

PinICL Expor

PC0015152

| Ref       | Summary                      | Opened              | Last update         | Customer | Product Group    |
|-----------|------------------------------|---------------------|---------------------|----------|------------------|
| Logged By |                              |                     | Status              |          | Product At Fault |
| PC0015152 | CP1220 partially implemented | 27/08/1998 17:18:43 | 14/06/1999 13:18:07 |          | BPS              |
| Walker    |                              |                     | Closed              |          | BES encashments  |

References

| Name  | Value  |
|-------|--------|
| Other | Design |

Products

| Product Group | Product Name    | Product Version |
|---------------|-----------------|-----------------|
| BPS           | BES encashments |                 |

Activities

| Date                | User                           | Comment                                                                       |
|---------------------|--------------------------------|-------------------------------------------------------------------------------|
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01) | References entered are:-                                                      |
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01) | Product BPS BES encashments added                                             |
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01) | Target Release entered: Release 2.0                                           |
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01) | CP1220 partially implemented                                                  |
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01) | During Test Execution of CP 1220, the part that relates to 'Receipt messages' |
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01) | was found not to be implemented. The Test Executioner concerned (N. Gormley)  |
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01) | spoke to Gareth Jenkins. As I understand it this part of the functionality is |
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01) | not going to be implemented in the form specified on CP1220, but superceded   |
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01) | by another CP yet to be raised.                                               |
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01) |                                                                               |
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01) | Please advice. Thank you.                                                     |



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| PC0015152           | CP1220 partially implemented        | 27/08/1998 17:18:43                                                          | 14/06/1999 13:18:07 |          | BPS              |
| Walker              |                                     |                                                                              | Closed              |          | BES encashments  |
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01)      |                                                                              |                     |          |                  |
| 27/08/1998 17:18:42 | deleted (Michele Walker 04/01)      | Michele                                                                      |                     |          |                  |
| 27/08/1998 17:18:43 | deleted (Michele Walker 04/01)      | CALL PC0015152 opened                                                        |                     |          |                  |
| 27/08/1998 17:18:43 | deleted (Michele Walker 04/01)      | CALL PC0015152:Priority C:CallType S - Target 04/09/98 18:18:43              |                     |          |                  |
| 27/08/1998 17:18:44 | deleted (Michele Walker 04/01)      | The Call record has been transferred to the Team: Design                     |                     |          |                  |
| 28/08/1998 08:16:49 | Deleted User (Michael Howell jan01) | The Call record has been assigned to the Team Member: Janet Dore             |                     |          |                  |
| 28/08/1998 08:16:49 | Deleted User (Michael Howell jan01) | Hours spent since call received: .1 hours                                    |                     |          |                  |
| 04/09/1998 12:58:32 | Kevin Barrett                       | Discussed with Janet at T&I BPS / Design review meeting. R2 solution         |                     |          |                  |
| 04/09/1998 12:58:32 | Kevin Barrett                       | required. Janet to investigate futher.                                       |                     |          |                  |
| 10/09/1998 16:25:28 | Janet Dore                          | F} Response :                                                                |                     |          |                  |
| 10/09/1998 16:25:29 | Janet Dore                          | I can confirm that reconciliation of the Receipt message has had to be       |                     |          |                  |
| 10/09/1998 16:25:29 | Janet Dore                          | excluded as the implementation by Escher of the CP to put back the necessary |                     |          |                  |
| 10/09/1998 16:25:29 | Janet Dore                          | information in the BESCommit message to make it possible to reconcile these  |                     |          |                  |
| 10/09/1998 16:25:29 | Janet Dore                          | messages will only be delivered in time for MOR3.                            |                     |          |                  |
| 10/09/1998 16:25:29 | Janet Dore                          | I recommend that this remaining element of reconciliation which is for       |                     |          |                  |
| 10/09/1998 16:25:29 | Janet Dore                          | Pathway's benefit only is delayed to 2+ and included with the remaining      |                     |          |                  |
| 10/09/1998 16:25:29 | Janet Dore                          | reconciliation changes at that time.                                         |                     |          |                  |
| 10/09/1998 16:25:29 | Janet Dore                          | I am routing this to PIAT for confirmation.                                  |                     |          |                  |
| 10/09/1998 16:25:29 | Janet Dore                          | Janet                                                                        |                     |          |                  |
| 10/09/1998 16:25:29 | Janet Dore                          | [END OF REFERENCE 6112040]                                                   |                     |          |                  |
| 10/09/1998 16:25:29 | Janet Dore                          | New target date set 10/09/98 20:00:00                                        |                     |          |                  |
| 10/09/1998 16:25:29 | Janet Dore                          | Responded to call type S as Category 2 -Progress update                      |                     |          |                  |



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|                     |                                     |                                                                               |
|---------------------|-------------------------------------|-------------------------------------------------------------------------------|
| 10/09/1998 16:25:29 | Janet Dore                          | The response was delivered on the system                                      |
| 10/09/1998 16:25:30 | Janet Dore                          | The Call record has been transferred to the Team: PIAT                        |
| 10/09/1998 16:27:58 | John Pope                           | The Call record has been assigned to the Team Member: Dave Hollingsworth      |
| 10/09/1998 16:27:58 | John Pope                           | Hours spent since call received: 0.0 hours                                    |
| 18/09/1998 15:56:35 | Tony Hayward                        | I understand that the item not yet implemented is the identification          |
| 18/09/1998 15:56:35 | Tony Hayward                        | information (eg. NINO, Card No.) on BES Commit messages which are orphaned as |
| 18/09/1998 15:56:35 | Tony Hayward                        | a result of a system break.                                                   |
| 18/09/1998 15:56:35 | Tony Hayward                        | This is part of the lost transaction scenario. The impact of not having this  |
| 18/09/1998 15:56:35 | Tony Hayward                        | is minimised from the Release 1C situation in view of other reconciliations   |
| 18/09/1998 15:56:35 | Tony Hayward                        | actions being present (such as the requirement for postmasters to bring the   |
| 18/09/1998 15:56:35 | Tony Hayward                        | receipt to account, for cash a/c purposes.                                    |
| 18/09/1998 15:56:35 | Tony Hayward                        | However, lost transactions is a very sensitive area and I am not convinced    |
| 18/09/1998 15:56:35 | Tony Hayward                        | that adequate information is available for support staff to identify missing  |
| 18/09/1998 15:56:35 | Tony Hayward                        | transactions.                                                                 |
| 18/09/1998 15:56:35 | Tony Hayward                        | Whether or not this can be left to Release 2+ is a decision which needs to be |
| 18/09/1998 15:56:35 | Tony Hayward                        | advised by Tony Oppenheim in view of the sensitivity in this area.            |
| 18/09/1998 15:56:36 | Tony Hayward                        | The Call record has been transferred to the Team: Design                      |
| 18/09/1998 15:56:37 | Tony Hayward                        | Hours spent since call received: 0.2 hours                                    |
| 18/09/1998 15:59:17 | Deleted User (Michael Howell jan01) | The Call record has been assigned to the Team Member: Janet Dore              |
| 18/09/1998 15:59:18 | Deleted User (Michael Howell jan01) | Hours spent since call received: .1 hours                                     |
| 21/09/1998 12:40:33 | Janet Dore                          | F} Response :                                                                 |
| 21/09/1998 12:40:33 | Janet Dore                          | Having discusses this issue with Tony Oppenheim he has no problem with the    |
| 21/09/1998 12:40:33 | Janet Dore                          | Receipt/BESCommit message not in itself being reconciled provided that ad-doc |
| 21/09/1998 12:40:33 | Janet Dore                          | reports can be produced if needed when the BES no EPOSS and EPOSS no BES      |
| 21/09/1998 12:40:33 | Janet Dore                          | errors are investigated by the BSU.                                           |

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|                     |               |                                                                               |
|---------------------|---------------|-------------------------------------------------------------------------------|
| 21/09/1998 12:40:33 | Janet Dore    | On that ground I suggest this PinICL be closed as ther is no way of 'undoing' |
| 21/09/1998 12:40:33 | Janet Dore    | part of a CP with the current CP procedure without withdrawing it and         |
| 21/09/1998 12:40:33 | Janet Dore    | resubmitting it which is difficult once the software has been delivered.      |
| 21/09/1998 12:40:33 | Janet Dore    | Janet                                                                         |
| 21/09/1998 12:40:33 | Janet Dore    | [END OF REFERENCE 6352923]                                                    |
| 21/09/1998 12:40:33 | Janet Dore    | New target date set 21/09/98 20:00:00                                         |
| 21/09/1998 12:40:33 | Janet Dore    | Responded to call type S as Category 2 -Progress update                       |
| 21/09/1998 12:40:34 | Janet Dore    | The response was delivered on the system                                      |
| 21/09/1998 12:40:35 | Janet Dore    | The Call record has been transferred to the Team: PIAT                        |
| 21/09/1998 12:49:00 | John Pope     | The Call record has been assigned to the Team Member: Tony Hayward            |
| 21/09/1998 12:49:00 | John Pope     | Hours spent since call received: 0.1 hours                                    |
| 21/09/1998 13:50:32 | Tony Hayward  | To be fixed at Release 2+, on basis of Janet's discussion with Tony           |
| 21/09/1998 13:50:32 | Tony Hayward  | Oppenheim. Routing to KPL.                                                    |
| 21/09/1998 13:50:32 | Tony Hayward  | Target Release updated to Release 2+                                          |
| 21/09/1998 13:50:34 | Tony Hayward  | The Call record has been transferred to the Team: KPL                         |
| 21/09/1998 13:50:35 | Tony Hayward  | Hours spent since call received: 0.1 hours                                    |
| 21/09/1998 14:34:42 | Doug Jones    | PinICL added to DEFERRAL KPL, re-targetted to 2+, Bus Imp: None. Please       |
| 21/09/1998 14:34:42 | Doug Jones    | progress for resolution in Release 2+                                         |
| 21/09/1998 14:34:46 | Doug Jones    | The Call record has been transferred to the Team: Design                      |
| 21/09/1998 14:34:48 | Doug Jones    | Hours spent since call received: .1 hours                                     |
| 08/10/1998 13:48:57 | Doug Jones    | PinICL added to DEFERRAL KPL, re-targetted to DDR, Bus Imp: None. Please      |
| 08/10/1998 13:48:57 | Doug Jones    | progress for resolution in future release.                                    |
| 08/10/1998 13:48:57 | Doug Jones    | Target Release updated to DDR - > 2                                           |
| 05/11/1998 11:17:55 | Martin Bailey | F} Response :                                                                 |
| 05/11/1998 11:17:56 | Martin Bailey | ADMIN : Old style Response Category value has been updated with an equivalent |
| 05/11/1998 11:17:56 | Martin Bailey | value from the current range of values.                                       |



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|                     |                                   |                                                                       |
|---------------------|-----------------------------------|-----------------------------------------------------------------------|
| 05/11/1998 11:17:56 | Martin Bailey                     | [END OF REFERENCE 7385592]                                            |
| 05/11/1998 11:17:56 | Martin Bailey                     | Responded to call type S as Category 40 -Incident Under Investigation |
| 05/11/1998 11:17:57 | Martin Bailey                     | The response was delivered on the system                              |
| 27/11/1998 11:11:18 | Janet Dore                        | The Call record has been assigned to the Team Member: Janet Dore      |
| 27/11/1998 11:11:18 | Janet Dore                        | Hours spent since call received: 0.2 hours                            |
| 22/03/1999 17:31:56 | Lionel Higman                     | Target Release updated to IR - > 2                                    |
| 28/05/1999 16:16:17 | Janet Dore                        | Routing to BPS Suspend. Janet                                         |
| 28/05/1999 16:16:17 | Janet Dore                        | The call references have been updated. They are now:-                 |
| 28/05/1999 16:16:17 | Janet Dore                        | T Other : Design                                                      |
| 28/05/1999 16:16:18 | Janet Dore                        | The Call record has been transferred to the Team: BPS-Suspend         |
| 28/05/1999 16:16:18 | Janet Dore                        | Hours spent since call received: 0.2 hours                            |
| 08/06/1999 16:23:25 | Deleted User (Asim Mushtaq feb01) | F} Response :                                                         |
| 08/06/1999 16:23:25 | Deleted User (Asim Mushtaq feb01) | PinICL to be closed.                                                  |
| 08/06/1999 16:23:25 | Deleted User (Asim Mushtaq feb01) | [END OF REFERENCE 11423961]                                           |
| 08/06/1999 16:23:26 | Deleted User (Asim Mushtaq feb01) | Responded to call type S as Category 68 -Administrative Response      |
| 08/06/1999 16:23:26 | Deleted User (Asim Mushtaq feb01) | The response was delivered on the system                              |
| 08/06/1999 16:23:27 | Deleted User (Asim Mushtaq feb01) | The Call record has been transferred to the Team: BPS-Suspend         |
| 08/06/1999 16:23:28 | Deleted User (Asim Mushtaq feb01) | Hours spent since call received: 0 hours                              |
| 14/06/1999 13:18:07 | Deleted User (Asim Mushtaq feb01) | CALL PC0015152 closed: Category 68, Type S                            |
| 14/06/1999 13:18:07 | Deleted User (Asim Mushtaq feb01) | Hours spent since call received: 0 hours                              |