

Call E-0011291662

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Status	Closed	Opened	Wed 29 November 2000 13:23	Site	153405
Severity	3 B	Closed	Mon 05 March 2001 19:06	Customer	1039
Priority	0			OSRD team	uk061336 / HSH5
Caller Details					
Caller	Julie	Phone	GRO	Site	153405
Title	PostMaster	Login		Department	
		Date ID		Location	
Call Problem Details					
Product Type		Call Type	S	ProbType	SD02
Problem Level	pm said that all her stock seems to be mixed up again after the upgrade.				
Call Closure Details					
Closed	05/03/2001 19:06	Case	CE3	Reop	R08
Resour	Call Close by Ross Wilmott: Call can be closed				
Call Asset Details					
Asset ID				Description	Serial No
Product	Unknown Product			Description	Network ID
Call Activity Log					
OPEN	29 November 2000 13:21 by GB082468 / HSH1 New call taken by Lesley Andrews: pm said that all her stock seems to be mixed up again after the upgrade.				Saved: 29 November 2000 13:23
OPEN_CALL_TS	29 November 2000 13:25 by GB082468 / HSH1 Open Calls Troubleshoot (Affected Site:153405)				Saved: 29 November 2000 13:25
Advice	29 November 2000 13:25 by GB082468 / HSH1 advised pm that i would reassign the call and the relevant dept would call her regarding this.				Saved: 29 November 2000 13:25
Advice	29 November 2000 13:26 by GB082468 / HSH1 pm needs to balance today and would like to be called back soon				Saved: 29 November 2000 13:26
REASSIGN	29 November 2000 13:27 by GB082468 / HSH1 Call # E-0011291662 was Reassigned from Lesley Andrews, Group HSH1 to Group HSH5 reassigning for further investigation, pm awaiting call				Saved: 29 November 2000 13:27
REASSIGN	29 November 2000 13:33 by GB082222 / HSH5 Call # E-0011291662 was Reassigned from Group HSH5 to Ross Wilmott - 7281-5500, Group HSH5				Saved: 29 November 2000 13:33
OPEN_CALL_TS	29 November 2000 13:36 by UK0631336 / SMC1 Open Calls Troubleshoot (Affected Site:153405)				Saved: 29 November 2000 13:36
OPEN_CALL_TS	29 November 2000 13:47 by UK0631336 / SMC1 Open Calls Troubleshoot (Affected Site:153405)				Saved: 29 November 2000 13:47
Information	29 November 2000 13:47 by UK0631336 / SMC1 tried to contact the PM but the line was engaged				Saved: 29 November 2000 13:47
Information	29 November 2000 14:32 by UK0631336 / SMC1 PM requestst a call back at 4pm so she can get the trial out and see what the figures are like				Saved: 29 November 2000 14:32
SUSPEND	29 November 2000 14:33 by UK0631336 / SMC1 Call suspended by Ross Wilmott - 7281-5500				Saved: 29 November 2000 14:33
RELEASE	29 November 2000 16:00 by Sysadm / SYSTEM AUTO-RELEASE from SUSPEND (Release was due on 29 Nov 2000 at 16:00:00)				Saved: 29 November 2000 16:00
RELEASE	29 November 2000 16:06 by UK0631336 / SMC1 Call released by Ross Wilmott - [GRO] for update				Saved: 29 November 2000 16:06
Information	29 November 2000 16:06 by UK0631336 / SMC1 advised teh caller to declare the stock to correct the figures i will call back tomorrow to see how this went				Saved: 29 November 2000 16:06
SUSPEND	29 November 2000 16:07 by UK0631336 / SMC1 Call suspended by Ross Wilmott - [GRO]				Saved: 29 November 2000 16:07
RELEASE	29 November 2000 18:58 by UK0631336 / SMC1 Call released by Ross Wilmott - 7281-5500: for update				Saved: 29 November 2000 18:58
Information	29 November 2000 18:58 by UK0631336 / SMC1 have been contacted by the PM who states that the problem is still aparent on the SShot advised her to print the trial SU report				Saved: 29 November 2000 18:58
SUSPEND	29 November 2000 19:03 by UK0631336 / SMC1 Call suspended by Ross Wilmott - [GRO] pending PM contact				Saved: 29 November 2000 19:03
Information	29 November 2000 20:14 by UK0631336 / SMC1 Contacted by the PM. I have run through all of the procedures from KELs and from my own knowledge but the problem is still apparent and the PM will have to carry another loss, POCL have said that another loss would be unacceptable therefore she will not roll this SU. Also Claudia Walker is going to site on an unconfirmed date to view the problems have e-mailed Julie Welsh to see if i could be updated on this problem.				Saved: 29 November 2000 20:14
RELEASE	30 November 2000 08:00 by Sysadm / SYSTEM AUTO-RELEASE from SUSPEND (Release was due on 30 Nov 2000 at 08:00:00)				Saved: 30 November 2000 08:00
SUSPEND	30 November 2000 09:32 by UK0631336 / SMC1 Call suspended by Ross Wilmott - [GRO]				Saved: 30 November 2000 09:33
RELEASE	30 November 2000 11:18 by UK0631336 / SMC1 Call released by Ross Wilmott - [GRO] for update				Saved: 30 November 2000 11:18
Information	30 November 2000 11:19 by UK0631336 / SMC1 I have been contacted by the RNM this site is suspended until this problem is resolved still awaiting mail from julie welsh				Saved: 30 November 2000 11:19
SUSPEND	30 November 2000 11:20 by UK0631336 / SMC1 Call suspended by Ross Wilmott - [GRO]				Saved: 30 November 2000 11:20
RELEASE	01 December 2000 08:00 by Sysadm / SYSTEM AUTO-RELEASE from SUSPEND (Release was due on 01 Dec 2000 at 08:00:00)				Saved: 01 December 2000 08:00
SUSPEND	01 December 2000 10:19 by UK0631336 / SMC1 Call suspended by Ross Wilmott - [GRO]				Saved: 01 December 2000 10:19
OPEN_CALL_TS	01 December 2000 13:00 by UK0631336 / SMC1 Open Calls Troubleshoot (Affected Site:153405)				Saved: 01 December 2000 13:00
RELEASE	01 December 2000 13:15 by UK0631336 / SMC1				Saved: 01 December 2000 13:15

	Call released by Ross Wilmott: [GRO] for update	
Information	01 December 2000 13:15 by UK0631336 / SMC1 a seperate Pincid has been raised for this site to look into the problems will suspend this call pending resolution of the Pincid	Saved: 01 December 2000 13:15
SUSPEND	01 December 2000 13:16 by UK0631336 / SMC1 Call suspended by Ross Wilmott: [GRO]	Saved: 01 December 2000 13:16
RELEASE	02 December 2000 08:00 by Sysadm / SYSTEM AUTO-RELEASE from SUSPEND (Release was due on 02 Dec 2000 at 08:00:00)	Saved: 02 December 2000 08:00
SUSPEND	04 December 2000 11:09 by UK0631336 / HSH5 Call suspended by Ross Wilmott	Saved: 04 December 2000 11:09
RELEASE	05 December 2000 08:00 by Sysadm / SYSTEM AUTO-RELEASE from SUSPEND (Release was due on 05 Dec 2000 at 08:00:00)	Saved: 05 December 2000 06:00
OPEN_CALL_TS	05 December 2000 08:17 by GB082222 / HSH5 Open Calls Troubleshoot (Affected Site:153405)	Saved: 05 December 2000 08:17
SUSPEND	05 December 2000 09:41 by UK0631336 / HSH5 Call suspended by Ross Wilmott	Saved: 05 December 2000 09:41
OPEN_CALL_TS	05 December 2000 15:26 by GB082222 / HSH5 Open Calls Troubleshoot (Affected Site:153405)	Saved: 05 December 2000 15:26
RELEASE	06 December 2000 08:00 by Sysadm / SYSTEM AUTO-RELEASE from SUSPEND (Release was due on 06 Dec 2000 at 08:00:00)	Saved: 06 December 2000 08:00
SUSPEND	06 December 2000 09:37 by UK0631336 / HSH5 Call suspended by Ross Wilmott	Saved: 06 December 2000 09:37
RELEASE	06 December 2000 10:37 by Sysadm / SYSTEM AUTO-RELEASE from SUSPEND (Release was due on 06 Dec 2000 at 10:37:23)	Saved: 06 December 2000 10:37
SUSPEND	06 December 2000 10:41 by UK0631336 / HSH5 Call suspended by Ross Wilmott	Saved: 06 December 2000 10:41
RELEASE	06 December 2000 11:11 by UK0631336 / HSH5 Call released by Ross Wilmott: for update	Saved: 06 December 2000 11:11
Information	06 December 2000 11:11 by UK0631336 / HSH5 awaiting update from julie welsh	Saved: 06 December 2000 11:11
REASSIGN	06 December 2000 11:12 by UK0631336 / HSH5 Call # E-0011291662 was Reassigned from Ross Wilmott, Group HSH5 to Group HSH4	Saved: 06 December 2000 11:12
SUSPEND	06 December 2000 11:12 by UK0631336 / HSH5 Call suspended by Ross Wilmott pending contact	Saved: 06 December 2000 11:12
RELEASE	07 December 2000 08:00 by Sysadm / SYSTEM AUTO-RELEASE from SUSPEND (Release was due on 07 Dec 2000 at 08:00:00)	Saved: 07 December 2000 08:00
OPEN_CALL_TS	14 December 2000 15:07 by uk079674 / HSH4 Open Calls Troubleshoot (Affected Site:153405)	Saved: 14 December 2000 15:07
OPEN_CALL_TS	14 December 2000 15:11 by uktemp43 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	Saved: 14 December 2000 15:11
Information	10 January 2001 16:53 by uk081632 / HSH1 julie welsh aware, this site is under investigation no action required at this time	Saved: 10 January 2001 16:53
LINK	10 January 2001 16:54 by uk081632 / HSH1 Link to call 'E-0011212404' by Kim Johnson: pathway aware of both, no action possible at this time from hsh	Saved: 10 January 2001 16:56
SUSPEND	11 January 2001 15:57 by uk081632 / HSH1 Call suspended by Kim Johnson awaiting response from pon	Saved: 11 January 2001 15:57
OPEN_CALL_TS	13 January 2001 10:44 by uk081632 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	Saved: 13 January 2001 10:45
OPEN_CALL_TS	13 January 2001 10:44 by uk081632 / HSH1 LINKED call E-0011291662 was updated as follows: Open Calls Troubleshoot (Affected Site:153405)	Saved: 13 January 2001 10:45
OPEN_CALL_TS	16 January 2001 09:35 by uk079674 / HSH4 LINKED call E-0011212404 was updated as follows: Open Calls Troubleshoot (Affected Site:153405)	Saved: 16 January 2001 09:35
RELEASE	22 January 2001 16:34 by Sysadm / SYSTEM AUTO-RELEASE from SUSPEND (Release was due on 21 Jan 2001 at 15:57:38)	Saved: 22 January 2001 16:34
OPEN_CALL_TS	24 January 2001 11:12 by uk079674 / HSH4 Open Calls Troubleshoot (Affected Site:153405)	Saved: 24 January 2001 11:13
OPEN_CALL_TS	24 January 2001 11:12 by uk079674 / HSH4 LINKED call E-0011291662 was updated as follows: Open Calls Troubleshoot (Affected Site:153405)	Saved: 24 January 2001 11:13
OPEN_CALL_TS	13 February 2001 16:36 by uk079674 / HSH4 LINKED call E-0011212404 was updated as follows: Open Calls Troubleshoot (Affected Site:153405)	Saved: 13 February 2001 16:36
OPEN_CALL_TS	13 February 2001 16:47 by uk079674 / HSH4 Open Calls Troubleshoot (Affected Site:153405)	Saved: 13 February 2001 16:47
OPEN_CALL_TS	13 February 2001 16:47 by uk079674 / HSH4 LINKED call E-0011291662 was updated as follows: Open Calls Troubleshoot (Affected Site:153405)	Saved: 13 February 2001 16:47
Contacted	13 February 2001 16:48 by uk079674 / HSH4 No Reply at PO.....	Saved: 13 February 2001 16:48
Contacted	13 February 2001 16:48 by uk079674 / HSH4 LINKED call E-0011291662 was updated as follows: No Reply at PO.....	Saved: 13 February 2001 16:48
DELINK	15 February 2001 13:56 by uk079674 / HSH4 De-link from call 'E-0011212404' by Shelley Lewis: for action	Saved: 15 February 2001 13:57
Information	05 March 2001 16:50 by uk066075 / SMC4 this call can be closed as this is a closed office	Saved: 05 March 2001 16:50
REASSIGN	05 March 2001 16:51 by uk066075 / SMC4 Call # E-0011291662 was Reassigned from Group HSH4 to Group HSH5 can this call please be closed as this is a closed site and has been for some time thanks	Saved: 05 March 2001 16:51
REASSIGN	05 March 2001 16:52 by uk081056 / HSH5 Call # E-0011291662 was Reassigned from Group HSH5 to Group Filter HIT	Saved: 05 March 2001 16:52
REASSIGN	05 March 2001 17:15 by GB082222 / HSH5 Call # E-0011291662 was Reassigned from Group Filter HIT to Ross Willmott, Group HSH5	Saved: 05 March 2001 17:15
CLEAR	05 March 2001 19:06 by uk061336 / HSH5 Call can be closed	Saved: 05 March 2001 19:06

CLOSE

05 March 2001 19:06 by uk061336 / HSH5

Saved: 05 March 2001 19:06

Call Close by Ross Willmott: Call can be closed