

PinICL Expor PC0068327

Ref	Summary	Opened	Last update	Customer	Product Group
PC0068327	FAD111025 - Continual phantom transactions	25/07/2001 09:39:46	06/09/2001 07:18:28	Robert Parker	EPOSS & DeskTop
EDSC			Closed		EPOSS & DeskTop

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	96053947
ORIGREF	E-0107240850
CONSUMER	16953 A1GATE
CONSUMERREF	E-0107240850
PowerHelp	E-0107240850

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

Activities

Date	User	Comment
25/07/2001 09:39:46	Customer Call	CALL PC0068327 opened
25/07/2001 09:39:49	Customer Call	CALL PC0068327:Priority B:CallType L - Target 30/07/01 10:39:46
25/07/2001 09:39:50	Customer Call	24/07/01 11:36 PM reports that he has been having phantom transactions
25/07/2001 09:39:50	Customer Call	continually for months and the problem is still persisting.
25/07/2001 09:39:50	Customer Call	24/07/01 11:41 gb082703
25/07/2001 09:39:50	Customer Call	Access Times: Mon to Fri 0900 till 1730
25/07/2001 09:39:50	Customer Call	24/07/01 11:43 gb082703
25/07/2001 09:39:50	Customer Call	Advice: PM reports that 2 resistance monitors were sent out but
25/07/2001 09:39:50	Customer Call	only 1 was replaced as 1 was faulty. The resistance monitor
25/07/2001 09:39:50	Customer Call	that was replaced is causing the problems.
25/07/2001 09:39:50	Customer Call	24/07/01 11:45 gb082703
25/07/2001 09:39:50	Customer Call	Advice: It appears that the finish icon is very hard to touch and
25/07/2001 09:39:50	Customer Call	items appear even when away from the counter.
25/07/2001 09:39:50	Customer Call	24/07/01 11:45 gb082703

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25/07/2001 09:39:50	Customer Call	Information: Because the PM has been having these problems for months
25/07/2001 09:39:50	Customer Call	now he is wanting somethnig doing to try and solve this
25/07/2001 09:39:50	Customer Call	ongoing problem.
25/07/2001 09:39:50	Customer Call	24/07/01 11:50 uk080054
25/07/2001 09:39:50	Customer Call	Contacted: Spoke to Mr Parker who states he has had High resistance
25/07/2001 09:39:50	Customer Call	monitors fitted as phantom transactions appearing on screen.
25/07/2001 09:39:50	Customer Call	Mr Parker states that these are still appaering and that
25/07/2001 09:39:51	Customer Call	pressing the finnish icon is very difficult as they have to
25/07/2001 09:39:51	Customer Call	press quite hard for it to register, but when Mr Parker
25/07/2001 09:39:51	Customer Call	finnished the transactions in the stack this morning the items were
25/07/2001 09:39:51	Customer Call	cleared from the stack but when he statrted to serve the
25/07/2001 09:39:51	Customer Call	next customer the items appeared back in the stack but cleared
25/07/2001 09:39:51	Customer Call	next time the stack was finished
25/07/2001 09:39:51	Customer Call	24/07/01 11:58 uk080054
25/07/2001 09:39:51	Customer Call	Information: Tried to contact Wendy Kerigan but got through to voice
25/07/2001 09:39:51	Customer Call	mail. Have asked Wendy tocontact me.
25/07/2001 09:39:51	Customer Call	24/07/01 14:11 uk080054
25/07/2001 09:39:51	Customer Call	Contacted: Spoke to Wendy Kerrigan who states she will have a look at
25/07/2001 09:39:51	Customer Call	the call.
25/07/2001 09:39:51	Customer Call	24/07/01 14:19 uk080054
25/07/2001 09:39:51	Customer Call	Information: Wendy Kerrigan suggests that this call be progressed to
25/07/2001 09:39:51	Customer Call	software development as they are dealing with phantom
25/07/2001 09:39:51	Customer Call	transactions.
25/07/2001 09:39:51	Customer Call	25/07/01 10:35 uk061537
25/07/2001 09:39:51	Customer Call	Information: This office has been identified as a Problem office and as
25/07/2001 09:39:51	Customer Call	such is being monitored. Wendy Kerrigan has asked

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25/07/2001 09:39:52	Customer Call	SSC/Development for Performance Monitoring at this outlet. I suggest
25/07/2001 09:39:52	Customer Call	this call goes to SSC possibly for the attention of Pat
25/07/2001 09:39:52	Customer Call	Carroll as he is dealing with Phantom transactions.
25/07/2001 09:39:52	Customer Call	25/07/01 10:41 uk081265
25/07/2001 09:39:52	Customer Call	Information: Voiced Pat at SSC to make aware of call
25/07/2001 09:39:52	Customer Call	F} Call details
25/07/2001 09:39:58	Customer Call	Diagnostician name:
25/07/2001 09:40:02	Customer Call	Customer opened date 24/07/2001 11:36:48
25/07/2001 09:45:35	Barbara Longley	The call summary has been changed from:-
25/07/2001 09:45:35	Barbara Longley	PM reports that he has been having phantom transac
25/07/2001 09:45:35	Barbara Longley	The call summary is now:-
25/07/2001 09:45:35	Barbara Longley	FAD111025 - Continual phantom transactions
25/07/2001 09:45:35	Barbara Longley	Target Release updated to CI4S03R
25/07/2001 09:45:35	Barbara Longley	Product EPOSS & DeskTop added
25/07/2001 10:06:12	Paul Steed	F} Response :
25/07/2001 10:06:12	Paul Steed	PRESCAN:Passing to Pat who has already had dealings with this PO.
25/07/2001 10:06:12	Paul Steed	[END OF REFERENCE 27094405]
25/07/2001 10:06:12	Paul Steed	Responded to call type L as Category 40 -Incident Under Investigation
25/07/2001 10:06:14	Paul Steed	The response was delivered to: PowerHelp
25/07/2001 10:06:14	Paul Steed	The Call record has been assigned to the Team Member: Pat Carroll
25/07/2001 10:06:15	Paul Steed	Defect cause updated to 99:General - Unknown
25/07/2001 10:06:15	Paul Steed	Hours spent since call received: 0 hours
25/07/2001 12:48:50	Barbara Longley	F} Response :
25/07/2001 12:48:50	Barbara Longley	The Call record has been assigned to EDSC Team Member: Pat Carroll
25/07/2001 12:48:50	Barbara Longley	[END OF REFERENCE 27098550]
25/07/2001 12:48:50	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation

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25/07/2001 12:48:51	Barbara Longley	The response was delivered to: PowerHelp
05/09/2001 13:17:03	Pat Carroll	F} Response :
05/09/2001 13:17:04	Pat Carroll	Following a significant amount of monitoring we have been unable to
05/09/2001 13:17:04	Pat Carroll	definitively link any equipment/environmental issues to any particular event.
05/09/2001 13:17:04	Pat Carroll	There have been incidents which showed a possible correlation between system
05/09/2001 13:17:04	Pat Carroll	activity and phantom Txns, these pointed to a touch screen problem and as a
05/09/2001 13:17:04	Pat Carroll	result the screen was replaced with a Resitive model. As this produced no
05/09/2001 13:17:04	Pat Carroll	measurable improvement it has to be assumed that the problems were user
05/09/2001 13:17:04	Pat Carroll	related.
05/09/2001 13:17:04	Pat Carroll	Please close call.
05/09/2001 13:17:04	Pat Carroll	[END OF REFERENCE 27498184]
05/09/2001 13:17:04	Pat Carroll	Responded to call type L as Category 62 -No fault in product
05/09/2001 13:17:04	Pat Carroll	Hours spent since call received: 0 hours
05/09/2001 13:17:07	Pat Carroll	CALL PC0068327 closed: Category 62, Type L
05/09/2001 13:17:07	Pat Carroll	The response was delivered to: PowerHelp
06/09/2001 07:18:28	Customer Call	Date and time complete: 06/09/2001 08:18:36
06/09/2001 07:18:28	Customer Call	Service Complete (Confirmation) Received