

PinICL Export

PC0014389

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0014389	Gateshead, FAD 152329, CAW 18,	14/08/1998 08:22:34	16/09/1998 07:44:31	Debbie Norton	BPS
EDSC		16/09/1998 07:42:05	C		BES Reconciliation

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	3079426
ORIGREF	E-9808140001
CONSUMER	SORBUSA6N9QE
CONSUMERREF	E-9808140001
PowerHelp	E-9808140001

Products

Product Group	Product Name	Product Version
BPS	BES Reconciliation	

Activities

Date	User	Comment
14/08/1998 07:22:34	Customer Call	CALL PC0014389 opened
14/08/1998 07:27:24	Customer Call	CALL PC0014389:Priority B:CallType L - Target 19/08/98 08:22:34
14/08/1998 07:27:49	Customer Call	PO: Gateshead, FAD 152329, Cash Acc Wk 18, Cash Acc value of £3059.15,
14/08/1998 07:27:57	Customer Call	supporting document value of £3024.80. Difference of £34.35. Please supply a
14/08/1998 07:28:06	Customer Call	tick list from Lisahally.
14/08/1998 07:28:12	Customer Call	F} Call details
14/08/1998 07:28:29	Customer Call	Diagnostician name: 626471
14/08/1998 07:31:33	Customer Call	Customer opened date 14/08/1998 07:56:18
14/08/1998 08:15:56	Barbara Longley	Target Release updated to Release 1c
14/08/1998 08:15:56	Barbara Longley	The Call record has been transferred to the Team: BusinessSupprt
14/08/1998 08:15:56	Barbara Longley	Hours spent since call received: 0 hours
14/08/1998 08:18:13	Hazel Salvat	Product BPS BES Reconciliation added
14/08/1998 08:18:14	Hazel Salvat	The Call record has been assigned to the Team Member: Hazel Salvat
14/08/1998 08:18:14	Hazel Salvat	Hours spent since call received: 0 hours

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14/08/1998 10:24:23	Hazel Salvat	F} Response :			
14/08/1998 10:24:23	Hazel Salvat	BSU have requested and received a tick list for this PO from MIS. A			
14/08/1998 10:24:23	Hazel Salvat	comparison will be made at Lisahally, between the receipts that are present			
14/08/1998 10:24:23	Hazel Salvat	and the listed transactions. Until the list is returned from Lisahally, there			
14/08/1998 10:24:23	Hazel Salvat	is little that BSU can do. Tick list has been issued to Wendy Atkinson (POCL			
14/08/1998 10:24:23	Hazel Salvat	Serv Mgt) & Debbie Norton (POCL TP). Please halt the incident & extend target			
14/08/1998 10:24:23	Hazel Salvat	date to 19/9/98. Please do not chase until this date.			
14/08/1998 10:24:23	Hazel Salvat	[END OF REFERENCE 5542676]			
14/08/1998 10:24:23	Hazel Salvat	New target date set 19/09/98 08:22:00			
14/08/1998 10:24:24	Hazel Salvat	Responded to call type L as Category 2 -Progress update			
14/08/1998 10:24:27	Hazel Salvat	The response was delivered to: PowerHelp			
19/08/1998 15:34:57	Hazel Salvat	The call summary has been changed from:-			
19/08/1998 15:34:57	Hazel Salvat	PO: Gateshead, FAD 152329, Cash Acc Wk 18, Cash Ac			
19/08/1998 15:34:57	Hazel Salvat	The call summary is now:-			
19/08/1998 15:34:57	Hazel Salvat	Gateshead, FAD 152329, CAW 18,			
21/08/1998 08:35:20	Customer Call	21/08/98 09:25 D.Hall HSH1 Information: As expected the target date for			
21/08/1998 08:35:20	Customer Call	this call has been set for around 4 weeks from the day that it was logged.			
21/08/1998 08:35:20	Customer Call	This is due to the request for the Tick List and no update is to be			
21/08/1998 08:35:20	Customer Call	expected or chased for until			
21/08/1998 08:35:20	Customer Call	19/09/98.			
27/08/1998 14:25:02	Hazel Salvat	Could the SSC please do a history on this one for us please. We have			
27/08/1998 14:25:02	Hazel Salvat	received the tick list back from Lisahally, findings show that the Post			
27/08/1998 14:25:02	Hazel Salvat	Office presented a payment receipt for £34.35 for the customer: GRO			
27/08/1998 14:25:02	Hazel Salvat	GRO Post Master has written on the receipt "Made Void in error". But			

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27/08/1998 14:25:02	Hazel Salvat	has claimed for the £34.35 in the end of week. Next payment date is classed			
27/08/1998 14:25:02	Hazel Salvat	as 3/8/98, would you please check to see if these payments have gone to			
27/08/1998 14:25:02	Hazel Salvat	duplicates.			
27/08/1998 14:25:02	Hazel Salvat	The call summary has been changed from:-			
27/08/1998 14:25:02	Hazel Salvat	Gateshead, FAD 152329, CAW 18,			
27/08/1998 14:25:02	Hazel Salvat	The call summary is now:-			
27/08/1998 14:25:02	Hazel Salvat	Gateshead, FAD 152329, CAW 18,			
27/08/1998 14:25:06	Hazel Salvat	The Call record has been transferred to the Team: EDSC			
27/08/1998 14:25:06	Hazel Salvat	Hours spent since call received: 0 hours			
27/08/1998 14:29:45	Paul Steed	The Call record has been assigned to the Team Member: Paul Steed			
27/08/1998 14:29:45	Paul Steed	Hours spent since call received: 0 hours			
27/08/1998 16:40:11	Paul Steed	F) Response :			
27/08/1998 16:40:11	Paul Steed	Sequence of events is as follows: -			
27/08/1998 16:40:11	Paul Steed	29-Jul-1998 15:12:46 Receipt			
27/08/1998 16:40:11	Paul Steed	29-Jul-1998 15:30:51 BESTransaction Status:Voided Reason:PAID			
27/08/1998 16:40:11	Paul Steed	The receipt was for £34.35 being 3 x £11.45			
27/08/1998 16:40:11	Paul Steed	The three payments were for due dates of 13, 20 & 27 Jul			
27/08/1998 16:40:11	Paul Steed	(Payments 44000 GRO 0017, 44000 GRO 0018 & 44000 GRO 0020			
27/08/1998 16:40:11	Paul Steed	respectively)			
27/08/1998 16:40:11	Paul Steed	The customer had been paid and then the transaction voided in error. Thus the			
27/08/1998 16:40:11	Paul Steed	three payments were still available. On the 19-Aug-1998 at 15:46:55 a receipt			
27/08/1998 16:40:11	Paul Steed	was issued for £68.70 being 6 x £11.45 thus the payments were paid for a			
27/08/1998 16:40:11	Paul Steed	second time together with three payments for due dates 03, 10 & 17 Aug			
27/08/1998 16:40:11	Paul Steed	(Payments 44000 GRO 0021, 44000 GRO 0019 & 44000 GRO 0022			
27/08/1998 16:40:11	Paul Steed	respectively)			
27/08/1998 16:40:11	Paul Steed	[END OF REFERENCE 5845099]			

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27/08/1998 16:40:12	Paul Steed	Responded to call type L as Category 2 -Progress update			
27/08/1998 16:40:15	Paul Steed	The response was delivered to: PowerHelp			
28/08/1998 08:11:40	Paul Steed	F) Response :			
28/08/1998 08:11:40	Paul Steed	The six payments constituted transaction 1523290100031522 and were all			
28/08/1998 08:11:40	Paul Steed	encashed. (The voided transaction was 1523290100028964.)			
28/08/1998 08:11:40	Paul Steed	[END OF REFERENCE 5854546]			
28/08/1998 08:11:40	Paul Steed	Responded to call type L as Category 2 -Progress update			
28/08/1998 08:11:44	Paul Steed	The response was delivered to: PowerHelp			
28/08/1998 08:11:44	Paul Steed	The Call record has been transferred to the Team: BusinessSupprt			
28/08/1998 08:11:45	Paul Steed	Hours spent since call received: 0 hours			
28/08/1998 12:46:24	[Nicole Meredith]	F) Response :			
28/08/1998 12:46:24	[Nicole Meredith]	Is there any indications in the message store as to why the payment was			
28/08/1998 12:46:24	[Nicole Meredith]	voided instead of committed? Were there any printing problems encountered?			
28/08/1998 12:46:24	[Nicole Meredith]	[END OF REFERENCE 5872525]			
28/08/1998 12:46:24	[Nicole Meredith]	Responded to call type L as Category 8 -Administrative response			
28/08/1998 12:46:27	[Nicole Meredith]	The Call record has been transferred to the Team: EDSC			
28/08/1998 12:46:27	[Nicole Meredith]	The response has been routed to the gateway team for validation			
28/08/1998 12:57:19	Barbara Longley	The Call record has been assigned to the Team Member: Paul Steed			
28/08/1998 12:57:20	Barbara Longley	Hours spent since call received: 0 hours			
28/08/1998 13:08:54	Barbara Longley	F) Response :			
28/08/1998 13:08:54	Barbara Longley	The Call record has been assigned to EDSC Team Member: Paul Steed			
28/08/1998 13:08:54	Barbara Longley	[END OF REFERENCE 5874062]			
28/08/1998 13:08:54	Barbara Longley	Responded to call type L as Category 2 -Progress update			
28/08/1998 13:08:56	Barbara Longley	The response was delivered to: PowerHelp			
28/08/1998 14:01:51	Paul Steed	F) Response :			
28/08/1998 14:01:52	Paul Steed	The PM simply voided the transaction in error. The message store indicates			

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28/08/1998 14:01:52	Paul Steed				nothing more (there was a 28 minute gap between the receipt and the void with
28/08/1998 14:01:52	Paul Steed				no other activity on that counter (counter 1) between the two records and no
28/08/1998 14:01:52	Paul Steed				other activity on counter 3 (counter 2 was not being used)).
28/08/1998 14:01:52	Paul Steed				[END OF REFERENCE 5879183]
28/08/1998 14:01:53	Paul Steed				Responded to call type L as Category 2 -Progress update
28/08/1998 14:02:04	Paul Steed				The response was delivered to: PowerHelp
28/08/1998 14:05:04	Paul Steed				The Call record has been transferred to the Team: BusinessSupprt
28/08/1998 14:05:04	Paul Steed				Hours spent since call received: 0 hours
01/09/1998 08:36:08	[Angela Hart]				The Call record has been assigned to the Team Member: Angela Hart
01/09/1998 08:36:08	[Angela Hart]				Hours spent since call received: 0 hours
01/09/1998 11:33:50	[Angela Hart]				F} Response :
01/09/1998 11:33:51	[Angela Hart]				28/8/98 Tick lists received from Lisahally. One additional receipt for
01/09/1998 11:33:51	[Angela Hart]				£34.35 was found. The PM had written "Made void in error" on the receipt.
01/09/1998 11:33:51	[Angela Hart]				System investigations have shown that the PM paid the customer on the 29/7/98
01/09/1998 11:33:51	[Angela Hart]				but voided the transaction. The customer collected the payments again on the
01/09/1998 11:33:51	[Angela Hart]				19/8/98 (this time the transaction was committed to the system). ICL Pathway
01/09/1998 11:33:51	[Angela Hart]				request incident closure with POCL liability. To be discussed at the
01/09/1998 11:33:51	[Angela Hart]				Accounting & Reconciliation Forum on the 10/9/98.
01/09/1998 11:33:51	[Angela Hart]				[END OF REFERENCE 5900719]
01/09/1998 11:33:51	[Angela Hart]				Responded to call type L as Category 2 -Progress update
01/09/1998 11:33:51	[Angela Hart]				The response has been flagged to the gateway team for validation
07/09/1998 15:47:02	Barbara Longley				F} Response :
07/09/1998 15:47:03	Barbara Longley				This call should not be chased at least until 11/9/98 - please see previous
07/09/1998 15:47:03	Barbara Longley				update.
07/09/1998 15:47:03	Barbara Longley				[END OF REFERENCE 6006054]
07/09/1998 15:47:03	Barbara Longley				Responded to call type L as Category 2 -Progress update

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07/09/1998 15:47:06	Barbara Longley		The response was delivered to: PowerHelp
15/09/1998 15:36:01	Barbara Longley		F) Response :
15/09/1998 15:36:01	Barbara Longley		Have spoken to Angela Hart (Business Support)- she will update this call.
15/09/1998 15:36:01	Barbara Longley		[END OF REFERENCE 6208336]
15/09/1998 15:36:01	Barbara Longley		Responded to call type L as Category 2 -Progress update
15/09/1998 15:36:03	Barbara Longley		The response was delivered to: PowerHelp
15/09/1998 16:40:15	[Angela Hart]		F) Response :
15/09/1998 16:40:15	[Angela Hart]		As discussed & agreed at the Accounting & Recon Mtg on the 10/9/98, Bev
15/09/1998 16:40:15	[Angela Hart]		McNeil (POCL TP) & Mike Hannon agreed that the liability for this incident
15/09/1998 16:40:15	[Angela Hart]		lies with POCL/PM, due to the above evidence stated above. Reconciliation
15/09/1998 16:40:15	[Angela Hart]		complete. No further action required. Request incident closure. thanks
15/09/1998 16:40:15	[Angela Hart]		[END OF REFERENCE 6210329]
15/09/1998 16:40:15	[Angela Hart]		Responded to call type L as Category 2 -Progress update
15/09/1998 16:40:15	[Angela Hart]		The response has been flagged to the gateway team for validation
15/09/1998 16:40:16	[Angela Hart]		The Call record has been transferred to the Team: EDSC
15/09/1998 16:40:16	[Angela Hart]		Hours spent since call received: 0 hours
16/09/1998 06:41:25	Pat Carroll		The Call record has been assigned to the Team Member: Pat Carroll
16/09/1998 06:41:26	Pat Carroll		Hours spent since call received: 0 hours
16/09/1998 06:42:04	Pat Carroll		F) Response :
16/09/1998 06:42:04	Pat Carroll		Please close call as per previous response.
16/09/1998 06:42:04	Pat Carroll		No fault found/Advice given.
16/09/1998 06:42:04	Pat Carroll		[END OF REFERENCE 6215023]
16/09/1998 06:42:04	Pat Carroll		Responded to call type L as Category 8 -Administrative response
16/09/1998 06:42:04	Pat Carroll		Hours spent since call received: 0 hours
16/09/1998 06:42:05	Pat Carroll		CALL PC0014389 closed: Category 8, Type L
16/09/1998 06:42:06	Pat Carroll		The response was delivered to: PowerHelp

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EDSC		16/09/1998 07:42:05	C		BES Reconciliation

16/09/1998 06:44:31	Customer Call	Date and time complete: 16/09/1998 07:45:34			
16/09/1998 06:44:31	Customer Call	Service Complete (Confirmation) Received			