagonally across the payment on the screen, this does not appear to happen until the printer returns a status to indicate that the receipt has finished.)

20/05/1998 15:08:47 Paul Steed

20/05/1998 15:08:47 Paul Steed After speaking to Mike Stewart, he suggests that I should route the problem to Counter Dev.

20/05/1998 15:08:54 Paul Steed The Call record has been transferred to the Team: Counter-Dev

21/05/1998 10:46:10 Customer Call 20/05/98 09:42 P.Cozzi HSH1 Information: Julia Bowes made aware of incident. 20/05/98 13:31 PINICL HSH1 UPDATE: By Barbara Longley at

21/05/1998 10:46:10 Customer Call 20-may-1998 13:27:00 Category 2 - Progress update 20/05/98 12:29:42 - By

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EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

21/05/1998 10:46:10	Customer Call	Angela Hart - Business Support Pathway Business Support authorised PCHL to			
21/05/1998 10:46:10	Customer Call	manually encash the payments. PCHL have confirmed that the payments are no			
21/05/1998 10:46:10	Customer Call	longer available for encashment. Reconciliation complete. No further action			
21/05/1998 10:46:10	Customer Call	required. 21/05/98 11:36 uk058541 HSH1 Information: Mrs Mullis has			
21/05/1998 10:46:10	Customer Call	called back to inform that she took out the weekly report and the problem is			
21/05/1998 10:46:10	Customer Call	that the transaction is not showing on the report. 21/05/98 11:38 uk058541			
21/05/1998 10:46:10	Customer Call	HSH1 Information: She is reporting that she has received a letter from			
21/05/1998 10:46:10	Customer Call	Lisahally that listed counter foil numbers saying that she owes them money.			
21/05/1998 10:46:10	Customer Call	She is worried as the transaction does not show on the report does this			
21/05/1998 10:46:10	Customer Call	mean that she is going to have to owe them money.			
21/05/1998 16:02:53	Customer Call	21/05/98 16:53 uk058541 HSH1 Contacted: Called Mrs Mullis to inform her			
21/05/1998 16:02:53	Customer Call	that any issues to do with her owing money to lisahally should be taken up			
21/05/1998 16:02:53	Customer Call	with POCL			
21/05/1998 16:02:53	Customer Call	helpline.			
27/05/1998 07:22:09	Customer Call	27/05/98 08:15 G.Simpson HSH1 Information: Can SSC please update this			
27/05/1998 07:22:09	Customer Call	call,			
27/05/1998 07:22:09	Customer Call	thanks			
27/05/1998 07:30:10	Customer Call	27/05/98 08:18 G.Simpson HSH1 Information: Rang Pat Lywood and requested			
27/05/1998 07:30:10	Customer Call	she look into this call urgently. I explained that 2 encashments are missing			
27/05/1998 07:30:10	Customer Call	NINO NE076903 and			
27/05/1998 07:30:10	Customer Call	NINOTX055280			
27/05/1998 12:28:54	Customer Call	27/05/98 13:19 G.Simpson HSH1 Information: Barbara Longley called to			
27/05/1998 12:28:54	Customer Call	advise that the customers accounts have now been reconciled. Tried to ring			
27/05/1998 12:28:54	Customer Call	Mrs Mullis to inform her but as it is Wednesday her office is closed. I will			
27/05/1998 12:28:54	Customer Call	try again on Thursday and advise that the ongoing problem is still under			
27/05/1998 12:28:54	Customer Call	investigation by Counter			

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EDSC	one encashment is m	12/10/1998 09:41:08	C	GRO	BES Reconciliation

27/05/1998 12:28:54	Customer Call	Dev.
27/05/1998 12:35:14	Paul Steed	I think that people have become confused over the status of the payments. The
27/05/1998 12:35:14	Paul Steed	situation is actually relatively straightforward. Ignore references to
27/05/1998 12:35:14	Paul Steed	S.J.Baker (NE076903) this was correctly encashed with no problem
27/05/1998 12:35:14	Paul Steed	(44000NE076903A0008). The problem was with K.V.Eastman (YX055280) and there
27/05/1998 12:35:14	Paul Steed	were two payments involved (44000YX055280A0008 & A0009); these have been
27/05/1998 12:35:14	Paul Steed	encashed by PCHL through Business Support.
27/05/1998 16:09:13	Barbara Longley	F) Response :
27/05/1998 16:09:13	Barbara Longley	27/05/98 13:35:14 - By Paul Steed - EDSC
27/05/1998 16:09:13	Barbara Longley	I think that people have become confused over the status of the payments. The
27/05/1998 16:09:13	Barbara Longley	situation is actually relatively straightforward. Ignore references to
27/05/1998 16:09:13	Barbara Longley	S.J.Baker (NE076903) this was correctly encashed with no problem
27/05/1998 16:09:13	Barbara Longley	(44000NE076903A0008). The problem was with K.V.Eastman (YX055280) and there
27/05/1998 16:09:13	Barbara Longley	were two payments involved (44000YX055280A0008 & A0009); these have been
27/05/1998 16:09:13	Barbara Longley	encashed by PCHL through Business Support.
27/05/1998 16:09:13	Barbara Longley	[END OF REFERENCE 4058426]
27/05/1998 16:09:14	Barbara Longley	Responded to call type L as Category 2 -Progress update
27/05/1998 16:09:15	Barbara Longley	The response was delivered to: PowerHelp
29/05/1998 10:47:18	Customer Call	29/05/98 11:40 UK035161 HSH1 Information: Have asked Barbara Longley for
29/05/1998 10:47:18	Customer Call	an update on this
29/05/1998 10:47:18	Customer Call	call.
29/05/1998 12:14:57	Barbara Longley	F) Response :
29/05/1998 12:14:58	Barbara Longley	This is still under investigation by counter dev.
29/05/1998 12:14:58	Barbara Longley	[END OF REFERENCE 4096235]

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EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

29/05/1998 12:14:58	Barbara Longley	Responded to call type L as Category 2 -Progress update			
29/05/1998 12:15:00	Barbara Longley	The response was delivered to: PowerHelp			
03/06/1998 15:44:50	Customer Call	03/06/98 16:37 F.Blades HSH1 Information: FAO SSC: Please advise of any			
03/06/1998 15:44:50	Customer Call	further updates on this			
03/06/1998 15:44:50	Customer Call	call.			
05/06/1998 10:32:42	Barbara Longley	F} Response :			
05/06/1998 10:32:42	Barbara Longley	Call still waiting for response from Counter-Dev.			
05/06/1998 10:32:42	Barbara Longley	[END OF REFERENCE 4260197]			
05/06/1998 10:32:42	Barbara Longley	Responded to call type L as Category 2 -Progress update			
05/06/1998 10:32:45	Barbara Longley	The response was delivered to: PowerHelp			
09/06/1998 13:47:02	Customer Call	04/06/98 13:15 D.Rapacchi HSH1 Information: Contacted SSC and spoke to			
09/06/1998 13:47:02	Customer Call	James Graham to request an update. 05/06/98 12:25 PINICL HSH1 UPDATE: By			
09/06/1998 13:47:02	Customer Call	Barbara Longley at 05-jun-1998 11:32:00 Category 2 - Progress update Call			
09/06/1998 13:47:02	Customer Call	still waiting for response from Counter-Dev. 09/06/98 14:35 F.Blades HSH1			
09/06/1998 13:47:02	Customer Call	Information: FAO SSC: Please advise if you have any further updates on this			
09/06/1998 13:47:02	Customer Call	incident.			
09/06/1998 14:02:38	Customer Call	04/06/98 13:15 D.Rapacchi HSH1 Information: Contacted SSC and spoke to			
09/06/1998 14:02:38	Customer Call	James Graham to request an update. 05/06/98 12:25 PINICL HSH1 UPDATE: By			
09/06/1998 14:02:38	Customer Call	Barbara Longley at 05-jun-1998 11:32:00 Category 2 - Progress update Call			
09/06/1998 14:02:38	Customer Call	still waiting for response from Counter-Dev. 09/06/98 14:35 F.Blades HSH1			
09/06/1998 14:02:38	Customer Call	Information: FAO SSC: Please advise if you have any further updates on this			
09/06/1998 14:02:38	Customer Call	incident.			
10/06/1998 10:34:39	Barbara Longley	F} Response :			
10/06/1998 10:34:39	Barbara Longley	Have spoken to Steve Warwick and he has asked for this call to be routed to			
10/06/1998 10:34:39	Barbara Longley	BES-Dev FAO Dai Jones.			
10/06/1998 10:34:39	Barbara Longley	[END OF REFERENCE 4319644]			

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EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

10/06/1998 10:34:39	Barbara Longley	Responded to call type L as Category 2 -Progress update			
10/06/1998 10:34:41	Barbara Longley	The response was delivered to: PowerHelp			
10/06/1998 10:42:37	[Steve Warwick]	The Call record has been transferred to the Team: BES-Dev			
10/06/1998 15:44:04	Barbara Longley	F} Response :			
10/06/1998 15:44:04	Barbara Longley	The Call record has been transferred to the Team: BES-Dev			
10/06/1998 15:44:04	Barbara Longley	[END OF REFERENCE 4327046]			
10/06/1998 15:44:04	Barbara Longley	Responded to call type L as Category 2 -Progress update			
10/06/1998 15:44:06	Barbara Longley	The response was delivered to: PowerHelp			
16/06/1998 10:34:38	Barbara Longley	F} Response :			
16/06/1998 10:34:38	Barbara Longley	Have tried to obtain an update from Dai Jones (Bes-Dev) - he is unavailable			
16/06/1998 10:34:38	Barbara Longley	today so will try to contact him tomorrow.			
16/06/1998 10:34:38	Barbara Longley	[END OF REFERENCE 4429650]			
16/06/1998 10:34:38	Barbara Longley	Responded to call type L as Category 2 -Progress update			
16/06/1998 10:34:40	Barbara Longley	The response was delivered to: PowerHelp			
18/06/1998 07:47:54	Customer Call	10/06/98 10:03 D.Rapacchi HSH1 Information: Contacted SSC for an update.			
18/06/1998 07:47:54	Customer Call	10/06/98 11:38 PINICL HSH1 UPDATE: By Barbara Longley at 10-jun-1998			
18/06/1998 07:47:54	Customer Call	11:34:00 Category 2 - Progress update Have spoken to Steve Warwick and he has			
18/06/1998 07:47:54	Customer Call	asked for this call to be routed to BES-Dev FAO Dai Jones. 10/06/98 16:47			
18/06/1998 07:47:54	Customer Call	PINICL HSH1 UPDATE: By Barbara Longley at 10-jun-1998 16:44:00 Category 2			
18/06/1998 07:47:54	Customer Call	- Progress update The Call record has been transferred to the Team: BES-Dev			
18/06/1998 07:47:54	Customer Call	12/06/98 15:06 uk058541 HSH1 Information: Contacted SSC for an update.			
18/06/1998 07:47:54	Customer Call	15/06/98 10:49 D.Hall HSH1 Information: SS: Contacted SSC for an update.			
18/06/1998 07:47:54	Customer Call	16/06/98 10:35 D.Hall HSH1 Information: SS: Contacted SSC for update.			
18/06/1998 07:47:54	Customer Call	16/06/98 13:30 PINICL HSH1 UPDATE: By Barbara Longley at 16-jun-1998			
18/06/1998 07:47:55	Customer Call	11:34:00 Category 2 - Progress update Have tried to obtain an update from Dai			
18/06/1998 07:47:55	Customer Call	Jones (Bes-Dev) - he is unavailable today so will try to contact him			

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EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

18/06/1998 07:47:55	Customer Call	tomorrow. 18/06/98 08:39 D.Hall HSH1 Information: (MR) Phoned EDSC1 and
18/06/1998 07:47:55	Customer Call	asked Pat for an update, He will look into this call and update
18/06/1998 07:47:55	Customer Call	it.
18/06/1998 08:35:51	Barbara Longley	F} Response :
18/06/1998 08:35:51	Barbara Longley	Call with Bes-Dev - Dai Jones is unavailable to update today.
18/06/1998 08:35:51	Barbara Longley	[END OF REFERENCE 4489961]
18/06/1998 08:35:51	Barbara Longley	Responded to call type L as Category 2 -Progress update
18/06/1998 08:35:54	Barbara Longley	The response was delivered to: PowerHelp
19/06/1998 09:13:42	Barbara Longley	F} Response :
19/06/1998 09:13:43	Barbara Longley	Have spoken to David Quick (Bes-Dev) today - he will look at call and provide
19/06/1998 09:13:43	Barbara Longley	an update.
19/06/1998 09:13:43	Barbara Longley	[END OF REFERENCE 4517546]
19/06/1998 09:13:43	Barbara Longley	Responded to call type L as Category 2 -Progress update
19/06/1998 09:13:48	Barbara Longley	The response was delivered to: PowerHelp
23/06/1998 09:40:02	Diane Rowe	F} Response :
23/06/1998 09:40:02	Diane Rowe	This call is still under investigation by Bes-Dev.an update.
23/06/1998 09:40:02	Diane Rowe	[END OF REFERENCE 4568773]
23/06/1998 09:40:02	Diane Rowe	Responded to call type L as Category 2 -Progress update
23/06/1998 09:40:11	Diane Rowe	The response was delivered to: PowerHelp
24/06/1998 12:59:52	[David Quick may00]	F} Response :
24/06/1998 12:59:52	[David Quick may00]	This would appear to be almost impossible to recreate with the details given.
24/06/1998 12:59:52	[David Quick may00]	The consensus here is that the changes to code at Rel. 2 will prevent it
24/06/1998 12:59:52	[David Quick may00]	happening again, and unless further examples occur and can be supplied with
24/06/1998 12:59:52	[David Quick may00]	evidence (message store extracts) this pinicl should be held over.
24/06/1998 12:59:52	[David Quick may00]	[END OF REFERENCE 4608767]
24/06/1998 12:59:52	[David Quick may00]	Responded to call type L as Category 1 -Evidence required

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EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

24/06/1998 12:59:53	[David Quick may00]	The response has been flagged to the gateway team for validation			
24/06/1998 13:02:21	[David Quick may00]	The Call record has been transferred to the Team: RelMngmntForum			
25/06/1998 10:24:14	Barbara Longley	F) Response :			
25/06/1998 10:24:14	Barbara Longley	The Call record has been transferred to the Team: RelMngmntForum			
25/06/1998 10:24:14	Barbara Longley	[END OF REFERENCE 4632109]			
25/06/1998 10:24:14	Barbara Longley	Responded to call type L as Category 2 -Progress update			
25/06/1998 10:24:17	Barbara Longley	The response was delivered to: PowerHelp			
29/06/1998 16:25:03	Barbara Longley	F) Response :			
29/06/1998 16:25:04	Barbara Longley	Call will be reviewed at this week's Release Management Forum Meeting and			
29/06/1998 16:25:04	Barbara Longley	updated Thursday/Friday of this week.			
29/06/1998 16:25:04	Barbara Longley	[END OF REFERENCE 4669672]			
29/06/1998 16:25:04	Barbara Longley	Responded to call type L as Category 2 -Progress update			
29/06/1998 16:25:05	Barbara Longley	The response was delivered to: PowerHelp			
30/06/1998 13:34:33	Deirdre Conniss	Spoke tp David Quick 29/6/98. Established that evidence required was message			
30/06/1998 13:34:33	Deirdre Conniss	store bracketing the time when the alleged problem occurred.Discussed problem			
30/06/1998 13:34:33	Deirdre Conniss	also with Mick Peach today 30/6/98 and he will ensure that the relevant			
30/06/1998 13:34:33	Deirdre Conniss	message store is provided.			
30/06/1998 13:35:01	Deirdre Conniss	The Call record has been transferred to the Team: EDSC			
30/06/1998 13:36:48	Barbara Longley	The Call record has been assigned to the Team Member: Diane Rowe			
30/06/1998 13:46:42	Barbara Longley	The Call record has been assigned to the Team Member: Paul Steed			
30/06/1998 15:15:25	Paul Steed	I have spoken to Dave Quick and explained that it is not a one off problem. I			
30/06/1998 15:15:25	Paul Steed	have attached some evidence from PC0011929. The problem transaction in this			
30/06/1998 15:15:25	Paul Steed	case is 205329/01/37741. Receipt followed by EPOSS transactions, no			
30/06/1998 15:15:25	Paul Steed	Encashment or BESTransaction records then a receipt for another customer.			
30/06/1998 15:15:25	Paul Steed	This was put down to being a printer type problem; it may well not be and any			
30/06/1998 15:15:25	Paul Steed	other explanation which could lead to the problem being solved would be			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

30/06/1998 15:15:25	Paul Steed	useful.
30/06/1998 15:15:58	Paul Steed	New evidence added - Message Store
30/06/1998 15:15:59	Paul Steed	The Call record has been transferred to the Team: Counter-Dev
01/07/1998 14:29:13	Barbara Longley	F} Response :
01/07/1998 14:29:13	Barbara Longley	The Call record has been transferred to the Team: Counter-Dev
01/07/1998 14:29:13	Barbara Longley	[END OF REFERENCE 4710121]
01/07/1998 14:29:13	Barbara Longley	Responded to call type L as Category 2 -Progress update
01/07/1998 14:29:17	Barbara Longley	The response was delivered to: PowerHelp
02/07/1998 08:54:23	Paul Steed	New evidence added - Message Store for original problem
02/07/1998 08:54:23	Paul Steed	F} Response :
02/07/1998 08:54:23	Paul Steed	I have just added the message store for the original problem as extra
02/07/1998 08:54:23	Paul Steed	evidence.
02/07/1998 08:54:23	Paul Steed	[END OF REFERENCE 4725026]
02/07/1998 08:54:23	Paul Steed	Responded to call type L as Category 2 -Progress update
02/07/1998 08:54:27	Paul Steed	The response was delivered to: PowerHelp
02/07/1998 11:25:24	[Angela Hart]	Steven Muchow (Customer Service Director) is extremely unhappy with the
02/07/1998 11:25:24	[Angela Hart]	response from counter dev. to this problem. If we do not understand the
02/07/1998 11:25:24	[Angela Hart]	reason for the failures at R1c, how can we know that they will be cured at
02/07/1998 11:25:24	[Angela Hart]	NR2. This problem along with several others identified at other POs is
02/07/1998 11:25:24	[Angela Hart]	causing major customer dissatisfaction and major problems with Business
02/07/1998 11:25:24	[Angela Hart]	Support on Reconciliation issues. All the evidence so far shows the problem
02/07/1998 11:25:24	[Angela Hart]	to be around the incomplete printing of a receipt which does not bring up the
02/07/1998 11:25:24	[Angela Hart]	encashment/pay screen, but the PMs still pay out the benefit with information
02/07/1998 11:25:24	[Angela Hart]	printed on the receipt although incomplete. This problem requires urgent
02/07/1998 11:25:24	[Angela Hart]	investigation to resolve the problem of lost/uncommitted transactions at
02/07/1998 11:25:24	[Angela Hart]	Rel1c. We are now raising this call to "A" priority and insisting that

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

02/07/1998 11:25:24	[Angela Hart]	counter dev look into this urgent problem to resolve it at R1c.
02/07/1998 11:27:17	Hazel Salvat	CALL PC0011122:Priority A:CallType L - Target 21/05/98 09:10:23
02/07/1998 12:18:40	Barbara Longley	F) Response :
02/07/1998 12:18:40	Barbara Longley	Business support are now raising this call to "A" priority and insisting that
02/07/1998 12:18:40	Barbara Longley	
02/07/1998 12:18:40	Barbara Longley	counter dev look into this urgent problem to resolve it at R1c.
02/07/1998 12:18:40	Barbara Longley	
02/07/1998 12:18:40	Barbara Longley	
02/07/1998 12:18:40	Barbara Longley	[END OF REFERENCE 4733292]
02/07/1998 12:18:40	Barbara Longley	Responded to call type L as Category 2 -Progress update
02/07/1998 12:18:43	Barbara Longley	The response was delivered to: PowerHelp
02/07/1998 12:20:34	[Steve Warwick]	The Call record has been transferred to the Team: CMS-Ctr-Dev
02/07/1998 12:21:27	[Steve Warwick]	The Call record has been assigned to the Team Member: David Quick
02/07/1998 15:12:58	Hazel Salvat	F) Response :
02/07/1998 15:12:58	Hazel Salvat	Please note that Stephen Muchow / Mike Stewart Problem Manager, Customer
02/07/1998 15:12:58	Hazel Salvat	Services asked for this call to be raised to 'A' not Business Support.
02/07/1998 15:12:58	Hazel Salvat	[END OF REFERENCE 4752156]
02/07/1998 15:12:58	Hazel Salvat	Responded to call type L as Category 2 -Progress update
02/07/1998 15:13:00	Hazel Salvat	The response was delivered to: PowerHelp
06/07/1998 09:40:31	Barbara Longley	F) Response :
06/07/1998 09:40:36	Barbara Longley	The Call record has been transferred to the Team: CMS-Ctr-Dev assigned to the
06/07/1998 09:40:36	Barbara Longley	Team Member: David Quick. Please note that Stephen Muchow / Mike Stewart
06/07/1998 09:40:36	Barbara Longley	Problem Manager, Customer Services asked for this call to be raised to 'A'
06/07/1998 09:40:36	Barbara Longley	not Business Support.
06/07/1998 09:40:36	Barbara Longley	[END OF REFERENCE 4799082]
06/07/1998 09:40:45	Barbara Longley	Responded to call type L as Category 2 -Progress update

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

06/07/1998 09:41:03	Barbara Longley	The response was delivered to: PowerHelp
06/07/1998 10:14:42	Barbara Longley	F} Response :
06/07/1998 10:14:42	Barbara Longley	Have spoken to Dave Quick (CMS-Ctre-Dev)this morning and he is currently
06/07/1998 10:14:42	Barbara Longley	setting up test data in an attempt to recreate the problem.
06/07/1998 10:14:42	Barbara Longley	[END OF REFERENCE 4799640]
06/07/1998 10:14:42	Barbara Longley	Responded to call type L as Category 2 -Progress update
06/07/1998 10:14:54	Barbara Longley	The response was delivered to: PowerHelp
06/07/1998 15:26:42	[David Quick may00]	F} Response :
06/07/1998 15:26:42	[David Quick may00]	After a days experimentation I have been able to reproduce the failure at
06/07/1998 15:26:42	[David Quick may00]	Kids Grove. The method used was as follows. A set of payments was set up for a
06/07/1998 15:26:42	[David Quick may00]	customer, and the card swiped. A fail occurred on the printer, (due to
06/07/1998 15:26:42	[David Quick may00]	misfeed). The printer gave an Ithaca printer error, retry or cancel. On retry
06/07/1998 15:26:42	[David Quick may00]	being selected the counter returned to desktop, with no payment finish
06/07/1998 15:26:42	[David Quick may00]	screen. No encashment or BES transactions were written. (mispay1.txt
06/07/1998 15:26:42	[David Quick may00]	attached). I would suggest that this is a generic problem with BES at release
06/07/1998 15:26:42	[David Quick may00]	1C that problems with the printer can cause loss of the session. It is
06/07/1998 15:26:42	[David Quick may00]	improbable that the problem relates (as was suggested) by another swipe, with
06/07/1998 15:26:42	[David Quick may00]	the first print not finished as if no printer failure occurs another card
06/07/1998 15:26:42	[David Quick may00]	cannot be swiped. Also in the example in 11929.txt there is a gap of nine
06/07/1998 15:26:42	[David Quick may00]	minutes until the next transaction - so obviously not a swipe here.
06/07/1998 15:26:42	[David Quick may00]	[END OF REFERENCE 4806931]
06/07/1998 15:26:42	[David Quick may00]	Responded to call type L as Category 3 -Product error diagnosed
06/07/1998 15:26:43	[David Quick may00]	The response has been flagged to the gateway team for validation
06/07/1998 15:29:39	[David Quick may00]	New evidence added - Message store from repeated problem
06/07/1998 15:30:03	[David Quick may00]	The Call record has been transferred to the Team: Escher-Dev
07/07/1998 12:09:22	Barbara Longley	F} Response :

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

07/07/1998 12:09:22	Barbara Longley	06/07/98 16:29:39 - By David Quick - CMS-Ctr-Dev
07/07/1998 12:09:22	Barbara Longley	New evidence added - Message store from repeated problem
07/07/1998 12:09:22	Barbara Longley	The Call record has been transferred to the Team: Escher-Dev
07/07/1998 12:09:22	Barbara Longley	
07/07/1998 12:09:22	Barbara Longley	[END OF REFERENCE 4817851]
07/07/1998 12:09:22	Barbara Longley	Responded to call type L as Category 2 -Progress update
07/07/1998 12:09:26	Barbara Longley	The response was delivered to: PowerHelp
07/07/1998 14:01:45	Hazel Salvat	After reading the above log entry re printer error, retry or cancel, I rang
07/07/1998 14:01:45	Hazel Salvat	Dave Quick and asked him if a printer receipt was printed. The answer was
07/07/1998 14:01:45	Hazel Salvat	NO. In all cases where we have experienced Lost Transaction after printer
07/07/1998 14:01:45	Hazel Salvat	problems, we have had a full printed receipt.
08/07/1998 10:41:39	Barbara Longley	F} Response :
08/07/1998 10:41:39	Barbara Longley	Have spoken to Steve Warwick today and he will look at call and provide an
08/07/1998 10:41:39	Barbara Longley	update.
08/07/1998 10:41:39	Barbara Longley	[END OF REFERENCE 4839185]
08/07/1998 10:41:39	Barbara Longley	Responded to call type L as Category 2 -Progress update
08/07/1998 10:41:41	Barbara Longley	The response was delivered to: PowerHelp
08/07/1998 12:03:05	[Steve Warwick]	F} Response :
08/07/1998 12:03:05	[Steve Warwick]	This call is similar to call 12641. Both calls have been investigated by
08/07/1998 12:03:05	[Steve Warwick]	Janet Dore, Dave Quick and Robin Barrett. The situation described in the
08/07/1998 12:03:05	[Steve Warwick]	call appears to be the result of the user using the Print Preview facility to
08/07/1998 12:03:05	[Steve Warwick]	view a receipt, produce a manual receipt and then exit the BES software. In
08/07/1998 12:03:05	[Steve Warwick]	these circumstance no BET Transaction messages are written. Transferring to
08/07/1998 12:03:05	[Steve Warwick]	Janet for a decision on the design change necessary to resolve this problem.
08/07/1998 12:03:05	[Steve Warwick]	[END OF REFERENCE 4841097]
08/07/1998 12:03:05	[Steve Warwick]	Responded to call type L as Category 2 -Progress update

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

08/07/1998 12:03:06	[Steve Warwick]	The response has been flagged to the gateway team for validation			
08/07/1998 12:03:06	[Steve Warwick]	The Call record has been transferred to the Team: Design			
08/07/1998 13:45:04	Barbara Longley	F} Response :			
08/07/1998 13:45:04	Barbara Longley	08/07/98 13:03:05 - By Steve Warwick - Development			
08/07/1998 13:45:04	Barbara Longley	This call is similar to call 12641. Both calls have been investigated by			
08/07/1998 13:45:04	Barbara Longley	Janet Dore, Dave Quick and Robin Barrett. The situation described in the			
08/07/1998 13:45:04	Barbara Longley	call appears to be the result of the user using the Print Preview facility to			
08/07/1998 13:45:04	Barbara Longley				
08/07/1998 13:45:04	Barbara Longley	view a receipt, produce a manual receipt and then exit the BES software. In			
08/07/1998 13:45:04	Barbara Longley	these circumstance no BET Transaction messages are written. Transferring to			
08/07/1998 13:45:04	Barbara Longley	Janet for a decision on the design change necessary to resolve this problem.			
08/07/1998 13:45:04	Barbara Longley	[END OF REFERENCE 4847271]			
08/07/1998 13:45:04	Barbara Longley	Responded to call type L as Category 2 -Progress update			
08/07/1998 13:45:08	Barbara Longley	The response was delivered to: PowerHelp			
08/07/1998 19:23:21	[Dick Long jun00]	The Call record has been assigned to the Team Member: Janet Dore			
09/07/1998 10:28:20	Barbara Longley	F} Response :			
09/07/1998 10:28:20	Barbara Longley	I spoke to Janet Dore (Design) yesterday and she will look at her calls and			
09/07/1998 10:28:20	Barbara Longley	update.			
09/07/1998 10:28:20	Barbara Longley	[END OF REFERENCE 4862920]			
09/07/1998 10:28:20	Barbara Longley	Responded to call type L as Category 2 -Progress update			
09/07/1998 10:28:23	Barbara Longley	The response was delivered to: PowerHelp			
09/07/1998 16:06:21	Janet Dore	F} Response :			
09/07/1998 16:06:21	Janet Dore	New target date set 09/07/98 20:00:00			
09/07/1998 16:06:21	Janet Dore	Responded to call type L as Category 2 -Progress update			
09/07/1998 16:06:22	Janet Dore	The response has been flagged to the gateway team for validation			
09/07/1998 16:06:22	Janet Dore	The Call record has been transferred to the Team: Escher-Dev			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

10/07/1998 09:14:10	Barbara Longley	F} Response :
10/07/1998 09:14:11	Barbara Longley	The Call record has been transferred to the Team: Escher-Dev
10/07/1998 09:14:11	Barbara Longley	[END OF REFERENCE 4890001]
10/07/1998 09:14:11	Barbara Longley	Responded to call type L as Category 3 -Product error diagnosed
10/07/1998 09:14:13	Barbara Longley	The response was delivered to: PowerHelp
13/07/1998 08:26:32	Barbara Longley	F} Response :
13/07/1998 08:26:32	Barbara Longley	Lionel Higman and Steve Warwick (Development) have been prompted of movement
13/07/1998 08:26:32	Barbara Longley	of this call.
13/07/1998 08:26:32	Barbara Longley	[END OF REFERENCE 4921645]
13/07/1998 08:26:32	Barbara Longley	Responded to call type L as Category 2 -Progress update
13/07/1998 08:26:38	Barbara Longley	The response was delivered to: PowerHelp
13/07/1998 13:08:33	Barbara Longley	F} Response :
13/07/1998 13:08:33	Barbara Longley	Have voiceprompted Steve Warwick (Development) requesting an update and
13/07/1998 13:08:33	Barbara Longley	stressing that this is an 'A' priority call.
13/07/1998 13:08:33	Barbara Longley	[END OF REFERENCE 4929020]
13/07/1998 13:08:33	Barbara Longley	Responded to call type L as Category 2 -Progress update
13/07/1998 13:08:38	Barbara Longley	The response was delivered to: PowerHelp
14/07/1998 15:10:48	Barbara Longley	F} Response :
14/07/1998 15:10:48	Barbara Longley	Have left another voicemail message for Steve Warwick asking him to update
14/07/1998 15:10:48	Barbara Longley	call and stressing that this is an 'A' priority call.
14/07/1998 15:10:48	Barbara Longley	[END OF REFERENCE 4961369]
14/07/1998 15:10:48	Barbara Longley	Responded to call type L as Category 2 -Progress update
14/07/1998 15:10:52	Barbara Longley	The response was delivered to: PowerHelp
15/07/1998 08:52:08	[Steve Warwick]	F} Response :
15/07/1998 08:52:08	[Steve Warwick]	I presume from the fact that the call has been returned to the Escher-Dev
15/07/1998 08:52:08	[Steve Warwick]	stack that Design take the view that this problem is a software 'bug' and not

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

15/07/1998 08:52:08	[Steve Warwick]	a design change. The call will be passed to Escher again today with the
15/07/1998 08:52:08	[Steve Warwick]	additional information and will be highlighted to them as a Priority 'A' live
15/07/1998 08:52:08	[Steve Warwick]	problem.
15/07/1998 08:52:08	[Steve Warwick]	[END OF REFERENCE 4980241]
15/07/1998 08:52:08	[Steve Warwick]	Responded to call type L as Category 2 -Progress update
15/07/1998 08:52:09	[Steve Warwick]	The response has been flagged to the gateway team for validation
15/07/1998 09:41:08	Barbara Longley	F} Response :
15/07/1998 09:41:09	Barbara Longley	15/07/98 09:52:08 - By Steve Warwick - Development
15/07/1998 09:41:09	Barbara Longley	I presume from the fact that the call has been returned to the Escher-Dev
15/07/1998 09:41:09	Barbara Longley	stack that Design take the view that this problem is a software 'bug' and not
15/07/1998 09:41:09	Barbara Longley	
15/07/1998 09:41:09	Barbara Longley	a design change. The call will be passed to Escher again today with the
15/07/1998 09:41:09	Barbara Longley	additional information and will be highlighted to them as a Priority 'A' live
15/07/1998 09:41:09	Barbara Longley	
15/07/1998 09:41:09	Barbara Longley	problem.
15/07/1998 09:41:09	Barbara Longley	[END OF REFERENCE 4982891]
15/07/1998 09:41:09	Barbara Longley	Responded to call type L as Category 2 -Progress update
15/07/1998 09:41:13	Barbara Longley	The response was delivered to: PowerHelp
16/07/1998 15:57:49	Barbara Longley	F} Response :
16/07/1998 15:57:49	Barbara Longley	Call with Escher-Dev - Steve Warwick will update as soon as there are any
16/07/1998 15:57:49	Barbara Longley	new developments.
16/07/1998 15:57:49	Barbara Longley	[END OF REFERENCE 5044216]
16/07/1998 15:57:49	Barbara Longley	Responded to call type L as Category 2 -Progress update
16/07/1998 15:57:53	Barbara Longley	The response was delivered to: PowerHelp
17/07/1998 10:16:10	Barbara Longley	F} Response :
17/07/1998 10:16:11	Barbara Longley	Call still with Escher-Dev. Have spoken to Steve Warwick (Development) today

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

17/07/1998 10:16:11	Barbara Longley	and he informs me that Janet dore (Design) has prepared a definition and
17/07/1998 10:16:11	Barbara Longley	mailed it to Escher last night.
17/07/1998 10:16:11	Barbara Longley	[END OF REFERENCE 5060382]
17/07/1998 10:16:11	Barbara Longley	Responded to call type L as Category 2 -Progress update
17/07/1998 10:16:18	Barbara Longley	The response was delivered to: PowerHelp
20/07/1998 12:30:22	Barbara Longley	F} Response :
20/07/1998 12:30:22	Barbara Longley	No further update - Call still with Escher-Dev.Spoke to Steve Warwick
20/07/1998 12:30:22	Barbara Longley	(Development) Friday 17/7/98 and he informed me that Janet Dore (Design) had
20/07/1998 12:30:22	Barbara Longley	prepared a definition and mailed it to Escher.
20/07/1998 12:30:22	Barbara Longley	[END OF REFERENCE 5092270]
20/07/1998 12:30:22	Barbara Longley	Responded to call type L as Category 2 -Progress update
20/07/1998 12:30:24	Barbara Longley	The response was delivered to: PowerHelp
21/07/1998 12:20:21	Barbara Longley	F} Response :
21/07/1998 12:20:21	Barbara Longley	Have today voicemail Steve Warwick (Development) asking him to look at and
21/07/1998 12:20:21	Barbara Longley	update this call.
21/07/1998 12:20:21	Barbara Longley	[END OF REFERENCE 5109315]
21/07/1998 12:20:21	Barbara Longley	Responded to call type L as Category 2 -Progress update
21/07/1998 12:20:25	Barbara Longley	The response was delivered to: PowerHelp
22/07/1998 15:53:22	Barbara Longley	F} Response :
22/07/1998 15:53:22	Barbara Longley	Was unable to contact Steve Warwick (Development) today and as he has not
22/07/1998 15:53:22	Barbara Longley	responded to yesterday's voiceprompt - no further update available.
22/07/1998 15:53:22	Barbara Longley	[END OF REFERENCE 5147365]
22/07/1998 15:53:22	Barbara Longley	Responded to call type L as Category 2 -Progress update
22/07/1998 15:53:28	Barbara Longley	The response was delivered to: PowerHelp
23/07/1998 12:14:05	Barbara Longley	F} Response :
23/07/1998 12:14:05	Barbara Longley	Have emailed Steve Warwick today asking if he can update this call.

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

23/07/1998 12:14:05	Barbara Longley	[END OF REFERENCE 5169146]
23/07/1998 12:14:05	Barbara Longley	Responded to call type L as Category 2 -Progress update
23/07/1998 12:14:28	Barbara Longley	The response was delivered to: PowerHelp
24/07/1998 12:45:43	Barbara Longley	F} Response :
24/07/1998 12:45:44	Barbara Longley	Call with Esher-Dev - have left voicemail for Steve Warwick to update this
24/07/1998 12:45:44	Barbara Longley	call.
24/07/1998 12:45:44	Barbara Longley	[END OF REFERENCE 5193513]
24/07/1998 12:45:44	Barbara Longley	Responded to call type L as Category 2 -Progress update
24/07/1998 12:45:47	Barbara Longley	The response was delivered to: PowerHelp
27/07/1998 14:56:45	Barbara Longley	F} Response :
27/07/1998 14:56:45	Barbara Longley	Have left a voicemail for Steve Warwick asking him to look at this call and
27/07/1998 14:56:45	Barbara Longley	provide an update.
27/07/1998 14:56:45	Barbara Longley	[END OF REFERENCE 5247031]
27/07/1998 14:56:45	Barbara Longley	Responded to call type L as Category 2 -Progress update
27/07/1998 14:56:49	Barbara Longley	The response was delivered to: PowerHelp
28/07/1998 13:38:48	Barbara Longley	F} Response :
28/07/1998 13:38:49	Barbara Longley	Left a voicemail for Steve Warwick yesterday asking him to look at this call
28/07/1998 13:38:49	Barbara Longley	and provide an update.
28/07/1998 13:38:49	Barbara Longley	[END OF REFERENCE 5273494]
28/07/1998 13:38:49	Barbara Longley	Responded to call type L as Category 2 -Progress update
28/07/1998 13:38:53	Barbara Longley	The response was delivered to: PowerHelp
29/07/1998 14:26:03	Barbara Longley	F} Response :
29/07/1998 14:26:03	Barbara Longley	Have spoken to Steve Warwick (Development) today. Escher need to speak to
29/07/1998 14:26:03	Barbara Longley	Janet Dore in Design to help them replicate the problem.
29/07/1998 14:26:03	Barbara Longley	[END OF REFERENCE 5290056]
29/07/1998 14:26:03	Barbara Longley	Responded to call type L as Category 2 -Progress update

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

29/07/1998 14:26:22	Barbara Longley	The response was delivered to: PowerHelp
29/07/1998 14:27:41	Barbara Longley	Escher need to speak to Janet Dore in Design because they are unable to
29/07/1998 14:27:41	Barbara Longley	replicate the problem at the moment.
30/07/1998 14:19:02	Barbara Longley	F} Response :
30/07/1998 14:19:02	Barbara Longley	Call with Escher-Dev - previous update still applies
30/07/1998 14:19:02	Barbara Longley	[END OF REFERENCE 5311647]
30/07/1998 14:19:02	Barbara Longley	Responded to call type L as Category 2 -Progress update
30/07/1998 14:19:08	Barbara Longley	The response was delivered to: PowerHelp
31/07/1998 14:31:37	Barbara Longley	F} Response :
31/07/1998 14:31:37	Barbara Longley	Have spoken to Paul Gardner in the absence of Steve Warwick and asked him to
31/07/1998 14:31:37	Barbara Longley	update the call. I believe work continues on recreating the problem.
31/07/1998 14:31:37	Barbara Longley	[END OF REFERENCE 5339777]
31/07/1998 14:31:38	Barbara Longley	Responded to call type L as Category 2 -Progress update
31/07/1998 14:31:43	Barbara Longley	The response was delivered to: PowerHelp
31/07/1998 15:49:44	[Paul Gardner]	The importance of this PiniCL has been raised with Tony Oppenheim who will
31/07/1998 15:49:44	[Paul Gardner]	escalate it with Mike Murphy of Escher today. An update should be available
31/07/1998 15:49:44	[Paul Gardner]	on its status next week.
03/08/1998 09:43:52	Barbara Longley	F} Response :
03/08/1998 09:43:52	Barbara Longley	31/07/1998 16:49:44 - By Paul Gardner
03/08/1998 09:43:52	Barbara Longley	The importance of this PiniCL has been raised with Tony Oppenheim (Finance)
03/08/1998 09:43:52	Barbara Longley	who will escalate it with Mike Murphy of Escher today. An update should be
03/08/1998 09:43:52	Barbara Longley	available on its status next week.
03/08/1998 09:43:52	Barbara Longley	[END OF REFERENCE 5352316]
03/08/1998 09:43:53	Barbara Longley	Responded to call type L as Category 2 -Progress update
03/08/1998 09:43:55	Barbara Longley	The response was delivered to: PowerHelp
04/08/1998 13:25:00	Barbara Longley	F} Response :

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

04/08/1998 13:25:01	Barbara Longley	Call with Escher-Dev - Previous update still applies
04/08/1998 13:25:01	Barbara Longley	[END OF REFERENCE 5369672]
04/08/1998 13:25:01	Barbara Longley	Responded to call type L as Category 2 -Progress update
04/08/1998 13:25:08	Barbara Longley	The response was delivered to: PowerHelp
05/08/1998 16:03:33	Barbara Longley	F} Response :
05/08/1998 16:03:33	Barbara Longley	Call with Escher-Dev - Previous update still applies
05/08/1998 16:03:33	Barbara Longley	[END OF REFERENCE 5398992]
05/08/1998 16:03:33	Barbara Longley	Responded to call type L as Category 2 -Progress update
05/08/1998 16:03:39	Barbara Longley	The response was delivered to: PowerHelp
06/08/1998 14:57:27	Barbara Longley	F} Response :
06/08/1998 14:57:27	Barbara Longley	Call still with Escher-Dev - Paul Gardner stated that update should be
06/08/1998 14:57:27	Barbara Longley	available on its status next week.
06/08/1998 14:57:27	Barbara Longley	[END OF REFERENCE 5417489]
06/08/1998 14:57:29	Barbara Longley	Responded to call type L as Category 2 -Progress update
06/08/1998 14:57:39	Barbara Longley	The response was delivered to: PowerHelp
07/08/1998 15:12:55	Barbara Longley	F} Response :
07/08/1998 15:12:56	Barbara Longley	Previous update still applies - Call with Escher-Dev - Paul Gardner stated
07/08/1998 15:12:56	Barbara Longley	that update should be available on its status next week.
07/08/1998 15:12:56	Barbara Longley	[END OF REFERENCE 5437786]
07/08/1998 15:12:56	Barbara Longley	Responded to call type L as Category 2 -Progress update
07/08/1998 15:13:00	Barbara Longley	The response was delivered to: PowerHelp
10/08/1998 14:28:47	Barbara Longley	F} Response :
10/08/1998 14:28:47	Barbara Longley	Call still with Escher Dev- have spoken to Paul Gardner today - There have
10/08/1998 14:28:47	Barbara Longley	been developments which he will discuss with me tomorrow when he is back in
10/08/1998 14:28:47	Barbara Longley	the office. He advised speaking to his boss Chris Humphreys but he is
10/08/1998 14:28:47	Barbara Longley	unavailable.

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

10/08/1998 14:28:47	Barbara Longley	[END OF REFERENCE 5450641]
10/08/1998 14:28:48	Barbara Longley	Responded to call type L as Category 2 -Progress update
10/08/1998 14:28:53	Barbara Longley	The response was delivered to: PowerHelp
11/08/1998 15:38:59	Barbara Longley	F} Response :
11/08/1998 15:38:59	Barbara Longley	Have spoken to Paul Gardner today and he seems to think that there are no
11/08/1998 15:38:59	Barbara Longley	issues. This call and PinICLs pc0012010 (e-9805120027) and pc0012641
11/08/1998 15:38:59	Barbara Longley	9e-9806120027) will be dealt with all together - In Build 167, update 30 -
11/08/1998 15:38:59	Barbara Longley	Delivery expected on 14/8/98 with availability to us from 17/8/98 onwards.
11/08/1998 15:38:59	Barbara Longley	[END OF REFERENCE 5473705]
11/08/1998 15:38:59	Barbara Longley	Responded to call type L as Category 2 -Progress update
11/08/1998 15:39:03	Barbara Longley	The response was delivered to: PowerHelp
12/08/1998 13:45:02	Barbara Longley	F} Response :
12/08/1998 13:45:03	Barbara Longley	Call with Escher-Dev - previous update still applies.
12/08/1998 13:45:03	Barbara Longley	[END OF REFERENCE 5495028]
12/08/1998 13:45:03	Barbara Longley	Responded to call type L as Category 2 -Progress update
12/08/1998 13:45:08	Barbara Longley	The response was delivered to: PowerHelp
13/08/1998 12:32:57	Barbara Longley	F} Response :
13/08/1998 12:32:57	Barbara Longley	Call still with Escher-Dev. Delivery expected on 14/8/98 with availability to
13/08/1998 12:32:57	Barbara Longley	us from 17/8/98 onwards.
13/08/1998 12:32:57	Barbara Longley	[END OF REFERENCE 5519150]
13/08/1998 12:32:57	Barbara Longley	Responded to call type L as Category 2 -Progress update
13/08/1998 12:33:02	Barbara Longley	The response was delivered to: PowerHelp
14/08/1998 15:50:43	Barbara Longley	F} Response :
14/08/1998 15:50:43	Barbara Longley	Call still with Escher Dev - previous update applies.
14/08/1998 15:50:43	Barbara Longley	[END OF REFERENCE 5560444]
14/08/1998 15:50:43	Barbara Longley	Responded to call type L as Category 2 -Progress update

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

14/08/1998 15:50:50	Barbara Longley	The response was delivered to: PowerHelp
17/08/1998 14:41:36	Barbara Longley	F} Response :
17/08/1998 14:41:36	Barbara Longley	Have spoken to Paul Gardner today and he will update the call.
17/08/1998 14:41:36	Barbara Longley	[END OF REFERENCE 5581652]
17/08/1998 14:41:36	Barbara Longley	Responded to call type L as Category 2 -Progress update
17/08/1998 14:41:39	Barbara Longley	The response was delivered to: PowerHelp
17/08/1998 14:47:52	[Paul Gardner]	F} Response :
17/08/1998 14:47:52	[Paul Gardner]	A fix for this PinICL has been delivered by Escher in Riposte 167 Update 30.
17/08/1998 14:47:52	[Paul Gardner]	This drop will be processed and handed over to the Tivoli Management team on
17/08/1998 14:47:52	[Paul Gardner]	Thursday 20th Aug. The resulting Tivoli download mechanism will then need to
17/08/1998 14:47:52	[Paul Gardner]	be tested, handed over to CM and thence to Live Supp. Test for releasing to
17/08/1998 14:47:52	[Paul Gardner]	Live.
17/08/1998 14:47:52	[Paul Gardner]	[END OF REFERENCE 5581866]
17/08/1998 14:47:52	[Paul Gardner]	New target date set 20/08/98 20:00:00
17/08/1998 14:47:52	[Paul Gardner]	Responded to call type L as Category 2 -Progress update
17/08/1998 14:47:52	[Paul Gardner]	The response has been flagged to the gateway team for validation
19/08/1998 16:07:37	Barbara Longley	F} Response :
19/08/1998 16:07:37	Barbara Longley	In the absence of Paul Gardner I have spoken to Lionel Higman today and he
19/08/1998 16:07:37	Barbara Longley	will
19/08/1998 16:07:37	Barbara Longley	update as appropriate.
19/08/1998 16:07:37	Barbara Longley	[END OF REFERENCE 5636033]
19/08/1998 16:07:37	Barbara Longley	Responded to call type L as Category 2 -Progress update
19/08/1998 16:07:51	Barbara Longley	The response was delivered to: PowerHelp
20/08/1998 14:21:18	Janet Dore	This has been delivered and needs to come off Escher-Dev stack.
20/08/1998 14:21:18	Janet Dore	Janet
20/08/1998 15:13:35	Lionel Higman	Alec, I believe Robin has now delivered this. Lionel

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

20/08/1998 15:13:37	Lionel Higman	The Call record has been transferred to the Team: CM
20/08/1998 15:13:37	Lionel Higman	Hours spent since call received: .1 hours
20/08/1998 15:21:29	Barbara Longley	F) Response :
20/08/1998 15:21:30	Barbara Longley	The Call record has been transferred to the Team: CM
20/08/1998 15:21:30	Barbara Longley	[END OF REFERENCE 5671934]
20/08/1998 15:21:30	Barbara Longley	Responded to call type L as Category 2 -Progress update
20/08/1998 15:21:38	Barbara Longley	The response was delivered to: PowerHelp
20/08/1998 17:31:14	[Del(Alec Hanson 1000)]	Fix processed through CM today as handover 2047
20/08/1998 17:31:15	[Del(Alec Hanson 1000)]	The Call record has been transferred to the Team: Infrastruc-Rel
20/08/1998 17:31:15	[Del(Alec Hanson 1000)]	Hours spent since call received: 0.2 hours
20/08/1998 19:02:30	Karen Morley	Tivoli download script has been produced and is being tested.
21/08/1998 12:44:50	Barbara Longley	F) Response :
21/08/1998 12:44:50	Barbara Longley	Call with Infrastruc-Rel - Tivoli download script has been produced and is
21/08/1998 12:44:50	Barbara Longley	being tested.
21/08/1998 12:44:50	Barbara Longley	[END OF REFERENCE 5702159]
21/08/1998 12:44:51	Barbara Longley	Responded to call type L as Category 2 -Progress update
21/08/1998 12:44:57	Barbara Longley	The response was delivered to: PowerHelp
21/08/1998 14:22:17	Karen Morley	Tivoli download scripts (for Counters) in package RIPSIG 1_5 (version 1_5.1)
21/08/1998 14:22:17	Karen Morley	have been handed over to CM in folder RIPSIG1_5V1 in CMServer\handover share.
21/08/1998 14:22:17	Karen Morley	
21/08/1998 14:22:17	Karen Morley	Associated Agent installation script in package SECOBJ 1_5 has been handed
21/08/1998 14:22:17	Karen Morley	over in folder SECOBJ1_5V1.
21/08/1998 14:22:17	Karen Morley	Note that RIPSIG 1_5 redelivers fixes already delivered in RIPSIG 1_4 (as
21/08/1998 14:22:17	Karen Morley	well as new fixes), so can be applied either on top of or instead of RIPSIG
21/08/1998 14:22:17	Karen Morley	1_4.
21/08/1998 14:22:17	Karen Morley	For box-swaps, the two (immediate) fixes required are RIPSIG 1_3 and RIPSIG

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

21/08/1998 14:22:17	Karen Morley	1_5.
21/08/1998 14:22:18	Karen Morley	The Call record has been transferred to the Team: CM
21/08/1998 15:44:11	Barbara Longley	F} Response :
21/08/1998 15:44:11	Barbara Longley	The Call record has been transferred to the Team: CM
21/08/1998 15:44:11	Barbara Longley	
21/08/1998 15:44:11	Barbara Longley	[END OF REFERENCE 5716305]
21/08/1998 15:44:11	Barbara Longley	Responded to call type L as Category 2 -Progress update
21/08/1998 15:44:14	Barbara Longley	The response was delivered to: PowerHelp
24/08/1998 11:03:18	[Del(Alec Hanson 1000]	Fix processed through CM as handover 2049 and 2050
24/08/1998 11:03:27	[Del(Alec Hanson 1000]	The Call record has been transferred to the Team: Live Supp.Test
24/08/1998 11:03:31	[Del(Alec Hanson 1000]	Hours spent since call received: 0.3 hours
24/08/1998 14:29:22	Barbara Longley	F} Response :
24/08/1998 14:29:22	Barbara Longley	Fix processed through CM as handover 2049 and 2050
24/08/1998 14:29:22	Barbara Longley	The Call record has been transferred to the Team: Live Supp.Test
24/08/1998 14:29:22	Barbara Longley	[END OF REFERENCE 5737090]
24/08/1998 14:29:22	Barbara Longley	Responded to call type L as Category 2 -Progress update
24/08/1998 14:29:28	Barbara Longley	The response was delivered to: PowerHelp
25/08/1998 13:57:21	Barbara Longley	F} Response :
25/08/1998 13:57:21	Barbara Longley	Call with Live Support who are in the process of writing a script.
25/08/1998 13:57:21	Barbara Longley	[END OF REFERENCE 5764095]
25/08/1998 13:57:21	Barbara Longley	Responded to call type L as Category 2 -Progress update
25/08/1998 13:57:29	Barbara Longley	The response was delivered to: PowerHelp
26/08/1998 07:57:12	Russ Thirkell	Test script has been written but not tested
26/08/1998 15:13:56	Barbara Longley	F} Response :
26/08/1998 15:13:56	Barbara Longley	26/08/1998 08:57:12 - By Russ Thirkell - Live Support
26/08/1998 15:13:56	Barbara Longley	Test script has been written but not tested

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

26/08/1998 15:13:56	Barbara Longley	[END OF REFERENCE 5803346]			
26/08/1998 15:13:57	Barbara Longley	Responded to call type L as Category 2 -Progress update			
26/08/1998 15:14:02	Barbara Longley	The response was delivered to: PowerHelp			
27/08/1998 13:16:25	Barbara Longley	F} Response :			
27/08/1998 13:16:25	Barbara Longley	By Russ Thirkell - Live Support Test			
27/08/1998 13:16:25	Barbara Longley	Test script has been written but not tested			
27/08/1998 13:16:25	Barbara Longley	[END OF REFERENCE 5829722]			
27/08/1998 13:16:26	Barbara Longley	Responded to call type L as Category 2 -Progress update			
27/08/1998 13:16:33	Barbara Longley	The response was delivered to: PowerHelp			
28/08/1998 12:19:49	Barbara Longley	F} Response :			
28/08/1998 12:19:49	Barbara Longley	Call with live Support Test - previous update still applies - Call will be			
28/08/1998 12:19:49	Barbara Longley	reviewed at this afternoon's RMF meeting .			
28/08/1998 12:19:49	Barbara Longley	[END OF REFERENCE 5870205]			
28/08/1998 12:19:49	Barbara Longley	Responded to call type L as Category 2 -Progress update			
28/08/1998 12:19:57	Barbara Longley	The response was delivered to: PowerHelp			
01/09/1998 12:48:37	Barbara Longley	F} Response :			
01/09/1998 12:48:37	Barbara Longley	Have spoken to Gill French (RMF) today, but results of the RMF meeting are			
01/09/1998 12:48:37	Barbara Longley	not available yet.			
01/09/1998 12:48:37	Barbara Longley	[END OF REFERENCE 5901823]			
01/09/1998 12:48:37	Barbara Longley	Responded to call type L as Category 2 -Progress update			
01/09/1998 12:48:41	Barbara Longley	The response was delivered to: PowerHelp			
02/09/1998 08:43:19	Russ Thirkell	E-mailed Janet Dore as requested on Release Number 0258 to get additional			
02/09/1998 08:43:19	Russ Thirkell	test information.			
02/09/1998 10:40:28	Customer Call	23/06/98 09:42 G.Simpson HSH1 Information: (MR) Phoned ITSA for an			
02/09/1998 10:40:28	Customer Call	updateon this call, they will chase for an update 23/06/98 16:32 PINICL			
02/09/1998 10:40:28	Customer Call	HSH1 UPDATE: By Diane Rowe at 23-jun-1998 10:40:00 Category 2 - Progress			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

02/09/1998 10:40:28	Customer Call	update This call is still under investigation by Bes-Dev.an update. 24/06/98
02/09/1998 10:40:28	Customer Call	08:29 G.Simpson HSH1 Information: (MR) Called Diane Rowe at EDSC1 for an
02/09/1998 10:40:28	Customer Call	update. She will chase for one. 25/06/98 09:20 G.Simpson HSH1 Information:
02/09/1998 10:40:29	Customer Call	(MR) Spoke to Barbara Longley at EDSC1 about an update for this call. she
02/09/1998 10:40:29	Customer Call	will chase them today. 25/06/98 11:26 PINICL HSH1 UPDATE: By Barbara
02/09/1998 10:40:29	Customer Call	Longley at 25-jun-1998 11:24:00 Category 2 - Progress update The Call record
02/09/1998 10:40:29	Customer Call	has been transferred to the Team: RelMngmntForum 26/06/98 08:51 G.Simpson
02/09/1998 10:40:29	Customer Call	HSH1 Information: (MR) Spoke to Barbara Longley at EDSC1 for an update,
02/09/1998 10:40:29	Customer Call	she will look into it. 29/06/98 16:28 uk059133 HSH1 Information:
02/09/1998 10:40:29	Customer Call	Contacted Barbara: Will update this call. 29/06/9817:27 PINICL HSH1 UPDATE:
02/09/1998 10:40:29	Customer Call	By Barbara Longley at 29-jun-1998 17:25:00 Category 2 - Progress update
02/09/1998 10:40:29	Customer Call	Call will be reviewed at this week's Release Management Forum Meeting and
02/09/1998 10:40:29	Customer Call	updated Thursday/Friday of this week. 01/07/98 15:33 PINICL HSH1 UPDATE:
02/09/1998 10:40:29	Customer Call	By Barbara Longley at 01-jul-1998 15:29:00 Category 2 - Progressupdate The
02/09/1998 10:40:29	Customer Call	Call record has been transferred to the Team: Counter-Dev 02/07/98 09:58
02/09/1998 10:40:29	Customer Call	PINICL HSH1 UPDATE: By Paul Steed at 02-jul-1998 09:54:00 Category 2 -
02/09/1998 10:40:29	Customer Call	Progress update I have just added the message store for the original problem a
02/09/1998 10:40:29	Customer Call	sextra evidence. 02/07/98 13:23 PINICL HSH1 UPDATE: By Barbara Longley at
02/09/1998 10:40:29	Customer Call	02-jul-1998 13:18:00 Category 2 - Progress update Business support are now
02/09/1998 10:40:29	Customer Call	raising this call to "A" priority and insisting that counter dev look into
02/09/1998 10:40:29	Customer Call	this urgentproblem to resolve it at R1c. 02/07/98 16:25 PINICL HSH1 UPDATE:
02/09/1998 10:40:29	Customer Call	By Hazel Salvat at 02-jul-1998 16:12:00 Category 2 - Progress update
02/09/1998 10:40:29	Customer Call	Please note that Stephen Muchow / Mike Stewart Problem Manager, Customer
02/09/1998 10:40:29	Customer Call	Services asked for this call to be raised to 'A' not Business Support.
02/09/1998 10:40:29	Customer Call	03/07/98 10:50 UK035161 HSH1 Information: Have highlighted this call to
02/09/1998 10:40:29	Customer Call	Fran Blades - Shift Leader. 03/07/98 11:28 062457 HSH1 Information:

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

02/09/1998 10:40:29	Customer Call	Contacted Hazel at Business who advised that the Post Office reconciliation
02/09/1998 10:40:29	Customer Call	part of this call had been resolved and the problem closed with the PM Mrs
02/09/1998 10:40:29	Customer Call	Mullis. The call is an A priority with Business Support as there are other
02/09/1998 10:40:29	Customer Call	issues which require investigating. This call can remain at a B priority.
02/09/1998 10:40:29	Customer Call	16/07/98 09:36 D.Rapacchi HSH1 Information: Contacted SSC for an Update.
02/09/1998 10:40:29	Customer Call	16/07/98 17:01 PINICL HSH1 UPDATE: By Barbara Longley at 16-jul-1998
02/09/1998 10:40:29	Customer Call	16:57:00 Category 2 - Progress update Call with Escher-Dev - Steve Warwick
02/09/1998 10:40:30	Customer Call	will update as soon as there are any new developments. 20/07/98 11:33 uk05
02/09/1998 10:40:30	Customer Call	9132 HSH1 Contacted: contacted Barbara at SSC to request an update. 20/07/
02/09/1998 10:40:30	Customer Call	98 13:33 PINICL HSH1 UPDATE: By Barbara Longley at 20-jul-1998 13:30:00
02/09/1998 10:40:30	Customer Call	Category 2 - Progress update No further update - Call still with
02/09/1998 10:40:30	Customer Call	Escher-Dev.Spoke to Steve Warwick (Development) Friday 17/7/98 and he informed
02/09/1998 10:40:30	Customer Call	me that Janet Dore (Design) had prepared a definition and mailed it to
02/09/1998 10:40:30	Customer Call	Escher. 21/07/98 13:24 PINICL HSH1 UPDATE: By Barbara Longley at
02/09/1998 10:40:30	Customer Call	21-jul-1998 13:20:00 Category 2 - Progress update Have today voicemail
02/09/1998 10:40:30	Customer Call	Steve Warwick (Development) asking him to look at and update this call.
02/09/1998 10:40:30	Customer Call	22/07/98 16:57 PINICL HSH1 UPDATE: By Barbara Longley at 22-jul-1998
02/09/1998 10:40:30	Customer Call	16:53:00 Category 2 - Progress update Was unable to contact Steve Warwick
02/09/1998 10:40:30	Customer Call	(Development) today and as he has not responded to yesterday's voiceprompt -
02/09/1998 10:40:30	Customer Call	no further update available. 23/07/98 13:18 PINICL HSH1 UPDATE: By
02/09/1998 10:40:30	Customer Call	y Barbara Longley at 23-jul-1998 13:14:00 Category 2 - Progress update Have em
02/09/1998 10:40:30	Customer Call	iled Steve Warwick today asking if he can update this call. 24/07/98 13:49
02/09/1998 10:40:30	Customer Call	PINICL HSH1 UPDATE: By Barbara Longley at 24-jul-1998 13:45:00 Category 2
02/09/1998 10:40:30	Customer Call	- Progress update Call with Escher-Dev - have left voicemail for Steve Warwick
02/09/1998 10:40:30	Customer Call	to update this call. 27/07/98 15:59 uk059303 HSH1 Information: Contacted
02/09/1998 10:40:30	Customer Call	Barbara, she has chased Steve Warrick. 27/07/98 20:08 PINICL HSH1 UPDATE:

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

02/09/1998 10:40:30	Customer Call	By Barbara Longley at 27-jul-1998 15:56:00 Category 2 - Progress update Have			
02/09/1998 10:40:30	Customer Call	left a voicemail for Steve Warwick asking him to look at this call and			
02/09/1998 10:40:30	Customer Call	provide an update. 28/07/98 10:57 D.Rapacchi HSH1 Information: Contacted			
02/09/1998 10:40:30	Customer Call	SSC to request an update. 28/07/98 14:42 PINICL HSH1 UPDATE: By Barbara			
02/09/1998 10:40:30	Customer Call	Longley at 28-jul-1998 14:38:00 Category 2 - Progress update Left a voicemail			
02/09/1998 10:40:30	Customer Call	for Steve Warwick yesterday asking him to look at this call and provide an			
02/09/1998 10:40:30	Customer Call	update. 29/07/98 10:58 uk059132 HSH1 Information: Contacted Barbara at			
02/09/1998 10:40:30	Customer Call	the EDSC for an update. 29/07/98 15:30 PINICL HSH1 UPDATE: By Barbara			
02/09/1998 10:40:30	Customer Call	Longley at 29-jul-1998 15:26:00 Category 2 - Progress update Have spoken to			
02/09/1998 10:40:30	Customer Call	Steve Warwick (Development) today. Escher need to speak to Janet Dore in			
02/09/1998 10:40:30	Customer Call	Design to help them replicate the problem. 30/07/98 11:33 uk059368 HSH1			
02/09/1998 10:40:30	Customer Call	Information: Contacted Barbara for an update. 30/07/98 15:25 PINICL HSH1			
02/09/1998 10:40:31	Customer Call	UPDATE: By Barbara Longley at 30-jul-1998 15:19:00 Category2 - Progress			
02/09/1998 10:40:31	Customer Call	update Call with Escher-Dev - previous update still applies 31/07/98 15:35			
02/09/1998 10:40:31	Customer Call	PINICL HSH1 UPDATE: By Barbara Longley at 31-jul-1998 15:31:00 Category 2			
02/09/1998 10:40:31	Customer Call	- Progress update Have spoken to Paul Gardner in the absence of Steve Warwick			
02/09/1998 10:40:31	Customer Call	and asked him to update the call. I believe work continues on recreating the			
02/09/1998 10:40:31	Customer Call	e problem. 03/08/98 09:56 uk059133 HSH1 Information: Spoke to Barbara for			
02/09/1998 10:40:31	Customer Call	update. 03/08/98 10:55 PINICL HSH1 UPDATE: By Barbara Longley at			
02/09/1998 10:40:31	Customer Call	03-aug-1998 10:43:00 Category 2 - Progress update 31/07/1998 16:49:44 - By			
02/09/1998 10:40:31	Customer Call	Paul Gardner The importance of this PinICL has been raised with Tony			
02/09/1998 10:40:31	Customer Call	Oppenheim (Finance) who will escalate it with Mike Murphy of Escher today. An			
02/09/1998 10:40:31	Customer Call	update should be available on its status next week. 04/08/98 10:02			
02/09/1998 10:40:31	Customer Call	D.Rapacchi HSH1 Information: Contacted Barbara Longley @ SSC to confirm			
02/09/1998 10:40:31	Customer Call	that HSHD need not chase this call for an update until Monday '10th August			
02/09/1998 10:40:31	Customer Call	'1998. 04/08/98 10:03 D.Rapacchi HSH1 Information: HSHD need not chase			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

02/09/1998 10:40:31 Customer Call SSC for an update until the 10/08/98. 04/08/98 14:29 PINICL HSH1 UPDATE:
02/09/1998 10:40:31 Customer Call By Barbara Longley at 04-aug-1998 14:25:00 Category 2- Progress update Call
02/09/1998 10:40:31 Customer Call with Escher-Dev - Previous update still applies 05/08/9817:08 PINICL HSH1
02/09/1998 10:40:31 Customer Call UPDATE: By Barbara Longley at 05-aug-1998 17:03:00 Category 2 - Progress
02/09/1998 10:40:31 Customer Call update Call with Escher-Dev - Previous update still applies 06/08/98 09:35
02/09/1998 10:40:31 Customer Call uk059132 HSH1 Information: This call doe not need chasing untilthe 10/08
02/09/1998 10:40:31 Customer Call 06/08/98 16:01 PINICL HSH1 UPDATE: By Barbara Longley at 06-aug-1998
02/09/1998 10:40:31 Customer Call 15:57:00 Category 2 - Progress update Call still with Escher-Dev - Paul Gard
02/09/1998 10:40:31 Customer Call ner stated that update should be available on its status next week. 07/08/98 1
02/09/1998 10:40:31 Customer Call 6:17 PINICL HSH1 UPDATE: By Barbara Longley at 07-aug-1998 16:12:00
02/09/1998 10:40:31 Customer Call Category2 - Progress update Previous update still applies - Call with
02/09/1998 10:40:31 Customer Call Escher-Dev - PaulGardner stated that update should be available on its status
02/09/1998 10:40:31 Customer Call next week. 10/08/98 10:51 D.Rapacchi HSH1 Information: Contacted SSC to
02/09/1998 10:40:31 Customer Call request an update. 10/08/98 15:31 PINICL HSH1 UPDATE: By Barbara Longley
02/09/1998 10:40:31 Customer Call at 10-aug-1998 15:28:00Category 2 - Progress update Call still with Escher
02/09/1998 10:40:31 Customer Call Dev- have spoken to Paul Gardner today - There have been developments which
02/09/1998 10:40:32 Customer Call he will discuss with me tomorrow when he is back in the office. He advised
02/09/1998 10:40:32 Customer Call speaking to his boss Chris Humphreysbut he is unavailable. 11/08/98 16:42
02/09/1998 10:40:32 Customer Call PINICL HSH1 UPDATE: By Barbara Longley at 11-aug-1998 16:38:00 Category 2
02/09/1998 10:40:32 Customer Call - Progress update Have spoken to Paul Gardner today and he seems to think
02/09/1998 10:40:32 Customer Call that there are no issues. This call and PinICLs pc0012010 (e-9805120027) and
02/09/1998 10:40:32 Customer Call pc0012641 9e-9806120027) will be dealt with all together - In Build 167,
02/09/1998 10:40:32 Customer Call update 30 - Delivery expected on 14/8/98 with availabilityto us from 17/8/98
02/09/1998 10:40:32 Customer Call onwards. 12/08/98 14:48 PINICL HSH1 UPDATE: By Barbara Longley at
02/09/1998 10:40:32 Customer Call 12-aug-1998 14:45:00 Category 2 - Progress update Call with Escher-Dev -
02/09/1998 10:40:32 Customer Call previous update still applies. 13/08/98 11:36 uk059132 HSH1 Information:

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

02/09/1998 10:40:32	Customer Call	Contacted Barbara at EDSC for an update on this call. 13/08/98 13:36 PINICL			
02/09/1998 10:40:32	Customer Call	HSH1 UPDATE: By Barbara Longley at 13-aug-1998 13:32:00 Category 2 -			
02/09/1998 10:40:32	Customer Call	Progressupdate Call still with Escher-Dev. Delivery expected on 14/8/98 with			
02/09/1998 10:40:32	Customer Call	availability to us from 17/8/98 onwards. 14/08/98 16:55 PINICL HSH1 UPDATE:			
02/09/1998 10:40:32	Customer Call	By Barbara Longley at 14-aug-1998 16:50:00 Category 2 - Progress update			
02/09/1998 10:40:32	Customer Call	Call still with Escher Dev - previous update applies. 17/08/98 15:44 PINICL			
02/09/1998 10:40:32	Customer Call	HSH1 UPDATE: By Barbara Longley at 17-aug-1998 15:41:00 Category 2 -			
02/09/1998 10:40:32	Customer Call	Progress update Have spokento Paul Gardner today and he will update the call.			
02/09/1998 10:40:32	Customer Call	18/08/98 15:38 UK052512 HSH1 Information: Still awaiting Paul Gardner to			
02/09/1998 10:40:32	Customer Call	update this call. 19/08/98 17:11 PINICL HSH1 UPDATE: By Barbara Longley			
02/09/1998 10:40:32	Customer Call	at 19-aug-1998 17:07:00 Category 2 - Progress update In the absence of Paul			
02/09/1998 10:40:32	Customer Call	Gardner I have spoken to Lionel Higman today and he will update as			
02/09/1998 10:40:32	Customer Call	appropriate. 20/08/98 16:24 PINICL HSH1 UPDATE: By Barbara Longley at			
02/09/1998 10:40:32	Customer Call	20-aug-1998 16:21:00 Category 2 - Progress update The Call record has been			
02/09/1998 10:40:32	Customer Call	transferred to the Team: CM 21/08/98 13:49 PINICL HSH1 UPDATE: By			
02/09/1998 10:40:32	Customer Call	Barbara Longley at 21-aug-1998 13:44:00 Category 2 - Progress update Call			
02/09/1998 10:40:32	Customer Call	with Infrastruc-Rel - Tivoli download script has been produced and is being			
02/09/1998 10:40:32	Customer Call	tested. 21/08/98 16:47 PINICL HSH1 UPDATE: By Barbara Longley at 21-aug-1			
02/09/1998 10:40:32	Customer Call	998 16:44:00 Category 2 - Progress update The Call record has been transferred			
02/09/1998 10:40:32	Customer Call	tothe Team: CM 24/08/98 13:14 UK052512 HSH1 Information: Have asked SSC			
02/09/1998 10:40:32	Customer Call	if an update to this call is available. 24/08/98 15:33 PINICL HSH1 UPDATE:			
02/09/1998 10:40:32	Customer Call	By Barbara Longley at 24-aug-1998 15:29:00 Category 2 - Progress update Fix			
02/09/1998 10:40:33	Customer Call	processed through CM as handover 2049 and 2050 The Call record has been			
02/09/1998 10:40:33	Customer Call	transferred to the Team: Live Supp.Test 25/08/98 15:01 PINICL HSH1 UPDATE:			
02/09/1998 10:40:33	Customer Call	By Barbara Longley at 25-aug-1998 14:57:00 Category 2 - Progress update			
02/09/1998 10:40:33	Customer Call	Call with Live Support who are in the process of writing a script. 26/08/98			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

02/09/1998 10:40:33	Customer Call	16:17 PINICL HSH1 UPDATE: By Barbara Longley at 26-aug-1998 16:13:00
02/09/1998 10:40:33	Customer Call	Category 2 - Progress update 26/08/1998 08:57:12 - By Russ Thirkell - Live
02/09/1998 10:40:33	Customer Call	Support Test script has been written but not tested 27/08/98 14:20 PINICL
02/09/1998 10:40:33	Customer Call	HSH1 UPDATE: By Barbara Longley at 27-aug-1998 14:16:00 Category 2 -
02/09/1998 10:40:33	Customer Call	Progress update By Russ Thirkell - Live Support Test Test script has been
02/09/1998 10:40:33	Customer Call	written but not tested 31/08/98 12:10 PINICL HSH1 UPDATE: By Barbara
02/09/1998 10:40:33	Customer Call	Longley at 28-aug-1998 13:19:00 Category 2 - Progress update Call with live
02/09/1998 10:40:33	Customer Call	Support Test - previous update still applies - Call will be reviewed at this
02/09/1998 10:40:33	Customer Call	afternoon's RMF meeting . 01/09/98 13:52 PINICL HSH1 UPDATE: By Barbara
02/09/1998 10:40:33	Customer Call	Longley at 01-sep-1998 13:48:00 Category 2 - Progress update Have spoken to
02/09/1998 10:40:33	Customer Call	o Gill French (RMF) today, but results of the RMF meeting are not available ye
02/09/1998 10:40:33	Customer Call	. 02/09/98 11:30 UK052512 HSH1 Information: Have rang Barbara for an
02/09/1998 10:40:33	Customer Call	updateto this call if one is
02/09/1998 10:40:33	Customer Call	available.
02/09/1998 14:54:17	Barbara Longley	F) Response :
02/09/1998 14:54:17	Barbara Longley	Call with Live Support Test - in testing - Release Note 258 applies.
02/09/1998 14:54:17	Barbara Longley	[END OF REFERENCE 5929533]
02/09/1998 14:54:17	Barbara Longley	Responded to call type L as Category 2 -Progress update
02/09/1998 14:54:24	Barbara Longley	The response was delivered to: PowerHelp
03/09/1998 08:33:42	Russ Thirkell	Unable to test as Release Number 0258 is with CM (see PinICL 14921)
03/09/1998 09:17:50	Russ Thirkell	The call references have been updated. They are now:-
03/09/1998 09:17:50	Russ Thirkell	ORIGINATOR : Phelp
03/09/1998 09:17:50	Russ Thirkell	T PowerHelp : E-9805200004
03/09/1998 09:17:50	Russ Thirkell	Release PinICL : PC0014921
04/09/1998 14:49:05	Barbara Longley	F) Response :
04/09/1998 14:49:05	Barbara Longley	Call still with Live Support Test - in testing - Release Note 258 applies.

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

04/09/1998 14:49:05	Barbara Longley	[END OF REFERENCE 5979145]
04/09/1998 14:49:05	Barbara Longley	Responded to call type L as Category 2 -Progress update
04/09/1998 14:49:11	Barbara Longley	The response was delivered to: PowerHelp
09/09/1998 11:53:14	Russ Thirkell	Progress delayed bcause of moving LiveTest rig kit on September 8th and 9th.
09/09/1998 13:09:07	Barbara Longley	F} Response :
09/09/1998 13:09:07	Barbara Longley	09/09/1998 12:54:35 - By Russ Thirkell - Live Support Test
09/09/1998 13:09:07	Barbara Longley	Progress delayed because of moving LiveTest rig kit on September 8th and 9th.
09/09/1998 13:09:07	Barbara Longley	
09/09/1998 13:09:07	Barbara Longley	
09/09/1998 13:09:07	Barbara Longley	[END OF REFERENCE 6056335]
09/09/1998 13:09:08	Barbara Longley	Responded to call type L as Category 2 -Progress update
09/09/1998 13:09:36	Barbara Longley	The response was delivered to: PowerHelp
10/09/1998 18:20:34	Russ Thirkell	Release Number 0258 has been installed and testing has started
11/09/1998 12:21:28	Barbara Longley	F} Response :
11/09/1998 12:21:28	Barbara Longley	10/09/1998 19:20:34 - By Russ Thirkell - Live Support Test
11/09/1998 12:21:28	Barbara Longley	Release Number 0258 has been installed and testing has started
11/09/1998 12:21:28	Barbara Longley	[END OF REFERENCE 6134941]
11/09/1998 12:21:28	Barbara Longley	Responded to call type L as Category 2 -Progress update
11/09/1998 12:21:32	Barbara Longley	The response was delivered to: PowerHelp
14/09/1998 16:41:15	Russ Thirkell	Testing nearly completed
15/09/1998 13:44:44	Barbara Longley	F} Response :
15/09/1998 13:44:45	Barbara Longley	14/09/1998 17:41:15 - By Russ Thirkell - Live Support
15/09/1998 13:44:45	Barbara Longley	Testing nearly completed
15/09/1998 13:44:45	Barbara Longley	[END OF REFERENCE 6203536]
15/09/1998 13:44:45	Barbara Longley	Responded to call type L as Category 2 -Progress update
15/09/1998 13:44:57	Barbara Longley	The response was delivered to: PowerHelp

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

15/09/1998 13:57:00	Russ Thirkell	Release number 0258 (PinICL 14921) was demonstrated to Karen Rogers (POCL) and Angela Hart and Hazel Salvat (Business Support Team) earlier today. This fix appears to correct the problem reported in this PinICL.			
15/09/1998 13:57:00	Russ Thirkell				
15/09/1998 13:57:00	Russ Thirkell				
15/09/1998 13:57:00	Russ Thirkell				
16/09/1998 09:48:50	Barbara Longley	F) Response :			
16/09/1998 09:48:51	Barbara Longley	15/09/1998 14:57:00 - By Russ Thirkell - Live Support Test			
16/09/1998 09:48:51	Barbara Longley	Release number 0258 (PinICL 14921) was demonstrated to Karen Rogers (POCL) and Angela Hart and Hazel Salvat (Business Support Team) earlier today. This			
16/09/1998 09:48:51	Barbara Longley				
16/09/1998 09:48:51	Barbara Longley				
16/09/1998 09:48:51	Barbara Longley	fix appears to correct the problem reported in this PinICL.			
16/09/1998 09:48:51	Barbara Longley				
16/09/1998 09:48:51	Barbara Longley	[END OF REFERENCE 6223186]			
16/09/1998 09:48:51	Barbara Longley	Responded to call type L as Category 2 -Progress update			
16/09/1998 09:49:08	Barbara Longley	The response was delivered to: PowerHelp			
17/09/1998 08:43:47	Customer Call	04/09/98 14:22 uk035390 HSH1 Information: tele. DIANE at EDSC for			
17/09/1998 08:43:47	Customer Call	updateon call 04/09/98 15:53 PINICL HSH1 UPDATE: By Barbara Longley at			
17/09/1998 08:43:47	Customer Call	04-sep-1998 15:49:00 Category 2 - Progress update Call still with Live			
17/09/1998 08:43:47	Customer Call	Support Test - in testing - Release Note 258 applies. 09/09/98 14:13 PINICL			
17/09/1998 08:43:47	Customer Call	HSH1 UPDATE: By Barbara Longley at 09-sep-1998 14:09:00 Category 2 -			
17/09/1998 08:43:47	Customer Call	Progress update 09/09/1998 12:54:35 - By Russ Thirkell - Live Support Test			
17/09/1998 08:43:47	Customer Call	Progress delayed because of moving LiveTest rig kit on September 8th and 9th.			
17/09/1998 08:43:47	Customer Call	11/09/98 13:26 PINICL HSH1 UPDATE: By Barbara Longley at 11-sep-1998			
17/09/1998 08:43:47	Customer Call	13:21:00 Category 2 - Progress update 10/09/1998 19:20:34 - By Russ Thirkell			
17/09/1998 08:43:47	Customer Call	- Live Support Test Release Number 0258 has been installed and testing has			
17/09/1998 08:43:47	Customer Call	started 15/09/98 12:06 uk058567 HSH1 Information: Contacted SSC for an			
17/09/1998 08:43:47	Customer Call	update. 15/09/98 14:47 PINICL HSH1 UPDATE: By Barbara Longley at			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

17/09/1998 08:43:48	Customer Call	15-sep-1998 14:44:00 Category 2 - Progress update 14/09/1998 17:41:15 - By			
17/09/1998 08:43:48	Customer Call	Russ Thirkell - Live Support Testing nearly completed 16/09/98 10:59 PINICL			
17/09/1998 08:43:48	Customer Call	HSH1 UPDATE: By Barbara Longley at 16-sep-1998 10:48:00 Category 2 -			
17/09/1998 08:43:48	Customer Call	Progress update 15/09/1998 14:57:00 - By Russ Thirkell - Live Support Test Re			
17/09/1998 08:43:48	Customer Call	lease number 0258 (PinICL 14921) was demonstrated to Karen Rogers (POCL) and			
17/09/1998 08:43:48	Customer Call	Angela Hart and Hazel Salvat (Business Support Team) earlier today. This fix			
17/09/1998 08:43:48	Customer Call	appearsto correct the problem reported in this PinICL. 17/09/98 09:31			
17/09/1998 08:43:48	Customer Call	uk059132 HSH1 Information: Rang Barbara to ask if this call could be			
17/09/1998 08:43:48	Customer Call	closed as there is afix that has corrected the problem. Barbara thinks this			
17/09/1998 08:43:48	Customer Call	call needs to be looked at further and will investigate			
17/09/1998 08:43:48	Customer Call	accordingly.			
18/09/1998 14:25:33	Barbara Longley	F} Response :			
18/09/1998 14:25:33	Barbara Longley	Call still with Live Support Test - awaiting further update.			
18/09/1998 14:25:33	Barbara Longley	[END OF REFERENCE 6321028]			
18/09/1998 14:25:34	Barbara Longley	Responded to call type L as Category 2 -Progress update			
18/09/1998 14:25:50	Barbara Longley	The response was delivered to: PowerHelp			
21/09/1998 15:03:21	Barbara Longley	F} Response :			
21/09/1998 15:03:21	Barbara Longley	Call still with Live Support Test - awaiting further update.			
21/09/1998 15:03:21	Barbara Longley	[END OF REFERENCE 6358252]			
21/09/1998 15:03:21	Barbara Longley	Responded to call type L as Category 2 -Progress update			
21/09/1998 15:03:26	Barbara Longley	The response was delivered to: PowerHelp			
21/09/1998 16:35:13	Russ Thirkell	Testing now completed and demo given to POCL			
22/09/1998 08:13:31	Russ Thirkell	CP1519 has been raised for this call			
22/09/1998 08:13:31	Russ Thirkell	The call references have been updated. They are now:-			
22/09/1998 08:13:31	Russ Thirkell	ORIGINATOR	: Phelp		
22/09/1998 08:13:31	Russ Thirkell	T PowerHelp	: E-9805200004		

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

22/09/1998 08:13:31	Russ Thirkell	Release PinICL : PC0014921
22/09/1998 08:13:31	Russ Thirkell	CP reference : PWY_CP_1519
23/09/1998 13:53:55	Barbara Longley	F) Response :
23/09/1998 13:53:56	Barbara Longley	21/09/1998 17:35:13 - By Russ Thirkell - Live Support Test
23/09/1998 13:53:56	Barbara Longley	Testing now completed and demo given to POCL
23/09/1998 13:53:56	Barbara Longley	CP1519 has been raised for this call
23/09/1998 13:53:56	Barbara Longley	[END OF REFERENCE 6408190]
23/09/1998 13:53:56	Barbara Longley	Responded to call type L as Category 2 -Progress update
23/09/1998 13:54:09	Barbara Longley	The response was delivered to: PowerHelp
24/09/1998 14:34:44	Barbara Longley	F) Response :
24/09/1998 14:34:45	Barbara Longley	Testing now completed and demo given to POCL
24/09/1998 14:34:45	Barbara Longley	[END OF REFERENCE 6448587]
24/09/1998 14:34:45	Barbara Longley	Responded to call type L as Category 2 -Progress update
24/09/1998 14:35:03	Barbara Longley	The response was delivered to: PowerHelp
29/09/1998 16:19:01	Barbara Longley	F) Response :
29/09/1998 16:19:02	Barbara Longley	Call with Live Support Test - Testing now completed and demo given to POCL
29/09/1998 16:19:02	Barbara Longley	[END OF REFERENCE 6535719]
29/09/1998 16:19:02	Barbara Longley	Responded to call type L as Category 2 -Progress update
29/09/1998 16:19:09	Barbara Longley	The response was delivered to: PowerHelp
01/10/1998 10:58:33	Barbara Longley	F) Response :
01/10/1998 10:58:33	Barbara Longley	Call with Live Support Test - Testing now completed and demo given to POCL
01/10/1998 10:58:33	Barbara Longley	[END OF REFERENCE 6579277]
01/10/1998 10:58:33	Barbara Longley	Responded to call type L as Category 1 -Evidence required
01/10/1998 10:58:39	Barbara Longley	The response was delivered to: PowerHelp
06/10/1998 16:01:41	Russ Thirkell	Testing was completed on September 23rd by the Live Support Test team.
06/10/1998 16:01:41	Russ Thirkell	PinICL 0014921 says that Release Number 0258 (which corrects the problem

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

06/10/1998 16:01:41	Russ Thirkell	reported by PinICL 0011122) is with the SMC Desk.			
07/10/1998 13:41:00	Barbara Longley	F} Response :			
07/10/1998 13:41:00	Barbara Longley	06/10/1998 17:01:41 - By Russ Thirkell - Live Support Test			
07/10/1998 13:41:00	Barbara Longley	Testing was completed on September 23rd by the Live Support Test team.			
07/10/1998 13:41:00	Barbara Longley	PinICL 0014921 says that Release Number 0258 (which corrects the problem			
07/10/1998 13:41:00	Barbara Longley	reported by PinICL 0011122) is with the SMC Desk.			
07/10/1998 13:41:00	Barbara Longley	[END OF REFERENCE 6673619]			
07/10/1998 13:41:00	Barbara Longley	Responded to call type L as Category 2 -Progress update			
07/10/1998 13:41:07	Barbara Longley	The response was delivered to: PowerHelp			
08/10/1998 11:28:25	[Nikki O'Sullivan]	The call references have been updated. They are now:-			
08/10/1998 11:28:25	[Nikki O'Sullivan]	ORIGINATOR : Phelp			
08/10/1998 11:28:25	[Nikki O'Sullivan]	T PowerHelp : E-9805200004			
08/10/1998 11:28:25	[Nikki O'Sullivan]	Release PinICL : PC0014921			
08/10/1998 11:28:25	[Nikki O'Sullivan]	CP reference : PWY_CP_1519			
08/10/1998 11:28:25	[Nikki O'Sullivan]	Other : E2E			
08/10/1998 14:04:07	Barbara Longley	F} Response :			
08/10/1998 14:04:08	Barbara Longley	Call with Live Support Test waiting release to live - Release Note 258			
08/10/1998 14:04:08	Barbara Longley	applies - ERD 8/10/98.			
08/10/1998 14:04:08	Barbara Longley	[END OF REFERENCE 6700965]			
08/10/1998 14:04:09	Barbara Longley	Responded to call type L as Category 2 -Progress update			
08/10/1998 14:04:33	Barbara Longley	The response was delivered to: PowerHelp			
09/10/1998 10:21:09	[Gill French]	F} Response :			
09/10/1998 10:21:10	[Gill French]	Fix applied to live counters 08/10/98. Please close call. Thanks, Gill			
09/10/1998 10:21:10	[Gill French]	[END OF REFERENCE 6720618]			
09/10/1998 10:21:10	[Gill French]	Responded to call type L as Category 13 -Fix released			
09/10/1998 10:21:11	[Gill French]	Hours spent since call received: .2 hours			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis/	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

09/10/1998 10:21:14	[Gill French]	The Call record has been transferred to the Team: EDSC
09/10/1998 10:21:15	[Gill French]	The response has been routed to the gateway team for validation
09/10/1998 10:32:04	Barbara Longley	Target Release updated to IR - R1c
09/10/1998 11:58:57	Barbara Longley	The Call record has been assigned to the Team Member: Paul Steed
09/10/1998 11:58:58	Barbara Longley	Hours spent since call received: 0 hours
12/10/1998 08:41:00	Paul Steed	F} Response :
12/10/1998 08:41:00	Paul Steed	A bit long, this one. However it appears that the call can be closed.
12/10/1998 08:41:00	Paul Steed	Closure Code: Software Error
12/10/1998 08:41:00	Paul Steed	Reapir Code : Fix Applied
12/10/1998 08:41:00	Paul Steed	In view of the fact that the call was opened in May and that Mrs Mullis had
12/10/1998 08:41:00	Paul Steed	been contacted over the reconciliation issues, I do not think it would serve
12/10/1998 08:41:00	Paul Steed	any purpose to contact her (all similar calls since this one have been
12/10/1998 08:41:00	Paul Steed	reconciled and the PM informed that the reconciliation had been done).
12/10/1998 08:41:00	Paul Steed	According to the preceding text, the fix has been demonstrated to POCL.
12/10/1998 08:41:00	Paul Steed	[END OF REFERENCE 6776603]
12/10/1998 08:41:00	Paul Steed	Responded to call type L as Category 13 -Fix released
12/10/1998 08:41:01	Paul Steed	Hours spent since call received: 0 hours
12/10/1998 08:41:08	Paul Steed	CALL PC0011122 closed: Category 13, Type L
12/10/1998 08:41:08	Paul Steed	The response was delivered to: PowerHelp
12/10/1998 08:43:55	Customer Call	Date and time complete: 12/10/1998 09:45:31
12/10/1998 08:43:55	Customer Call	Service Complete (Confirmation) Received
17/12/1998 16:39:49	[Nikki O'Sullivan]	The call references have been updated. They are now:-
17/12/1998 16:39:49	[Nikki O'Sullivan]	ORIGINATOR : Phelp
17/12/1998 16:39:49	[Nikki O'Sullivan]	T PowerHelp : E-9805200004
17/12/1998 16:39:49	[Nikki O'Sullivan]	Release PiniCL : PC0014921
17/12/1998 16:39:49	[Nikki O'Sullivan]	CP reference : PWY_CP_1519

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0011122	PM has run a weekly report and	20/05/1998 09:10:23	17/12/1998 17:39:53	Mrs S Mullis	BPS
EDSC	one encashment is m	12/10/1998 09:41:08	C		BES Reconciliation

17/12/1998 16:39:49	[Nikki O'Sullivan]	Other	: E2E
17/12/1998 16:39:49	[Nikki O'Sullivan]	Other	: CFE2E