

## PinICL Expor PC0056916

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0056916	CI4 - FAD153405 - adjust stock	02/11/2000 09:15:32	07/11/2000 14:39:30	Julie Wolstenholme/012	EPOSS & DeskTop
EDSC	figures from shared		Closed		EPOSS & DeskTop

## References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
ORIGREF	E-0011012223
CONSUMER	16953 A1GATE
CONSUMERREF	E-0011012223
PowerHelp	E-0011012223
REQUEST_KEY	73597456

## Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

## Activities

Date	User	Comment
02/11/2000 09:15:32	Customer Call	CALL PC0056916 opened
02/11/2000 09:15:35	Customer Call	CALL PC0056916:Priority B:CallType L - Target 07/11/00 09:15:32
02/11/2000 09:15:35	Customer Call	01/11/00 13:42 PM has noticed that the adjust stock figures from shared SU
02/11/2000 09:15:35	Customer Call	AA are showing in shared SU RJ and vice versa. PM viewed the adjust stock
02/11/2000 09:15:35	Customer Call	figures in SU RJ and it showed 20 x £20 smartcreds that were remmed into SU
02/11/2000 09:15:35	Customer Call	AA on 25.10 at 11.24 with session ID 5-68278-1. These have not been
02/11/2000 09:15:35	Customer Call	transferred across to SU RJ but are showing on the adjust stock screen.
02/11/2000 09:15:35	Customer Call	Balance snapshot correct.
02/11/2000 09:15:35	Customer Call	01/11/00 14:03 uk080147
02/11/2000 09:15:36	Customer Call	Advice: PM advised that this is an intermittant problem occurring
02/11/2000 09:15:36	Customer Call	since the counters were upgraded on 23.10
02/11/2000 09:15:36	Customer Call	01/11/00 14:04 uk080147
02/11/2000 09:15:36	Customer Call	Advice: User ID for the transfer was RL[GRO]
02/11/2000 09:15:36	Customer Call	01/11/00 14:06 uk080147



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02/11/2000 09:15:36	Customer Call	Advice: Userid for the remittance was RL	GRO
02/11/2000 09:15:36	Customer Call	01/11/00 16:41 GB082685	
02/11/2000 09:15:36	Customer Call	Repeat Call: pm phoned back and still has not heard from anyone. voiced	
02/11/2000 09:15:36	Customer Call	phil at smc and will phone her as soon as he can. advised pm	
02/11/2000 09:15:36	Customer Call	of this.	
02/11/2000 09:15:36	Customer Call	01/11/00 19:08 uk081126	
02/11/2000 09:15:36	Customer Call	Repeat Call: still awaiting a reply - getting very upset - waiting to	
02/11/2000 09:15:36	Customer Call	balance and get to family, etc	
02/11/2000 09:15:36	Customer Call	02/11/00 08:23 uk079679	
02/11/2000 09:15:36	Customer Call	Information: HSH contacted SMC for update, advised Call is with SSC and	
02/11/2000 09:15:36	Customer Call	will be dealt with asap	
02/11/2000 09:15:36	Customer Call	02/11/00 08:43 GB083020	
02/11/2000 09:15:36	Customer Call	Follow Up: RNM Elaine Tagg called re the call she is on her way to the	
02/11/2000 09:15:36	Customer Call	office and wants updating on the situation.	
02/11/2000 09:15:36	Customer Call	Spoke to ref Cath on third line who adv she will check who	
02/11/2000 09:15:36	Customer Call	is working on the call and get them to ring the office asap	
02/11/2000 09:15:36	Customer Call	message relayed back to RNM .	
02/11/2000 09:15:37	Customer Call	RNM not very happy with response	
02/11/2000 09:15:37	Customer Call	02/11/00 09:13 uk059697	
02/11/2000 09:15:37	Customer Call	Information: contacted SST about this call failing to go over the OTI	
02/11/2000 09:15:37	Customer Call	F} Call details	
02/11/2000 09:15:37	Customer Call	Diagnostician name:	
02/11/2000 09:15:38	Customer Call	Customer opened date 01/11/2000 13:42:13	
02/11/2000 09:37:44	Customer Call	EMPTY 02/11/00 09:37 gb083185 HSH1 Repeat Call: PM chasing call, contacted	
02/11/2000 09:37:45	Customer Call	EDSC who advised are looking at	
02/11/2000 09:37:45	Customer Call	this now, relayed back to PM, who adviced has manged to roll	



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02/11/2000 09:37:46	Customer Call	7 stock units but 3 have not. Adviced PM needs to contact
02/11/2000 09:37:46	Customer Call	NBSC and let them know of the situation as thay will
02/11/2000 09:37:47	Customer Call	probably not be able to do a cash account.
02/11/2000 10:45:00	Customer Call	EMPTY 02/11/00 10:42 GB082468 HSH1 Repeat Call: rnm calling they have called
02/11/2000 10:45:02	Customer Call	a few times now expecting a
02/11/2000 10:45:02	Customer Call	call back with info and noone has called them, the office is
02/11/2000 10:45:02	Customer Call	closed but they are waiting for a call
02/11/2000 11:19:29	Customer Call	EMPTY 02/11/00 11:18 GB082965 HSH1 Repeat Call: voiced edsc, while speaking
02/11/2000 11:19:29	Customer Call	to them pm terminated call.
02/11/2000 11:32:13	Barbara Longley	The call summary has been changed from:-
02/11/2000 11:32:13	Barbara Longley	PM has noticed that the adjust stock figures from
02/11/2000 11:32:13	Barbara Longley	The call summary is now:-
02/11/2000 11:32:13	Barbara Longley	CI4 - FAD153405 - adjust stock figures from shared
02/11/2000 11:32:13	Barbara Longley	Target Release updated to CSR-CI4R
02/11/2000 11:32:13	Barbara Longley	Product EPOSS & DeskTop added
02/11/2000 11:32:14	Barbara Longley	CALL PC0056916:Priority B:CallType N - Target 07/11/00 09:15:32
02/11/2000 13:28:57	Customer Call	EMPTY 02/11/00 13:13 uk079674 HSH4 Contacted: Contacted the RNM for this
02/11/2000 13:28:57	Customer Call	office as she has now made a
02/11/2000 13:28:57	Customer Call	complaint regarding this issue.
02/11/2000 13:28:57	Customer Call	Elaine (rnm) advised that all SU's have now been rolled
02/11/2000 13:28:57	Customer Call	over and they are now checking them to see if they final
02/11/2000 13:28:57	Customer Call	balance is showing to be correct.
02/11/2000 13:28:57	Customer Call	one of the SU's had something added to it, whilst rolling
02/11/2000 13:28:57	Customer Call	over.
02/11/2000 13:28:57	Customer Call	Elaine was very annoyed that no-one from 3rd line had
02/11/2000 13:28:57	Customer Call	called her back, as she has been promised a number of callbacks.



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EDSC	figures from shared		Closed		EPOSS & DeskTop

02/11/2000 13:28:57	Customer Call	Apologised for her not receiving any callbacks, and
02/11/2000 13:28:57	Customer Call	advised that I would escalate the fact that the agents she has
02/11/2000 13:28:57	Customer Call	spoken to have promised callbacks within the hour, as they
02/11/2000 13:28:57	Customer Call	should not be making promises like these.
02/11/2000 13:28:57	Customer Call	Advised that 3rd line are very busy with their
02/11/2000 13:28:57	Customer Call	investigations and sometimes do not have time to call back.
02/11/2000 13:28:57	Customer Call	They may call back sometimes if they require additional
02/11/2000 13:28:57	Customer Call	information/actions etc.
02/11/2000 13:28:57	Customer Call	ADvised that i would monitor the call, and if any updates
02/11/2000 13:28:57	Customer Call	occured, i would notify them.
03/11/2000 10:57:01	Mark Wright	The Call record has been assigned to the Team Member: Diane Rowe
03/11/2000 10:57:02	Mark Wright	Defect cause updated to 99:General - Unknown
03/11/2000 10:57:02	Mark Wright	Hours spent since call received: 0 hours
03/11/2000 13:52:38	Diane Rowe	F} Response :
03/11/2000 13:52:38	Diane Rowe	There is a kel for this problem - LKiang351M.
03/11/2000 13:52:38	Diane Rowe	The KEL explains that it is currently being investigated by development.
03/11/2000 13:52:38	Diane Rowe	I have not spoken to the customer.
03/11/2000 13:52:38	Diane Rowe	[END OF REFERENCE 22681541]
03/11/2000 13:52:39	Diane Rowe	Responded to call type N as Category 64 -Published Known Error
03/11/2000 13:52:39	Diane Rowe	Hours spent since call received: 0 hours
03/11/2000 13:52:43	Diane Rowe	CALL PC0056916 closed: Category 64, Type N
03/11/2000 13:52:43	Diane Rowe	The response was delivered to: PowerHelp
03/11/2000 14:02:06	Customer Call	Date and time complete: 03/11/2000 14:07:22
03/11/2000 14:02:06	Customer Call	Service Complete (Confirmation) Received
07/11/2000 11:40:32	Customer Call	CALL PC0056916 Reopened: This incident has been reopened
07/11/2000 11:40:33	Customer Call	CALL PC0056916:Priority B:CallType N - Target 10/11/00 11:40:32



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07/11/2000 11:40:33	Customer Call	EMPTY
07/11/2000 11:40:33	Customer Call	06/11/00 12:40 GB064328
07/11/2000 11:40:33	Customer Call	Contacted: contacted pm on 06/11/00
07/11/2000 11:40:33	Customer Call	Further info as requested on the kel
07/11/2000 11:40:33	Customer Call	Stock units affected RJ & AA (bulk SU)
07/11/2000 11:40:33	Customer Call	Adjusted RT 1/11/00 13:43
07/11/2000 11:40:33	Customer Call	everything was ok all stock showed correct value
07/11/2000 11:40:33	Customer Call	At 15:44 on 1/11/00 -
07/11/2000 11:40:33	Customer Call	showed all aa figures su so pm had adjusted back to RJ
07/11/2000 11:40:34	Customer Call	value
07/11/2000 11:40:34	Customer Call	then RJ it showed all neg figures but the neg value
07/11/2000 11:40:34	Customer Call	reflect aa sock value but in neg format.
07/11/2000 11:40:34	Customer Call	For example £50 cheque in RJ has cut off and rem out and
07/11/2000 11:40:34	Customer Call	this showed also in aa
07/11/2000 11:40:34	Customer Call	Smartcredits RJ as neg 20 but should be in aa with 20
07/11/2000 11:40:34	Customer Call	Game lic 5R 4G (all neg in rj but posative in aa.
07/11/2000 11:40:34	Customer Call	User JW{GRO}& RH{GRO}(RJ su)
07/11/2000 11:40:34	Customer Call	RO{GRO}(joint user for AA)
07/11/2000 11:40:34	Customer Call	-----
07/11/2000 11:40:34	Customer Call	Not made any declarations.
07/11/2000 11:40:34	Customer Call	4000 short in bal that week
07/11/2000 11:40:34	Customer Call	07/11/00 11:39 GB082641
07/11/2000 11:40:34	Customer Call	Information: More information has been received with regard to this
07/11/2000 11:40:34	Customer Call	problem. Is the KEL available as I am unable to locate it?
07/11/2000 11:40:34	Customer Call	Please can this call be investigated further.
07/11/2000 11:40:34	Customer Call	07/11/00 11:40 GB082641

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07/11/2000 11:40:34	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *
07/11/2000 11:40:34	Customer Call	F} Call details
07/11/2000 11:40:35	Customer Call	Diagnostician name:
07/11/2000 14:35:53	Richard Coleman	F} Response :
07/11/2000 14:35:53	Richard Coleman	See KEL LKiang351M as already specified.
07/11/2000 14:35:53	Richard Coleman	PM has not been contacted, closing as published known error
07/11/2000 14:35:53	Richard Coleman	[END OF REFERENCE 22743050]
07/11/2000 14:35:53	Richard Coleman	Responded to call type N as Category 64 -Published Known Error
07/11/2000 14:35:54	Richard Coleman	Hours spent since call received: 0 hours
07/11/2000 14:35:54	Richard Coleman	Defect cause updated to 14:Development - Code
07/11/2000 14:35:56	Richard Coleman	CALL PC0056916 closed: Category 64, Type N
07/11/2000 14:35:57	Richard Coleman	The response was delivered to: PowerHelp
07/11/2000 14:39:30	Customer Call	Date and time complete: 07/11/2000 14:43:40
07/11/2000 14:39:30	Customer Call	Service Complete (Confirmation) Received