PinICL Export PC0007741

Logged By	Summary	Opened Closed	Last update Status	Customer	Product Group Product At Fault
EDSC	PM has run a weekly report and 1 payment is missin	22/01/1998 15:16:09 26/01/1998 15:24:12	26/01/1998 16:44:02 C	Margaret Brunton/GRO GRO/NELSON	BPS BES Reconciliation

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	85478541
ORIGREF	E-9801210026
CONSUMER	SORBUSA6N9QE
CONSUMERREF	E-9801210026
PowerHelp	E-9801210026

Products

Product Group	Product Name	Product Version	
BPS	BES Reconciliation		

Activities

Date	User	Comment			
22/01/1998 14:16:09	Customer Call	not had the time to check, she will call later today. 22/01/98 14:03			
22/01/1998 14:16:09	Customer Call	CALL PC0007741 opened			
22/01/1998 14:16:09	Customer Call	NW663814 £17.10 date: 17/01/98 10:17 am , NE383162 £17.10 20/01/98 11:20am.			
22/01/1998 14:16:09	Customer Call	uk058541 Information: PM has phoned and has no customer details as such			
22/01/1998 14:16:09	Customer Call	completed. 22/01/98 09:17 G.Simpson Information: Rang PM but she has			
22/01/1998 14:16:09	Customer Call	that a payment can be lost if the system times out before a transaction is			
22/01/1998 14:16:09	Customer Call	customers account for her. PM has all the printed receipts but I advised			
22/01/1998 14:16:09	Customer Call	Advised PM to ring in when she has the details and we will adjust the			
22/01/1998 14:16:09	Customer Call	number and call again tomorrow. 21/01/98 13:10 G.Simpson Information:			
22/01/1998 14:16:09	Customer Call	PM has run a weekly report and 1 payment is missing. PM will find out the NINO			
22/01/1998 14:16:09	Customer Call	CALL PC0007741:Priority B:CallType L - Target 27/01/98 14:16:09			
22/01/1998 14:16:09	Customer Call	all the information that she can giveis that it is £17.10 and NINO's:			
22/01/1998 14:16:10	Customer Call	One if these is the possible missing encashment. NW663814 this is the			
22/01/1998 14:16:10	Customer Call	possible missing encashment.			

Logged By	Summary		Opened Closed	Last update Status	Customer	Product Group Product At Fault	
EDSC		un a weekly report and 1 : is missin	22/01/1998 15:16:09 26/01/1998 15:24:12	26/01/1998 16:44:02 C	Margaret Brunton/ (BPS BES Reconciliation	
22/01/1998	14:16:10	Customer Call	F} Call details				
22/01/1998	14:16:10	Customer Call	Customer opened d	late 21/01/1998 13:02:2	7		
22/01/1998	14:46:40	Hazel Salvat	Target Release upda	ated to Release 1c			
22/01/1998	14:46:40	Hazel Salvat	Product BPS BES Re	conciliation added			
22/01/1998	14:46:40	Hazel Salvat	Paul, would you ple	ase do the necessary ar	d send to Business Suppo	rt. Please	
22/01/1998	14:46:40	Hazel Salvat	add transaction tim	es.			
22/01/1998	14:46:41	Hazel Salvat	The Call record has	been assigned to the Te	am Member: Paul Steed		
23/01/1998	13:43:14	Paul Steed	(No encashment re	cord in message store).			
23/01/1998	13:43:14	Paul Steed	10:47:30 Loggedout	tuser (30 min timeout).			
23/01/1998	13:43:14	Paul Steed	Receipt NetAmount	t £17.10 TotalAmount £	17.10 for NINO NW663814	1	
23/01/1998	13:43:14	Paul Steed	Time 10:17:20 Grou	ipId 294329 Id:2 Num 4	519		
23/01/1998	13:43:14	Paul Steed	Receipt NetAmount	t £17.10 TotalAmount £	17.10 for NINO NW663814	1	
23/01/1998	13:43:14	Paul Steed	Time 10:17:07 Grou	ipId 294329 Id:2 Num:4	518		
23/01/1998	13:43:14	Paul Steed	On 17-Jan-1998 the	message store showed	the following events.		
23/01/1998	13:43:15	Paul Steed	The Call record has	been transferred to the	Team: BusinessSupprt		
23/01/1998	15:20:24	Hazel Salvat	5. amounts.				
23/01/1998	15:20:24	Hazel Salvat	4. date and time of	encashments			
23/01/1998	15:20:24	Hazel Salvat	3. transaction refer	ences (IDs)			
23/01/1998	15:20:24	Hazel Salvat	2. authorised paym	ent IDs			
23/01/1998	15:20:24	Hazel Salvat	1. Name				
23/01/1998	15:20:24	Hazel Salvat	Paul, would you ple	ase supply the following	g info.		
23/01/1998	15:20:26	Customer Call	23/01/98 14:53 UH	K035161 HSH1 Information	ion: Hazel has called to a	ask us if	
23/01/1998	15:20:26	Customer Call	does have copies o	of all the daily reports th	at have been done and so	o can	
23/01/1998	15:20:26	Customer Call	of them.				
23/01/1998	15:20:26	Customer Call	prove that the tran	saction have been put t	hrough successfully all ex	cept one	
23/01/1998	15:20:26	Customer Call	Bowes and she wo	uld likeEDSC ro look fur	ther into this call and she l	knows	

ogged By	Summar	y	Opened Closed	Last update Status	Customer	Product Group Product At Fault
DSC	PM has r	un a weekly report and 1		26/01/1998 16:44:02	Margaret	BPS
payment is missin			26/01/1998 15:24:12	С	Brunton GRO NELSON	BES Reconciliation
23/01/1998	15:20:26	Customer Call	before. 23/01/98 1	5:15 UK035161 HSH1	nformation: Have spoke	n to Julia
23/01/1998	15:20:26	Customer Call	payment that was	missing from the system	n but cannot remember ev	ver doing this
23/01/1998	15:20:26	Customer Call	reports are tying u	o with her receipts. She	says she had a problem v	with one
23/01/1998	15:20:26	Customer Call	Customer is adama	nt that she is finishing o	ff her transactions as her	daily
23/01/1998	15:20:26	Customer Call	she is doing are tir	ning out. 23/01/98 15:04	4 UK035161 HSH1 Inform	nation:
23/01/1998	15:20:26	Customer Call	Julia Bowes as this	PM is not finishing any	of her transactions and all	l that
23/01/1998	15:20:26	Customer Call	we can go through	finishing a transaction v	with the PM on the reque	st of
23/01/1998	15:20:26	Customer Call	the PM and is pret	y sure she has been do	ng transactions correctly.	The PM
23/01/1998	15:22:04	Customer Call	about this call and	he will look into the pro	blem for	
23/01/1998	15:22:04	Customer Call	us.			
23/01/1998	15:22:04	Customer Call	23/01/98 15:19 UI	<035161 HSH1 Informat	ion: Have spoken to Jim	Anscombe
23/01/1998	17:43:37	Paul Steed	Email sent to Angel	a Hart with details of du	plicate encashment.	
26/01/1998	09:57:29	Paul Steed	yment:20-Jan-1998	>		
26/01/1998	09:57:29	Paul Steed	It would appear tha	t there has been a doub	le encashment for NINO N	NW663814. I
26/01/1998	09:57:29	Paul Steed	have checked NINO	383162 and the transac	tion was completed corre	ectly, ID
26/01/1998	09:57:29	Paul Steed	2943290200004735	5.		
26/01/1998	09:57:29	Paul Steed	<date:17-jan-1998< td=""><td>><time:10:17:07><tran1< td=""><td>ype:Receipt><payee:<na< td=""><td>me:P J KELLY</td></payee:<na<></td></tran1<></time:10:17:07></td></date:17-jan-1998<>	> <time:10:17:07><tran1< td=""><td>ype:Receipt><payee:<na< td=""><td>me:P J KELLY</td></payee:<na<></td></tran1<></time:10:17:07>	ype:Receipt> <payee:<na< td=""><td>me:P J KELLY</td></payee:<na<>	me:P J KELLY
26/01/1998	09:57:29	Paul Steed	> <nino:nw663814< td=""><td><pre>><netamount:1710><d< pre=""></d<></netamount:1710></pre></td><td>ueDate:13-JAN-1998><to< td=""><td>talAmount:1710><nextpa< td=""></nextpa<></td></to<></td></nino:nw663814<>	<pre>><netamount:1710><d< pre=""></d<></netamount:1710></pre>	ueDate:13-JAN-1998> <to< td=""><td>talAmount:1710><nextpa< td=""></nextpa<></td></to<>	talAmount:1710> <nextpa< td=""></nextpa<>
26/01/1998	09:57:29	Paul Steed	yment:20-Jan-1998	>		
26/01/1998	09:57:29	Paul Steed	<date:17-jan-1998< td=""><td><pre>><time:10:17:20><tran1< pre=""></tran1<></time:10:17:20></pre></td><td>ype:Receipt><payee:<na< td=""><td>me:P J KELLY</td></payee:<na<></td></date:17-jan-1998<>	<pre>><time:10:17:20><tran1< pre=""></tran1<></time:10:17:20></pre>	ype:Receipt> <payee:<na< td=""><td>me:P J KELLY</td></payee:<na<>	me:P J KELLY
26/01/1998	09:57:29	Paul Steed				
26/01/1998	09:57:29	Paul Steed	8146001> <nino:n< td=""><td>W663814><status:comp< td=""><td>leted><totalamount:342< td=""><td>0><totalnoofpayments:< td=""></totalnoofpayments:<></td></totalamount:342<></td></status:comp<></td></nino:n<>	W663814> <status:comp< td=""><td>leted><totalamount:342< td=""><td>0><totalnoofpayments:< td=""></totalnoofpayments:<></td></totalamount:342<></td></status:comp<>	leted> <totalamount:342< td=""><td>0><totalnoofpayments:< td=""></totalnoofpayments:<></td></totalamount:342<>	0> <totalnoofpayments:< td=""></totalnoofpayments:<>
26/01/1998	09:57:29	Paul Steed				
26/01/1998	09:57:29	Paul Steed				
26/01/1998	09:57:29	Paul Steed	for 20-Jan-1998. Th	is time the transaction c	ompleted correctly.	
26/01/1998	09:57:29	Paul Steed	So the DueDate:13-	Jan-1998 payment WAS	AGAIN DRAWN together	with a the one

	Logged By	Summary		Opened Last update		Customer	Product Group		
payment is missin26/01/1998 15:24:12Button/GRO IGROBES Reconciliation26/01/1998 09:57:29Paul Steed> <nino:nw663814><netamount:1710><due date:13-jan-1998=""><totalamount:1710><nextpa< td="">26/01/1998 09:57:29Paul Steed2><tran1d:294329020004826>26/01/1998 09:57:29Paul SteedCDate:21-Jan-1998><time:10:50:02><trantype:bestransaction><cardid:6332003606633< td="">26/01/1998 09:57:29Paul Steed14A0007><amount:1710>26/01/1998 09:57:29Paul Steed29020004826>26/01/1998 09:57:29Paul Steed29020004826>26/01/1998 09:57:29Paul Steedproducing a receipt).26/01/1998 09:57:29Paul SteedSo £17.10 was probably handed over with the receipt (two attempts at 26/01/1998 09:57:2926/01/1998 09:57:29Paul Steed26/01/1998 09:57:29Paul</amount:1710></cardid:6332003606633<></trantype:bestransaction></time:10:50:02></tran1d:294329020004826></nextpa<></totalamount:1710></due></netamount:1710></nino:nw663814>				Closed	Status		Product At Fault		
ControlControlControl26/01/1988 09:57:29Paul Steed> <nino:nw663814><netamount:1710><duedate:13-jan-1998><totalamount:1710><nextpa< td="">26/01/1998 09:57:29Paul Steed2><tranid:294329020004826>26/01/1998 09:57:29Paul Steed14A0007><amount:1710>26/01/1998 09:57:29Paul Steed14A0007><amount:1710>26/01/1998 09:57:29Paul Steed290200004826>26/01/1998 09:57:29Paul Steed290200004826>26/01/1998 09:57:29Paul Steed290200004826>26/01/1998 09:57:29Paul Steedproducing a receipt).26/01/1998 09:57:29Paul SteedSo £17:10 was probably handed over with the receipt (two attempts at26/01/1998 09:57:29Paul Steed26/01/1998 09:57:29Paul Steed26/01/199</amount:1710></amount:1710></tranid:294329020004826></nextpa<></totalamount:1710></duedate:13-jan-1998></netamount:1710></nino:nw663814>	EDSC			22/01/1998 15:16:09	26/01/1998 16:44:02		BPS		
26/01/1998 09:57:29Paul Steed2> <tranid:294329020004826>26/01/1998 09:57:29Paul Steed<date:21-jan-1998><time:10:50:02><trantype:bestransaction><cardid:633200360663< td="">26/01/1998 09:57:29Paul Steed290200004826>26/01/1998 09:57:29Paul Steed290200004826>26/01/1998 09:57:29Paul Steedpoducing a receipt).26/01/1998 09:57:29Paul SteedSo £17.10 was probably handed over with the receipt (two attempts at26/01/1998 09:57:29Paul SteedSo £17.10 was probably handed over with the receipt (two attempts at26/01/1998 09:57:29Paul SteedSo £17.10 was probably handed over with the receipt (two attempts at26/01/1998 09:57:29Paul Steed<date:21-jan-1998><time:10:50:02><debit:1710><trantype:encashment><tranid:2943< td="">26/01/1998 09:57:29Paul Steed<date:21-jan-1998><time:10:48:03><trantype:receipt><payee:<name:p j="" kelly<="" td="">26/01/1998 09:57:29Paul Steed<oate:21-jan-1998><time:10:48:03><trantype:receipt><payee:<name:p j="" kelly<="" td="">26/01/1998 09:57:29Paul Steed<oate:21-jan-1998><time:10:50:02><nextpayment:27-jan-1998><time:10:50:02><nextpayment:27-jan-1998><time:10:50:02><nextpayment:27-jan-1998>26/01/1998 09:57:29Paul Steed20/200004826><cardid:633200360638146001><nino:nw663814><paymentid:44000nw6638< td="">26/01/1998 09:57:29Paul Steed20/200004826><cardid:633200360638146001><nino:nw663814><paymentid:44000nw6638< td="">26/01/1998 10:03:40Customer Callcal26/01/1998 11:03:44Customer Callcal26/01/1998 11:03:44Customer Callcal26/01/1998 11:03:44Customer</paymentid:44000nw6638<></nino:nw663814></cardid:633200360638146001></paymentid:44000nw6638<></nino:nw663814></cardid:633200360638146001></nextpayment:27-jan-1998></time:10:50:02></nextpayment:27-jan-1998></time:10:50:02></nextpayment:27-jan-1998></time:10:50:02></oate:21-jan-1998></payee:<name:p></trantype:receipt></time:10:48:03></oate:21-jan-1998></payee:<name:p></trantype:receipt></time:10:48:03></date:21-jan-1998></tranid:2943<></trantype:encashment></debit:1710></time:10:50:02></date:21-jan-1998></cardid:633200360663<></trantype:bestransaction></time:10:50:02></date:21-jan-1998></tranid:294329020004826>		paymen	t is missin	26/01/1998 15:24:12	С		BES Reconciliation		
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26/01/1998 13:41:34[Angela Hart][END OF REFERENCE 2335461]26/01/1998 13:41:34[Angela Hart]liability for this incident. No further action required.	26/01/1998	3 13:41:34	[Angela Hart]	The Call record has	been transferred to the	Team: EDSC			
26/01/1998 13:41:34 [Angela Hart] liability for this incident. No further action required.	26/01/1998	3 13:41:34	[Angela Hart]	Responded to call t	ype Las Category 8 -Ac	Iministrative response			
	26/01/1998	3 13:41:34	[Angela Hart]	[END OF REFERENC	[END OF REFERENCE 2335461]				
26/01/1998 13:41:34 [Angela Hart] receipt retrieval from Mike Bishop (PDA). Pathway accept provisional	26/01/1998	3 13:41:34	[Angela Hart]	liability for this incid	dent. No further action	required.			
	26/01/1998	3 13:41:34	[Angela Hart]	receipt retrieval fro	m Mike Bishop (PDA). F	athway accept provisior	nal		

ogged By	Summary	1	Opened Closed	Last update Status	Customer	Product Group Product At Fault	
DSC	PM has ru payment	un a weekly report and 1 is missin		26/01/1998 16:44:02	Margaret Brunton GRO MELSON	BPS BES Reconciliation	
26/01/1998 1	13:41:34	[Angela Hart]	giving rise to a dupl	licate (2 x £17.10=£34.20)). The PM informed HS	HD too	
26/01/1998 1	13:41:34	[Angela Hart]	encashed again on	the 21/1/98 along with a	a new authorised payme	ent 007, thus	
26/01/1998 1	13:41:34	[Angela Hart]	transaction (17/1/9	8). Further investigation	ns indicate that payment	t 006 was	
26/01/1998 1	13:41:34	[Angela Hart]	SSC (Paul Steed) ha	s confirmed that the orig	gnal payment (006) was	a lost	
26/01/1998 1	13:41:34	[Angela Hart]	F} Response :				
26/01/1998 1	13:41:34	[Angela Hart]	were unable to pre	vent the duplicate from	happening. BSU have re	equested	
26/01/1998 1	13:41:34	[Angela Hart]	therefore BSU				
26/01/1998 1	L4:15:35	Barbara Longley	therefore BSU were	e unable to prevent the o	luplicate from happenin	ig. BSU have	
26/01/1998 1	4:15:35	Barbara Longley	Responded to call type L as Category 2 -Progress update				
26/01/1998 1	4:15:35	Barbara Longley	[END OF REFERENCE 2335905]				
26/01/1998 1	4:15:35	Barbara Longley	liability for this incident. No further action required.				
26/01/1998 1	4:15:35	Barbara Longley	requested receipt retrieval from Mike Bishop (PDA). Pathway accept				
26/01/1998 1	4:15:35	Barbara Longley	late for Pathway BSU to perform any encashments via PCHL in this case,				
26/01/1998 1	4:15:35	Barbara Longley	encashed again on	the 21/1/98 along with a	a new authorised payme	ent 007, thus	
26/01/1998 1	4:15:35	Barbara Longley	transaction (17/1/9	8). Further investigation	ns indicate that payment	t 006 was	
26/01/1998 1	4:15:35	Barbara Longley	SSC (Paul Steed) ha	s confirmed that the orig	gnal payment (006) was	a lost	
26/01/1998 1	4:15:35	Barbara Longley	1/26/98 13:41:34 -	By Angela Hart - Busines	s Support		
26/01/1998 1	4:15:35	Barbara Longley	F} Response :				
26/01/1998 1	4:15:35	Barbara Longley	giving rise to a dupl	licate (2 x £17.10=£34.20). The PM informed HS	HD too	
26/01/1998 1	4:15:35	Barbara Longley	provisional				
26/01/1998 1	4:15:37	Barbara Longley	The response was c	delivered to: PowerHelp			
26/01/1998 1	4:24:09	Barbara Longley	Responded to call type L as Category 8 -Administrative response				
26/01/1998 1	4:24:09	Barbara Longley	[END OF REFERENCE 2336050]				
26/01/1998 1	4:24:09	Barbara Longley	happy for this call to be closed.				
26/01/1998 1	4:24:09	Barbara Longley	F} Response :				
26/01/1998 1	14:24:09	Barbara Longley	Have spoken to Ma	rgaret Brunton/ GR	O /NELSON VILLAGE	SPS - she is	

Logged By	Summary		Opened	Last update	Customer	Product Group	
			Closed	Status		Product At Fault	
EDSC	PM has run a weekly report and 1 payment is missin		22/01/1998 15:16:09	26/01/1998 16:44:02	Margaret Brunton/ GRO GRO NELSON	BPS	
			26/01/1998 15:24:12	C		BES Reconciliation	
26/01/1998	14:24:12	Barbara Longley	CALL PC0007741 cl	osed: Category 8, Type L			
26/01/1998	14:24:12	Barbara Longley	The response was o	delivered to: PowerHelp			
26/01/1998	15:44:02	Customer Call	Service Complete (Confirmation) Received			
26/01/1998	15:44:02	Customer Call	Date and time com	plete: 26/01/1998 15:43	:15		