

PinICL Expor PC0067793

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0067793	FAD078109 can't balance as incorrect fees on POs	05/07/2001 17:04:27	12/07/2001 14:27:16	Julie Awes	EPOSS & DeskTop
EDSC			Closed		Balancing

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	94352634
ORIGREF	E-0107051387
CONSUMER	16953 A1GATE
CONSUMERREF	E-0107051387
PowerHelp	E-0107051387

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Balancing	

Activities

Date	User	Comment
05/07/2001 17:04:27	Customer Call	CALL PC0067793 opened
05/07/2001 17:04:30	Customer Call	CALL PC0067793:Priority B:CallType L - Target 10/07/01 18:04:27
05/07/2001 17:04:31	Customer Call	05/07/01 12:55 PM reports thattrying to balance but reports unablr to do so
05/07/2001 17:04:31	Customer Call	as incorrect fees on Postal Orders on snapshot compared
05/07/2001 17:04:31	Customer Call	05/07/01 13:04 GB083113
05/07/2001 17:04:31	Customer Call	Information: Checked KEL - LKiang3130P refers to this problem
05/07/2001 17:04:31	Customer Call	Advised Pm to perform transaction log for SAP for the week
05/07/2001 17:04:31	Customer Call	05/07/01 13:15 GB083113
05/07/2001 17:04:31	Customer Call	Information: PM did trans log but advised that no SAPs regarding the
05/07/2001 17:04:31	Customer Call	SAPs have been found
05/07/2001 17:04:31	Customer Call	05/07/01 13:30 GB083113
05/07/2001 17:04:31	Customer Call	Information: Please ignore nonsense last info box
05/07/2001 17:04:31	Customer Call	05/07/01 13:30 GB083113
05/07/2001 17:04:31	Customer Call	Advice: PM shows 11 £20 PO but 30 £20 PO fees , difference of

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PC0067793 EDSC	FAD078109 can't balance as incorrect fees on POs	05/07/2001 17:04:27	12/07/2001 14:27:16 Closed	Julie Awes	GRO EPOSS & DeskTop Balancing

05/07/2001 17:04:31	Customer Call	£18.05 (19x£.95)
05/07/2001 17:04:31	Customer Call	These Pos were remmed in yesterday . On this, RIAD slip
05/07/2001 17:04:31	Customer Call	shows. correct 10 postal orders @ £20 and fees correct @ £9.50
05/07/2001 17:04:31	Customer Call	05/07/01 13:33 GB083113
05/07/2001 17:04:31	Customer Call	Information: Pm confirmed PO fees figures showed correct last week
05/07/2001 17:04:31	Customer Call	05/07/01 13:33 GB083113
05/07/2001 17:04:31	Customer Call	Information: Asked PM to print trans log for the week for RIAD and ER.
05/07/2001 17:04:31	Customer Call	This showed fees correct on RIAD session 1-256626-13 @
05/07/2001 17:04:31	Customer Call	£9.50
05/07/2001 17:04:31	Customer Call	ER trans log showed no reversals relating to this matter.
05/07/2001 17:04:32	Customer Call	One reversal @ 45p, One reversal @ £1 reversal @ £3.15.
05/07/2001 17:04:32	Customer Call	these reversals relate to the revaluation
05/07/2001 17:04:32	Customer Call	05/07/01 13:41 GB083113
05/07/2001 17:04:32	Customer Call	Information: PM shows 11 £20 POs but 30 fees for £20 PO (total £28.50)
05/07/2001 17:04:32	Customer Call	- relevant KEL found but does not appear to be applicable to
05/07/2001 17:04:32	Customer Call	this case. No ERs carried out other than 3 relating to
05/07/2001 17:04:32	Customer Call	reval.
05/07/2001 17:04:32	Customer Call	RIAD of PO and fees shows correct
05/07/2001 17:04:32	Customer Call	05/07/01 14:35 uk080110
05/07/2001 17:04:32	Customer Call	Contacted: Checked for SAP and ER in trans log as suggested in kel
05/07/2001 17:04:32	Customer Call	LKiang3130P but nothing corresponded to the PO fees.
05/07/2001 17:04:32	Customer Call	05/07/01 14:38 uk080110
05/07/2001 17:04:32	Customer Call	Information: The base unit was swapped out this morning due to a corrupt
05/07/2001 17:04:32	Customer Call	storage unit in call E-0107042788. Whilst balancing y'day
05/07/2001 17:04:32	Customer Call	the adjust stock figures were altering on there own. The pm
05/07/2001 17:04:32	Customer Call	cleared these but it took her most of the night.

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EDSC	incorrect fees on POs		Closed	GRO	Balancing

05/07/2001 17:04:32	Customer Call	05/07/01 15:14 uk080110
05/07/2001 17:04:32	Customer Call	Information: Attempted to retrieve PSSstandard log but it failed on three
05/07/2001 17:04:32	Customer Call	attempts.
05/07/2001 17:04:32	Customer Call	05/07/01 15:22 uk080110
05/07/2001 17:04:33	Customer Call	Information: I followed kel LKiang3130P which failed to clear the
05/07/2001 17:04:33	Customer Call	problem.
05/07/2001 17:04:33	Customer Call	Adjust stock shows 11 £20 POs but 30 fees for £20 PO
05/07/2001 17:04:33	Customer Call	(total £28.50).
05/07/2001 17:04:33	Customer Call	counter had a corrupt storage unit causing a baseunit swap
05/07/2001 17:04:33	Customer Call	today.
05/07/2001 17:04:33	Customer Call	PM was seeing incorrect figures appearing in the adjust
05/07/2001 17:04:33	Customer Call	stock last night.
05/07/2001 17:04:33	Customer Call	05/07/01 15:36 uk081288
05/07/2001 17:04:33	Customer Call	Repeat Call: neil from nbschas called as the pm wants to miss her
05/07/2001 17:04:33	Customer Call	balance this week and wants to know what is effecting her doing
05/07/2001 17:04:33	Customer Call	the balance
05/07/2001 17:04:33	Customer Call	advised neil if pm balances and gets discrepency's due to
05/07/2001 17:04:33	Customer Call	p/orders then the error notice will be dropped
05/07/2001 17:04:33	Customer Call	05/07/01 16:59 uk081265
05/07/2001 17:04:33	Customer Call	Contacted: Spoke to PM
05/07/2001 17:04:33	Customer Call	05/07/01 17:59 uk081265
05/07/2001 17:04:33	Customer Call	Information: PM has 11 £20 postal orders, I have advised PM not to sell
05/07/2001 17:04:33	Customer Call	any of these so until the problem can be straighten out. The
05/07/2001 17:04:33	Customer Call	PM has agreed this: she will use other PO values if
05/07/2001 17:04:33	Customer Call	necessary.
05/07/2001 17:04:33	Customer Call	It will be impossible to reverse txns due to SU has now

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EDSC	incorrect fees on POs		Closed		Balancing

05/07/2001 17:04:34 Customer Call rolled over: is it possible for SSC to correct this? We cannot

05/07/2001 17:04:34 Customer Call find which txn or txns have caused the problem, the PM

05/07/2001 17:04:34 Customer Call suspects it may be due to the BU swap yesterday: is it possible

05/07/2001 17:04:34 Customer Call that some messages have been overwritten? HELP!

05/07/2001 17:04:34 Customer Call F} Call details

05/07/2001 17:04:35 Customer Call Diagnostician name:

05/07/2001 17:04:36 Customer Call Customer opened date 05/07/2001 12:55:24

06/07/2001 08:39:16 Barbara Longley The call summary has been changed from:-

06/07/2001 08:39:16 Barbara Longley PM reports that trying to balance but reports unabl

06/07/2001 08:39:16 Barbara Longley The call summary is now:-

06/07/2001 08:39:16 Barbara Longley FAD078109 can't balance as incorrect fees on POs

06/07/2001 08:39:16 Barbara Longley Target Release updated to CI4S03R

06/07/2001 08:39:16 Barbara Longley Product EPOSS & DeskTop Balancing added

06/07/2001 10:12:21 John Simpkins F} Response :

06/07/2001 10:12:21 John Simpkins PRESCAN: Check date/time runs in message store for time BU was swapped,

06/07/2001 10:12:21 John Simpkins request old BU faound and returned to us if some message s are missing.

06/07/2001 10:12:21 John Simpkins [END OF REFERENCE 26875943]

06/07/2001 10:12:21 John Simpkins Responded to call type L as Category 40 -Incident Under Investigation

06/07/2001 10:12:24 John Simpkins The response was delivered to: PowerHelp

06/07/2001 10:12:24 John Simpkins The Call record has been assigned to the Team Member: Anne Chambers

06/07/2001 10:12:25 John Simpkins Defect cause updated to 99:General - Unknown

06/07/2001 10:12:25 John Simpkins Hours spent since call received: 0 hours

06/07/2001 10:19:59 John Simpkins F} Response :

06/07/2001 10:19:59 John Simpkins PRESCAN: Probably just a problem due to the corrupt storage unit, check the

06/07/2001 10:19:59 John Simpkins message store for any corrupt entries then insert a REM OUT for PO Fees

06/07/2001 10:19:59 John Simpkins message.

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EDSC	incorrect fees on POs		Closed	GRO	Balancing

06/07/2001 10:19:59	John Simpkins	[END OF REFERENCE 26876167]
06/07/2001 10:19:59	John Simpkins	Responded to call type L as Category 40 -Incident Under Investigation
06/07/2001 10:20:01	John Simpkins	The response was delivered to: PowerHelp
06/07/2001 15:41:13	Anne Chambers	F} Response :
06/07/2001 15:41:13	Anne Chambers	It looks as if Adjust Stock on 4th Jul was showing incorrect figures (see kel
06/07/2001 15:41:13	Anne Chambers	PSteed2626R). As a result, the PM did a couple of sets of unnecessary SAPs.
06/07/2001 15:41:13	Anne Chambers	On 5th Jul 11:09 (after base unit swapped), she did some SANs to correct the
06/07/2001 15:41:13	Anne Chambers	SAPs. However the adjustment to products 74 / 87 (£20 PO / fees), which
06/07/2001 15:41:13	Anne Chambers	should be linked, were not correct - qty for prod 74 is 20 but qty for prod
06/07/2001 15:41:13	Anne Chambers	87 is 1.
06/07/2001 15:41:13	Anne Chambers	
06/07/2001 15:41:13	Anne Chambers	I've raised OCR AChambers2335R to allow us to correct the messagestore.
06/07/2001 15:41:13	Anne Chambers	[END OF REFERENCE 26894252]
06/07/2001 15:41:13	Anne Chambers	Responded to call type L as Category 40 -Incident Under Investigation
06/07/2001 15:41:16	Anne Chambers	The response was delivered to: PowerHelp
09/07/2001 13:21:07	Anne Chambers	New evidence added - Full message store
09/07/2001 13:21:07	Anne Chambers	New evidence added - Audit logs
09/07/2001 13:21:07	Anne Chambers	New evidence added - PSStandard logs
09/07/2001 13:21:07	Anne Chambers	F} Response :
09/07/2001 13:21:07	Anne Chambers	Awaiting POCL authorisation for message store changes.
09/07/2001 13:21:07	Anne Chambers	
09/07/2001 13:21:07	Anne Chambers	Can development please look at this - SAN with TxnId 1-259234-2 (same id for
09/07/2001 13:21:07	Anne Chambers	both prods 74 and 87, to prevent reversal problem) shows that while the
09/07/2001 13:21:07	Anne Chambers	postal orders have been reduced by 20, the postal order fees were only
09/07/2001 13:21:07	Anne Chambers	reduced by 1.
09/07/2001 13:21:07	Anne Chambers	

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EDSC	incorrect fees on POs		Closed	GRO	Balancing

09/07/2001 13:21:07 Anne Chambers I haven't been able to reproduce this.

09/07/2001 13:21:07 Anne Chambers

09/07/2001 13:21:07 Anne Chambers This counter had a box swap an hour before the problem occurred, but I don't

09/07/2001 13:21:07 Anne Chambers think that is relevant.

09/07/2001 13:21:07 Anne Chambers

09/07/2001 13:21:07 Anne Chambers Ive just got another report of the same problem elsewhere (PC67884 - fad

09/07/2001 13:21:07 Anne Chambers 194321) so please can this be looked at quickly (especially as if it is not

09/07/2001 13:21:07 Anne Chambers reported before rollover, we have to get POCL authorisation for the fix and

09/07/2001 13:21:07 Anne Chambers so it is very visible).

09/07/2001 13:21:07 Anne Chambers [END OF REFERENCE 26907368]

09/07/2001 13:21:08 Anne Chambers Responded to call type L as Category 40 -Incident Under Investigation

09/07/2001 13:21:10 Anne Chambers The response was delivered to: PowerHelp

09/07/2001 13:21:11 Anne Chambers The Call record has been transferred to the Team: QFP

09/07/2001 13:21:11 Anne Chambers Hours spent since call received: 0 hours

09/07/2001 13:48:24 Les Ong The Call record has been assigned to the Team Member: Les Ong

09/07/2001 13:48:25 Les Ong Hours spent since call received: 0 hours

09/07/2001 15:30:58 Les Ong F} Response :

09/07/2001 15:30:59 Les Ong The audit log shows that the counter is at M1, not M1R, which may explain the

09/07/2001 15:30:59 Les Ong problem. It looks like the M1R immediate has not been applied to the swapped

09/07/2001 15:30:59 Les Ong box.

09/07/2001 15:30:59 Les Ong

09/07/2001 15:30:59 Les Ong There are two fixes that I know of at M1R relating to Postal Orders that

09/07/2001 15:30:59 Les Ong could have a bearing on this, PinICLs 63844 and 64676. From Anne's update on

09/07/2001 15:30:59 Les Ong 09/07/01 14:21:07, the postal order fees were only reduced by 1 after

09/07/2001 15:30:59 Les Ong adjustment. This is PinICL 63844.

09/07/2001 15:30:59 Les Ong [END OF REFERENCE 26911325]

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EDSC	incorrect fees on POs		Closed		Balancing

09/07/2001 15:30:59	Les Ong	Responded to call type L as Category 94 -Advice and guidance given
09/07/2001 15:30:59	Les Ong	Hours spent since call received: 1 hours
09/07/2001 15:30:59	Les Ong	The Call record has been transferred to the Team: EDSC
09/07/2001 15:30:59	Les Ong	The response has been routed to the gateway team for validation
10/07/2001 07:18:31	Diane Rowe	The Call record has been assigned to the Team Member: Anne Chambers
10/07/2001 07:18:31	Diane Rowe	Hours spent since call received: 0 hours
10/07/2001 15:31:54	Anne Chambers	F} Response :
10/07/2001 15:31:54	Anne Chambers	Authorisation for messagestore amendment now received from
10/07/2001 15:31:54	Anne Chambers	mick.theobald
10/07/2001 15:31:54	Anne Chambers	[END OF REFERENCE 26921283]
10/07/2001 15:31:55	Anne Chambers	Responded to call type L as Category 40 -Incident Under Investigation
10/07/2001 15:31:57	Anne Chambers	The response was delivered to: PowerHelp
11/07/2001 13:56:27	Anne Chambers	F} Response :
11/07/2001 13:56:28	Anne Chambers	Applied fix to message store (details in SSC OCR AChambers2335R). Balance
11/07/2001 13:56:28	Anne Chambers	snapshot now shows 19 POs and fees. Leaving call open until balancing / cash
11/07/2001 13:56:28	Anne Chambers	account done.
11/07/2001 13:56:28	Anne Chambers	[END OF REFERENCE 26935799]
11/07/2001 13:56:28	Anne Chambers	Responded to call type L as Category 40 -Incident Under Investigation
11/07/2001 13:56:35	Anne Chambers	The response was delivered to: PowerHelp
12/07/2001 14:22:51	Anne Chambers	F} Response :
12/07/2001 14:22:51	Anne Chambers	Checked with PM, all now ok. Call can be closed.
12/07/2001 14:22:51	Anne Chambers	[END OF REFERENCE 26954673]
12/07/2001 14:22:51	Anne Chambers	Responded to call type L as Category 70 -Avoidance Action Supplied
12/07/2001 14:22:51	Anne Chambers	Hours spent since call received: 0 hours
12/07/2001 14:22:51	Anne Chambers	Defect cause updated to 41:General - in Procedure
12/07/2001 14:22:53	Anne Chambers	CALL PC0067793 closed: Category 70, Type L

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12/07/2001 14:22:54 Anne Chambers		The response was delivered to: PowerHelp			
12/07/2001 14:27:16 Customer Call		Date and time complete: 12/07/2001 15:27:36			
12/07/2001 14:27:16 Customer Call		Service Complete (Confirmation) Received			