

PinICL Expor PC0031907

| Ref | Summary | Opened | Last update | Customer | Product Group |
|-----------|-------------------------|---------------------|---------------------|-------------|--------------------|
| Logged By | | | Status | | Product At Fault |
| PC0031907 | Reconciliation - CAP 29 | 23/10/1999 02:58:29 | 28/03/2000 14:47:18 | David Salt/ | General/Other/Misc |
| EDSC | | | Closed | GRO | Reconciliation |

References

| Name | Value |
|---------------------|--------------|
| PROVIDER | PINICL |
| REQUEST_KEY | 40647377 |
| ORIGREF | E-9910200598 |
| CONSUMER | 16953 A1GATE |
| CONSUMERREF | E-9910200598 |
| ORIGINATOR | Phelp |
| PowerHelp | E-9910200598 |
| Acceptance Incident | A10376H |

Products

| Product Group | Product Name | Product Version |
|--------------------|----------------|-----------------|
| General/Other/Misc | Reconciliation | |

Activities

| Date | User | Comment |
|---------------------|---------------|--|
| 23/10/1999 02:58:29 | Customer Call | CALL PC0031907 opened |
| 23/10/1999 02:58:30 | Customer Call | CALL PC0031907:Priority B:CallType L - Target 27/10/99 20:00:00 |
| 23/10/1999 02:58:30 | Customer Call | 20/10/99 14:01 Callers name , calling on behalf of david salt is Ken Crawley |
| 23/10/1999 02:58:30 | Customer Call | . Reconciliation. NRO1;(ITIP). Within cash account week 29 (weekending |
| 23/10/1999 02:58:30 | Customer Call | 13/10/99) a comparison between values recieved with in the cash account |
| 23/10/1999 02:58:30 | Customer Call | files and those derived from the transaction stream identified the |
| 23/10/1999 02:58:30 | Customer Call | following 27 anomolies, all which effect lines with in table 5 . >>>>> |
| 23/10/1999 02:58:30 | Customer Call | 20/10/99 14:05 uk059132 |
| 23/10/1999 02:58:30 | Customer Call | Information: >>>>>details forwarded to management support unit Angel |
| 23/10/1999 02:58:30 | Customer Call | Shaw. No further info |
| 23/10/1999 02:58:30 | Customer Call | 23/10/99 03:53 UK052512 |
| 23/10/1999 02:58:30 | Customer Call | SMC Complete: EDSC1 |
| 23/10/1999 02:58:30 | Customer Call | F} Call details |

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| 23/10/1999 02:58:31 | Customer Call | Diagnostician name: |
| 23/10/1999 02:58:31 | Customer Call | Customer opened date 20/10/1999 14:01:03 |
| 25/10/1999 08:29:47 | Catherine Obeng | The call summary has been changed from:- |
| 25/10/1999 08:29:47 | Catherine Obeng | Callers name , calling on behalf of david salt is |
| 25/10/1999 08:29:47 | Catherine Obeng | The call summary is now:- |
| 25/10/1999 08:29:47 | Catherine Obeng | Reconcillation - CAP 29 |
| 25/10/1999 08:29:47 | Catherine Obeng | Target Release updated to PDR - CSR |
| 25/10/1999 08:29:47 | Catherine Obeng | Product General/Other/Misc Reconciliation added |
| 25/10/1999 15:08:41 | Deleted User (Mike Croshaw Sep/00) | The Call record has been assigned to the Team Member: Richard Coleman |
| 25/10/1999 15:08:41 | Deleted User (Mike Croshaw Sep/00) | Defect cause updated to 41:General - in Procedure |
| 25/10/1999 15:08:41 | Deleted User (Mike Croshaw Sep/00) | Hours spent since call received: 0 hours |
| 25/10/1999 15:12:56 | Richard Coleman | Routing to MSU FAO Angela Shaw |
| 25/10/1999 15:12:57 | Richard Coleman | The Call record has been transferred to the Team: MgtSupportUnit |
| 25/10/1999 15:12:58 | Richard Coleman | Hours spent since call received: 0 hours |
| 25/10/1999 16:05:34 | Angela Shaw | New evidence added - cap 29 cash account problems from tip |
| 25/10/1999 16:05:35 | Angela Shaw | F} Response : |
| 25/10/1999 16:05:35 | Angela Shaw | Please investigate what has caused this problem? Was it tranfers in from CAP |
| 25/10/1999 16:05:35 | Angela Shaw | 28 being a knock on effect? Please include transaction/tranfers deatils for |
| 25/10/1999 16:05:35 | Angela Shaw | reconciliation. Please route back to MSU afterwards. |
| 25/10/1999 16:05:35 | Angela Shaw | [END OF REFERENCE 13028403] |
| 25/10/1999 16:05:35 | Angela Shaw | Responded to call type L as Category 40 -Incident Under Investigation |
| 25/10/1999 16:05:36 | Angela Shaw | The response has been flagged to the gateway team for validation |
| 27/10/1999 15:11:34 | Angela Shaw | The Call record has been assigned to the Team Member: Angela Shaw |
| 27/10/1999 15:11:34 | Angela Shaw | Hours spent since call received: 0 hours |

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| 28/10/1999 11:24:58 | Angela Shaw | F} Response : |
| 28/10/1999 11:24:58 | Angela Shaw | Please see update above. Thanks. Please return afertwards |
| 28/10/1999 11:24:58 | Angela Shaw | [END OF REFERENCE 13097987] |
| 28/10/1999 11:24:58 | Angela Shaw | Responded to call type L as Category 40 -Incident Under Investigation |
| 28/10/1999 11:24:59 | Angela Shaw | The response has been flagged to the gateway team for validation |
| 28/10/1999 11:25:00 | Angela Shaw | The Call record has been transferred to the Team: EDSC |
| 28/10/1999 11:25:00 | Angela Shaw | Hours spent since call received: 0.2 hours |
| 28/10/1999 12:26:18 | Barbara Longley | The Call record has been assigned to the Team Member: Richard Coleman |
| 28/10/1999 12:26:19 | Barbara Longley | Hours spent since call received: 0 hours |
| 08/11/1999 16:49:02 | Angela Shaw | please progress as a matter of priority as this is part of AI376. please do |
| 08/11/1999 16:49:02 | Angela Shaw | initital investigations as per the above, then send to development if |
| 08/11/1999 16:49:02 | Angela Shaw | necessary. |
| 12/11/1999 13:00:31 | Richard Coleman | New evidence added - FAD 010116 |
| 12/11/1999 13:00:31 | Richard Coleman | New evidence added - FAD 127113 |
| 12/11/1999 13:04:03 | Richard Coleman | New evidence added - FAD 127140 |
| 12/11/1999 13:04:03 | Richard Coleman | New evidence added - FAD 014523 |
| 12/11/1999 13:06:33 | Richard Coleman | New evidence added - FAD 207329 |
| 12/11/1999 13:06:33 | Richard Coleman | New evidence added - FAD 214329 |
| 12/11/1999 13:09:20 | Richard Coleman | New evidence added - FAD 221328 |
| 12/11/1999 13:09:20 | Richard Coleman | New evidence added - FAD 002329 |
| 12/11/1999 13:13:23 | Richard Coleman | New evidence added - FAD 023329 |
| 12/11/1999 13:13:23 | Richard Coleman | New evidence added - FAD 234611 |
| 12/11/1999 13:15:43 | Richard Coleman | New evidence added - FAD 002611 |
| 12/11/1999 13:15:43 | Richard Coleman | New evidence added - FAD 262329 |
| 12/11/1999 13:18:19 | Richard Coleman | New evidence added - FAD 267329 |
| 12/11/1999 13:18:19 | Richard Coleman | New evidence added - FAD 278611 |

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| 12/11/1999 13:22:01 | Richard Coleman | New evidence added - FAD 309704 |
| 12/11/1999 13:22:01 | Richard Coleman | New evidence added - FAD 390329 |
| 12/11/1999 13:25:38 | Richard Coleman | New evidence added - FAD 455329 |
| 12/11/1999 13:25:38 | Richard Coleman | New evidence added - FAD 476329 |
| 12/11/1999 13:27:17 | Richard Coleman | New evidence added - FAD 477329 |
| 12/11/1999 13:30:01 | Richard Coleman | New evidence added - FAD 005328 |
| 12/11/1999 13:30:01 | Richard Coleman | New evidence added - FAD 006116 |
| 12/11/1999 13:33:30 | Richard Coleman | New evidence added - FAD 008114 |
| 12/11/1999 13:33:30 | Richard Coleman | New evidence added - FAD 009114 |
| 12/11/1999 13:36:00 | Richard Coleman | New evidence added - FAD 009140 |
| 12/11/1999 13:38:27 | Richard Coleman | The FADs were all migrated two weeks prior to CAP 29 or months earlier. |
| 12/11/1999 13:38:27 | Richard Coleman | Full messagestores for all FADs attached as evidence. |
| 12/11/1999 13:38:27 | Richard Coleman | Passing to development for investigation |
| 12/11/1999 13:38:29 | Richard Coleman | The Call record has been transferred to the Team: QFP |
| 12/11/1999 13:38:29 | Richard Coleman | Defect cause updated to 99:General - Unknown |
| 12/11/1999 13:38:29 | Richard Coleman | Hours spent since call received: 0 hours |
| 15/11/1999 09:09:22 | Lionel Higman | The Call record has been assigned to the Team Member: Steve Warwick |
| 15/11/1999 09:09:22 | Lionel Higman | Hours spent since call received: 0 hours |
| 17/11/1999 18:59:14 | Steve Warwick | F} Response : |
| 17/11/1999 18:59:14 | Steve Warwick | 3097048 - 0.95 discrepancy on line 5021, result of a faulty transfer of a £20 |
| 17/11/1999 18:59:14 | Steve Warwick | Postal Order and Fee on 2.10.99 (CAP 28). The Pathway correction restored |
| 17/11/1999 18:59:14 | Steve Warwick | the office balance but left the reporting on the Cash Account of the |
| 17/11/1999 18:59:14 | Steve Warwick | distribution of value between the transferred item and cash to be incorrect. |
| 17/11/1999 18:59:14 | Steve Warwick | I would have expected that there would have been a similar issue raised over |
| 17/11/1999 18:59:14 | Steve Warwick | the reported value on line 2068 (the Face Value line). |
| 17/11/1999 18:59:14 | Steve Warwick | |

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| PC0031907 | Reconciliation - CAP 29 | 23/10/1999 02:58:29 | 28/03/2000 14:47:18 | David Salt/ <input type="text" value="GRO"/> | General/Other/Misc |
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| 17/11/1999 18:59:14 | Steve Warwick | 3497046 - No evidence supplied for analysis. |
| 17/11/1999 18:59:14 | Steve Warwick | |
| 17/11/1999 18:59:14 | Steve Warwick | [END OF REFERENCE 13528171] |
| 17/11/1999 18:59:15 | Steve Warwick | Responded to call type L as Category 94 -Advice and guidance given |
| 17/11/1999 18:59:15 | Steve Warwick | Hours spent since call received: .5 hours |
| 17/11/1999 18:59:15 | Steve Warwick | The Call record has been transferred to the Team: EDSC |
| 17/11/1999 18:59:16 | Steve Warwick | The response has been routed to the gateway team for validation |
| 18/11/1999 08:56:29 | Richard Coleman | The Call record has been assigned to the Team Member: Richard Coleman |
| 18/11/1999 08:56:30 | Richard Coleman | Hours spent since call received: 0 hours |
| 18/11/1999 10:27:37 | Richard Coleman | Call returned to EDSC in error. |
| 18/11/1999 10:27:37 | Richard Coleman | I have noticed that I have not provided evidence for FADs 349704, 366704 and |
| 18/11/1999 10:27:37 | Richard Coleman | 273611. Once I have retrieved this evidence I will return to development. |
| 18/11/1999 10:41:49 | Richard Coleman | New evidence added - FAD 273611 |
| 18/11/1999 10:41:49 | Richard Coleman | New evidence added - FAD 349704 |
| 18/11/1999 10:41:49 | Richard Coleman | New evidence added - FAD 366704 |
| 18/11/1999 10:43:14 | Richard Coleman | FAO Steve Warwick as per phone call. |
| 18/11/1999 10:43:15 | Richard Coleman | The Call record has been transferred to the Team: QFP |
| 18/11/1999 10:43:15 | Richard Coleman | Hours spent since call received: 0 hours |
| 18/11/1999 10:53:50 | Lionel Higman | The Call record has been assigned to the Team Member: Steve Warwick |
| 18/11/1999 10:53:51 | Lionel Higman | Hours spent since call received: 0 hours |
| 19/11/1999 11:16:30 | Steve Warwick | Target Release updated to NFR - No Fix Reqd |
| 19/11/1999 11:16:33 | Steve Warwick | F} Response : |
| 19/11/1999 11:16:34 | Steve Warwick | The evidence presented has now been examined in detail. |
| 19/11/1999 11:16:34 | Steve Warwick | |
| 19/11/1999 11:16:34 | Steve Warwick | The conclusions are as follows: |
| 19/11/1999 11:16:34 | Steve Warwick | |

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| 19/11/1999 11:16:38 | Steve Warwick | The response has been routed to the gateway team for validation |
| 19/11/1999 11:33:34 | Barbara Longley | The Call record has been assigned to the Team Member: Richard Coleman |
| 19/11/1999 11:33:35 | Barbara Longley | Hours spent since call received: 0 hours |
| 19/11/1999 16:09:52 | Richard Coleman | Steve, the evidence required for FADs 349704 and 366704 was provided (last |
| 19/11/1999 16:09:52 | Richard Coleman | two files in the list, added 18/11/99), can you investigate please. |
| 19/11/1999 16:09:54 | Richard Coleman | The Call record has been transferred to the Team: QFP |
| 19/11/1999 16:09:55 | Richard Coleman | Hours spent since call received: 0 hours |
| 22/11/1999 10:34:34 | Lionel Higman | The Call record has been assigned to the Team Member: Steve Warwick |
| 22/11/1999 10:34:35 | Lionel Higman | Hours spent since call received: 0 hours |
| 24/11/1999 20:59:47 | Steve Warwick | F) Response : |
| 24/11/1999 20:59:47 | Steve Warwick | At FAD Code 349704 there were 3 transfers out of Product 85 each for a value |
| 24/11/1999 20:59:47 | Steve Warwick | of £4.00 on 1.10.99. These transactions were in three separate transfer |
| 24/11/1999 20:59:47 | Steve Warwick | sessions, one of which was reversed before the Transfer In was completed. |
| 24/11/1999 20:59:47 | Steve Warwick | Therefore the value reported to the Cash Account was incorrectly inflated by |
| 24/11/1999 20:59:47 | Steve Warwick | £8.00 in CAP 28, causing the TIP calculation in CAP 29 to identify a similar |
| 24/11/1999 20:59:47 | Steve Warwick | difference. |
| 24/11/1999 20:59:47 | Steve Warwick | At FAD Code 366704 there were a large number of transfers in CAP 28 adding up |
| 24/11/1999 20:59:47 | Steve Warwick | to the quoted values for each of the products reporting to the lines |
| 24/11/1999 20:59:47 | Steve Warwick | identified as being incorrect in CAP 29. |
| 24/11/1999 20:59:47 | Steve Warwick | [END OF REFERENCE 13676988] |
| 24/11/1999 20:59:48 | Steve Warwick | Responded to call type L as Category 94 -Advice and guidance given |
| 24/11/1999 20:59:48 | Steve Warwick | Hours spent since call received: 2 hours |
| 24/11/1999 20:59:49 | Steve Warwick | The Call record has been transferred to the Team: EDSC |
| 24/11/1999 20:59:50 | Steve Warwick | The response has been routed to the gateway team for validation |
| 25/11/1999 08:30:30 | John Simpkins | The Call record has been assigned to the Team Member: Richard Coleman |

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|---------------------|-----------------|---|
| 25/11/1999 08:30:30 | John Simpkins | Hours spent since call received: 0 hours |
| 25/11/1999 09:15:27 | Richard Coleman | Please see comments from development |
| 25/11/1999 09:15:28 | Richard Coleman | The Call record has been transferred to the Team: MgtSupportUnit |
| 25/11/1999 09:15:29 | Richard Coleman | Hours spent since call received: 0 hours |
| 03/12/1999 14:39:02 | John Moran | The Call record has been assigned to the Team Member: Pending closure |
| 03/12/1999 14:39:02 | John Moran | Defect cause updated to 39:General - User Knowledge |
| 03/12/1999 14:39:02 | John Moran | Hours spent since call received: 0 hours |
| 21/12/1999 11:06:51 | John Pope | The call references have been updated. They are now:- |
| 21/12/1999 11:06:51 | John Pope | ORIGINATOR : Phelp |
| 21/12/1999 11:06:51 | John Pope | T PowerHelp : E-9910200598 |
| 21/12/1999 11:06:51 | John Pope | Acceptance Incident : AI0376H |
| 22/12/1999 15:40:36 | Richard Coleman | Once closure has been agreed will SSC please delete the evidence files and |
| 22/12/1999 15:40:36 | Richard Coleman | inform John Newitt so that he can free up the disc space on his server. Thank |
| 22/12/1999 15:40:36 | Richard Coleman | you. |
| 01/02/2000 16:00:21 | Angela Shaw | The Call record has been transferred to the Team: MSU-forClosure |
| 01/02/2000 16:00:22 | Angela Shaw | Hours spent since call received: 0 hours |
| 15/03/2000 11:50:41 | John Moran | F} Response : |
| 15/03/2000 11:50:41 | John Moran | ok to close as per martin box pocl 14/3/00 |
| 15/03/2000 11:50:41 | John Moran | [END OF REFERENCE 16445157] |
| 15/03/2000 11:50:41 | John Moran | Responded to call type L as Category 90 -Reconciliation - resolved |
| 15/03/2000 11:50:42 | John Moran | Hours spent since call received: .3 hours |
| 15/03/2000 11:50:42 | John Moran | The Call record has been transferred to the Team: EDSC |
| 15/03/2000 11:50:42 | John Moran | The response has been routed to the gateway team for validation |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 010116 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 127113 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 127140 |

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| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 014523 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 207329 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 214329 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 221328 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 002329 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 023329 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 234611 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 002611 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 262329 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 267329 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 278611 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 309704 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 390329 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 455329 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 476329 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 477329 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 005328 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 006116 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 008114 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 009114 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 009140 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 273611 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 349704 |
| 15/03/2000 11:56:28 | Richard Coleman | evidence deleted - FAD 366704 |
| 15/03/2000 12:46:26 | Richard Coleman | The Call record has been assigned to the Team Member: Richard Coleman |
| 15/03/2000 12:46:27 | Richard Coleman | Hours spent since call received: 0 hours |

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| 15/03/2000 12:47:16 | Richard Coleman | E-mailed John Newitt with reqgard to freeing disc space. |
| 15/03/2000 12:47:16 | Richard Coleman | He is on leave until 17th so will await his reply. |
| 28/03/2000 14:44:39 | Richard Coleman | F) Response : |
| 28/03/2000 14:44:39 | Richard Coleman | ok to close as per martin box pocl 14/3/00 |
| 28/03/2000 14:44:39 | Richard Coleman | Reconciliation resolved. |
| 28/03/2000 14:44:39 | Richard Coleman | [END OF REFERENCE 16907982] |
| 28/03/2000 14:44:39 | Richard Coleman | Responded to call type L as Category 90 -Reconciliation - resolved |
| 28/03/2000 14:44:40 | Richard Coleman | Hours spent since call received: 0 hours |
| 28/03/2000 14:44:48 | Richard Coleman | CALL PC0031907 closed: Category 90, Type L |
| 28/03/2000 14:44:48 | Richard Coleman | The response was delivered to: PowerHelp |
| 28/03/2000 14:47:18 | Customer Call | Date and time complete: 28/03/2000 15:43:14 |
| 28/03/2000 14:47:18 | Customer Call | Service Complete (Confirmation) Received |