

PinICL Expor PC0034332

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0034332	Sys call RED1505-TIP 1015	01/12/1999 16:16:58	07/03/2000 10:15:00	John Moran/7263 2643/	EPOSS & DeskTop
EDSC			Closed		Cash Account

References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	44064878
ORIGREF	E-9912010595
CONSUMER	16953 A1GATE
CONSUMERREF	E-9912010595
ORIGINATOR	Phelp
PowerHelp	E-9912010595
Acceptance Incident	AI0376H
Call reference	PC0036116
Other	LL22R2
Release PinICL	PC0036320
Work Package	PWY_WP_6390 CI2_2R
Fast track fix	FSTK_2_0_WP6390

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Cash Account	

Activities

Date	User	Comment
01/12/1999 16:16:58	Customer Call	CALL PC0034332 opened
01/12/1999 16:17:15	Customer Call	CALL PC0034332:Priority B:CallType L - Target 06/12/99 16:16:58
01/12/1999 16:17:15	Customer Call	01/12/99 16:01 this call is a system call related to, e-9912010403.this is
01/12/1999 16:17:15	Customer Call	an accpection issue of ai376. please call to john in MSU
01/12/1999 16:17:15	Customer Call	F} Call details
01/12/1999 16:17:16	Customer Call	Diagnostician name:
01/12/1999 16:17:18	Customer Call	Customer opened date 01/12/1999 16:01:51
01/12/1999 16:21:28	Barbara Longley	Target Release updated to CSR

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EDSC			Closed		Cash Account

01/12/1999 16:21:28	Barbara Longley	Product EPOSS & DeskTop Cash Account added
01/12/1999 16:21:38	Barbara Longley	F} Response :
01/12/1999 16:21:39	Barbara Longley	Routing call to MSU FAO John Moran.
01/12/1999 16:21:39	Barbara Longley	[END OF REFERENCE 13834032]
01/12/1999 16:21:39	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
01/12/1999 16:21:53	Barbara Longley	The response was delivered to: PowerHelp
01/12/1999 16:21:55	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
01/12/1999 16:21:57	Barbara Longley	Defect cause updated to 99:General - Unknown
01/12/1999 16:21:57	Barbara Longley	Hours spent since call received: 0 hours
01/12/1999 17:14:38	John Moran	F} Response :
01/12/1999 17:14:39	John Moran	01/12/99 14:05 Interm TIP Incident 1015 Business incident for MSU. Within CA
01/12/1999 17:14:39	John Moran	week 35 week ending 24/11/99 comparison between values received within the
01/12/1999 17:14:39	John Moran	CA Files and theose derived from the Transaction stream Identified the
01/12/1999 17:14:39	John Moran	following annomilies for outlet 0083232. Line 1085 Declared Value £252226.07
01/12/1999 17:14:39	John Moran	dervied Value £251369.87 Difference £856.20. Line 1700 Declared Value
01/12/1999 17:14:39	John Moran	£575950.26 Dervied £575094.06 Difference £856.20. Line 2057 Declared
01/12/1999 17:14:39	John Moran	£40757.68 Derived £40210.98 Difference £546.70. Line 2058 Declared £1720.00
01/12/1999 17:14:39	John Moran	Derived £1620.00 Difference £100. Line 2068 Declared 16949.50 Devired
01/12/1999 17:14:39	John Moran	£16749.50 Difference £200. Line 2069 Declared £1477.80 Derived £1468.30
01/12/1999 17:14:39	John Moran	Difference £9.50. Line 2072 dECLARED £251637.97 Derived £250781.77
01/12/1999 17:14:39	John Moran	Difference £856.20. Line 2700 Declared £255440.10 Derived £254883.90
01/12/1999 17:14:39	John Moran	differnce £856.20. Line 5001 Declared £27647.06 Derived £27225.16 Difference
01/12/1999 17:14:39	John Moran	£421.90. Line 5010 Declared £2464.63 Derived £2443.83 Differnce £20.80. Line
01/12/1999 17:14:39	John Moran	5011 Declared £5319.86 Derived £5215.86 Difference £104. Line 5021 Declared
01/12/1999 17:14:39	John Moran	£195.70 Derived £186.20 Difference £9.50. Line differences require
01/12/1999 17:14:39	John Moran	investigation and explanation.

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EDSC			Closed		Cash Account

01/12/1999 17:14:39	John Moran	
01/12/1999 17:14:39	John Moran	The above comment is from the original business call ref: 34322 e-9912010403.
01/12/1999 17:14:39	John Moran	Please investigate asap as this is releat4ed to AI376. Might have to be
01/12/1999 17:14:39	John Moran	investigated by Eposs Developement(steve Warwick)
01/12/1999 17:14:39	John Moran	[END OF REFERENCE 13836368]
01/12/1999 17:14:39	John Moran	Responded to call type L as Category 40 -Incident Under Investigation
01/12/1999 17:14:41	John Moran	The response has been flagged to the gateway team for validation
01/12/1999 17:14:42	John Moran	The Call record has been transferred to the Team: EDSC
01/12/1999 17:14:42	John Moran	Hours spent since call received: 0 hours
02/12/1999 16:39:59	Deleted User (Mike Croshaw Sep/00)	F} Response :
02/12/1999 16:39:59	Deleted User (Mike Croshaw Sep/00)	PRESCAN:
02/12/1999 16:39:59	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13863487]
02/12/1999 16:39:59	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation
02/12/1999 16:40:05	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
02/12/1999 16:40:06	Deleted User (Mike Croshaw Sep/00)	The Call record has been assigned to the Team Member: Richard Coleman
02/12/1999 16:40:06	Deleted User (Mike Croshaw Sep/00)	Defect cause updated to 41:General - in Procedure
02/12/1999 16:40:06	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
06/12/1999 14:50:24	Richard Coleman	New evidence added - Messagestore for FAD 8323
06/12/1999 14:51:14	Richard Coleman	Messagestore for FAD 8323 attached as evidence.
06/12/1999 14:51:14	Richard Coleman	Passing to development for investigation
06/12/1999 14:51:15	Richard Coleman	The Call record has been transferred to the Team: QFP

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EDSC			Closed		Cash Account

06/12/1999 14:51:16	Richard Coleman	Defect cause updated to 99:General - Unknown			
06/12/1999 14:51:16	Richard Coleman	Hours spent since call received: 0 hours			
06/12/1999 16:40:21	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick			
06/12/1999 16:40:22	Lionel Higman	Hours spent since call received: 0 hours			
07/12/1999 17:12:25	Barbara Longley	F} Response :			
07/12/1999 17:12:26	Barbara Longley	The Call record has been assigned to QFP Team Member: Steve Warwick			
07/12/1999 17:12:26	Barbara Longley	[END OF REFERENCE 13943711]			
07/12/1999 17:12:26	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation			
07/12/1999 17:12:27	Barbara Longley	The response was delivered to: PowerHelp			
07/12/1999 19:10:13	John Pope	The call references have been updated. They are now:-			
07/12/1999 19:10:13	John Pope	ORIGINATOR : Phelp			
07/12/1999 19:10:13	John Pope	T PowerHelp : E-9912010595			
07/12/1999 19:10:13	John Pope	Acceptance Incident : AI0376H			
09/12/1999 15:45:41	Steve Warwick	F} Response :			
09/12/1999 15:45:42	Steve Warwick	Investigation of the message store shows that there was a reversal of a			
09/12/1999 15:45:42	Steve Warwick	'Transfer Out' session on 24.11.99 where the total value of the reversals was			
09/12/1999 15:45:42	Steve Warwick	£428.10 (half the reported discrepancy of £856 20). The transactions			
09/12/1999 15:45:42	Steve Warwick	involved were:			
09/12/1999 15:45:42	Steve Warwick				
09/12/1999 15:45:42	Steve Warwick	Product	Value		
09/12/1999 15:45:42	Steve Warwick	19	£ 52.00		
09/12/1999 15:45:42	Steve Warwick	21	£200.00		
09/12/1999 15:45:42	Steve Warwick	53	£ 10.95		
09/12/1999 15:45:42	Steve Warwick	39	£ 10.40		
09/12/1999 15:45:42	Steve Warwick	74	£100.00		
09/12/1999 15:45:42	Steve Warwick	87	£ 4.75		

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09/12/1999 15:45:42	Steve Warwick	46	£ 50.00
09/12/1999 15:45:42	Steve Warwick		
09/12/1999 15:45:42	Steve Warwick	All these transactions were recorded as Mode:ER with an OMode:TO.	
09/12/1999 15:45:42	Steve Warwick	Unfortunately it seems as though the change made to implement the use of the	
09/12/1999 15:45:42	Steve Warwick	OMode attribute has been incorrectly implemented in the reversal of Transfers	
09/12/1999 15:45:42	Steve Warwick	Out since the attribute in these messages is wrongly capitalised. The	
09/12/1999 15:45:42	Steve Warwick	attribute should be spelt 'OMode', the transfer out reversals use 'Omode'.	
09/12/1999 15:45:42	Steve Warwick		
09/12/1999 15:45:42	Steve Warwick	As a result, the TPS Harvester will fail to find the OMode attribute and will	
09/12/1999 15:45:42	Steve Warwick	therefore mark the transactions as 'Serve Customer' with the reversal	
09/12/1999 15:45:42	Steve Warwick	indicator set. This has the effect of passing the transactions to TIP as a	
09/12/1999 15:45:42	Steve Warwick	reduction of the specified stock value (positive value with a reversal	
09/12/1999 15:45:42	Steve Warwick	indicator), whereas the counter software correctly interprets the transaction	
09/12/1999 15:45:42	Steve Warwick	as an increase in the value of the stock. This therefore produces the 2 x	
09/12/1999 15:45:42	Steve Warwick	value discrepancy reported by TIP.	
09/12/1999 15:45:42	Steve Warwick		
09/12/1999 15:45:42	Steve Warwick	Passing to EPOSS-FP for urgent correction.	
09/12/1999 15:45:42	Steve Warwick	[END OF REFERENCE 14009716]	
09/12/1999 15:45:43	Steve Warwick	Responded to call type L as Category 42 -Product Error Diagnosed	
09/12/1999 15:45:44	Steve Warwick	The response has been flagged to the gateway team for validation	
09/12/1999 15:45:45	Steve Warwick	The Call record has been transferred to the Team: EPOSS-FP	
09/12/1999 15:45:46	Steve Warwick	Defect cause updated to 14:Development - Code	
09/12/1999 15:45:46	Steve Warwick	Hours spent since call received: 2 hours	
13/12/1999 13:58:50	Barbara Longley	F} Response :	
13/12/1999 13:58:52	Barbara Longley	The Call record has been transferred to the Team: EPOSS-FP	
13/12/1999 13:58:52	Barbara Longley	[END OF REFERENCE 14072455]	

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EDSC			Closed		Cash Account

13/12/1999 13:58:54	Barbara Longley	Responded to call type L as Category 42 -Product Error Diagnosed
13/12/1999 13:59:06	Barbara Longley	The response was delivered to: PowerHelp
14/12/1999 13:27:37	Steve Warwick	F} Response :
14/12/1999 13:27:37	Steve Warwick	My apologies, the earlier analysis has proven to be incorrect. The correct
14/12/1999 13:27:37	Steve Warwick	syntax for the 'Omode' attribute has only the initial 'O' as uppercase.
14/12/1999 13:27:37	Steve Warwick	
14/12/1999 13:27:37	Steve Warwick	Investigation continues.
14/12/1999 13:27:37	Steve Warwick	[END OF REFERENCE 14091129]
14/12/1999 13:27:37	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
14/12/1999 13:27:38	Steve Warwick	The response has been flagged to the gateway team for validation
14/12/1999 14:45:09	Steve Warwick	Target Release updated to NFR - No Fix Req'd
14/12/1999 14:45:11	Steve Warwick	F} Response :
14/12/1999 14:45:11	Steve Warwick	Clearly this transfer session is at the root of the problem. However, the
14/12/1999 14:45:11	Steve Warwick	message store records appear to be correctly recorded. The sequence of
14/12/1999 14:45:11	Steve Warwick	events were as follows:
14/12/1999 14:45:11	Steve Warwick	
14/12/1999 14:45:11	Steve Warwick	19.11.99 Transfer OUT total of £428.10 from SV to GG
14/12/1999 14:45:11	Steve Warwick	24.11.99 REVERSAL of Transfer OUT for a total of £428.10 from SV to GG
14/12/1999 14:45:11	Steve Warwick	25.11.99 Transfer OUT total of £428.10 from SV to GG
14/12/1999 14:45:11	Steve Warwick	25.11.99 Transfer IN total of £428.10 from SV to GG
14/12/1999 14:45:11	Steve Warwick	
14/12/1999 14:45:11	Steve Warwick	All messages carry the correct modes, cross-references (where appropriate)
14/12/1999 14:45:11	Steve Warwick	and other essential attributes. None of these transactions should have been
14/12/1999 14:45:11	Steve Warwick	sent to TIP (since they are all either transfers or reversals of transfers).
14/12/1999 14:45:11	Steve Warwick	There is no evidence of a fault in the counter software.
14/12/1999 14:45:11	Steve Warwick	

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14/12/1999 14:45:11	Steve Warwick	Suggest that the TPS output files for this outlet on 19.11.99, 24.11.99 and 25.11.99 are investigated to see whether any of these transactions were sent to TIP in error. In particular the output file for 24.11.99, the day on which the reversal took place. It is possible that this reversal may have been sent to TIP as a reversal of a 'Serve Customer' session.
14/12/1999 14:45:11	Steve Warwick	[END OF REFERENCE 14093887]
14/12/1999 14:45:11	Steve Warwick	Responded to call type L as Category 62 -No fault in product
14/12/1999 14:45:11	Steve Warwick	Hours spent since call received: 2 hours
14/12/1999 14:45:11	Steve Warwick	Defect cause updated to 99:General - Unknown
14/12/1999 14:45:12	Steve Warwick	The Call record has been transferred to the Team: EDSC
14/12/1999 14:45:12	Steve Warwick	The response has been routed to the gateway team for validation
14/12/1999 14:45:13	Steve Warwick	The Call record has been assigned to the Team Member: Richard Coleman
14/12/1999 14:52:10	Barbara Longley	Hours spent since call received: 0 hours
14/12/1999 14:52:10	Barbara Longley	Target Release updated to CSR-CI2
14/12/1999 14:58:01	Barbara Longley	Target Release updated to CSR-CI2_2R
15/12/1999 12:33:58	Steve Warwick	F} Response :
15/12/1999 12:33:59	Steve Warwick	Further investigations of a related call (PC0034961) have revealed that the problem with this transfer session was as follows:
15/12/1999 12:33:59	Steve Warwick	
15/12/1999 12:33:59	Steve Warwick	The cause of the imbalance in CAP 35 at 008323 was that a 'Session Swap' was made between nodes 7 and 1 while the user was in the middle of the Transfer In. The system recorded the transfer in records on the new node (node 1) but failed to write the settlement product or update the EPOSSTransfers object.
15/12/1999 12:33:59	Steve Warwick	As a result, when the stock units came to balance on 24.11.99, the transfer was still listed as outstanding and was reversed (effectively creating a one-sided transfer). This call is being passed to EPOSS Development for
15/12/1999 12:33:59	Steve Warwick	
15/12/1999 12:33:59	Steve Warwick	

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EDSC			Closed		Cash Account

15/12/1999 12:33:59	Steve Warwick	resolution.
15/12/1999 12:33:59	Steve Warwick	[END OF REFERENCE 14118421]
15/12/1999 12:33:59	Steve Warwick	Responded to call type L as Category 42 -Product Error Diagnosed
15/12/1999 12:34:00	Steve Warwick	The response has been flagged to the gateway team for validation
15/12/1999 12:34:01	Steve Warwick	The Call record has been transferred to the Team: EPOSS-FP
15/12/1999 12:34:01	Steve Warwick	Defect cause updated to 14:Development - Code
15/12/1999 12:34:01	Steve Warwick	Hours spent since call received: 2 hours
03/01/2000 15:40:32	Barbara Longley	F} Response :
03/01/2000 15:40:32	Barbara Longley	The Call record has been transferred to the Team: EPOSS-FP
03/01/2000 15:40:32	Barbara Longley	[END OF REFERENCE 14325020]
03/01/2000 15:40:32	Barbara Longley	Responded to call type L as Category 42 -Product Error Diagnosed
03/01/2000 15:40:34	Barbara Longley	The response was delivered to: PowerHelp
11/01/2000 11:01:58	Francesco Chiarini	The Call record has been transferred to the Team: EPOSS-Dev
11/01/2000 11:01:58	Francesco Chiarini	Hours spent since call received: 1 hours
11/01/2000 11:02:40	Francesco Chiarini	The Call record has been assigned to the Team Member: Francesco Chiarini
11/01/2000 11:02:40	Francesco Chiarini	Hours spent since call received: 0 hours
12/01/2000 10:38:18	Francesco Chiarini	F} Response :
12/01/2000 10:38:19	Francesco Chiarini	Cloned to 36116.
12/01/2000 10:38:19	Francesco Chiarini	
12/01/2000 10:38:19	Francesco Chiarini	Fixed in EPOSSCore.dll. It is no longer possible to transfer the session
12/01/2000 10:38:19	Francesco Chiarini	whilst doing a transfer In.
12/01/2000 10:38:19	Francesco Chiarini	[END OF REFERENCE 14471961]
12/01/2000 10:38:19	Francesco Chiarini	Responded to call type L as Category 46 -Product Error Fixed
12/01/2000 10:38:20	Francesco Chiarini	The response has been flagged to the gateway team for validation
12/01/2000 10:38:21	Francesco Chiarini	The Call record has been transferred to the Team: EPOSS-Rel
12/01/2000 10:38:21	Francesco Chiarini	Hours spent since call received: 6 hours

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EDSC			Closed		Cash Account

12/01/2000 18:00:13	Les Ong	Link test on CI2_2R Dev counter (WP6390).
12/01/2000 18:00:13	Les Ong	
12/01/2000 18:00:13	Les Ong	The Susp button is now locked when the Transfer In Details screen is
12/01/2000 18:00:13	Les Ong	displayed. Unfortunately though, if Print or Preview are used, the Susp
12/01/2000 18:00:13	Les Ong	button is unlocked and session mobility is still possible.
12/01/2000 18:00:14	Les Ong	The Call record has been transferred to the Team: EPOSS-Pre-Dev
12/01/2000 18:00:15	Les Ong	Hours spent since call received: 0.5 hours
12/01/2000 18:00:50	Les Ong	The Call record has been assigned to the Team Member: Francesco Chiarini
12/01/2000 18:00:50	Les Ong	Hours spent since call received: 0 hours
13/01/2000 12:03:32	Francesco Chiarini	F) Response :
13/01/2000 12:03:32	Francesco Chiarini	Fixed in EPOSSCore.dll. The Susp button now stays locked.
13/01/2000 12:03:32	Francesco Chiarini	[END OF REFERENCE 14515275]
13/01/2000 12:03:32	Francesco Chiarini	Responded to call type L as Category 46 -Product Error Fixed
13/01/2000 12:03:33	Francesco Chiarini	The response has been flagged to the gateway team for validation
13/01/2000 12:03:34	Francesco Chiarini	The Call record has been transferred to the Team: EPOSS-Rel
13/01/2000 12:03:35	Francesco Chiarini	Hours spent since call received: 2 hours
13/01/2000 13:19:01	Les Ong	Link test on CI2_2R Dev counter (revised WP6390).
13/01/2000 13:19:01	Les Ong	
13/01/2000 13:19:01	Les Ong	Now OK. The Susp button remains locked until after Accept is pressed, so
13/01/2000 13:19:01	Les Ong	session transfer is prevented.
13/01/2000 13:19:02	Les Ong	The Call record has been transferred to the Team: EPOSS-Post-Rel
13/01/2000 13:19:03	Les Ong	Hours spent since call received: 0.2 hours
14/01/2000 10:27:21	Lionel Higman	The call references have been updated. They are now:-
14/01/2000 10:27:21	Lionel Higman	ORIGINATOR : Phelp
14/01/2000 10:27:21	Lionel Higman	T PowerHelp : E-9912010595
14/01/2000 10:27:21	Lionel Higman	Acceptance Incident : AI0376H

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EDSC			Closed		Cash Account

14/01/2000 10:27:21	Lionel Higman	Call reference : PC0036116
14/01/2000 10:27:21	Lionel Higman	Other : LL22R2
14/01/2000 15:00:31	John Budworth	Fix to be released via NR1240 (PC0036320).
14/01/2000 15:00:31	John Budworth	The call references have been updated. They are now:-
14/01/2000 15:00:31	John Budworth	ORIGINATOR : Phelp
14/01/2000 15:00:31	John Budworth	T PowerHelp : E-9912010595
14/01/2000 15:00:31	John Budworth	Acceptance Incident : AI0376H
14/01/2000 15:00:31	John Budworth	Call reference : PC0036116
14/01/2000 15:00:31	John Budworth	Other : LL22R2
14/01/2000 15:00:31	John Budworth	Release PinICL : PC0036320
27/01/2000 15:51:26	Deleted User (Tim Canniffe Sep01)	Fix released in WP6390 CI2_2R.
27/01/2000 15:51:26	Deleted User (Tim Canniffe Sep01)	The call references have been updated. They are now:-
27/01/2000 15:51:26	Deleted User (Tim Canniffe Sep01)	ORIGINATOR : Phelp
27/01/2000 15:51:26	Deleted User (Tim Canniffe Sep01)	PowerHelp : E-9912010595
27/01/2000 15:51:26	Deleted User (Tim Canniffe Sep01)	Acceptance Incident : AI0376H
27/01/2000 15:51:26	Deleted User (Tim Canniffe Sep01)	Call reference : PC0036116
27/01/2000 15:51:26	Deleted User (Tim Canniffe Sep01)	Other : LL22R2
27/01/2000 15:51:26	Deleted User (Tim Canniffe Sep01)	Release PinICL : PC0036320
27/01/2000 15:51:26	Deleted User (Tim Canniffe Sep01)	T Work Package : PWY_WP_6390 CI2_2R
27/01/2000 15:51:28	Deleted User (Tim Canniffe Sep01)	The Call record has been transferred to the Team: Dev-Int-Rel

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EDSC			Closed		Cash Account

27/01/2000 15:51:28	Deleted User (Tim Canniffe Sep01)	Hours spent since call received: 0 hours
27/01/2000 17:04:04	Del(Patricia McLoughlin ??/00)	fast track available, please test
27/01/2000 17:04:04	Del(Patricia McLoughlin ??/00)	The call references have been updated. They are now:-
27/01/2000 17:04:04	Del(Patricia McLoughlin ??/00)	ORIGINATOR : Phelp
27/01/2000 17:04:04	Del(Patricia McLoughlin ??/00)	PowerHelp : E-9912010595
27/01/2000 17:04:04	Del(Patricia McLoughlin ??/00)	Acceptance Incident : AI0376H
27/01/2000 17:04:04	Del(Patricia McLoughlin ??/00)	Call reference : PC0036116
27/01/2000 17:04:04	Del(Patricia McLoughlin ??/00)	Other : LL22R2
27/01/2000 17:04:04	Del(Patricia McLoughlin ??/00)	Release PinICL : PC0036320
27/01/2000 17:04:04	Del(Patricia McLoughlin ??/00)	Work Package : PWY_WP_6390 CI2_2R
27/01/2000 17:04:04	Del(Patricia McLoughlin ??/00)	T Fast track fix : FSTK_2_0_WP6390
27/01/2000 17:04:06	Del(Patricia McLoughlin ??/00)	The Call record has been transferred to the Team: Live Supp.Test
27/01/2000 17:04:06	Del(Patricia McLoughlin ??/00)	Hours spent since call received: 0 hours
01/02/2000 15:34:02	Barbara Longley	F} Response :
01/02/2000 15:34:02	Barbara Longley	The Call record has been transferred to the Team: Live Supp.Test
01/02/2000 15:34:02	Barbara Longley	[END OF REFERENCE 15119290]
01/02/2000 15:34:02	Barbara Longley	Responded to call type L as Category 44 -Fix in Progress
01/02/2000 15:34:05	Barbara Longley	The response was delivered to: PowerHelp
08/02/2000 17:39:32	John Budworth	F} Response :
08/02/2000 17:39:32	John Budworth	Release applied to live via NR1240A. Delivery to live commenced 23/1/00.
08/02/2000 17:39:32	John Budworth	Routing call to call logger for closure.
08/02/2000 17:39:32	John Budworth	[END OF REFERENCE 15296207]
08/02/2000 17:39:33	John Budworth	Responded to call type L as Category 60 -Fix Released to Call Logger
08/02/2000 17:39:33	John Budworth	Hours spent since call received: 0 hours
08/02/2000 17:39:33	John Budworth	The Call record has been transferred to the Team: EDSC

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0034332	Sys call RED1505-TIP 1015	01/12/1999 16:16:58	07/03/2000 10:15:00	John Moran/7263 2643/	EPOSS & DeskTop
EDSC			Closed		Cash Account

08/02/2000 17:39:33	John Budworth	The response has been routed to the gateway team for validation
09/02/2000 09:12:52	Barbara Longley	The Call record has been assigned to the Team Member: Richard Coleman
09/02/2000 09:12:52	Barbara Longley	Hours spent since call received: 0 hours
09/02/2000 15:54:22	Richard Coleman	The Call record has been transferred to the Team: MSU-Indt Mgt
09/02/2000 15:54:22	Richard Coleman	Hours spent since call received: 0 hours
10/02/2000 09:32:17	John Moran	The Call record has been assigned to the Team Member: John Moran
10/02/2000 09:32:17	John Moran	Hours spent since call received: .1 hours
10/02/2000 10:48:12	John Moran	The call summary has been changed from:-
10/02/2000 10:48:12	John Moran	this call is a system call related to, e-991201040
10/02/2000 10:48:12	John Moran	The call summary is now:-
10/02/2000 10:48:12	John Moran	Sys call RED1505
28/02/2000 14:43:20	John Moran	The call summary has been changed from:-
28/02/2000 14:43:20	John Moran	Sys call RED1505
28/02/2000 14:43:20	John Moran	The call summary is now:-
28/02/2000 14:43:20	John Moran	Sys call RED1505-TIP 1015
07/03/2000 09:40:02	John Moran	F} Response :
07/03/2000 09:40:02	John Moran	ok to close as per martin box 16/2/00
07/03/2000 09:40:02	John Moran	[END OF REFERENCE 16201930]
07/03/2000 09:40:02	John Moran	Responded to call type L as Category 90 -Reconciliation - resolved
07/03/2000 09:40:03	John Moran	Hours spent since call received: .5 hours
07/03/2000 09:40:03	John Moran	The Call record has been transferred to the Team: EDSC
07/03/2000 09:40:04	John Moran	The response has been routed to the gateway team for validation
07/03/2000 10:11:12	Barbara Longley	F} Response :
07/03/2000 10:11:12	Barbara Longley	07/03/2000 - By John Moran - MSU
07/03/2000 10:11:12	Barbara Longley	ok to close as per martin box 16/2/00
07/03/2000 10:11:12	Barbara Longley	

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0034332	Sys call RED1505-TIP 1015	01/12/1999 16:16:58	07/03/2000 10:15:00	John Moran/7263 2643/	EPOSS & DeskTop
EDSC			Closed		Cash Account

07/03/2000 10:11:12	Barbara Longley	Close as Reconciliation - resolved
07/03/2000 10:11:12	Barbara Longley	[END OF REFERENCE 16202839]
07/03/2000 10:11:13	Barbara Longley	Responded to call type L as Category 90 -Reconciliation - resolved
07/03/2000 10:11:13	Barbara Longley	Hours spent since call received: 0 hours
07/03/2000 10:11:17	Barbara Longley	CALL PC0034332 closed: Category 90, Type L
07/03/2000 10:11:17	Barbara Longley	The response was delivered to: PowerHelp
07/03/2000 10:15:00	Customer Call	Date and time complete: 07/03/2000 10:11:15
07/03/2000 10:15:00	Customer Call	Service Complete (Confirmation) Received