PinICL Export   PC0007741

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	BPS
		26/01/1998 15:24:12 C		GRO /NELSON	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.

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		26/01/1998 15:24:12	C	[GRO]/NELSON	BES Reconciliation

22/01/1998 14:16:10	Customer Call		F} Call details
22/01/1998 14:16:10	Customer Call		Customer opened date 21/01/1998 13:02:27
22/01/1998 14:46:40	Hazel Salvat		Target Release updated to Release 1c
22/01/1998 14:46:40	Hazel Salvat		Product BPS BES Reconciliation added
22/01/1998 14:46:40	Hazel Salvat		Paul, would you please do the necessary and send to Business Support. Please
22/01/1998 14:46:40	Hazel Salvat		add transaction times.
22/01/1998 14:46:41	Hazel Salvat		The Call record has been assigned to the Team Member: Paul Steed
23/01/1998 13:43:14	Paul Steed		(No encashment record in message store).
23/01/1998 13:43:14	Paul Steed		10:47:30 Loggedoutuser (30 min timeout).
23/01/1998 13:43:14	Paul Steed		Receipt NetAmount £17.10 TotalAmount £17.10 for NINO NW663814
23/01/1998 13:43:14	Paul Steed		Time 10:17:20 GroupId 294329 Id:2 Num 4519
23/01/1998 13:43:14	Paul Steed		Receipt NetAmount £17.10 TotalAmount £17.10 for NINO NW663814
23/01/1998 13:43:14	Paul Steed		Time 10:17:07 GroupId 294329 Id:2 Num:4518
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 references (IDs)
23/01/1998 15:20:24	Hazel Salvat		2. authorised payment IDs
23/01/1998 15:20:24	Hazel Salvat		1. Name
23/01/1998 15:20:24	Hazel Salvat		Paul, would you please supply the following info.
23/01/1998 15:20:26	Customer Call		23/01/98 14:53 UK035161 HSH1 Information: Hazel has called to ask us if
23/01/1998 15:20:26	Customer Call		does have copies of all the daily reports that have been done and so can
23/01/1998 15:20:26	Customer Call		of them.
23/01/1998 15:20:26	Customer Call		prove that the transaction have been put through successfully all except one
23/01/1998 15:20:26	Customer Call		Bowes and she would likeEDSC ro look further into this call and she knows

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23/01/1998 15:20:26	Customer Call	before. 23/01/98 15:15 UK035161 HSH1 Information: Have spoken to Julia
23/01/1998 15:20:26	Customer Call	payment that was missing from the system but cannot remember ever doing this
23/01/1998 15:20:26	Customer Call	reports are tying up with her receipts. She says she had a problem with one
23/01/1998 15:20:26	Customer Call	Customer is adamant that she is finishing off her transactions as her daily
23/01/1998 15:20:26	Customer Call	she is doing are timing out. 23/01/98 15:04 UK035161 HSH1 Information:
23/01/1998 15:20:26	Customer Call	Julia Bowes as this PM is not finishing any of her transactions and all that
23/01/1998 15:20:26	Customer Call	we can go through finishing a transaction with the PM on the request of
23/01/1998 15:20:26	Customer Call	the PM and is pretty sure she has been doing transactions correctly. The PM
23/01/1998 15:22:04	Customer Call	about this call and he will look into the problem for
23/01/1998 15:22:04	Customer Call	us.
23/01/1998 15:22:04	Customer Call	23/01/98 15:19 UK035161 HSH1 Information: Have spoken to Jim Anscombe
23/01/1998 17:43:37	Paul Steed	Email sent to Angela Hart with details of duplicate encashment.
26/01/1998 09:57:29	Paul Steed	yment:20-Jan-1998>
26/01/1998 09:57:29	Paul Steed	It would appear that there has been a double encashment for NINO NW663814. I
26/01/1998 09:57:29	Paul Steed	have checked NINO 383162 and the transaction was completed correctly, ID
26/01/1998 09:57:29	Paul Steed	2943290200004735.
26/01/1998 09:57:29	Paul Steed	<Date:17-Jan-1998><Time:10:17:07><TranType:Receipt><Payee:<Name:P J KELLY
26/01/1998 09:57:29	Paul Steed	><NINO:NW663814><NetAmount:1710><DueDate:13-JAN-1998><TotalAmount:1710><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><Time:10:17:20><TranType:Receipt><Payee:<Name:P J KELLY
26/01/1998 09:57:29	Paul Steed	
26/01/1998 09:57:29	Paul Steed	8146001><NINO:NW663814><Status:Completed><TotalAmount:3420><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. This time the transaction completed correctly.
26/01/1998 09:57:29	Paul Steed	So the DueDate:13-Jan-1998 payment WAS AGAIN DRAWN together with a the one

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		26/01/1998 15:24:12	C	Brunton/ GRO	BES Reconciliation
				GRO NELSON	

26/01/1998 09:57:29	Paul Steed	><NINO:NW663814><NetAmount:1710><DueDate:13-JAN-1998><TotalAmount:1710><NextPa
26/01/1998 09:57:29	Paul Steed	2><TranID:2943290200004826>
26/01/1998 09:57:29	Paul Steed	<Date:21-Jan-1998><Time:10:50:02><TranType:BESTransaction><CardID:633200360663
26/01/1998 09:57:29	Paul Steed	14A0007><Amount:1710>
26/01/1998 09:57:29	Paul Steed	290200004826><CardID:6332003606638146001><NINO:NW663814><PaymentID:44000NW6638
26/01/1998 09:57:29	Paul Steed	producing a receipt).
26/01/1998 09:57:29	Paul Steed	
26/01/1998 09:57:29	Paul Steed	So £17.10 was probably handed over with the receipt (two attempts at
26/01/1998 09:57:29	Paul Steed	<Date:21-Jan-1998><Time:10:50:02><Debit:1710><TranType:Encashment><TranID:2943
26/01/1998 09:57:29	Paul Steed	
26/01/1998 09:57:29	Paul Steed	<Date:21-Jan-1998><Time:10:48:03><TranType:Receipt><Payee:<Name:P J KELLY
26/01/1998 09:57:29	Paul Steed	><NINO:NW663814><NetAmount:1710><DueDate:13-JAN-1998><NetAmount:1710><DueDate:
26/01/1998 09:57:29	Paul Steed	20-JAN-1998><TotalAmount:3420><NextPayment:27-JAN-1998>
26/01/1998 09:57:29	Paul Steed	<Date:21-Jan-1998><Time:10:50:02><Debit:1710><TranType:Encashment><TranID:2943
26/01/1998 09:57:29	Paul Steed	290200004826><CardID:6332003606638146001><NINO:NW663814><PaymentID:44000NW6638
26/01/1998 09:57:29	Paul Steed	14A0006><Amount:1710>
26/01/1998 11:03:44	Customer Call	cal
26/01/1998 11:03:44	Customer Call	l
26/01/1998 11:03:44	Customer Call	26/01/98 11:00 G.Simpson HSH1 Information: Can EDSC please update this
26/01/1998 13:41:34	[Angela Hart]	late for Pathway BSU to perform any encashments via PCHL in this case,
26/01/1998 13:41:34	[Angela Hart]	The response has been routed to the gateway team for validation
26/01/1998 13:41:34	[Angela Hart]	The Call record has been transferred to the Team: EDSC
26/01/1998 13:41:34	[Angela Hart]	Responded to call type L as Category 8 -Administrative response
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 13:41:34	[Angela Hart]	receipt retrieval from Mike Bishop (PDA). Pathway accept provisional

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		26/01/1998 15:24:12	C	GRO NELSON	BES Reconciliation

26/01/1998 13:41:34	[Angela Hart]	giving rise to a duplicate (2 x £17.10=£34.20). The PM informed HSHD too
26/01/1998 13:41:34	[Angela Hart]	encashed again on the 21/1/98 along with a new authorised payment 007, thus
26/01/1998 13:41:34	[Angela Hart]	transaction (17/1/98). Further investigations indicate that payment 006 was
26/01/1998 13:41:34	[Angela Hart]	SSC (Paul Steed) has confirmed that the orignal payment (006) was a lost
26/01/1998 13:41:34	[Angela Hart]	F} Response :
26/01/1998 13:41:34	[Angela Hart]	were unable to prevent the duplicate from happening. BSU have requested
26/01/1998 13:41:34	[Angela Hart]	therefore BSU
26/01/1998 14:15:35	Barbara Longley	therefore BSU were unable to prevent the duplicate from happening. BSU have
26/01/1998 14:15:35	Barbara Longley	Responded to call type L as Category 2 -Progress update
26/01/1998 14:15:35	Barbara Longley	[END OF REFERENCE 2335905]
26/01/1998 14:15:35	Barbara Longley	liability for this incident. No further action required.
26/01/1998 14:15:35	Barbara Longley	requested receipt retrieval from Mike Bishop (PDA). Pathway accept
26/01/1998 14:15:35	Barbara Longley	late for Pathway BSU to perform any encashments via PCHL in this case,
26/01/1998 14:15:35	Barbara Longley	encashed again on the 21/1/98 along with a new authorised payment 007, thus
26/01/1998 14:15:35	Barbara Longley	transaction (17/1/98). Further investigations indicate that payment 006 was
26/01/1998 14:15:35	Barbara Longley	SSC (Paul Steed) has confirmed that the orignal payment (006) was a lost
26/01/1998 14:15:35	Barbara Longley	1/26/98 13:41:34 - By Angela Hart - Business Support
26/01/1998 14:15:35	Barbara Longley	F} Response :
26/01/1998 14:15:35	Barbara Longley	giving rise to a duplicate (2 x £17.10=£34.20). The PM informed HSHD too
26/01/1998 14:15:35	Barbara Longley	provisional
26/01/1998 14:15:37	Barbara Longley	The response was delivered to: PowerHelp
26/01/1998 14:24:09	Barbara Longley	Responded to call type L as Category 8 -Administrative response
26/01/1998 14:24:09	Barbara Longley	[END OF REFERENCE 2336050]
26/01/1998 14:24:09	Barbara Longley	happy for this call to be closed.
26/01/1998 14:24:09	Barbara Longley	F} Response :
26/01/1998 14:24:09	Barbara Longley	Have spoken to Margaret Brunton/ GRO /NELSON VILLAGE SPS - she is

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		26/01/1998 15:24:12	C	Brunton/ GRO	BES Reconciliation
				GRO NELSON	

26/01/1998 14:24:12	Barbara Longley	CALL PC0007741 closed: Category 8, Type L
26/01/1998 14:24:12	Barbara Longley	The response was 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 complete: 26/01/1998 15:43:15