

PinICL Expor PC0014787

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0014787	TPS - Card impounded/EVQ failure.	21/08/1998 09:13:50	16/02/1999 13:00:44		TPS
Baker	No D/W record		Closed		

References

Products

Product Group	Product Name	Product Version
TPS		

Activities

Date	User	Comment
21/08/1998 09:13:50	Colin Baker	CALL PC0014787 opened
21/08/1998 09:13:50	Colin Baker	References entered are:-
21/08/1998 09:13:50	Colin Baker	Product TPS added
21/08/1998 09:13:50	Colin Baker	Target Release entered: Release 2.0
21/08/1998 09:13:50	Colin Baker	TPS - Card impounded/EVQ failure. No D/W record
21/08/1998 09:13:50	Colin Baker	ST02 SB8F Inc 4.1
21/08/1998 09:13:50	Colin Baker	BES card impounded following failure of EVP at PO counter.
21/08/1998 09:13:50	Colin Baker	TIP records created OK showing BES Status as 2 (Voided), but NO Data
21/08/1998 09:13:50	Colin Baker	Warehouse BES record produced.
21/08/1998 09:13:52	Colin Baker	CALL PC0014787:Priority B:CallType S - Target 26/08/98 10:13:50
21/08/1998 09:13:57	Colin Baker	New evidence added - Extract from TIP output
21/08/1998 09:14:00	Colin Baker	The Call record has been assigned to the Team Member: Nikki O'Sullivan
21/08/1998 09:14:00	Colin Baker	Hours spent since call received: 0.1 hours
21/08/1998 10:09:47	Nikki O'Sullivan	This is probabaly due to the fact that the MIS EPID states voided
21/08/1998 10:09:47	Nikki O'Sullivan	transactions are not required whilst failed EVQs are
21/08/1998 10:09:48	Nikki O'Sullivan	F} Response :
21/08/1998 10:09:49	Nikki O'Sullivan	OK
21/08/1998 10:09:49	Nikki O'Sullivan	[END OF REFERENCE 5695607]

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0014787	TPS - Card impounded/EVQ failure.	21/08/1998 09:13:50	16/02/1999 13:00:44		TPS
Baker	No D/W record		Closed		
21/08/1998 10:09:49	Nikki O'Sullivan	Responded to call type S as Category 17 -TL confirmed			
21/08/1998 10:09:49	Nikki O'Sullivan	The response was delivered on the system			
21/08/1998 10:09:50	Nikki O'Sullivan	The Call record has been transferred to the Team: Design			
21/08/1998 10:09:51	Nikki O'Sullivan	Hours spent since call received: 0 hours			
24/08/1998 10:47:03	Deleted User (Michael Howell jan01)	The Call record has been assigned to the Team Member: Janet Dore			
24/08/1998 10:47:04	Deleted User (Michael Howell jan01)	Hours spent since call received: .3 hours			
25/08/1998 14:00:16	Nikki O'Sullivan	Further investigations show that a system invoked EVQ which fails produces a			
25/08/1998 14:00:16	Nikki O'Sullivan	status of null whilst a manual invocation which fails generates a status of			
25/08/1998 14:00:16	Nikki O'Sullivan	voided			
27/08/1998 10:38:31	Janet Dore	F} Response :			
27/08/1998 10:38:32	Janet Dore	If EVP is invoked by the system at the counter and failed a Null			
27/08/1998 10:38:32	Janet Dore	BESTransaction is created because no transaction has been started, ie there			
27/08/1998 10:38:32	Janet Dore	is no BESCommit message generated.			
27/08/1998 10:38:32	Janet Dore	If EVP is invoked by the clerk after a transaction has started and a BESComit			
27/08/1998 10:38:32	Janet Dore	message created, then a Voided BESTransaction has to be created.			
27/08/1998 10:38:32	Janet Dore	This is both logical and correct so should not be changed.			
27/08/1998 10:38:32	Janet Dore	This means that MIS is going to have to accept Voided transactions if we wish			
27/08/1998 10:38:32	Janet Dore	to charge for clerk invoked EVP failures.			
27/08/1998 10:38:32	Janet Dore	I understand this requires a change to the MIS AIS (EID) and assume a CP will			
27/08/1998 10:38:32	Janet Dore	have to be raised.			
27/08/1998 10:38:32	Janet Dore	Janet			
27/08/1998 10:38:32	Janet Dore	[END OF REFERENCE 5819959]			
27/08/1998 10:38:32	Janet Dore	New target date set 27/08/98 20:00:00			
27/08/1998 10:38:32	Janet Dore	Responded to call type S as Category 2 -Progress update			
27/08/1998 10:38:33	Janet Dore	The response was delivered on the system			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0014787	TPS - Card impounded/EVQ failure.	21/08/1998 09:13:50	16/02/1999 13:00:44		TPS
Baker	No D/W record		Closed		

27/08/1998 10:38:33	Janet Dore	The Call record has been transferred to the Team: Design-CPs
28/09/1998 08:28:22	Deleted User (Michael Howell jan01)	The Call record has been assigned to the Team Member: Janet Dore
28/09/1998 08:28:23	Deleted User (Michael Howell jan01)	Hours spent since call received: .1 hours
28/09/1998 08:29:30	Deleted User (Michael Howell jan01)	The Call record has been transferred to the Team: Design
28/09/1998 08:29:30	Deleted User (Michael Howell jan01)	Hours spent since call received: .1 hours
28/09/1998 08:29:54	Deleted User (Michael Howell jan01)	The Call record has been assigned to the Team Member: Janet Dore
28/09/1998 08:29:54	Deleted User (Michael Howell jan01)	Hours spent since call received: .1 hours
09/10/1998 16:54:16	Bill Hillyard	Target Release updated to IR - NR2
09/10/1998 16:54:17	Bill Hillyard	F} Response :
09/10/1998 16:54:17	Bill Hillyard	Janet - If a CP is to be raised, then please raise it immediately. I do not
09/10/1998 16:54:17	Bill Hillyard	think we need a CP. The EPID requests suppression of voided txns, but does
09/10/1998 16:54:17	Bill Hillyard	require supporting BES details for failed EVPs (many contractual EVP & FRM
09/10/1998 16:54:17	Bill Hillyard	reports dependent on this). Problem is simply down to interpretation of
09/10/1998 16:54:17	Bill Hillyard	"voided". I beleive W/H EPID attempts to reference real world events, rather
09/10/1998 16:54:17	Bill Hillyard	than system event (i.e. we "Void" EVP failures).
09/10/1998 16:54:17	Bill Hillyard	PinICL should be passed immediately to TPS Host and voided/nulls should flow
09/10/1998 16:54:17	Bill Hillyard	to DW when related to failed EVP.
09/10/1998 16:54:17	Bill Hillyard	[END OF REFERENCE 6741084]
09/10/1998 16:54:17	Bill Hillyard	Responded to call type S as Category 40 -Incident Under Investigation
09/10/1998 16:54:18	Bill Hillyard	The response was delivered on the system
09/10/1998 21:23:51	Bill Hillyard	F} Response :

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0014787	TPS - Card impounded/EVQ failure.	21/08/1998 09:13:50	16/02/1999 13:00:44		TPS
Baker	No D/W record		Closed		

09/10/1998 21:23:51	Bill Hillyard	Change to new target release & response coding
09/10/1998 21:23:51	Bill Hillyard	[END OF REFERENCE 6743886]
09/10/1998 21:23:51	Bill Hillyard	Responded to call type S as Category 40 -Incident Under Investigation
09/10/1998 21:23:52	Bill Hillyard	The response was delivered on the system
29/10/1998 18:58:42	Janet Dore	Roy Have you any views on this one ?
29/10/1998 18:58:42	Janet Dore	Janet
29/10/1998 18:58:43	Janet Dore	The Call record has been assigned to the Team Member: Roy Smethurst
29/10/1998 18:58:43	Janet Dore	Hours spent since call received: 0.2 hours
05/11/1998 16:54:28	Roy Smethurst	The correct approach is to send all BES voids and nulls to the DataWarehouse.
05/11/1998 16:54:28	Roy Smethurst	D/W can then decide whether to charge for them or not. The principle is that
05/11/1998 16:54:28	Roy Smethurst	TPS should not filter out transactions just because D/W is not charging for
05/11/1998 16:54:28	Roy Smethurst	them at the present time.
05/11/1998 16:54:28	Roy Smethurst	I suggest TPS Host adds two new Service Types, eg "V" and "N" so that the
05/11/1998 16:54:28	Roy Smethurst	type of BES transaction can be determined. MIS can then discard or use to
05/11/1998 16:54:28	Roy Smethurst	charge according to the setting of the EVP fields.
12/11/1998 15:50:02	Roy Smethurst	CP TPS to send BES nulls and voids to MIS has been introduced for NR2+. Thus
12/11/1998 15:50:02	Roy Smethurst	at NR2 clerk invoked EVP failed results in a voided BES transaction which
12/11/1998 15:50:02	Roy Smethurst	will not be sent to MIS, so MIS cannot charge.
12/11/1998 16:29:01	Roy Smethurst	The Call record has been assigned to the Team Member: Stephan Robson
12/11/1998 16:29:02	Roy Smethurst	Hours spent since call received: .5 hours
16/11/1998 11:19:01	Stephan Robson	FAO Declan Sheehan. Please raise a CP if a change is needed to MIS/Data
16/11/1998 11:19:01	Stephan Robson	Warehouse.
16/11/1998 11:19:03	Stephan Robson	The Call record has been transferred to the Team: CFM-Dev
16/11/1998 11:19:04	Stephan Robson	Hours spent since call received: 0.2 hours
16/11/1998 14:24:44	Deleted User (Barry McGillin Jun00)	The Call record has been assigned to the Team Member: Barry McGillin

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0014787	TPS - Card impounded/EVQ failure.	21/08/1998 09:13:50	16/02/1999 13:00:44		TPS
Baker	No D/W record		Closed		

16/11/1998 14:24:45	Deleted User (Barry McGillin Jun00)	Hours spent since call received: 0 hours
17/11/1998 11:52:31	Deleted User (Barry McGillin Jun00)	F} Response :
17/11/1998 11:52:32	Deleted User (Barry McGillin Jun00)	Received CP from Roy for impact. Will address this as that CP
17/11/1998 11:52:32	Deleted User (Barry McGillin Jun00)	[END OF REFERENCE 7689078]
17/11/1998 11:52:32	Deleted User (Barry McGillin Jun00)	Responded to call type S as Category 66 -Enhancement Request
17/11/1998 11:52:32	Deleted User (Barry McGillin Jun00)	Hours spent since call received: .3 hours
17/11/1998 11:52:33	Deleted User (Barry McGillin Jun00)	The response was delivered on the system
17/11/1998 20:08:36	Nikki O'Sullivan	Sent to design until CP resolved
17/11/1998 20:08:37	Nikki O'Sullivan	The Call record has been transferred to the Team: Design
17/11/1998 20:08:38	Nikki O'Sullivan	Hours spent since call received: 0 hours
18/11/1998 09:10:46	Deleted User (Michael Howell jan01)	The Call record has been assigned to the Team Member: Stephan Robson
18/11/1998 09:10:47	Deleted User (Michael Howell jan01)	Hours spent since call received: .1 hours
19/11/1998 12:46:53	Bill Hillyard	F} Response :
19/11/1998 12:46:53	Bill Hillyard	Colin - routing back to you for closure following recent e-mail from me.
19/11/1998 12:46:53	Bill Hillyard	Closure dependent on BIT team action. This PinICL has "matured" over the
19/11/1998 12:46:53	Bill Hillyard	weeks. It will be better to track the current o/s issues under a new PinICL
19/11/1998 12:46:53	Bill Hillyard	to be raised by BIT.
19/11/1998 12:46:53	Bill Hillyard	Cheers. Bill
19/11/1998 12:46:53	Bill Hillyard	[END OF REFERENCE 7737006]
19/11/1998 12:46:54	Bill Hillyard	Responded to call type S as Category 64 -Published Known Error

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0014787	TPS - Card impounded/EVQ failure.	21/08/1998 09:13:50	16/02/1999 13:00:44		TPS
Baker	No D/W record		Closed		

19/11/1998 12:46:54	Bill Hillyard	Hours spent since call received: .5 hours
19/11/1998 12:46:54	Bill Hillyard	The response was delivered on the system
26/11/1998 16:31:14	Nikki O'Sullivan	BIT team have not raised duplicate pinicl. Routing back to design for
26/11/1998 16:31:14	Nikki O'Sullivan	resolution. Are we are we not expecting manually invoked EVQ failures to
26/11/1998 16:31:14	Nikki O'Sullivan	be sent to the Datawarehouse at R2?
26/11/1998 16:31:16	Nikki O'Sullivan	The Call record has been transferred to the Team: Design
26/11/1998 16:31:16	Nikki O'Sullivan	Hours spent since call received: 0 hours
26/11/1998 17:14:22	Deleted User (Michael Howell jan01)	The Call record has been assigned to the Team Member: Stephan Robson
26/11/1998 17:14:23	Deleted User (Michael Howell jan01)	Hours spent since call received: .1 hours
27/11/1998 11:00:40	Deleted user (Dick Long Jun00)	Roy - this one is ping-ponging all over the place. Can you give the design
27/11/1998 11:00:40	Deleted user (Dick Long Jun00)	position for Rls 2 and I'll then make it stick !! Thanks Dick
27/11/1998 11:00:41	Deleted user (Dick Long Jun00)	The Call record has been assigned to the Team Member: Roy Smethurst
27/11/1998 11:00:42	Deleted user (Dick Long Jun00)	Hours spent since call received: .1 hours
27/11/1998 15:41:50	Roy Smethurst	We are not doing anything about this for NR2 as agreed with Tony Oppenheim.
27/11/1998 15:41:50	Roy Smethurst	CP1643 fixes for NR2+
30/11/1998 13:41:31	Deleted User (Michael Howell jan01)	Candidate for KPR
30/11/1998 13:41:33	Deleted User (Michael Howell jan01)	The Call record has been transferred to the Team: PIAT
30/11/1998 13:41:33	Deleted User (Michael Howell jan01)	Hours spent since call received: .5 hours
30/11/1998 17:39:09	Deleted user (Graham King Feb00)	I understood the issue to only affect nulls and voids from PCHL if it is all
30/11/1998 17:39:09	Deleted user (Graham King Feb00)	BES EVP fails no it cannot be put back to R2+. We have a requirement to
30/11/1998 17:39:09	Deleted user (Graham King Feb00)	monitor EVP pass and fails. Please see attached email evidence regarding

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0014787	TPS - Card impounded/EVQ failure.	21/08/1998 09:13:50	16/02/1999 13:00:44		TPS
Baker	No D/W record		Closed		

30/11/1998 17:39:09	Deleted user (Graham King Feb00)	1643.
30/11/1998 17:39:09	Deleted user (Graham King Feb00)	
30/11/1998 17:39:09	Deleted user (Graham King Feb00)	This must be fixed for NR2 or a work around produced if only PCHL fails.
30/11/1998 17:39:09	Deleted user (Graham King Feb00)	
30/11/1998 17:39:09	Deleted user (Graham King Feb00)	Routing to design J Dore for solution or workaround for NR2.
30/11/1998 17:39:14	Deleted user (Graham King Feb00)	New evidence added - word doc of email to AEO
30/11/1998 17:39:14	Deleted user (Graham King Feb00)	New evidence added - word doc email AEO response
30/11/1998 17:39:14	Deleted user (Graham King Feb00)	New evidence added - word doc e-mail B Hillyard
30/11/1998 17:39:15	Deleted user (Graham King Feb00)	The Call record has been transferred to the Team: Design
30/11/1998 17:39:16	Deleted user (Graham King Feb00)	Hours spent since call received: .5 hours
30/11/1998 18:11:01	Deleted User (Michael Howell jan01)	The Call record has been assigned to the Team Member: Janet Dore
30/11/1998 18:11:02	Deleted User (Michael Howell jan01)	Hours spent since call received: .1 hours
02/12/1998 14:50:13	Deleted User (Michael Howell jan01)	F} Response :
02/12/1998 14:50:13	Deleted User (Michael Howell jan01)	Status Update
02/12/1998 14:50:13	Deleted User (Michael Howell jan01)	[END OF REFERENCE 7987847]
02/12/1998 14:50:13	Deleted User (Michael Howell jan01)	Responded to call type S as Category 40 -Incident Under Investigation

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0014787	TPS - Card impounded/EVQ failure.	21/08/1998 09:13:50	16/02/1999 13:00:44		TPS
Baker	No D/W record		Closed		

02/12/1998 14:50:13	Deleted User (Michael Howell jan01)	The response was delivered on the system
04/12/1998 18:46:36	Janet Dore	I will work on a work around as any fix for NR2 would be high risk.
04/12/1998 18:46:36	Janet Dore	Janet
07/12/1998 11:59:55	Janet Dore	This will need an SQL enquiry to be run on a regular basis to extract the
07/12/1998 11:59:55	Janet Dore	details of any PCHL transactions involved.
07/12/1998 11:59:55	Janet Dore	I will send to host development so that the appropriate script can be
07/12/1998 11:59:55	Janet Dore	developed.
07/12/1998 11:59:55	Janet Dore	Janet
07/12/1998 11:59:56	Janet Dore	The Call record has been transferred to the Team: CFMHost-2nd
07/12/1998 11:59:57	Janet Dore	Hours spent since call received: 0.2 hours
08/12/1998 14:51:49	Brian Millar1	The Call record has been transferred to the Team: CFM-Dev
08/12/1998 14:51:49	Brian Millar1	Hours spent since call received: 0 hours
08/12/1998 16:27:26	Deleted User (Anne Drislane Nov/00)	The Call record has been assigned to the Team Member: Stephen Flinter
08/12/1998 16:27:27	Deleted User (Anne Drislane Nov/00)	Hours spent since call received: .5 hours
05/01/1999 10:44:33	Graham Lloyd	This further response refers to Janet's suggestion in the PinICL that, as a
05/01/1999 10:44:33	Graham Lloyd	temporary fix for Release 2, "an SQL enquiry should be run on a regular basis
05/01/1999 10:44:33	Graham Lloyd	to extract the details of any PCHL transactions involved".
05/01/1999 10:44:33	Graham Lloyd	
05/01/1999 10:44:33	Graham Lloyd	I understand from Gareth Jenkins that all voided transactions due to EVP
05/01/1999 10:44:33	Graham Lloyd	failures at the PCHL result in card impounds that are reported to TMS in the
05/01/1999 10:44:33	Graham Lloyd	TMS_TX_CARD_EVENTS table. These can be identified by those records having an
05/01/1999 10:44:33	Graham Lloyd	EVP_RESULT value set to "F".
05/01/1999 10:44:33	Graham Lloyd	
05/01/1999 10:44:33	Graham Lloyd	I would therefore recommend that, as a temporary fix, a module was written

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0014787	TPS - Card impounded/EVQ failure.	21/08/1998 09:13:50	16/02/1999 13:00:44		TPS
Baker	No D/W record		Closed		

05/01/1999 10:44:33	Graham Lloyd	that wrote all records with EVP_RESULT value set to "F" from the
05/01/1999 10:44:33	Graham Lloyd	TMS_TX_CARD_EVENTS table to a new semi-permanent table (i.e. exists for
05/01/1999 10:44:33	Graham Lloyd	duration of the temporary fix, but from which no records are deleted) within
05/01/1999 10:44:33	Graham Lloyd	the PAS/CMS database. This new table would have exactly the same columns as
05/01/1999 10:44:33	Graham Lloyd	the TMS_TX_CARD_EVENTS table and could be interrogated directly by Pathway
05/01/1999 10:44:33	Graham Lloyd	users via Discoverer. The new module should be scheduled to run daily
05/01/1999 10:44:33	Graham Lloyd	immediately prior to the process that purges and archives the
05/01/1999 10:44:33	Graham Lloyd	TMS_TX_CARD_EVENTS table.
15/02/1999 08:20:56	Bill Hillyard	F} Response :
15/02/1999 08:20:56	Bill Hillyard	PinICL PC0021566 has been raised under BIT to cover this and PinICLs
15/02/1999 08:20:56	Bill Hillyard	PC0018471, PC0019816, PC0019818. Please close as duplicate.
15/02/1999 08:20:56	Bill Hillyard	[END OF REFERENCE 9352873]
15/02/1999 08:20:57	Bill Hillyard	Responded to call type S as Category 72 -Duplicate Call
15/02/1999 08:20:57	Bill Hillyard	Hours spent since call received: .1 hours
15/02/1999 08:20:58	Bill Hillyard	The response was delivered on the system
16/02/1999 13:00:20	Nikki O'Sullivan	F} Response :
16/02/1999 13:00:21	Nikki O'Sullivan	Agreed by C Baker that this can be closed after raising of PC0021566 to cover
16/02/1999 13:00:21	Nikki O'Sullivan	all omissions on EVP processing.
16/02/1999 13:00:21	Nikki O'Sullivan	[END OF REFERENCE 9386753]
16/02/1999 13:00:21	Nikki O'Sullivan	Responded to call type S as Category 68 -Administrative Response
16/02/1999 13:00:23	Nikki O'Sullivan	Hours spent since call received: 0 hours
16/02/1999 13:00:23	Nikki O'Sullivan	The response was delivered on the system
16/02/1999 13:00:44	Nikki O'Sullivan	CALL PC0014787 closed: Category 68, Type S
16/02/1999 13:00:44	Nikki O'Sullivan	Hours spent since call received: 0 hours