

PinICL Expor PC0039313

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0039313	System call for RED 2141/2140	25/02/2000 09:53:15	13/05/2000 03:38:21	John Moran	General/Other/Misc
EDSC			Closed		Reconciliation

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	51472215
ORIGREF	E-0002250140
CONSUMER	16953 A1GATE
CONSUMERREF	E-0002250140
PowerHelp	E-0002250140

Products

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

Activities

Date	User	Comment
25/02/2000 09:53:15	Customer Call	CALL PC0039313 opened
25/02/2000 09:53:17	Customer Call	CALL PC0039313:Priority B:CallType L - Target 01/03/00 09:53:15
25/02/2000 09:53:18	Customer Call	25/02/00 09:50 31 outlets report receipts & payment discrepancies in CAP 48.
25/02/2000 09:53:18	Customer Call	Please route call to John Moran: GRO
25/02/2000 09:53:18	Customer Call	25/02/00 09:54 uk064675
25/02/2000 09:53:18	Customer Call	Information: Requested to be reassigned by John Moran.
25/02/2000 09:53:18	Customer Call	F} Call details
25/02/2000 09:53:18	Customer Call	Diagnostician name:
25/02/2000 09:53:20	Customer Call	Customer opened date 25/02/2000 09:50:37
25/02/2000 09:54:44	Barbara Longley	Target Release updated to CSR-CI2_2R
25/02/2000 09:54:44	Barbara Longley	Product General/Other/Misc Reconciliation added
25/02/2000 09:54:45	Barbara Longley	The Call record has been transferred to the Team: MSU-Indt Mgt
25/02/2000 09:54:45	Barbara Longley	Defect cause updated to 42:Gen - Outside Pathway Control
25/02/2000 09:54:46	Barbara Longley	Hours spent since call received: 0 hours

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GRO

25/02/2000 11:06:06 Angela Shaw The Call record has been assigned to the Team Member: John Moran

25/02/2000 11:06:06 Angela Shaw Hours spent since call received: 0 hours

25/02/2000 16:41:11 John Moran The call summary has been changed from:-

25/02/2000 16:41:11 John Moran 31 outlets report receipts & payment discrepancies

25/02/2000 16:41:11 John Moran The call summary is now:-

25/02/2000 16:41:11 John Moran Sytem call for RED 2141/2140

25/02/2000 16:47:12 John Moran F} Response :

25/02/2000 16:47:13 John Moran 5/02/00 10:31 Fad 025511 is not a newly migrated office but reports receipts

25/02/2000 16:47:13 John Moran vs

25/02/2000 16:47:13 John Moran payments misbalance in cap 48 of £52,814.29. Like wise office 003202 for the

25/02/2000 16:47:13 John Moran same perios reports a receipts vs payments misbalance of £2,780.00. However

25/02/2000 16:47:13 John Moran this office IS newly migrated BUT there was no error migration error present

25/02/2000 16:47:13 John Moran in the mesage store message.

25/02/2000 16:47:13 John Moran

25/02/2000 16:47:13 John Moran Routing this call to SSC to attach message stores for these FADs for CAP48

25/02/2000 16:47:13 John Moran then on to QFP for investigation.

25/02/2000 16:47:13 John Moran [END OF REFERENCE 15951341]

25/02/2000 16:47:13 John Moran Responded to call type L as Category 40 -Incident Under Investigation

25/02/2000 16:47:14 John Moran The response has been flagged to the gateway team for validation

25/02/2000 16:47:14 John Moran The Call record has been transferred to the Team: EDSC

25/02/2000 16:47:15 John Moran Hours spent since call received: .2 hours

28/02/2000 09:21:34 deleted (Sampath Kumar) The Call record has been assigned to the Team Member: Sampath Kumar

28/02/2000 09:21:34 deleted (Sampath Kumar) Defect cause updated to 99:General - Unknown

28/02/2000 09:21:34 deleted (Sampath Kumar) Hours spent since call received: 0 hours

28/02/2000 09:38:48 deleted (Sampath Kumar) The Call record has been assigned to the Team Member: David Seddon

28/02/2000 09:38:49 deleted (Sampath Kumar) Hours spent since call received: 0 hours

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EDSC			Closed		Reconciliation

28/02/2000 10:22:18	Barbara Longley	F} Response :
28/02/2000 10:22:18	Barbara Longley	The Call record has been assigned to EDSC Team Member: David Seddon
28/02/2000 10:22:18	Barbara Longley	[END OF REFERENCE 15980435]
28/02/2000 10:22:18	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
28/02/2000 10:22:20	Barbara Longley	The response was delivered to: PowerHelp
28/02/2000 10:34:00	Barbara Longley	The call summary has been changed from:-
28/02/2000 10:34:00	Barbara Longley	Sytem call for RED 2141/2140
28/02/2000 10:34:00	Barbara Longley	The call summary is now:-
28/02/2000 10:34:00	Barbara Longley	System call for RED 2141/2140
29/02/2000 10:33:47	John Simpkins	We have investigate some common causes of this problem for 025511 but cannot
29/02/2000 10:33:47	John Simpkins	identify the fault. We have checked:
29/02/2000 10:33:47	John Simpkins	Giro Report before SU roll,
29/02/2000 10:33:47	John Simpkins	Deleted Products in Stock,
29/02/2000 10:33:47	John Simpkins	Revaluations,
29/02/2000 10:33:47	John Simpkins	Large Transfers,
29/02/2000 10:33:47	John Simpkins	Lack of Disk Space,
29/02/2000 10:33:47	John Simpkins	Collection:EPOSSChecks ObjectName:StockUnitBalance.
29/02/2000 10:33:47	John Simpkins	
29/02/2000 10:33:47	John Simpkins	We'll attach the message store for evidence.
29/02/2000 10:56:12	John Simpkins	New evidence added - weeks message store node 1-9
29/02/2000 10:56:12	John Simpkins	New evidence added - week message store node 33
29/02/2000 15:00:19	John Simpkins	Office 003202 appears to have a suspense account problem:
29/02/2000 15:00:19	John Simpkins	They performed a Prepayment Redemption transaction followed later by a
29/02/2000 15:00:19	John Simpkins	Prepayment transaction, however these transactions have not cancelled out.
29/02/2000 15:00:19	John Simpkins	The Prepayment Transaction is still evident in the opening figures but the
29/02/2000 15:00:19	John Simpkins	Prepayment Redemption Transaction is not evident. This amount make up the

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GRO

29/02/2000 15:00:19 John Simpkins difference between payments and receipts. An extract showing this is attached as evidence as well as the complete message store.

29/02/2000 15:00:19 John Simpkins

29/02/2000 15:00:19 John Simpkins

29/02/2000 15:00:19 John Simpkins Please route to EPOSS DEV

29/02/2000 15:00:39 John Simpkins New evidence added - Extract showing Prepayment problem

29/02/2000 15:00:39 John Simpkins New evidence added - Complete message store

29/02/2000 15:00:39 John Simpkins The Call record has been transferred to the Team: QFP

29/02/2000 15:00:40 John Simpkins Hours spent since call received: 0 hours

29/02/2000 17:30:19 Lionel Higman The Call record has been assigned to the Team Member: Steve Warwick

29/02/2000 17:30:20 Lionel Higman Hours spent since call received: 0 hours

01/03/2000 11:51:51 Steve Warwick F} Response :

01/03/2000 11:51:51 Steve Warwick Outlet 3202 appears to have suffered from a fault transaction migrated from ECCO+. The transaction was against Product 211 for a value of £1390.00. This transaction should have been migrated as an outpayment transaction (negative value) with a positive cash settlement. Instead, the transaction was migrated with a positive (receipt) value and the settlement of cash was also positive. The effect of this was to reduce the value of Product 211 at balance time instead of increasing it, therefore causing a Receipts <> Payments of twice the value (£2780.00).

01/03/2000 11:51:51 Steve Warwick

01/03/2000 11:51:51 Steve Warwick The reference data on the correspondence server clearly shows that the product has a transaction sense of 'Out' (this is borne out by the fact that the subsequent transaction for this product on the system were correctly recorded). Therefore there is a question as to why the ECCO Migration process recorded the value incorrectly.

01/03/2000 11:51:51 Steve Warwick

01/03/2000 11:51:51 Steve Warwick

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01/03/2000 11:51:51	Steve Warwick	Passing to the TSC Development team for their view.
01/03/2000 11:51:51	Steve Warwick	
01/03/2000 11:51:51	Steve Warwick	At Outlet 25511 it would appear that no payment transaction values (PM.L4 =
01/03/2000 11:51:51	Steve Warwick	3016) were recorded in the stock unit balance records for SU EE. This caused
01/03/2000 11:51:51	Steve Warwick	the payments table of the balance to mis balnce by £52,814.29, resulting in a
01/03/2000 11:51:51	Steve Warwick	Cash Account Mis-Balance of the same amount. This is identical to an issue
01/03/2000 11:51:51	Steve Warwick	which was raised approximately 4 months ago, the cause of which was never
01/03/2000 11:51:51	Steve Warwick	found. It is possible that this was linked to an issue reported where the
01/03/2000 11:51:51	Steve Warwick	counter concerned ran out of disc space.
01/03/2000 11:51:51	Steve Warwick	
01/03/2000 11:51:51	Steve Warwick	I am passing this call to Lionel Higman with a request that the issues at
01/03/2000 11:51:51	Steve Warwick	these two offices are separated into individual PinICLs - one to go to
01/03/2000 11:51:51	Steve Warwick	EPOSS-FP (for outlet 25511) the other to go to TSC-Dev (for outlet 3202).
01/03/2000 11:51:51	Steve Warwick	[END OF REFERENCE 16051067]
01/03/2000 11:51:52	Steve Warwick	Responded to call type L as Category 38 -Potential Problem Identified
01/03/2000 11:51:52	Steve Warwick	The response has been flagged to the gateway team for validation
01/03/2000 11:51:54	Steve Warwick	The Call record has been assigned to the Team Member: Lionel Higman
01/03/2000 11:51:54	Steve Warwick	Hours spent since call received: .5 hours
01/03/2000 14:45:00	Barbara Longley	F} Response :
01/03/2000 14:45:03	Barbara Longley	The Call record has been assigned to QFP Team Member: Lionel Higman
01/03/2000 14:45:03	Barbara Longley	[END OF REFERENCE 16057618]
01/03/2000 14:45:08	Barbara Longley	Responded to call type L as Category 38 -Potential Problem Identified
01/03/2000 14:45:14	Barbara Longley	The response was delivered to: PowerHelp
06/03/2000 10:26:50	Steve Warwick	F} Response :
06/03/2000 10:26:50	Steve Warwick	Following discussion with Ricahrd Laking and John Rayner it seems that the
06/03/2000 10:26:50	Steve Warwick	'sign' issue on the migrated ECCO+ transactions is not a TSC-Dev issue but an

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06/03/2000 10:26:50 Steve Warwick issue for the MIECCO software. This part of the call should therefore be
06/03/2000 10:26:50 Steve Warwick routed to EPOSS-FP and not to TSC-DEV.
06/03/2000 10:26:50 Steve Warwick [END OF REFERENCE 16171473]
06/03/2000 10:26:51 Steve Warwick Responded to call type L as Category 40 -Incident Under Investigation
06/03/2000 10:26:51 Steve Warwick The response has been flagged to the gateway team for validation
07/03/2000 11:18:20 Lionel Higman Please split this as requested by Steve Warwick and return both halves to
07/03/2000 11:18:20 Lionel Higman QFP. Thanks.
07/03/2000 11:18:21 Lionel Higman The Call record has been transferred to the Team: EDSC
07/03/2000 11:18:22 Lionel Higman Hours spent since call received: 0 hours
07/03/2000 11:26:08 Barbara Longley I have asked SMC/HSB to raise another call and send over to me so I can add
07/03/2000 11:26:08 Barbara Longley second half of this call to new call. Both calls then to be returned to Lonel
07/03/2000 11:26:08 Barbara Longley Higman at QFP.
07/03/2000 11:26:08 Barbara Longley Assigning call to myself until this is done.
07/03/2000 11:26:09 Barbara Longley The Call record has been assigned to the Team Member: Barbara Longley
07/03/2000 11:26:09 Barbara Longley Hours spent since call received: 0 hours
07/03/2000 13:57:29 Steve Warwick F} Response :
07/03/2000 13:57:29 Steve Warwick Further to the initial analysis, it has now been found that at outlet 25511
07/03/2000 13:57:29 Steve Warwick there was a Receipts <> Payments imbalance in CAP 49 of £31.046.24. This has
07/03/2000 13:57:29 Steve Warwick the following cause:
07/03/2000 13:57:29 Steve Warwick
07/03/2000 13:57:29 Steve Warwick In CAP 48 the office misbalanced with Receipts > Payments by £52,814.29.
07/03/2000 13:57:29 Steve Warwick This was initially thought to be because the Payment transactions for Stock
07/03/2000 13:57:29 Steve Warwick unit EE (PM.L4 = 3016) had not reported to the Cash Account. This now
07/03/2000 13:57:29 Steve Warwick appears not to have been the only issue contributing to the CAP 48 imbalance.
07/03/2000 13:57:29 Steve Warwick It is apparent from closer examination that the net value of remittances in
07/03/2000 13:57:29 Steve Warwick and out of the offices (SM.L4 = 3021 and 3027) was also not reported in Line

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07/03/2000 13:57:29	Steve Warwick	1085 (Balance Due to PO) on the CAP 48 Cash Accout. The net value of the
07/03/2000 13:57:29	Steve Warwick	remittances was £31,046.24 - the value of the discrepancy reported on the CAP
07/03/2000 13:57:29	Steve Warwick	49 Cash Account.
07/03/2000 13:57:29	Steve Warwick	
07/03/2000 13:57:29	Steve Warwick	The reason that CAP 49 was affected is that the balance due to PO figure on
07/03/2000 13:57:29	Steve Warwick	the CAP 48 Cash Account was £31,046.24 less than it should have been, causing
07/03/2000 13:57:29	Steve Warwick	the Brought Forward value on the CAP 49 Cash Account to be short by the same
07/03/2000 13:57:29	Steve Warwick	amount, resulting in the Receipt Table total being lower than the Payment
07/03/2000 13:57:29	Steve Warwick	Table total by this amount.
07/03/2000 13:57:29	Steve Warwick	
07/03/2000 13:57:29	Steve Warwick	[END OF REFERENCE 16212714]
07/03/2000 13:57:30	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
07/03/2000 13:57:30	Steve Warwick	The response has been flagged to the gateway team for validation
07/03/2000 14:06:21	Steve Warwick	The Call record has been transferred to the Team: QFP
07/03/2000 14:06:24	Steve Warwick	Hours spent since call received: 0 hours
07/03/2000 14:07:11	Steve Warwick	F} Response :
07/03/2000 14:07:13	Steve Warwick	Routed back to EDSC in error after the last update - sorry!
07/03/2000 14:07:13	Steve Warwick	[END OF REFERENCE 16213339]
07/03/2000 14:07:13	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
07/03/2000 14:07:14	Steve Warwick	The response has been flagged to the gateway team for validation
07/03/2000 14:07:43	Steve Warwick	The Call record has been assigned to the Team Member: Lionel Higman
07/03/2000 14:07:43	Steve Warwick	Hours spent since call received: 0 hours
07/03/2000 14:55:24	Phil Hemingway	The Call record has been transferred to the Team: EPOSS-Pre-Dev
07/03/2000 14:55:24	Phil Hemingway	Hours spent since call received: 0.1 hours
07/03/2000 14:55:42	Phil Hemingway	The Call record has been assigned to the Team Member: Martin McConnell
07/03/2000 14:55:42	Phil Hemingway	Hours spent since call received: 0.1 hours

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08/03/2000 10:13:20 Les Ong Changing target release to CI3R now that CI2_2R has gone.

08/03/2000 10:13:20 Les Ong Target Release updated to CSR-CI3R

08/03/2000 10:30:22 Martin McConnell From an administration point of view there seems to be two problems in one

08/03/2000 10:30:22 Martin McConnell PINICL. In the meantime I will use this PINICL as a vehicle to request a FULL

08/03/2000 10:30:22 Martin McConnell messagestore for FAD 025511. I believe this requires urgent attention as

08/03/2000 10:30:22 Martin McConnell advised by Steve Warwick, therefore when someone from EDSC has completed this

08/03/2000 10:30:22 Martin McConnell I would appreciate notification (email: **Martin McConnell** or **GRO**

08/03/2000 10:30:22 Martin McConnell **GRO**) when the attachment has been completed. (I've also tried telephoning

08/03/2000 10:30:22 Martin McConnell Pat Carroll but his line seems to be permantley engaged.)

08/03/2000 10:30:22 Martin McConnell In the meantime I will continue looking at this and a related PINICL 32801.

08/03/2000 10:30:23 Martin McConnell The Call record has been transferred to the Team: EDSC

08/03/2000 10:30:23 Martin McConnell Hours spent since call received: 3 hours

08/03/2000 10:40:44 Barbara Longley F) Response :

08/03/2000 10:40:44 Barbara Longley 08/03/2000 10:30:22 - By Martin McConnell - EPOSS-Pre-Dev

08/03/2000 10:40:44 Barbara Longley From an administration point of view there seems to be two problems in one

08/03/2000 10:40:44 Barbara Longley PINICL. In the meantime I will use this PINICL as a vehicle to request a FULL

08/03/2000 10:40:44 Barbara Longley messagestore for FAD 025511. I believe this requires urgent attention as

08/03/2000 10:40:44 Barbara Longley advised by Steve Warwick, therefore when someone from EDSC has completed this

08/03/2000 10:40:44 Barbara Longley I would appreciate notification (email: **Martin McConnell** or **GRO**

08/03/2000 10:40:44 Barbara Longley **GRO**) when the attachment has been completed. (I've also tried telephoning

08/03/2000 10:40:44 Barbara Longley Pat Carroll but his line seems to be permantley engaged.)

08/03/2000 10:40:44 Barbara Longley In the meantime I will continue looking at this and a related PINICL 32801.

08/03/2000 10:40:44 Barbara Longley [END OF REFERENCE 16230545]

08/03/2000 10:40:44 Barbara Longley Responded to call type L as Category 40 -Incident Under Investigation

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08/03/2000 10:40:48	Barbara Longley	The response was delivered to: PowerHelp
08/03/2000 10:46:39	Barbara Longley	F} Response :
08/03/2000 10:46:40	Barbara Longley	There was some confusion yesterday when Steve Warwick pulled back this call
08/03/2000 10:46:40	Barbara Longley	from my stack. Lionel was going to investigate what the current situation was
08/03/2000 10:46:40	Barbara Longley	with call and get back to me.
08/03/2000 10:46:40	Barbara Longley	I have chased up the second call I asked for, as it has not materialised
08/03/2000 10:46:40	Barbara Longley	from SMC. Daniel at SMC has taken over organising this for me. New call will
08/03/2000 10:46:40	Barbara Longley	have to be logged in my name.
08/03/2000 10:46:40	Barbara Longley	Have informed Pat Carroll to contact Martin McConnell.
08/03/2000 10:46:40	Barbara Longley	[END OF REFERENCE 16230670]
08/03/2000 10:46:41	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
08/03/2000 10:46:49	Barbara Longley	The response was delivered to: PowerHelp
08/03/2000 10:50:49	Barbara Longley	Pat Carroll is going to have a look at this call.
08/03/2000 13:11:30	Barbara Longley	F} Response :
08/03/2000 13:11:30	Barbara Longley	Have checked with SMC and new call raised today has been 'lost'. They will
08/03/2000 13:11:30	Barbara Longley	raise another one.
08/03/2000 13:11:30	Barbara Longley	[END OF REFERENCE 16237899]
08/03/2000 13:11:30	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
08/03/2000 13:11:33	Barbara Longley	The response was delivered to: PowerHelp
08/03/2000 14:18:49	Barbara Longley	F} Response :
08/03/2000 14:18:50	Barbara Longley	PinICL 40052 has been raised to cover 2nd problem in this call.
08/03/2000 14:18:50	Barbara Longley	[END OF REFERENCE 16241211]
08/03/2000 14:18:50	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
08/03/2000 14:19:00	Barbara Longley	The response was delivered to: PowerHelp
08/03/2000 14:47:37	Pat Carroll	F} Response :
08/03/2000 14:47:38	Pat Carroll	PC0040059 has been raised to deal with the Stock Balancing aspect of this

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08/03/2000 14:47:38 Pat Carroll call.

08/03/2000 14:47:38 Pat Carroll call being routed back to EPOSS-Pre Dev

08/03/2000 14:47:38 Pat Carroll [END OF REFERENCE 16242722]

08/03/2000 14:47:38 Pat Carroll Responded to call type L as Category 40 -Incident Under Investigation

08/03/2000 14:47:41 Pat Carroll The response was delivered to: PowerHelp

08/03/2000 14:47:41 Pat Carroll The Call record has been transferred to the Team: EPOSS-Pre-Dev

08/03/2000 14:47:42 Pat Carroll Hours spent since call received: 0 hours

08/03/2000 17:27:04 Barbara Longley Please note that I had already raised a second call - PinICL40052 before Pat

08/03/2000 17:27:04 Barbara Longley Carroll raised another call PinICL40059. As Lionel had asked for 2nd call to

08/03/2000 17:27:04 Barbara Longley be a Powerhelp call, and Pat's is an internal call, I have asked Lionel

08/03/2000 17:27:04 Barbara Longley Higman for advice on which calls should remain open.

08/03/2000 17:48:47 Richard Laking Reassigning to QFP for Lionael / barbara to sort out and decide who is going

08/03/2000 17:48:47 Richard Laking to do ahat on which PinICL.

08/03/2000 17:48:47 Richard Laking Note there are now three PinICI's involved

08/03/2000 17:48:48 Richard Laking The Call record has been transferred to the Team: QFP

08/03/2000 17:48:49 Richard Laking Hours spent since call received: 0.1 hours

09/03/2000 11:21:23 Lionel Higman PC0039313 is the original, PC0040052 is the powerhelp delivered split. These

09/03/2000 11:21:23 Lionel Higman are my preferred PinICLs to carry on with but ...

09/03/2000 11:21:23 Lionel Higman PC0040059 is the one Pat raised and contains evidence which Martin needs and

09/03/2000 11:21:23 Lionel Higman text which Richard needs.

09/03/2000 11:21:23 Lionel Higman I have established that Martin has the evidence he needs from PC0040059.

09/03/2000 11:21:23 Lionel Higman I have copied the text which Richard needs to PC0040052.

09/03/2000 11:21:23 Lionel Higman Therefore, definitively from now:

09/03/2000 11:21:23 Lionel Higman PC0039313 is the EPOSS problem

09/03/2000 11:21:23 Lionel Higman PC0040052 is the MIECCO problem

09/03/2000 11:21:23 Lionel Higman PC0040059 is dead.

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09/03/2000 11:42:31	Lionel Higman	The Call record has been transferred to the Team: EPOSS-Dev
09/03/2000 11:42:32	Lionel Higman	Hours spent since call received: .3 hours
09/03/2000 11:43:24	Lionel Higman	The Call record has been assigned to the Team Member: Martin McConnell
09/03/2000 11:43:24	Lionel Higman	Hours spent since call received: 0 hours
14/03/2000 12:02:27	Martin McConnell	After spending dozens of hours on this problem I'm afraid there is no
14/03/2000 12:02:27	Martin McConnell	rational explanation as to why StockUnit EE failed to yield the figures.
14/03/2000 12:02:27	Martin McConnell	After importing an enormous text version of the message store and going
14/03/2000 12:02:27	Martin McConnell	through various scenarios I attempted the following:
14/03/2000 12:02:27	Martin McConnell	1. Placed the messagestore at the point where all the existing StockUnits
14/03/2000 12:02:27	Martin McConnell	were already rolled into CAP49 apart from EE.
14/03/2000 12:02:27	Martin McConnell	2. Rolled the Stockunit over into CAP49 trapping the calls in Dataserver
14/03/2000 12:02:27	Martin McConnell	where noninventory searches take place. (This found the REMS Steve quoted
14/03/2000 12:02:27	Martin McConnell	amongst others)
14/03/2000 12:02:27	Martin McConnell	3. Continued the Rollover process (which yielded the PAYments etc..)
14/03/2000 12:02:27	Martin McConnell	4. Rolled over the Cash Account only to find that the payments were up to
14/03/2000 12:02:27	Martin McConnell	match the receipts.
14/03/2000 12:02:27	Martin McConnell	
14/03/2000 12:02:27	Martin McConnell	This implies that the are extraneous circumstances under which this scenario
14/03/2000 12:02:27	Martin McConnell	occurs; i.e. a Dataserver/Riposte failure of some description which is not
14/03/2000 12:02:27	Martin McConnell	being acted upon and flagged back to the user as a failure. In other words
14/03/2000 12:02:27	Martin McConnell	the Stockunit process should have been aborted before ever attempting the
14/03/2000 12:02:27	Martin McConnell	CashAccount. The only action we can take is to introduce some defensive
14/03/2000 12:02:27	Martin McConnell	actions into StockUnit and Dataserver that will flag any retrieval errors and
14/03/2000 12:02:27	Martin McConnell	abort the rollover process.
14/03/2000 12:02:27	Martin McConnell	

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Logged By			Status		Product At Fault
PC0039313	System call for RED 2141/2140	25/02/2000 09:53:15	13/05/2000 03:38:21	John Moran	General/Other/Misc
EDSC			Closed		Reconciliation

14/03/2000 12:20:51	Martin McConnell	Attaching evidence of rerun in development of the rollover scenario dscribed.
14/03/2000 12:20:58	Martin McConnell	New evidence added - Reun of CAP 48 (EE) and Cashaccount to CAP49 evide
14/03/2000 12:22:12	Martin McConnell	evidence updated - Rerun of CAP 48 (EE) and Cashaccount to CAP49 evid
20/03/2000 11:06:54	Angela Shaw	Please note that this needs to take priority in both the investigation and
20/03/2000 11:06:54	Angela Shaw	resolution of this incident, as POCL have requested that the receipts and
20/03/2000 11:06:54	Angela Shaw	payment problem is reopened (sim to AI298). This obviously causes some
20/03/2000 11:06:54	Angela Shaw	concern as this type of problem should not be happening. Please progress
20/03/2000 11:06:54	Angela Shaw	urgently. Thanks
23/03/2000 15:48:00	Barbara Longley	F} Response :
23/03/2000 15:48:01	Barbara Longley	Have spoken to Nam Pandher in EPOSS-Dev in the absence of Martin McConnell.
23/03/2000 15:48:01	Barbara Longley	She will escalate the urgency of this call to Martin on the instruction of
23/03/2000 15:48:01	Barbara Longley	Paul Curley in Customer Services.
23/03/2000 15:48:01	Barbara Longley	[END OF REFERENCE 16762915]
23/03/2000 15:48:01	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
23/03/2000 15:48:05	Barbara Longley	The response was delivered to: PowerHelp
23/03/2000 16:16:02	Phil Hemingway	F} Response :
23/03/2000 16:16:03	Phil Hemingway	Please note that this problem has already been given priority attention.
23/03/2000 16:16:03	Phil Hemingway	[END OF REFERENCE 16763757]
23/03/2000 16:16:03	Phil Hemingway	Responded to call type L as Category 40 -Incident Under Investigation
23/03/2000 16:16:04	Phil Hemingway	The response has been flagged to the gateway team for validation
23/03/2000 16:22:19	Martin McConnell	Diagnostics are going to be supplied in Dataserver to assist us in tracking
23/03/2000 16:22:19	Martin McConnell	where the failure(s) is/(are) occurring. The PINICL against which this
23/03/2000 16:22:19	Martin McConnell	particular fix is applied is under PC0037663.
23/03/2000 16:22:19	Martin McConnell	I also appreciate the urgency of the call but there nothing we can do until
23/03/2000 16:22:19	Martin McConnell	putting out a version with diagnostics. I had spent one week on this
23/03/2000 16:22:19	Martin McConnell	attempting to recreate the problem with the messagestore supplied, but to no

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EDSC			Closed		Reconciliation

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23/03/2000 16:22:19	Martin McConnell	avail (it performed perfectly as it should) and there is obviously a law of
23/03/2000 16:22:19	Martin McConnell	diminishing returns in terms of my time being applied elsewhere where more
23/03/2000 16:22:19	Martin McConnell	'tangible' problems can be alleviated and fixed.
28/03/2000 14:11:22	Barbara Longley	F} Response :
28/03/2000 14:11:23	Barbara Longley	Call currently with EPOSS-Dev.
28/03/2000 14:11:23	Barbara Longley	[END OF REFERENCE 16905235]
28/03/2000 14:11:23	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
28/03/2000 14:11:26	Barbara Longley	The response was delivered to: PowerHelp
25/04/2000 12:57:38	Martin McConnell	F} Response :
25/04/2000 12:57:38	Martin McConnell	I have been advised for EDSC to 'monitor for incidence' for any future
25/04/2000 12:57:38	Martin McConnell	occurrences of this incident as this cannot be reproduced in the development
25/04/2000 12:57:38	Martin McConnell	environment. Please supply all audit logs and text message stores when opening
25/04/2000 12:57:38	Martin McConnell	such a new incident.
25/04/2000 12:57:38	Martin McConnell	[END OF REFERENCE 17590838]
25/04/2000 12:57:38	Martin McConnell	Responded to call type L as Category 68 -Administrative Response
25/04/2000 12:57:39	Martin McConnell	Hours spent since call received: 20 hours
25/04/2000 12:57:39	Martin McConnell	The Call record has been transferred to the Team: EDSC
25/04/2000 12:57:40	Martin McConnell	The response has been routed to the gateway team for validation
25/04/2000 13:41:37	Diane Rowe	The Call record has been assigned to the Team Member: John Simpkins
25/04/2000 13:41:38	Diane Rowe	Hours spent since call received: 0 hours
25/04/2000 16:10:58	John Simpkins	See comments from development.
25/04/2000 16:11:00	John Simpkins	The Call record has been transferred to the Team: MSU-Indt Mgt
25/04/2000 16:11:00	John Simpkins	Hours spent since call received: 0 hours
12/05/2000 15:20:38	Angela Shaw	F} Response :
12/05/2000 15:20:38	Angela Shaw	Poc have now agreed closure of this incident.
12/05/2000 15:20:38	Angela Shaw	[END OF REFERENCE 18057742]

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0039313	System call for RED 2141/2140	25/02/2000 09:53:15	13/05/2000 03:38:21	John Moran	General/Other/Misc
EDSC			Closed		Reconciliation

12/05/2000 15:20:38	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
12/05/2000 15:20:38	Angela Shaw	The response has been flagged to the gateway team for validation
12/05/2000 15:20:39	Angela Shaw	The Call record has been transferred to the Team: EDSC
12/05/2000 15:20:39	Angela Shaw	Hours spent since call received: 0 hours
12/05/2000 15:34:56	Barbara Longley	F} Response :
12/05/2000 15:34:56	Barbara Longley	12/05/2000 - By Angela Shaw - MSU
12/05/2000 15:34:56	Barbara Longley	Pocl have now agreed closure of this incident.
12/05/2000 15:34:56	Barbara Longley	
12/05/2000 15:34:56	Barbara Longley	closing as reconciliation resolved
12/05/2000 15:34:56	Barbara Longley	[END OF REFERENCE 18059666]
12/05/2000 15:34:57	Barbara Longley	Responded to call type L as Category 90 -Reconciliation - resolved
12/05/2000 15:34:57	Barbara Longley	Hours spent since call received: 0 hours
12/05/2000 15:35:02	Barbara Longley	CALL PC0039313 closed: Category 90, Type L
12/05/2000 15:35:03	Barbara Longley	The response was delivered to: PowerHelp
13/05/2000 03:38:20	Customer Call	Date and time complete: 13/05/2000 04:34:19
13/05/2000 03:38:21	Customer Call	Service Complete (Confirmation) Received