

PinICL Expor PC0032552

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0032552	ca reconciliation NR01(ITIP):	01/11/1999 21:52:50	07/03/2000 09:10:39	Dave SALT/	General/Other/Misc
EDSC	during ca week 26, t		Closed	GRO	Reconciliation

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	41493041
ORIGREF	E-9911010686
CONSUMER	16953 A1GATE
CONSUMERREF	E-9911010686
PowerHelp	E-9911010686

Products

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

Activities

Date	User	Comment
01/11/1999 21:52:50	Customer Call	CALL PC0032552 opened
01/11/1999 21:52:51	Customer Call	CALL PC0032552:Priority B:CallType L - Target 04/11/99 20:00:00
01/11/1999 21:52:51	Customer Call	01/11/99 14:16 ca reconciliation NR01(ITIP): during ca week 26, there were
01/11/1999 21:52:51	Customer Call	four misbalanced (receipt toal on line 0700 not = to payments total on line
01/11/1999 21:52:51	Customer Call	01700) ca received from outlets 070140, 067140, 108140 & 116140 as a a
01/11/1999 21:52:52	Customer Call	result of missing pathway applied primary mapping the prio 2533 (south end
01/11/1999 21:52:52	Customer Call	oO sea Red Bus Pass). To be passed to RECONCILLATION AND MANAGEMENT SUPPORT
01/11/1999 21:52:52	Customer Call	UNIT. ANGELA SHAW
01/11/1999 21:52:52	Customer Call	F} Call details
01/11/1999 21:52:52	Customer Call	Diagnostician name:
01/11/1999 21:52:52	Customer Call	Customer opened date 01/11/1999 14:16:31
02/11/1999 10:10:01	Barbara Longley	Target Release updated to PDR - CSR
02/11/1999 10:10:01	Barbara Longley	Product General/Other/Misc Reconciliation added
03/11/1999 13:22:06	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit

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03/11/1999 13:22:07	Barbara Longley	Defect cause updated to 99:General - Unknown
03/11/1999 13:22:07	Barbara Longley	Hours spent since call received: 0 hours
03/11/1999 14:33:20	Angela Shaw	F} Response :
03/11/1999 14:33:20	Angela Shaw	FAO Phil Hemingway (Development)
03/11/1999 14:33:20	Angela Shaw	
03/11/1999 14:33:20	Angela Shaw	This needs urgent attention under AI 376 (at the request of John Dicks,
03/11/1999 14:33:20	Angela Shaw	Requirements). Please investigate why this has happened? Is this due to
03/11/1999 14:33:20	Angela Shaw	Southend on Sea bus problems? Please include necessary transaction details
03/11/1999 14:33:20	Angela Shaw	for reconciliation. RED 1244 has been raised. Please route back to MSU
03/11/1999 14:33:20	Angela Shaw	afterwards.
03/11/1999 14:33:20	Angela Shaw	[END OF REFERENCE 13222204]
03/11/1999 14:33:20	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
03/11/1999 14:33:21	Angela Shaw	The response has been flagged to the gateway team for validation
03/11/1999 14:33:21	Angela Shaw	The Call record has been transferred to the Team: QFP
03/11/1999 14:33:21	Angela Shaw	Hours spent since call received: 0.5 hours
03/11/1999 14:44:14	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick
03/11/1999 14:44:14	Lionel Higman	Hours spent since call received: 0 hours
05/11/1999 07:18:20	Phil Hemingway	F} Response :
05/11/1999 07:18:20	Phil Hemingway	Incident being examined in Steve Warwick's absence as part of AI 376, by
05/11/1999 07:18:20	Phil Hemingway	EPOSS Development
05/11/1999 07:18:20	Phil Hemingway	[END OF REFERENCE 13267085]
05/11/1999 07:18:20	Phil Hemingway	Responded to call type L as Category 40 -Incident Under Investigation
05/11/1999 07:18:21	Phil Hemingway	The response has been flagged to the gateway team for validation
08/11/1999 19:14:23	Steve Warwick	Target Release updated to NFR - No Fix Reqd
08/11/1999 19:14:24	Steve Warwick	F} Response :
08/11/1999 19:14:24	Steve Warwick	This is clearly the result of the missing Primary Mappings on the local

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08/11/1999 19:14:24	Steve Warwick	travel ticket products in the Southend area. The error in the reference data
08/11/1999 19:14:24	Steve Warwick	was corrected on Frday 24th September and therefore transactions recorded up
08/11/1999 19:14:24	Steve Warwick	to that time (Caps 26 and 27) will fail to report to the Cash Account,
08/11/1999 19:14:24	Steve Warwick	causing a Receipts <> Payments condition.
08/11/1999 19:14:24	Steve Warwick	
08/11/1999 19:14:24	Steve Warwick	Duplicate call (PC0029966), error already corrected.
08/11/1999 19:14:24	Steve Warwick	[END OF REFERENCE 13331926]
08/11/1999 19:14:25	Steve Warwick	Responded to call type L as Category 72 -Duplicate Call
08/11/1999 19:14:25	Steve Warwick	Hours spent since call received: .2 hours
08/11/1999 19:14:25	Steve Warwick	Defect cause updated to 16:Development - Reference Data
08/11/1999 19:19:09	Steve Warwick	F} Response :
08/11/1999 19:19:09	Steve Warwick	This is clearly the result of the missing Primary Mappings on the local
08/11/1999 19:19:09	Steve Warwick	travel ticket products in the Southend area. The error in the reference data
08/11/1999 19:19:09	Steve Warwick	was corrected on Frday 24th September and therefore transactions recorded up
08/11/1999 19:19:09	Steve Warwick	to that time (Caps 26 and 27) will fail to report to the Cash Account,
08/11/1999 19:19:09	Steve Warwick	causing a Receipts <> Payments condition.
08/11/1999 19:19:09	Steve Warwick	
08/11/1999 19:19:09	Steve Warwick	Duplicate call (PC0029966), error already corrected.
08/11/1999 19:19:09	Steve Warwick	[END OF REFERENCE 13332073]
08/11/1999 19:19:09	Steve Warwick	Responded to call type L as Category 72 -Duplicate Call
08/11/1999 19:19:10	Steve Warwick	Hours spent since call received: .1 hours
08/11/1999 19:19:10	Steve Warwick	The Call record has been transferred to the Team: EDSC
08/11/1999 19:19:11	Steve Warwick	The response has been routed to the gateway team for validation
09/11/1999 09:54:49	Richard Coleman	Routing back to MSU - duplicate call, see comments from development
09/11/1999 09:54:57	Richard Coleman	The Call record has been transferred to the Team: MgtSupportUnit
09/11/1999 09:55:01	Richard Coleman	Hours spent since call received: 0 hours

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16/11/1999 10:56:31	Audrey Adams	RED1244 has already been raised (see Angela's 3/11 update). TP Chesterfield
16/11/1999 10:56:31	Audrey Adams	advised of explanation. Please close call. Thanks.
17/11/1999 12:52:13	Angela Shaw	The Call record has been assigned to the Team Member: Pending closure
17/11/1999 12:52:14	Angela Shaw	Hours spent since call received: 0.2 hours
01/02/2000 15:52:03	Angela Shaw	The Call record has been transferred to the Team: MSU-forClosure
01/02/2000 15:52:03	Angela Shaw	Hours spent since call received: 0 hours
06/03/2000 18:15:54	John Moran	F} Response :
06/03/2000 18:15:54	John Moran	ok to close as per martin box of pocl 16/2/00
06/03/2000 18:15:54	John Moran	[END OF REFERENCE 16196215]
06/03/2000 18:15:54	John Moran	Responded to call type L as Category 90 -Reconciliation - resolved
06/03/2000 18:15:54	John Moran	Hours spent since call received: .5 hours
06/03/2000 18:15:55	John Moran	The Call record has been transferred to the Team: EDSC
06/03/2000 18:15:55	John Moran	The response has been routed to the gateway team for validation
07/03/2000 09:08:01	Barbara Longley	F} Response :
07/03/2000 09:08:01	Barbara Longley	06/03/2000 - By John Moran - MSU
07/03/2000 09:08:01	Barbara Longley	ok to close as per martin box of pocl 16/2/00
07/03/2000 09:08:01	Barbara Longley	Closing as Reconciliation resolved
07/03/2000 09:08:01	Barbara Longley	[END OF REFERENCE 16200570]
07/03/2000 09:08:02	Barbara Longley	Responded to call type L as Category 90 -Reconciliation - resolved
07/03/2000 09:08:02	Barbara Longley	Hours spent since call received: 0 hours
07/03/2000 09:08:03	Barbara Longley	CALL PC0032552 closed: Category 90, Type L
07/03/2000 09:08:03	Barbara Longley	The response was delivered to: PowerHelp
07/03/2000 09:10:39	Customer Call	Date and time complete: 07/03/2000 09:06:32
07/03/2000 09:10:39	Customer Call	Service Complete (Confirmation) Received