

## PinICL Expor PC0031884

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031884	Reconciliation - NR01:(ITIP) within	22/10/1999 15:40:21	15/03/2000 12:39:59	David Salt	General/Other/Misc
EDSC	cash account w		Closed		Reconciliation

## References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	40606698
ORIGREF	E-9910200573
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910200573
PowerHelp	E-9910200573

## Products

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

## Activities

Date	User	Comment
22/10/1999 15:40:21	Customer Call	CALL PC0031884 opened
22/10/1999 15:40:22	Customer Call	CALL PC0031884:Priority B:CallType L - Target 27/10/99 16:40:21
22/10/1999 15:40:22	Customer Call	20/10/99 13:58 Reconciliation - NR01:(ITIP) within cash account week 29 w/e
22/10/1999 15:40:22	Customer Call	13/10/99 a comparison between values received within the cash account files
22/10/1999 15:40:22	Customer Call	and those derived from transaction stream identified the following anomalies
22/10/1999 15:40:22	Customer Call	for outlet 3617041. Details to be forwarded to management support unit
22/10/1999 15:40:22	Customer Call	Angela Shaw. Similar incident (9910130819) was raised relating to cash
22/10/1999 15:40:23	Customer Call	account week 28 for which a response is awaited.
22/10/1999 15:40:23	Customer Call	22/10/99 16:33 uk058804
22/10/1999 15:40:23	Customer Call	Information: Passing to SSC for progression.
22/10/1999 15:40:23	Customer Call	F} Call details
22/10/1999 15:40:23	Customer Call	Diagnostician name:
22/10/1999 15:40:23	Customer Call	Customer opened date 20/10/1999 13:58:44
22/10/1999 15:50:39	Catherine Obeng	Target Release updated to PDR - CSR



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EDSC			Closed		Reconciliation

22/10/1999 15:50:39	Catherine Obeng	Product General/Other/Misc Reconciliation added
25/10/1999 08:50:23	John Simpkins	PRESCAN: Routing to MSU for further information.
25/10/1999 08:50:23	John Simpkins	The Call record has been transferred to the Team: MgtSupportUnit
25/10/1999 08:50:24	John Simpkins	Defect cause updated to 99:General - Unknown
25/10/1999 08:50:24	John Simpkins	Hours spent since call received: 0 hours
27/10/1999 15:11:12	Angela Shaw	The Call record has been assigned to the Team Member: Angela Shaw
27/10/1999 15:11:13	Angela Shaw	Hours spent since call received: 0 hours
03/11/1999 09:22:49	Angela Shaw	New evidence added - TIP doc/evidence
03/11/1999 09:22:51	Angela Shaw	F} Response :
03/11/1999 09:22:51	Angela Shaw	FAO of Phil Hemmingway (Development)
03/11/1999 09:22:51	Angela Shaw	
03/11/1999 09:22:51	Angela Shaw	This needs to be urgently progressed under AI276 at the request of John Dicks
03/11/1999 09:22:51	Angela Shaw	(Requirements). Please investigate why this has occurred and attach evidence
03/11/1999 09:22:51	Angela Shaw	of transactions etcif they need to be returned to TIP.
03/11/1999 09:22:51	Angela Shaw	[END OF REFERENCE 13208027]
03/11/1999 09:22:51	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
03/11/1999 09:22:52	Angela Shaw	The response has been flagged to the gateway team for validation
03/11/1999 09:22:53	Angela Shaw	The Call record has been transferred to the Team: QFP
03/11/1999 09:22:53	Angela Shaw	Hours spent since call received: 0.2 hours
03/11/1999 12:47:52	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick
03/11/1999 12:47:52	Lionel Higman	Hours spent since call received: 00 hours
04/11/1999 09:35:47	deleted Nam Pandher Feb02	The Call record has been transferred to the Team: EPOSS-Pre-Dev
04/11/1999 09:35:48	deleted Nam Pandher Feb02	Hours spent since call received: 0 hours
04/11/1999 09:36:09	deleted Nam Pandher Feb02	The Call record has been assigned to the Team Member: Francesco Chiarini
04/11/1999 09:36:10	deleted Nam Pandher Feb02	Hours spent since call received: 0 hours
05/11/1999 10:55:52	Francesco Chiarini	F} Response :



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EDSC			Closed	GRO	Reconciliation

05/11/1999 10:55:52	Francesco Chiarini	Could you please supply message stores. Thanks.
05/11/1999 10:55:52	Francesco Chiarini	[END OF REFERENCE 13275871]
05/11/1999 10:55:52	Francesco Chiarini	Responded to call type L as Category 96 -Insufficient evidence
05/11/1999 10:55:53	Francesco Chiarini	Hours spent since call received: 1 hours
05/11/1999 10:55:53	Francesco Chiarini	The Call record has been transferred to the Team: EDSC
05/11/1999 10:55:54	Francesco Chiarini	The response has been routed to the gateway team for validation
05/11/1999 11:37:39	Angela Shaw	PLEASE PROGRESS AS A MATTER OF URGENCY AS THIS IS COVERED BY AI 376,
05/11/1999 11:37:39	Angela Shaw	INVESTIGATE WHY THIS HAS HAPPENED AND DETAILS TXNS ETC FOR RECONCILIATION TO
05/11/1999 11:37:39	Angela Shaw	OCCUR.
05/11/1999 11:37:39	Angela Shaw	PLEASE ROUTE TO DEVELOPMENT AFTERWARDS IF THIS IS NOT A KNOWN PROBLEM PLEASE
05/11/1999 11:37:39	Angela Shaw	OUTLINE THE CAUSE.
08/11/1999 09:30:21	Catherine Obeng	The Call record has been assigned to the Team Member: Catherine Obeng
08/11/1999 09:30:22	Catherine Obeng	Hours spent since call received: 0 hours
08/11/1999 10:06:40	Catherine Obeng	New evidence added - Complete MessageStore for CAP 29
08/11/1999 10:06:40	Catherine Obeng	F} Response :
08/11/1999 10:06:40	Catherine Obeng	MessageStore attached. Sending call back to EPOSS_Pre_Dev, FAO: F. Chiarini.
08/11/1999 10:06:40	Catherine Obeng	[END OF REFERENCE 13301607]
08/11/1999 10:06:40	Catherine Obeng	Responded to call type L as Category 40 -Incident Under Investigation
08/11/1999 10:06:43	Catherine Obeng	The response was delivered to: PowerHelp
08/11/1999 10:06:44	Catherine Obeng	The Call record has been transferred to the Team: EPOSS-Pre-Dev
08/11/1999 10:06:44	Catherine Obeng	Hours spent since call received: 0 hours
15/11/1999 12:02:05	Steve Warwick	F} Response :
15/11/1999 12:02:05	Steve Warwick	The message store extract attached as evidence is not extensive enough for a
15/11/1999 12:02:05	Steve Warwick	complete analysis. It is probable that the issue arose originally in CAP 28.
15/11/1999 12:02:05	Steve Warwick	In order to investigate thoroughly a COMPLETE message store for the outlet is
15/11/1999 12:02:05	Steve Warwick	required.



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PC0031884 EDSC	Reconciliation - NR01:(ITIP) within cash account w	22/10/1999 15:40:21	15/03/2000 12:39:59 Closed	David Salt	General/Other/Misc Reconciliation

15/11/1999 12:02:05	Steve Warwick	[END OF REFERENCE 13464009]
15/11/1999 12:02:05	Steve Warwick	Responded to call type L as Category 96 -Insufficient evidence
15/11/1999 12:02:06	Steve Warwick	Hours spent since call received: .3 hours
15/11/1999 12:02:07	Steve Warwick	The Call record has been transferred to the Team: EDSC
15/11/1999 12:02:07	Steve Warwick	The response has been routed to the gateway team for validation
15/11/1999 14:06:02	Deleted User (Mike Croshaw Sep/00)	The Call record has been assigned to the Team Member: Catherine Obeng
15/11/1999 14:06:03	Deleted User (Mike Croshaw Sep/00)	Defect cause updated to 41:General - in Procedure
15/11/1999 14:06:03	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
15/11/1999 15:52:19	Catherine Obeng	New evidence added - The Complete MessageStores
15/11/1999 15:52:20	Catherine Obeng	F} Response :
15/11/1999 15:52:22	Catherine Obeng	A whole MessageStores now attached. FAO: Steve Warwick.
15/11/1999 15:52:22	Catherine Obeng	[END OF REFERENCE 13470438]
15/11/1999 15:52:23	Catherine Obeng	Responded to call type L as Category 40 -Incident Under Investigation
15/11/1999 15:52:29	Catherine Obeng	The response was delivered to: PowerHelp
15/11/1999 15:52:29	Catherine Obeng	The Call record has been transferred to the Team: QFP
15/11/1999 15:52:30	Catherine Obeng	Hours spent since call received: 0 hours
15/11/1999 16:58:25	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick
15/11/1999 16:58:25	Lionel Higman	Hours spent since call received: 0 hours
16/11/1999 13:56:31	Steve Warwick	Target Release updated to NFR - No Fix Reqd
16/11/1999 13:56:33	Steve Warwick	F} Response :
16/11/1999 13:56:33	Steve Warwick	The differences reported on the Cash Account originated in CAP 28 when two
16/11/1999 13:56:33	Steve Warwick	transfers of cheques (£2252.59 and £2168.89) were corrupted due to the
16/11/1999 13:56:33	Steve Warwick	transfer reference data deletion during the period 1st to 4th October. As a
16/11/1999 13:56:33	Steve Warwick	result, the values for Cash And Cheques reported on the CAP 28 Cash Account



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EDSC			Closed		Reconciliation

16/11/1999 13:56:33	Steve Warwick	were incorrect (Cash was reported £4421.48 higher than it should have been,
16/11/1999 13:56:33	Steve Warwick	Cheques £4421.48 lower than it should have been). This had a knock on effect
16/11/1999 13:56:33	Steve Warwick	on TIPs calculation of the CAP 29 Cash Account values since the starting
16/11/1999 13:56:33	Steve Warwick	position taken from the previous Cash Account was already incorrect. At the
16/11/1999 13:56:33	Steve Warwick	outlet (stock unit level) the distribution of value between Cash and Cheques
16/11/1999 13:56:33	Steve Warwick	was accurately recorded and reported on the stock unit balance report and the
16/11/1999 13:56:33	Steve Warwick	issue should be resolved on the Cash Account from CAP 30 onwards.
16/11/1999 13:56:33	Steve Warwick	
16/11/1999 13:56:33	Steve Warwick	The only evidence presented was for FAD Code 361704 and therefore although it
16/11/1999 13:56:33	Steve Warwick	is probable that the other outlets referred to in the call suffered from the
16/11/1999 13:56:33	Steve Warwick	same problem, it has not been possible to confirm this without examination of
16/11/1999 13:56:33	Steve Warwick	the affected message stores.
16/11/1999 13:56:33	Steve Warwick	[END OF REFERENCE 13487422]
16/11/1999 13:56:34	Steve Warwick	Responded to call type L as Category 64 -Published Known Error
16/11/1999 13:56:34	Steve Warwick	Hours spent since call received: .5 hours
16/11/1999 13:56:34	Steve Warwick	Defect cause updated to 16:Development - Reference Data
16/11/1999 13:56:35	Steve Warwick	The Call record has been transferred to the Team: EDSC
16/11/1999 13:56:36	Steve Warwick	The response has been routed to the gateway team for validation
16/11/1999 14:12:11	Richard Coleman	The Call record has been assigned to the Team Member: Catherine Obeng
16/11/1999 14:12:12	Richard Coleman	Hours spent since call received: 0 hours
16/11/1999 15:37:49	Catherine Obeng	The Call record has been transferred to the Team: MgtSupportUnit
16/11/1999 15:37:50	Catherine Obeng	Hours spent since call received: 0 hours
17/11/1999 15:05:53	Audrey Adams	The Call record has been assigned to the Team Member: Audrey Adams
17/11/1999 15:05:54	Audrey Adams	Hours spent since call received: 0 hours
17/11/1999 15:34:16	Audrey Adams	F} Response :
17/11/1999 15:34:17	Audrey Adams	Steve Warwick's update passed to TP. Pending closure



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EDSC			Closed		Reconciliation

17/11/1999 15:34:17	Audrey Adams	[END OF REFERENCE 13515424]
17/11/1999 15:34:17	Audrey Adams	Responded to call type L as Category 40 -Incident Under Investigation
17/11/1999 15:34:18	Audrey Adams	The response has been flagged to the gateway team for validation
17/11/1999 15:34:19	Audrey Adams	The Call record has been assigned to the Team Member: Pending closure
17/11/1999 15:34:19	Audrey Adams	Hours spent since call received: 0 hours
13/12/1999 16:55:34	Barbara Longley	F} Response :
13/12/1999 16:55:34	Barbara Longley	The Call record has been assigned to MSU Team Member: Pending closure
13/12/1999 16:55:34	Barbara Longley	[END OF REFERENCE 14077380]
13/12/1999 16:55:34	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
13/12/1999 16:55:37	Barbara Longley	The response was delivered to: PowerHelp
01/02/2000 15:59:07	Angela Shaw	The Call record has been transferred to the Team: MSU-forClosure
01/02/2000 15:59:07	Angela Shaw	Hours spent since call received: 0 hours
15/03/2000 11:52:42	John Moran	F} Response :
15/03/2000 11:52:42	John Moran	ok to close as per martin box of pocl 15/3/00
15/03/2000 11:52:42	John Moran	[END OF REFERENCE 16445197]
15/03/2000 11:52:42	John Moran	Responded to call type L as Category 90 -Reconciliation - resolved
15/03/2000 11:52:43	John Moran	Hours spent since call received: .3 hours
15/03/2000 11:52:44	John Moran	The Call record has been transferred to the Team: EDSC
15/03/2000 11:52:44	John Moran	The response has been routed to the gateway team for validation
15/03/2000 12:35:14	Pat Carroll	F} Response :
15/03/2000 12:35:14	Pat Carroll	please close as per text above
15/03/2000 12:35:14	Pat Carroll	[END OF REFERENCE 16448530]
15/03/2000 12:35:14	Pat Carroll	Responded to call type L as Category 94 -Advice and guidance given
15/03/2000 12:35:15	Pat Carroll	Hours spent since call received: 0 hours
15/03/2000 12:35:17	Pat Carroll	CALL PC0031884 closed: Category 94, Type L
15/03/2000 12:35:18	Pat Carroll	The response was delivered to: PowerHelp

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EDSC	cash account w		Closed	<div>GRO</div>	Reconciliation

15/03/2000 12:39:58

Customer Call

Date and time complete: 15/03/2000 12:35:53

15/03/2000 12:39:58

Customer Call

Service Complete (Confirmation) Received