

## PinICL Expor PC0033363

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033363	This call relates to	15/11/1999 17:41:15	09/12/1999 10:21:32	ANGELA SHAW/7263258	General/Other/Misc
EDSC	9911120543.Cash account recon		Closed		Reconciliation

## References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	42687474
ORIGREF	E-9911150654
CONSUMER	16953 A1GATE
CONSUMERREF	E-9911150654
ORIGINATOR	Phelp
PowerHelp	E-9911150654
Acceptance Incident	AI0376H

## Products

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

## Activities

Date	User	Comment
15/11/1999 17:41:15	Customer Call	CALL PC0033363 opened
15/11/1999 17:41:18	Customer Call	CALL PC0033363:Priority B:CallType L - Target 18/11/99 17:41:15
15/11/1999 17:41:18	Customer Call	15/11/99 17:15 This call relates to 9911120543.Cash account
15/11/1999 17:41:18	Customer Call	reconciliation(itip)within cap 33, comparison of values within cash account
15/11/1999 17:41:19	Customer Call	file and those derived from the transaction stream identified the following
15/11/1999 17:41:19	Customer Call	for 168715,line 1085 declared is £27932.66 derived £28981.66, difference off£
15/11/1999 17:41:19	Customer Call	-1049.00 line 1700,declared £143734.15, derived £ 144783.15 difference
15/11/1999 17:41:19	Customer Call	£1049.00,line 2015 declared is zero pounds derived £1049.00 difference is
15/11/1999 17:41:19	Customer Call	-£1049.00 , line 2072,declared £26897.62 derived £27946.62 difference
15/11/1999 17:41:19	Customer Call	-1049.00.line 2700,declared £26897.62,derived£ 27946.62,difference
15/11/1999 17:41:19	Customer Call	-£1049.00.Note that lines 1085,1700,2072,2700 are totals of other lines so
15/11/1999 17:41:19	Customer Call	the descrespincies lies within line 2015.Please investigate and explain how
15/11/1999 17:41:20	Customer Call	this has happened (this could possibly be related to the transfers problem



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15/11/1999 17:41:20	Customer Call	in CAP 28.
15/11/1999 17:41:20	Customer Call	F} Call details
15/11/1999 17:41:26	Customer Call	Diagnostician name:
15/11/1999 17:41:26	Customer Call	Customer opened date 15/11/1999 17:15:46
16/11/1999 09:04:54	Catherine Obeng	Target Release updated to CSR
16/11/1999 09:04:54	Catherine Obeng	Product General/Other/Misc Reconciliation added
16/11/1999 10:10:51	Barbara Longley	F} Response :
16/11/1999 10:10:51	Barbara Longley	Routing call to MSU.
16/11/1999 10:10:51	Barbara Longley	[END OF REFERENCE 13480330]
16/11/1999 10:10:51	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
16/11/1999 10:10:53	Barbara Longley	The response was delivered to: PowerHelp
16/11/1999 10:10:54	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
16/11/1999 10:10:54	Barbara Longley	Defect cause updated to 99:General - Unknown
16/11/1999 10:10:55	Barbara Longley	Hours spent since call received: 0 hours
18/11/1999 12:30:10	Angela Shaw	F} Response :
18/11/1999 12:30:10	Angela Shaw	this call requires investigation by ssc, then may need further input from
18/11/1999 12:30:10	Angela Shaw	Steve Warwick (Development). This is part of ai376.
18/11/1999 12:30:10	Angela Shaw	[END OF REFERENCE 13543384]
18/11/1999 12:30:11	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
18/11/1999 12:30:11	Angela Shaw	The response has been flagged to the gateway team for validation
18/11/1999 12:30:12	Angela Shaw	The Call record has been transferred to the Team: EDSC
18/11/1999 12:30:13	Angela Shaw	Hours spent since call received: 0.2 hours
22/11/1999 11:25:51	Richard Coleman	PRESCAN: Messagestore will be required by development
22/11/1999 11:25:52	Richard Coleman	The Call record has been assigned to the Team Member: Lina Kiang
22/11/1999 11:25:53	Richard Coleman	Hours spent since call received: 0 hours
22/11/1999 14:57:44	Lina Kiang	New evidence added - Message store for FAD 168715



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22/11/1999 14:57:44	Lina Kiang	F} Response :
22/11/1999 14:57:45	Lina Kiang	Attached complete message store for FAD 168715 and routing call to QFP for
22/11/1999 14:57:45	Lina Kiang	the attention of development.
22/11/1999 14:57:45	Lina Kiang	[END OF REFERENCE 13616286]
22/11/1999 14:57:45	Lina Kiang	Responded to call type L as Category 40 -Incident Under Investigation
22/11/1999 14:57:48	Lina Kiang	The response was delivered to: PowerHelp
22/11/1999 14:57:49	Lina Kiang	The Call record has been transferred to the Team: QFP
22/11/1999 14:57:49	Lina Kiang	Hours spent since call received: 0 hours
22/11/1999 16:16:31	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick
22/11/1999 16:16:31	Lionel Higman	Hours spent since call received: 0 hours
24/11/1999 10:39:12	Steve Warwick	F} Response :
24/11/1999 10:39:12	Steve Warwick	Investigation of the message store shows that at the time the stock unit
24/11/1999 10:39:12	Steve Warwick	balance was run for CAP 33 on 9.11.99, the reference data for Product 56 had
24/11/1999 10:39:12	Steve Warwick	been deleted from the message store (it was eventually re-instated on
24/11/1999 10:39:12	Steve Warwick	11.11.99). As a result, the balance summary record for Product 56 was
24/11/1999 10:39:12	Steve Warwick	written without any 'Primary Mappings' (Primary Mappings are contained in the
24/11/1999 10:39:12	Steve Warwick	product reference data record) and therefore the value, £1049.00, did not
24/11/1999 10:39:12	Steve Warwick	appear in the stock unit balance or on the Cash Account.
24/11/1999 10:39:12	Steve Warwick	
24/11/1999 10:39:12	Steve Warwick	Passing to CSRefData to determine why there was a gap of 3 days during which
24/11/1999 10:39:12	Steve Warwick	this product was not available in this office (and possibly many others).
24/11/1999 10:39:12	Steve Warwick	[END OF REFERENCE 13657039]
24/11/1999 10:39:12	Steve Warwick	Responded to call type L as Category 42 -Product Error Diagnosed
24/11/1999 10:39:13	Steve Warwick	The response has been flagged to the gateway team for validation
24/11/1999 10:39:14	Steve Warwick	The Call record has been transferred to the Team: CS-RefDataTeam
24/11/1999 10:39:14	Steve Warwick	Defect cause updated to 16:Development - Reference Data



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24/11/1999 10:39:14	Steve Warwick	Hours spent since call received: .5 hours
24/11/1999 11:04:22	Kevin McKeown	The Call record has been assigned to the Team Member: Kevin McKeown
24/11/1999 11:04:23	Kevin McKeown	Hours spent since call received: 0 hours
24/11/1999 13:11:35	Kevin McKeown	Fad 168715 = OU 4367, Taghnevan PO in N Ireland. This PO rolled out on
24/11/1999 13:11:35	Kevin McKeown	15-Oct-99.
24/11/1999 13:11:35	Kevin McKeown	Item 56 (Nat Lot £1 Instant Win) was first linked to this office on
24/11/1999 13:11:35	Kevin McKeown	10/01/1999, in file 19990091.rd.
24/11/1999 13:11:35	Kevin McKeown	Data ending the link as of 02/11/1999 23:59:59 was then received file
24/11/1999 13:11:35	Kevin McKeown	19993069.rd (HR/911/003) on 2/11. After verification, this was released to
24/11/1999 13:11:35	Kevin McKeown	Live overnight 8/11. Pathway received notification that HR/911/003 was
24/11/1999 13:11:35	Kevin McKeown	authorised for release by Pocl on Friday 5/11 at 17:11. This came in ver99013.
24/11/1999 13:11:35	Kevin McKeown	Item 56 was then relinked on 11/11/1999 00:00:00, in file 19993143.rd
24/11/1999 13:11:35	Kevin McKeown	(XXX/168715) which was released to Live overnight 11/11.
24/11/1999 13:11:35	Kevin McKeown	This explains the item being missing 9/11, 10/11, 11/11. Cash Account day
24/11/1999 13:11:35	Kevin McKeown	was Wed 10/11.
24/11/1999 13:11:35	Kevin McKeown	CS/PRD/065 is the document that covers the Process for Removing Products from
24/11/1999 13:11:35	Kevin McKeown	Outlets at CSR. Section 3 refers to Pocl checking if Live Outlets have stock
24/11/1999 13:11:35	Kevin McKeown	or done any transactions.
24/11/1999 13:11:35	Kevin McKeown	Pathway Ref Data Team had flagged to Pocl that HR/911/003 contained ended
24/11/1999 13:11:35	Kevin McKeown	links - the Counter Update emails of 3/11 and 5/11 showed:



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24/11/1999 13:11:35	Kevin McKeown	HR911003	Non Core Links - 3 x Lotto Products - Links ended
24/11/1999 13:11:35	Kevin McKeown		
24/11/1999 13:11:35	Kevin McKeown		For info, items 217 (Lottery Cash Prize) and 2399 (Nat Lot £2 Instant Win)
24/11/1999 13:11:35	Kevin McKeown		were also ended and then reintroduced in the same way.
24/11/1999 13:11:35	Kevin McKeown		
24/11/1999 13:11:35	Kevin McKeown		Having spoken to Andy Corbett of Pocl OSG, the original change (HR/911/003 )
24/11/1999 13:11:35	Kevin McKeown		was introduced as Pocl identified that this office would no longer stock
24/11/1999 13:11:35	Kevin McKeown		scratchcards. The XXX file was then sent to enable the office to rem out
24/11/1999 13:11:35	Kevin McKeown		some stock that had been missed.
24/11/1999 13:11:37	Kevin McKeown		The Call record has been transferred to the Team: EDSC
24/11/1999 13:11:39	Kevin McKeown		Defect cause updated to 42:Gen - Outside Pathway Control
24/11/1999 13:11:40	Kevin McKeown		Hours spent since call received: 0 hours
24/11/1999 13:28:53	Paul Steed		The Call record has been assigned to the Team Member: Lina Kiang
24/11/1999 13:28:53	Paul Steed		Hours spent since call received: 0 hours
24/11/1999 13:37:38	Lina Kiang		The Call record has been transferred to the Team: MgtSupportUnit
24/11/1999 13:37:39	Lina Kiang		Hours spent since call received: 0 hours
26/11/1999 19:41:02	John Pope		The call references have been updated. They are now:-
26/11/1999 19:41:02	John Pope	ORIGINATOR	: Phelp
26/11/1999 19:41:02	John Pope	T PowerHelp	: E-9911150654
26/11/1999 19:41:02	John Pope		Acceptance Incident : AI0376H
06/12/1999 16:15:42	John Moran		The Call record has been assigned to the Team Member: Pending closure
06/12/1999 16:15:43	John Moran		Hours spent since call received: 0 hours
08/12/1999 16:54:01	John Moran		F} Response :
08/12/1999 16:54:03	John Moran		PLEASE CLOSE THIS SYSTEM CALL AS THE INVESTIGATION IS COMPLETE. THE
08/12/1999 16:54:03	John Moran		ASSOCIATED BUSINESS CALL WILL BE CLOSED AS SOON AS POCL PERMIT IT.
08/12/1999 16:54:03	John Moran		[END OF REFERENCE 13970848]

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08/12/1999 16:54:05	John Moran	Responded to call type L as Category 90 -Reconciliation - resolved			
08/12/1999 16:54:06	John Moran	Hours spent since call received: 0 hours			
08/12/1999 16:54:08	John Moran	The Call record has been transferred to the Team: EDSC			
08/12/1999 16:54:08	John Moran	The response has been routed to the gateway team for validation			
08/12/1999 17:02:53	Barbara Longley	The Call record has been assigned to the Team Member: Lina Kiang			
08/12/1999 17:02:55	Barbara Longley	Hours spent since call received: 0 hours			
09/12/1999 10:16:03	Lina Kiang	F} Response :			
09/12/1999 10:16:06	Lina Kiang	Closing call as investigation is complete.			
09/12/1999 10:16:06	Lina Kiang	[END OF REFERENCE 13984668]			
09/12/1999 10:16:06	Lina Kiang	Responded to call type L as Category 90 -Reconciliation - resolved			
09/12/1999 10:16:07	Lina Kiang	Hours spent since call received: 1.5 hours			
09/12/1999 10:16:16	Lina Kiang	CALL PC0033363 closed: Category 90, Type L			
09/12/1999 10:16:17	Lina Kiang	The response was delivered to: PowerHelp			
09/12/1999 10:21:32	Customer Call	Date and time complete: 09/12/1999 10:17:45			
09/12/1999 10:21:32	Customer Call	Service Complete (Confirmation) Received			