## APD01

ref_num	open_date	Customer	Customer	Call Summary	Initial Category	close_date	Log Agent Name	
1990923	04/02/2010	Rowlands Castle	107937	PM states he is in the lost pin process	RMGA.S Software.SD19 POLO Support.CV6 Power up assistance required	04/02/2010	Kelli	Camwe
Resolution PM given	n: assistance for	lost PIN proce	ess					
2571030	09/07/2010	Rowlands Castle	107937	MSG01080 - bar scanner issue.	RMGA.H Hardware.HD04 Bar code reader fault.C01 Unit Faulty	09/07/2010	Damian	Carter
<b>Resolutio</b> Pm is usin		option for the	barcode. Pm	advised to select the correct option -	bar code successfully scanned.			
2570966	09/07/2010	Rowlands Castle	107937	PM states he cant scan a certain barcode - sent to NBSC	RMGA.X Inappropriate Helpdesk.XI06 POL issue.CM1 Business issue	09/07/2010	Perry	Hale
Resolution Call passed	n: d to NBSC (N	etwork Busine	ss Support Ce	ntre)				
3632324	12/02/2011	Rowlands Castle	107937	Alan NBSC has a global requests for Manager Lynette with LHU	RMGA.Z Security.ZS04 New password/Unlock required CU2 Branch Manager required	12/02/2011	Jose	Martin
Resolution This call w		to have there	Global User p	assword unlocked				,