

Export

Peak Incident Management System

Call Reference	PC0031313	Call Logger	Customer Call -- EDSC
Release	Targeted At -- CSR-CI2_2R	Top Ref	E-9910130827
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Reconciliation - resolved
Target Date	18/10/1999	Effort (Man Days)	0
Summary	Receipts and payments mismatch 29 for CAW 28		
Progress Narrative			

Date:13-Oct-1999 15:56:00 User:Customer Call
CALL PC0031313:Priority B:CallType L - Target 18/10/99 16:56:28
13/10/99 16:15 Raised on behalf of Julie Dart. Receipts and payments mismatch 29 live trial offices have receipts and payments mismatches on their ca for week 28. This is the first balance produced by these offices. Details of offices forwarded to Angela Shaw at MFU.
F) Call details
Diagnostician name:
Customer opened date 13/10/1999 16:15:58
CALL PC0031313 opened

Date:13-Oct-1999 16:27:00 User:Barbara Longley
The call summary has been changed from:-
Raised on behalf of Julie Dart. Receipts and paym
The call summary is now:-
Receipts and payments mismatch 29
Target Release updated to PDR - CSR
Product General/Other/Misc Reconciliation added

Date:14-Oct-1999 07:14:00 User:John Simpkins
PRESCAN: No office details included on call, Angela hes these - routing to MSU. (We expect payments not equal to receipts for 6329, 10511, 221328, 127140, 455329, 286329 and 023329 due to the transfer problem.)
The call summary has been changed from:-
Receipts and payments mismatch 29
The call summary is now:-
Receipts and payments mismatch 29
The Call record has been transferred to the Team: MgtSupportUnit
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours

Date:18-Oct-1999 10:36:00 User:Angela Shaw
New evidence added - 29 offices in 1st CA
F) Response :
Please see the attached evidence for the 29 offices that have all produced their 1st cash account. Can we confirm that these were migration problems from the Bfd message from the message store. Please route back to MSU afterwards.
[END OF REFERENCE 12896314]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: EDSC
Hours spent since call received: 0.5 hours

Date:18-Oct-1999 10:49:00 User:Barbara Longley
richard, In the absence of John Simpkins, another team member needs to deal with this.

Date:18-Oct-1999 13:21:00 User:Richard Coleman
The Call record has been assigned to the Team Member: Paul Steed
Hours spent since call received: 0 hours

Date:18-Oct-1999 13:26:00 User:Paul Steed
The call summary has been changed from:-
Receipts and payments mismatch 29
The call summary is now:-
Receipts and payments mismatch 29 for CAW 28

Date:18-Oct-1999 15:45:00 User:Paul Steed
F) Response :

Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:18-Oct-1999 15:50:00 User:Paul Steed

F) Response :

So 26 were due to migration errors, which leaves three, 006116, 008323 & 286329. Of these, 286329 has been mentioned by John Simpkins as being expected to have discrepancies on account of the Transfer Problem.

[END OF REFERENCE 12906286]

Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:19-Oct-1999 09:08:00 User:Paul Steed

F) Response :

FAD 286329 had a discrepancy of -£946.00, this equates to two Transfer Outs that were done on 01-Oct-1999 at 10:51:56 GMT and 11:15:34 GMT respectively. Both were for Product:56 Qty:473 SaleValue:473 Src:LL Dest:AA.

[END OF REFERENCE 12914094]

Responded to call type L as Category 40 -Incident Under Investigation

Date:19-Oct-1999 09:09:00 User:Paul Steed

The response was delivered to: PowerHelp

Date:19-Oct-1999 10:46:00 User:Paul Steed

F) Response :

FAD 008323 is also due to the Transfer Problem. In this case there was a Transfer In done on 02-Oct-1999 (Saturday) which appears to have been missed by the people handling the Transfer Problem. The details of the Transfer In are:

Date:02-Oct-1999

Time:08:59:49

Qty:--1

SaleValue:--3882

DestSU:DD

SrcSU:BM

The symptom of the Transfer Problem was double minuses which doubled up the discrepancy; thus 2 x 3882 = £7764.00 which is the discrepancy reported.

[END OF REFERENCE 12917852]

Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:19-Oct-1999 13:18:00 User:Paul Steed

New evidence added - Zipped text message store for 006116

F) Response :

FAD 006116 is less straightforward than all the others.

The migration discrepancy was -11298.72 which would have amounted to a difference of (+)£11,298.72. The reported difference is -£57,279.10 which would equate to £68,577.82. According to a spreadsheet from Steve Warwick, this PO had £38,944.50 worth of Transfers affected by the Transfer Problem. I have found three extra ones which were done late on 06-Sep-1999.

Id	Num	SaleValue	Dest	Src
2	4431	--6242	EE	MA
7	3215	--9377	AA	MA
8	4585	--3367	JJ	MA

2 4431 --6242 EE MA

7 3215 --9377 AA MA

8 4585 --3367 JJ MA

Can Steve Warwick please look at this one and comment on the reported discrepancy. (One week's worth of zipped message store attached).

[END OF REFERENCE 12922671]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

The Call record has been transferred to the Team: QFP

Hours spent since call received: 0 hours

Date:19-Oct-1999 18:48:00 User:Steve Warwick

F) Response :

I have had an extensive look at the message store extract provided and am unable at the present time to explain the differences. The total value of the invalid Transfer In transactions in the message store adds up to £57930.50 which is £651.40 greater than the total Cash Account discrepancy. The Transfer In transactions (without the invalid records, but with the correctional records inserted by Pathway) balance with the Transfer out transactions, but without sight of the complete message store (including the correspondence server nodes) it is not possible to see whether the correctional transactions reached the outlet in time to affect the appropriate stock unit balances.

It is also possible that since the outlet was migrating on 1.10.99 when there was a known problem with the Mode Parameters reference data and the Pathway Settlement Products Reference Data that the migration of any Remittances and Transfers from the ECCO+ system may not have been handled correctly - again, I would need to see the correspondence server node messages in order to determine this.

Can you please attach a complete message store for the outlet so that the

investigation can continue.
[END OF REFERENCE 12932460]
Responded to call type L as Category 96 -Insufficient evidence
Hours spent since call received: 2 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:20-Oct-1999 07:39:00 User:Diane Rowe
The Call record has been assigned to the Team Member: Paul Steed
Hours spent since call received: 0 hours

Date:20-Oct-1999 08:29:00 User:Paul Steed
evidence deleted - Zipped text message store for 006116
New evidence added - Full zipped text format message store for FAD 0061

Date:20-Oct-1999 08:31:00 User:Paul Steed
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:21-Oct-1999 07:31:00 User:del (05/01 John McLean)
The Call record has been assigned to the Team Member: Steve Warwick
Hours spent since call received: .1 hours

Date:26-Oct-1999 16:53:00 User:Steve Warwick
F) Response :
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation

Date:11-Nov-1999 13:27:00 User:Barbara Longley
F) Response :
The Call record has been assigned to QFP Team Member: Steve Warwick
[END OF REFERENCE 13398489]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:12-Nov-1999 14:41:00 User:Angela Shaw
Can you please send this call back to MSU when updated. thanks

Date:15-Nov-1999 10:58:00 User:Steve Warwick
F) Response :
Have not yet been able to devote any further time to analysing the source of the final element of the misbalance, but it is undoubtedly tied up with the reference data issues which caused the Transfer and Remittance issues identified in the earlier update. Is it possible to close this call or is further analysis required?
Passing to MSU for guidance.
[END OF REFERENCE 13462430]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: MgtSupportUnit
Hours spent since call received: 0 hours

Date:18-Nov-1999 18:01:00 User:Del (04/03 Audrey Adams)
F) Response :
All of the above has been passed to TP. Will advise soonest if further investigation is required.
[END OF REFERENCE 13561718]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
The Call record has been assigned to the Team Member: Pending closure
Hours spent since call received: 0 hours

Date:22-Nov-1999 16:54:00 User:Barbara Longley
F) Response :
18/11/1999 18:01:52 - By Audrey Adams - MSU
The Call record has been assigned to the Team Member: Pending closure
[END OF REFERENCE 13621205]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:13-Jan-2000 11:24:00 User:Angela Shaw
F) Response :

Need further info & confirmation from Jacqui Cave (Live Trial).
[END OF REFERENCE 14513376]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
The Call record has been assigned to the Team Member: Angela Shaw
Hours spent since call received: 0 hours

Date:18-Jan-2000 11:38:00 User:Angela Shaw
F) Response :
POCL require an update asap on the 2 remaining FADs on this list that have not been investigated. The remaining offices are 241329 (Fieldhouse Rd) & 006116 (Clacton on Sea). Are they migration r & p errors or TI/TO errors like the others???? Please return to MSU afterwards. Thanks
[END OF REFERENCE 14673110]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: EDSC
Hours spent since call received: 0.5 hours

Date:18-Jan-2000 11:40:00 User:Barbara Longley
The Call record has been assigned to the Team Member: Paul Steed
Hours spent since call received: 0 hours

Date:18-Jan-2000 12:04:00 User:Paul Steed
F) Response :
241329 is covered by my initial analysis and appears in the update of 18/10/1999 15:45:15 Response Ref 12906179.
[END OF REFERENCE 14673884]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:18-Jan-2000 13:07:00 User:Paul Steed
F) Response :
Steve Warwick has spent some time on 006116, but there was still an unexplained final element to the misbalance to which MSU appears to require an answer.
[END OF REFERENCE 14675316]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:19-Jan-2000 09:31:00 User:Lionel Higman
The Call record has been assigned to the Team Member: Steve Warwick
Hours spent since call received: 0 hours

Date:20-Jan-2000 15:41:00 User:del(05/01 John McLean)
Target Release updated to CSR-CI2_2R

Date:21-Jan-2000 13:44:00 User:Barbara Longley
F) Response :
The Call record has been assigned to QFP Team Member: Steve Warwick
[END OF REFERENCE 14809830]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:07-Feb-2000 12:07:00 User:Angela Shaw
Update requested on last office. Thanks

Date:17-May-2000 12:13:00 User:Barbara Longley
F) Response :
Call currently with QFP. HSH are chasing to try to speed closure.
[END OF REFERENCE 18172045]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:24-May-2000 08:49:00 User:_Customer Call_
EMPTY 24/05/00 09:38 uktemp6 HSH1 Information: spoke to barbara longley for update on this call she said that it is being dealt with by angela shaw & cant close without confirmation from pocl

<p>Date:01-Jun-2000 11:46:00 User:Steve Warwick F) Response : Responded to call type L as Category 94 -Advice and guidance given Hours spent since call received: 80 hours Defect cause updated to 42:Gen - Outside Pathway Control The Call record has been transferred to the Team: EDSC The response has been routed to the gateway team for validation</p>
<p>Date:01-Jun-2000 12:38:00 User:Barbara Longley The Call record has been assigned to the Team Member: Paul Steed Hours spent since call received: 0 hours</p>
<p>Date:01-Jun-2000 12:43:00 User:Paul Steed F) Response : Routing to MSU FAO Angela. Please see Steve Warwick's final update. [END OF REFERENCE 18628856] Responded to call type L as Category 40 -Incident Under Investigation The response was delivered to: PowerHelp The Call record has been transferred to the Team: MSU-Indt Mgt Hours spent since call received: 0 hours</p>
<p>Date:02-Jun-2000 10:11:00 User:Ilka Koehler-Wain The Call record has been assigned to the Team Member: Angela Shaw Hours spent since call received: 0 hours</p>
<p>Date:14-Jun-2000 09:40:00 User:Barbara Longley F) Response : Call being chased for a speedier closure. Call currently assigned to Angela Shaw in MSU. [END OF REFERENCE 19086268] Responded to call type L as Category 40 -Incident Under Investigation The response was delivered to: PowerHelp</p>
<p>Date:15-Jun-2000 10:21:00 User:Angela Shaw F) Response : Have informed POCL that the last office 006116 was due to the TI/TO out problem from October 99. Awaiting confirmation that this call can be closed. [END OF REFERENCE 19146202] Responded to call type L as Category 40 -Incident Under Investigation The response has been flagged to the gateway team for validation The Call record has been transferred to the Team: MSU-forClosure Hours spent since call received: 0 hours</p>
<p>Date:05-Jul-2000 16:09:00 User:Deleted User (Anna Croft Sep/00) F) Response : HSH chasing an update on this call call currently with MSU -for closure [END OF REFERENCE 19789722] Responded to call type L as Category 40 -Incident Under Investigation</p>
<p>Date:05-Jul-2000 16:10:00 User:Deleted User (Anna Croft Sep/00) The response was delivered to: PowerHelp</p>
<p>Date:17-Jul-2000 15:15:00 User:Barbara Longley F) Response : The Call record has been transferred to MSU-forClosure [END OF REFERENCE 20172719] Responded to call type L as Category 40 -Incident Under Investigation The response was delivered to: PowerHelp</p>
<p>Date:16-Jan-2001 12:41:00 User: Customer Call_ EMPTY 16/01/01 12:40 uk081626 HSH1 Information: From John Moran - Waiting for Chesterfield to close the call.</p>
<p>Date:31-Jan-2001 10:53:00 User:Tara Mills F) Response :</p>
<p>Date:31-Jan-2001 10:54:00 User:Tara Mills The Call record has been transferred to the Team: MSU-forClosure [END OF REFERENCE 24489621] Responded to call type L as Category 40 -Incident Under Investigation</p>

The response was delivered to: PowerHelp	
Date:12-Apr-2001 11:03:00 User:Angela Shaw F) Response : PON agree closure. please close call thanks [END OF REFERENCE 25724391] Responded to call type L as Category 40 -Incident Under Investigation The response has been flagged to the gateway team for validation The Call record has been transferred to the Team: EDSC Hours spent since call received: 0 hours	
Date:12-Apr-2001 11:48:00 User:Barbara Longley F) Response : 2/04/2001 12:03:40 - By Angela Shaw - MSU PON agree closure. please close call thanks Closing as reconciliation resolved [END OF REFERENCE 25726420] Responded to call type L as Category 90 -Reconciliation - resolved Hours spent since call received: 0 hours CALL PC0031313 closed: Category 90, Type L The response was delivered to: PowerHelp	
Date:12-Apr-2001 11:52:00 User:_Customer Call_ Date and time complete: 12/04/2001 12:56:36 Service Complete (Confirmation) Received	

Root Cause	Gen - Outside Program Control
Logger	Customer Call -- EDSC
Subject Product	General/Other/Misc -- Reconciliation (version unspecified)
Assignee	Unassigned -- EDSC
Last Progress	12-Apr-2001 11:52 -- _Customer Call_