Export

Peak Incident Management System

Call Reference	PC0129791	Call Logger	_Customer Call_ -- EDSC
Release	Reported In -- BI_3S82R	Top Ref	E-0512060441
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	09/12/2005	Effort (Man Days)	0
Summary	FAD283555 system adding money on trans total		
Collections	Name	User	Date
	Ref Data	Kevin McKeown	07-Dec-2005 14:35:23

Progress Narrative

```
Date:06-Dec-2005 17:27:56 User:_Customer Call_
CALL PC0129791 opened
Details entered are:-
Summary:system is adding money on to transaction totals an
Call Type:L
Call Priority:B
Target Release:BI_3S82R
Routed to:EDSC - _Unassigned_
=================================================================================
Date/Time Raised: Dec 6 2005 11:55AM
Priority: B
Contact Name: Mark
Contact Phone: [____GRO____]
Originator: Phelp
Originator's reference: E-0512060441
Product Type: Riposte
Product Serial No:
Product Site: 283555
=================================================================================
06/12/05 11:55 system is adding money on to transaction totals and would like this to be investigated as requested by NBSC.

06/12/05 11:57 uk952683
Information: checked call history this shows that a number of calls have
been raised with cash discrepencies on the system.
06/12/05 11:59 uk952683
Information: checked events, events show "Duplicate impulse detected"
shown on the 24/11/05 at 11.46 am.
06/12/05 13:17 uk952683
Contacted: contacting pm.
06/12/05 13:18 uk952683
Information: no answer.
06/12/05 13:18 uk952683
Information: will try again at 13.35
06/12/05 13:52 uk952683
Contacted: contacting pm.
06/12/05 13:53 uk952683
Information: spoke to clerk who states that the pm is currently
unavailable until 15.00.
06/12/05 13:53 uk952683
Information: will call pm back at 15.00
06/12/05 14:35 uk952683
Information: spoke to pm, pm states that this issue is not effecting all
transactions. seems to be intermittant problem.
06/12/05 15:14 uk952683
Information: spoke to pm,
06/12/05 15:41 uk954989
Repeat Call: Annette from NBSC is going to contact PM to m make him
aware we are investigating
06/12/05 16:38 uk952683
Information: pm states that he has recorded the details for 3
transactions.
06/12/05 16:40 uk952683
Information: Session ID 1-1744833-2

Date: 29/11/05

Time: 15.52

1 mail label at 79p
2 mail labels at 64p
2 mail labels at 3p

total = £2.67

cashed a postal order of £10

change 17.33 correct change should have been £7.33
```

an extra £10 for the postal order had been added on
06/12/05 16:48 uk952683
Information: Sesssion ID 1-1745865-1

Date: 30/11/05

Time: 12.30

2 x labels at 94p

1 x book of selfadhesive 1st class stamps at 3.60

total £9.08

correct total £5.48

automatically added another book of selfadhesive 1st class
stampd=s
06/12/05 16:52 uk952683
Information: Session ID: 1-1752868-1

Date: 6/12/05

Time: 12.14

1 label at 18p
4 labels at 46p each
1 pack of 100 selfadhesive 1st class stamps £30

total £92.02

Correct total £32.02

an extra 2 books of selfadhesive 1st class stamps has been
added to the transaction.
06/12/05 16:55 uk952683
Information: pm uses the touch screen to navigate the system and the
keyboard to enter the quantity.
06/12/05 16:56 uk952683
Information: Node 1 (single counter site)
user: MBE001
Stock unit: AA

06/12/05 16:57 uk952683
Access Times: mon - fri 09.00 - 17.30
wed 09.00 - 13.00
06/12/05 16:59 uk081219
KEL Ref No.: no specific kel found
06/12/05 17:02 uk081219
Information: ken - PSE downloading psstandard log
06/12/05 17:24 GB082200
Information: file id 695426
06/12/05 17:24 GB082200
Recommend: please check why system is adding money on to the
transactions please see log for details
06/12/05 17:25 SYSADM
Open OTI: Automatic Open OTI
***Updated by Kenneth Hudson at 06/12/2005 17:25:23
06/12/05 17:25 GB082200
REASSIGN: Call # E-0512060441 was Reassigned from Simon Hopperton,
Group HSH7 to Group EDSC1

Date:**07-Dec-2005 08:21:53** User:**Lorraine Elliott**
The call summary has been changed from:-
system is adding money on to transaction totals an
The call summary is now:-
FAD283555 system adding money on trans total

Date:**07-Dec-2005 08:24:05** User:**Lorraine Elliott**
Product EPOSS & DeskTop -- Counter Common added.

Date:**07-Dec-2005 08:25:41** User:**Lorraine Elliott**
The Call record has been assigned to the Team Member: Anne Chambers
Progress was delivered to Powerhelp

Date:**07-Dec-2005 12:17:10** User:**Anne Chambers**
[Start of Response]
I think that the problem here is that the Quantity is not reset to 1 when exiting from SmartPost.

This has already been investigated and fixed under PC0128264. The amended script was dropped into the 111111113 subscription group
(the active group) on 17th Nov.

On 28th Nov the groups toggled and 111111112 became active. This group does not seem to have the fix in. I have replicated

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problem on our ref data counter.

I understand there will soon be another toggle (for the back to SC after 10 labels fix).

Can development (and CSRefData) please investigate
a) whether the problem will be fixed when we toggle back to 111111113
b) whether further action is needed to include the fix in the 111111112 group in future
c) whether there is a danger in future that a fix dropped into the active group could be regressed on the next toggle, and how this should be avoided.

Have spoken to the PM and explained what is going on.

Attached file includes both subscription groups, as at 14th Nov before the original fix was delivered, and now. Routing to Mails dev (Richard O'Neill) via QFP.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Powerhelp
Hours spent since call received: 0 hours

Date:**07-Dec-2005 12:18:29** User:**Anne Chambers**
Evidence **Added** - Subscription group data

Date:**07-Dec-2005 12:27:19** User:**Anne Chambers**
The Call record has been transferred to the team: QFP
Progress was delivered to Powerhelp

Date:**07-Dec-2005 12:55:44** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Mark Scardifield
Progress was delivered to Powerhelp

Date:**07-Dec-2005 13:02:09** User:**David Wilcox**
I've just been checking through the data that was released by RDT and I can see that we somehow managed to go back to script version 7.0.26 when we did the last change when the previous one had put 7.0.27 out (and I think this is the one which cured the problem identified in the Peak). We now have 7.0.28 in the pipeline which will almost certainly have the 7.0.27 fix in so when this goes out we will fix the problem.

I'll review where we have a process hole which allowed this to happen.

Date:**07-Dec-2005 14:26:06** User:**Mark Scardifield**
Routing back to David as requested

Date:**07-Dec-2005 14:26:23** User:**Mark Scardifield**
The Call record has been transferred to the team: Ref-DataCS-Liv
The Call record has been assigned to the Team Member: David Wilcox
Progress was delivered to Powerhelp

Date:**08-Dec-2005 11:01:05** User:**David Wilcox**
[Start of Response]
The correct version of the scripts (with the later update for continued use of Smart Post) was released to the Live estate last night
[End of Response]
Response code to call type L as Category 60 -- Final -- S/W Fix Released to Call Logger
Routing to Call Logger following Final Progress update.
Hours spent since call received: 0 hours

Date:**08-Dec-2005 11:13:58** User:**Lorraine Elliott**
The Call record has been assigned to the Team Member: Anne Chambers
Progress was delivered to Powerhelp

Date:**08-Dec-2005 14:30:09** User:**Anne Chambers**
[Start of Response]
The correct version of the scripts (with the later update for continued use of Smart Post) was released to the Live estate last night.

Call can be closed.
[End of Response]
Response code to call type L as Category 60 -- Final -- S/W Fix Released to Call Logger
Routing to Call Logger following Final Progress update.
Service Response was delivered to Powerhelp

Date:**08-Dec-2005 14:30:09** User:**Anne Chambers**
CALL PC0129791 closed: Category 60 Type L

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```
Date:08-Dec-2005 14:30:09 User:Anne Chambers
Hours spent since call received: 0 hours
Defect cause updated to 16 -- Development - Reference Data
```

```
Date:08-Dec-2005 14:32:18 User:_Customer Call_
Consumer Phelp has received the call closure
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Root Cause	Development - Reference Data
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- Counter Common (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	08-Dec-2005 14:32 -- _Customer Call_