

PinICL Expor PC0052025

Ref	Summary	Opened	Last update	Customer	Product Group
PC0052025	icons differ btwn counters/ alleged auto suspend	09/08/2000 10:43:37	09/08/2000 14:24:24	Jim Bogen	EPOSS & DeskTop
EDSC			Closed		Desktop

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	65818151
ORIGREF	E-0008090259
CONSUMER	16953 A1GATE
CONSUMERREF	E-0008090259
PowerHelp	E-0008090259

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Desktop	

Activities

Date	User	Comment
09/08/2000 10:43:37	Customer Call	CALL PC0052025 opened
09/08/2000 10:43:42	Customer Call	CALL PC0052025:Priority B:CallType L - Target 14/08/00 11:43:37
09/08/2000 10:43:42	Customer Call	09/08/00 09:22 PM informs that receipt came out of machine at 2:14pm and it
09/08/2000 10:43:42	Customer Call	had 3 transactions on it. Was advised that transactions are cut off
09/08/2000 10:43:42	Customer Call	automatically if they are not finished. P&A, BT payment card £5 and British
09/08/2000 10:43:42	Customer Call	Gas bill payment is also showing for £5, and there is another chq for £43.
09/08/2000 10:43:42	Customer Call	09/08/00 09:28 uk081234
09/08/2000 10:43:42	Customer Call	Information: System has printed ghost transactions before, but not this
09/08/2000 10:43:42	Customer Call	severe.
09/08/2000 10:43:42	Customer Call	09/08/00 09:28 uk081234
09/08/2000 10:43:42	Customer Call	Information: PM has done trans log search on both terminals for these
09/08/2000 10:43:42	Customer Call	transactions. At 11:01, there are three transactions, which
09/08/2000 10:43:42	Customer Call	are identical to the transactions that were printed earlier.
09/08/2000 10:43:42	Customer Call	At 11:03, the three transactions are repeated again.

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09/08/2000 10:43:42	Customer Call	09/08/00 09:33 uk081234
09/08/2000 10:43:42	Customer Call	Information: PM does not have a receipt for the BT transaction which has
09/08/2000 10:43:42	Customer Call	the ref num of 020736. All these transactions were scanned
09/08/2000 10:43:42	Customer Call	yesterday, they were not entered manually.
09/08/2000 10:43:42	Customer Call	09/08/00 09:36 uk081234
09/08/2000 10:43:43	Customer Call	Information: CP printed the receipt of these transactions 4 hours after
09/08/2000 10:43:43	Customer Call	the initial transactions had occurred.
09/08/2000 10:43:43	Customer Call	09/08/00 09:40 uk081234
09/08/2000 10:43:43	Customer Call	Information: PM informs that there is an extra transaction on his AP
09/08/2000 10:43:43	Customer Call	report, which is for BT payment card of £5. There is no receipt
09/08/2000 10:43:43	Customer Call	for it in the office. Also, the other three transactions
09/08/2000 10:43:43	Customer Call	are showing up twice. Customer ref num for BT trans is EXACTLY
09/08/2000 10:43:43	Customer Call	the same as the British Gas trans. British Gas, P&A and chq
09/08/2000 10:43:43	Customer Call	for £43 are repeated twice on the report.
09/08/2000 10:43:43	Customer Call	09/08/00 09:45 uk081234
09/08/2000 10:43:43	Customer Call	Information: PM has 2 receipts for British Gas transactions at 12:03,
09/08/2000 10:43:43	Customer Call	and trans log is showing those at 11:03. One is customer copy
09/08/2000 10:43:43	Customer Call	receipt, the other is office copy. PM does not have any
09/08/2000 10:43:43	Customer Call	receipts for the transactions at 11:01.
09/08/2000 10:43:43	Customer Call	09/08/00 09:50 uk081234
09/08/2000 10:43:43	Customer Call	Advice: Advised PM that the details of this call will be passed to
09/08/2000 10:43:43	Customer Call	SMC for further investigation.
09/08/2000 10:43:43	Customer Call	09/08/00 09:51 uk081234
09/08/2000 10:43:43	Customer Call	Information: Terminal: 2
09/08/2000 10:43:43	Customer Call	Userid{ GRO }
09/08/2000 10:43:43	Customer Call	SU: AA

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09/08/2000 10:43:43	Customer Call	User insists that she entered the transactions correctly
09/08/2000 10:43:43	Customer Call	09/08/00 09:52 uk081234
09/08/2000 10:43:43	Customer Call	Information: PM informs that the "susp" icon last week changed to "swap"
09/08/2000 10:43:43	Customer Call	by itself then changed back to "susp" on its own accord. PM
09/08/2000 10:43:43	Customer Call	is wondering if the icon changed to "swap", which then
09/08/2000 10:43:43	Customer Call	clears the screen, and then changed back to "susp", without
09/08/2000 10:43:43	Customer Call	anyone realising.
09/08/2000 10:43:43	Customer Call	09/08/00 09:58 uk081234
09/08/2000 10:43:43	Customer Call	Advice: Advised PM that this will be reassigned to SMC for further
09/08/2000 10:43:43	Customer Call	investigation
09/08/2000 10:43:44	Customer Call	09/08/00 11:34 uk082041
09/08/2000 10:43:44	Customer Call	Information: explained to PM re swap / suspend icons and how this would
09/08/2000 10:43:44	Customer Call	explain his problems. He was happy to accept this but
09/08/2000 10:43:44	Customer Call	reports that he is sure suspend was not touched and the system has
09/08/2000 10:43:44	Customer Call	done it itself. Possible screen problem but not an issue
09/08/2000 10:43:44	Customer Call	with calibration.
09/08/2000 10:43:44	Customer Call	PM also reports that he has different icons on his
09/08/2000 10:43:44	Customer Call	counters for fast cheque and fast cash, and the swap / suspend
09/08/2000 10:43:44	Customer Call	icons are different on both counters. this counter does not
09/08/2000 10:43:44	Customer Call	bring up an exclamation mark for a suspended session so he
09/08/2000 10:43:44	Customer Call	accepts that his transactions yesterday probably went into a
09/08/2000 10:43:44	Customer Call	suspended session but he was unaware of it.
09/08/2000 10:43:44	Customer Call	The issues raised by HSH are explained but PM would like
09/08/2000 10:43:44	Customer Call	the icons / alleged auto-suspend looked into. I imagine that
09/08/2000 10:43:44	Customer Call	this is not an NBSC issue as fast cash etc will be core icons
09/08/2000 10:43:44	Customer Call	and he should not have different versions on his counters.

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09/08/2000 10:43:44	Customer Call	can ssc investigate further and advise
09/08/2000 10:43:44	Customer Call	thanks
09/08/2000 10:43:44	Customer Call	F} Call details
09/08/2000 10:43:45	Customer Call	Diagnostician name:
09/08/2000 10:43:46	Customer Call	Customer opened date 09/08/2000 09:22:29
09/08/2000 11:11:14	Barbara Longley	The call summary has been changed from:-
09/08/2000 11:11:14	Barbara Longley	PM informs that receipt came out of machine at 2:1
09/08/2000 11:11:14	Barbara Longley	The call summary is now:-
09/08/2000 11:11:14	Barbara Longley	icons differ btwn counters/ alleged auto suspend
09/08/2000 11:11:14	Barbara Longley	Target Release updated to CSR-CI3_2R
09/08/2000 11:11:14	Barbara Longley	Product EPOSS & DeskTop Desktop added
09/08/2000 11:15:16	Richard Coleman	PRESCAN: KEL RCoeman2110J concerns the icons. Need to have a look at the
09/08/2000 11:15:16	Richard Coleman	suspend issue as well.
09/08/2000 11:15:17	Richard Coleman	The Call record has been assigned to the Team Member: David Seddon
09/08/2000 11:15:18	Richard Coleman	Defect cause updated to 41:General - in Procedure
09/08/2000 11:15:18	Richard Coleman	Hours spent since call received: 0 hours
09/08/2000 14:12:10	David Seddon	F} Response :
09/08/2000 14:12:12	David Seddon	Messages in the messagestore confirm that the 'phantom' transactions were due
09/08/2000 14:12:12	David Seddon	to them being in a suspended session that was later forcefully committed.
09/08/2000 14:12:12	David Seddon	Explained this to PM who was happy with explanation but she says she is sure
09/08/2000 14:12:12	David Seddon	she never pressed the suspend icon. Nevertheless she agrees closure for this
09/08/2000 14:12:12	David Seddon	problem. Can only assume that she hit the suspend icon by accident.
09/08/2000 14:12:12	David Seddon	[END OF REFERENCE 20917840]
09/08/2000 14:12:13	David Seddon	Responded to call type L as Category 40 -Incident Under Investigation
09/08/2000 14:12:15	David Seddon	The response was delivered to: PowerHelp
09/08/2000 14:20:22	David Seddon	F} Response :

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09/08/2000 14:20:24	David Seddon	In regard to the issue of different icons on the two counters there is a kel
09/08/2000 14:20:24	David Seddon	- 'RColeman2110J.htm'. Have checked commit signatures (...at the counter) for
09/08/2000 14:20:24	David Seddon	products on both counters. It appears that counter 2 has not yet had
09/08/2000 14:20:24	David Seddon	riposte_unsigned 5_2 committed whereas counter 1 has. Can you commit this
09/08/2000 14:20:24	David Seddon	product to counter 2 so that icons on both counters appear the same.
09/08/2000 14:20:24	David Seddon	[END OF REFERENCE 20917978]
09/08/2000 14:20:24	David Seddon	Responded to call type L as Category 68 -Administrative Response
09/08/2000 14:20:25	David Seddon	Hours spent since call received: 0 hours
09/08/2000 14:20:30	David Seddon	CALL PC0052025 closed: Category 68, Type L
09/08/2000 14:20:33	David Seddon	The response was delivered to: PowerHelp
09/08/2000 14:24:24	Customer Call	Date and time complete: 09/08/2000 15:29:58
09/08/2000 14:24:24	Customer Call	Service Complete (Confirmation) Received