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	time the					Marie Control			mala mili		

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031907 EDSC	Reconcilliation - CAP 29	23/10/1999 02:58:29	28/03/2000 14:47:18 Closed	David Salt/ GRO	General/Other/Misc Reconciliation

References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	40647377
ORIGREF	E-9910200598
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910200598
ORIGINATOR	Phelp
PowerHelp	E-9910200598
Acceptance Incident	AI0376H

Products

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

Activities

Date	User	Comment				
23/10/1999 02:58:29	Customer Call	CALL PC0031907 opened				
23/10/1999 02:58:30	Customer Call	CALL PC0031907:Priority B:CallType L - Target 27/10/99 20:00:00				
23/10/1999 02:58:30	Customer Call	20/10/99 14:01 Callers name , calling on behalf of david salt is Ken Crawley				
23/10/1999 02:58:30	Customer Call	. Reconciliation. NRO1;(ITIP). Within cash account week 29 (weekending				
23/10/1999 02:58:30	Customer Call	13/10/99) a comparison between values recieved with in the cash account				
23/10/1999 02:58:30	Customer Call	files and those derived from the transaction stream identitified the				
23/10/1999 02:58:30	Customer Call	following 27 anomolies, all which effect lines with in table 5 . >>>>>				
23/10/1999 02:58:30	Customer Call	20/10/99 14:05 uk059132				
23/10/1999 02:58:30	Customer Call	Information: >>>>>details forwarded to management support unit Angel				
23/10/1999 02:58:30	Customer Call	Shaw. No further info				
23/10/1999 02:58:30	Customer Call	23/10/99 03:53 UK052512				
23/10/1999 02:58:30	Customer Call	SMC Complete: EDSC1				
23/10/1999 02:58:30	Customer Call	F} Call details				

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Ref Logged By	Summary	,	Opened	Last update Status	Customer	Product Group Product At Fault	
PC0031907 EDSC	Reconcil	liation - CAP 29	23/10/1999 02:58:29				
23/10/1999	02:58:31	Customer Call	Diagnostician name:				
23/10/1999	02:58:31	Customer Call	Customer opened da	te 20/10/1999 14:01:03			
25/10/1999	08:29:47	Catherine Obeng	The call summary has	s been changed from:-			
25/10/1999	08:29:47	Catherine Obeng	Callers name , calling	on behalf of david salt is			
25/10/1999	08:29:47	Catherine Obeng	The call summary is n	iow:-			
25/10/1999	08:29:47	Catherine Obeng	Reconcilliation - CAP	29			
25/10/1999	08:29:47	Catherine Obeng	Target Release updat	ed to PDR - CSR			
25/10/1999	08:29:47	Catherine Obeng	Product General/Oth	er/Misc Reconciliation add	ed		
25/10/1999	15:08:41	Deleted User (Mike Croshaw Sep/00)	The Call record has b	een assigned to the Team I	Member: Richard Coleman		
25/10/1999	15:08:41	Deleted User (Mike Croshaw Sep/00)	Defect cause updated	d to 41:General - in Proced	ure		
25/10/1999	15:08:41	Deleted User (Mike Croshaw Sep/00)	Hours spent since cal	I received: 0 hours			
25/10/1999	15:12:56	Richard Coleman	Routing to MSU FAO	Angela Shaw			
25/10/1999	15:12:57	Richard Coleman	The Call record has b	een transferred to the Tea	m: MgtSupportUnit		
25/10/1999	15:12:58	Richard Coleman	Hours spent since cal	l received: 0 hours			
25/10/1999	16:05:34	Angela Shaw	New evidence added	- cap 29 cash account prob	olems from tip		
25/10/1999	16:05:35	Angela Shaw	F} Response :				
25/10/1999	16:05:35	Angela Shaw	Please investigate wh	nat has caused this problen	n? Was it tranfers in from CAP		
25/10/1999	16:05:35	Angela Shaw	28 being a knock on e	effect? Please include trans	action/tranfers deatils for		
25/10/1999	16:05:35	Angela Shaw	reconciliation. Please	e route back to MSU afterv	vards.		
25/10/1999	16:05:35	Angela Shaw	[END OF REFERENCE	13028403]			
25/10/1999	16:05:35	Angela Shaw	Responded to call typ	oe L as Category 40 -Incide	nt Under Investigation		
25/10/1999	16:05:36	Angela Shaw	The response has bee	en flagged to the gateway t	eam for validation		
27/10/1999	15:11:34	Angela Shaw	The Call record has b	een assigned to the Team I	Member: Angela Shaw		
27/10/1999	15:11:34	Angela Shaw	Hours spent since cal	l received: 0 hours			

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Ref	Summary	,	Opened	Last update	Customer	Product Group
Logged By				Status		Product At Fault
PC0031907	Reconcil	liation - CAP 29	23/10/1999 02:58:29	28/03/2000 14:47:18	David Salt, GRO	General/Other/Misc
EDSC				Closed		Reconciliation
28/10/1999	11:24:58	Angela Shaw	F} Response :			
28/10/1999	11:24:58	Angela Shaw	Please see update ab	ove. Thanks. Please return	n afertwards	
28/10/1999	11:24:58	Angela Shaw	[END OF REFERENCE	13097987]		
28/10/1999	11:24:58	Angela Shaw	Responded to call typ	e L as Category 40 -Incide	nt Under Investigation	
28/10/1999	11:24:59	Angela Shaw	The response has bee	n flagged to the gateway t	eam for validation	
28/10/1999	11:25:00	Angela Shaw	The Call record has be	een transferred to the Tear	m: EDSC	
28/10/1999	11:25:00	Angela Shaw	Hours spent since cal	received: 0.2 hours		
28/10/1999	12:26:18	Barbara Longley	The Call record has be	een assigned to the Team I	Member: Richard Coleman	
28/10/1999	12:26:19	Barbara Longley	Hours spent since cal	received: 0 hours		
08/11/1999	16:49:02	Angela Shaw	please progress as a r	natter of priority as this is	part of Al376. please do	
08/11/1999	16:49:02	Angela Shaw	initital investigations	as per the above, then sen	d to development if	
08/11/1999	16:49:02	Angela Shaw	necessary.			
12/11/1999	13:00:31	Richard Coleman	New evidence added	- FAD 010116		
12/11/1999	13:00:31	Richard Coleman	New evidence added	- FAD 127113		
12/11/1999	13:04:03	Richard Coleman	New evidence added	- FAD 127140		
12/11/1999	13:04:03	Richard Coleman	New evidence added	- FAD 014523		
12/11/1999	13:06:33	Richard Coleman	New evidence added	- FAD 207329		
12/11/1999	13:06:33	Richard Coleman	New evidence added	- FAD 214329		
12/11/1999	13:09:20	Richard Coleman	New evidence added	- FAD 221328		
12/11/1999	13:09:20	Richard Coleman	New evidence added	- FAD 002329		
12/11/1999	13:13:23	Richard Coleman	New evidence added	- FAD 023329		
12/11/1999	13:13:23	Richard Coleman	New evidence added	- FAD 234611		
12/11/1999	13:15:43	Richard Coleman	New evidence added	- FAD 002611		
12/11/1999	13:15:43	Richard Coleman	New evidence added	- FAD 262329		
12/11/1999	13:18:19	Richard Coleman	New evidence added	- FAD 267329		uusuuruusuusa asaa asaa asaa aa aa aa aa aa aa aa a
12/11/1999	13:18:19	Richard Coleman	New evidence added	- FAD 278611		

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Ref	Summary	•	Opened	Last update	Customer	Product Group
ogged By				Status		Product At Fault
PC0031907	Reconcil	liation - CAP 29	23/10/1999 02:58:29	28/03/2000 14:47:18	David Salt GRO	General/Other/Misc
EDSC				Closed		Reconciliation
12/11/199	99 13:22:01	Richard Coleman	New evidence added	- FAD 309704		
12/11/199	99 13:22:01	Richard Coleman	New evidence added	- FAD 390329		
12/11/199	99 13:25:38	Richard Coleman	New evidence added	- FAD 455329		
12/11/199	99 13:25:38	Richard Coleman	New evidence added	- FAD 476329		
12/11/199	99 13:27:17	Richard Coleman	New evidence added	- FAD 477329		
12/11/199	99 13:30:01	Richard Coleman	New evidence added	- FAD 005328		
12/11/199	99 13:30:01	Richard Coleman	New evidence added	- FAD 006116		
12/11/199	99 13:33:30	Richard Coleman	New evidence added	- FAD 008114		
12/11/199	99 13:33:30	Richard Coleman	New evidence added	- FAD 009114		
12/11/199	99 13:36:00	Richard Coleman	New evidence added	- FAD 009140		
12/11/199	99 13:38:27	Richard Coleman	The FADs were all mig	grated two weeks prior to	CAP 29 or months earlier.	
12/11/199	99 13:38:27	Richard Coleman	Full messagestores fo	or all FADs attached as evid	ence.	
12/11/199	99 13:38:27	Richard Coleman	Passing to developme	ent for investigation		
12/11/199	99 13:38:29	Richard Coleman	The Call record has be	een transferred to the Tea	m: QFP	
12/11/199	99 13:38:29	Richard Coleman	Defect cause updated	d to 99:General - Unknown		
12/11/199	99 13:38:29	Richard Coleman	Hours spent since call	l received: 0 hours		
15/11/199	99 09:09:22	Lionel Higman	The Call record has be	een assigned to the Team I	Member: Steve Warwick	
15/11/199	99 09:09:22	Lionel Higman	Hours spent since call	l received: 0 hours		
17/11/199	99 18:59:14	Steve Warwick	F} Response :			
17/11/199	99 18:59:14	Steve Warwick	3097048 - 0.95 discre	pancy on line 5021, result	of a faulty transfer of a £20	
17/11/199	99 18:59:14	Steve Warwick	Postal Order and Fee	on 2.10.99 (CAP 28). The	Pathway correction restored	
17/11/199	99 18:59:14	Steve Warwick	the office balance but	t left the reporting on the	Cash Account of the	
17/11/199	99 18:59:14	Steve Warwick	distribution of value b	petween the transferred it	em and cash to be incorrect.	
17/11/199	99 18:59:14	Steve Warwick	I would have expecte	d that there would have b	een a similar issue raised over	
17/11/199	99 18:59:14	Steve Warwick	the reported value or	n line 2068 (the Face Value	line).	
17/11/199	99 18:59:14	Steve Warwick				

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Ref Logged By	Summary	,	Opened	Last update Status	Customer	Product Group Product At Fault
PC0031907 EDSC	Reconcil	liation - CAP 29	23/10/1999 02:58:29	28/03/2000 14:47:18 Closed	David Salt/ GRO	General/Other/Misc Reconciliation
17/11/1999	9 18:59:14	Steve Warwick	3497046 - No evideno	ce supplied for analysis.		
17/11/1999	9 18:59:14	Steve Warwick				
17/11/1999	9 18:59:14	Steve Warwick	[END OF REFERENCE	13528171]		
17/11/1999	9 18:59:15	Steve Warwick	Responded to call typ	e Las Category 94 -Advice	e and guidance given	
17/11/1999	9 18:59:15	Steve Warwick	Hours spent since cal	l received: .5 hours		
17/11/1999	9 18:59:15	Steve Warwick	The Call record has be	een transferred to the Tear	m: EDSC	
17/11/1999	9 18:59:16	Steve Warwick	The response has bee	en routed to the gateway to	eam for validation	
18/11/1999	9 08:56:29	Richard Coleman	The Call record has be	een assigned to the Team I	Member: Richard Coleman	
18/11/1999	9 08:56:30	Richard Coleman	Hours spent since cal	l received: 0 hours		
18/11/1999	9 10:27:37	Richard Coleman	Call returned to EDSC	in error.		
18/11/1999	9 10:27:37	Richard Coleman	I have noticed that I h	nave not provided evidence	e for FADs 349704, 366704 and	1
18/11/1999	9 10:27:37	Richard Coleman	273611. Once I have i	retrieved this evidence I wi	ill return to development.	
18/11/1999	9 10:41:49	Richard Coleman	New evidence added	- FAD 273611		
18/11/1999	9 10:41:49	Richard Coleman	New evidence added	- FAD 349704		
18/11/1999	9 10:41:49	Richard Coleman	New evidence added	- FAD 366704		
18/11/1999	9 10:43:14	Richard Coleman	FAO Steve Warwick a	s per phone call.		
18/11/1999	9 10:43:15	Richard Coleman	The Call record has be	een transferred to the Tear	m: QFP	
18/11/1999	9 10:43:15	Richard Coleman	Hours spent since cal	l received: 0 hours		
18/11/1999	9 10:53:50	Lionel Higman	The Call record has be	een assigned to the Team I	Member: Steve Warwick	
18/11/1999	9 10:53:51	Lionel Higman	Hours spent since cal	l received: 0 hours		
19/11/1999	9 11:16:30	Steve Warwick	Target Release updat	ed to NFR - No Fix Reqd		
19/11/1999	9 11:16:33	Steve Warwick	F} Response :			
19/11/1999	9 11:16:34	Steve Warwick	The evidence present	ed has now been examine	d in detail.	
19/11/1999	9 11:16:34	Steve Warwick				
19/11/1999	9 11:16:34	Steve Warwick	The conclusions are a	s follows:		
19/11/1999	9 11:16:34	Steve Warwick				

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Ref Logged By	Summary	,	Opened	Last update Status	Customer	Product Group Product At Fault
PC0031907 EDSC	Reconcil	liation - CAP 29	23/10/1999 02:58:29	28/03/2000 14:47:18 Closed	David Salt GRO	General/Other/Misc Reconciliation
19/11/19	99 11:16:34	Steve Warwick	349704 and 366704 -	No evidence files provided	d for analysis	
19/11/19	99 11:16:34	Steve Warwick				
19/11/19	99 11:16:34	Steve Warwick	005328 - The large dis	screpancies identified for t	his outlet were the result	
19/11/19	99 11:16:34	Steve Warwick	of the lack of any Cas	h Account lines at the outl	et for CAP 28 (subject of an	
19/11/19	99 11:16:34	Steve Warwick	existing call which is u	under investigation). As a	result, TIP calculated the	
19/11/19	99 11:16:34	Steve Warwick	CAP 29 Cash Account	values from a string positi	on of zero Stock and Cash,	
19/11/19	99 11:16:34	Steve Warwick	generating the identit	fied discrepancies. At the	outlet, the starting	
19/11/19	99 11:16:34	Steve Warwick	position for the stock	and cash was taken from	the stock holdings recorded at	
19/11/19	99 11:16:34	Steve Warwick	the end of CAP 28 (no	ot the Cash Account lines f	or stock) and therefore the	
19/11/19	99 11:16:34	Steve Warwick	office Cash Account fo	or CAP 29 was correctly ca	lculated.	
19/11/19	99 11:16:34	Steve Warwick				
19/11/19	99 11:16:34	Steve Warwick	The remaining 24 FAD	O Codes involved in the cal	I were all affected by the	
19/11/19	99 11:16:34	Steve Warwick	transfer problems in (CAP 28. Because transfers	between 1st and 4th October	
19/11/19	99 11:16:34	Steve Warwick	were incorrectly reco	rded in the message store	(caused by the deletion of the	
19/11/19	99 11:16:34	Steve Warwick	Transfer reference da	ita) the values of transferr	ed items of STOCK (not Cash)	
19/11/19	99 11:16:34	Steve Warwick	were incorrectly adde	ed onto the declared stock	amounts for the office when	
19/11/19	99 11:16:34	Steve Warwick	the Cash Account was	s produced for CAP 28. As	a result, TIP used these as the	
19/11/19	99 11:16:34	Steve Warwick	starting stock figures	for the CAP 29 Cash Accou	nt and identified the	
19/11/19	99 11:16:34	Steve Warwick	indicated differences	during CAP 29. The Cash	Accounts for CAP 29 at the	
19/11/19	99 11:16:34	Steve Warwick	outlet were based on	the (correct) stock holding	gs recorded at the office at	
19/11/19	99 11:16:34	Steve Warwick	the end of CAP 28 and	d not on the Cash Acount i	eport lines for CAP 28.	
19/11/19	99 11:16:34	Steve Warwick	[END OF REFERENCE	13571338]		
19/11/19	99 11:16:35	Steve Warwick	Responded to call typ	e Las Category 94 -Advice	e and guidance given	
19/11/19	99 11:16:36	Steve Warwick	Hours spent since call	l received: 13 hours		
19/11/19	99 11:16:36	Steve Warwick	Defect cause updated	d to 16:Development - Refe	erence Data	
19/11/19	99 11:16:37	Steve Warwick	The Call record has be	een transferred to the Tea	m: EDSC	

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Ref	Summary	•	Opened	Last update	Customer	Product Group
Logged By				Status		Product At Fault
PC0031907	Reconcil	liation - CAP 29	23/10/1999 02:58:29	28/03/2000 14:47:18	David Salt, GRO	General/Other/Misc
EDSC				Closed		Reconciliation
19/11/19	99 11:16:38	Steve Warwick	The response has bee	en routed to the gateway t	eam for validation	
19/11/19	99 11:33:34	Barbara Longley	The Call record has be	een assigned to the Team	Member: Richard Coleman	
19/11/19	99 11:33:35	Barbara Longley	Hours spent since call	received: 0 hours		
19/11/19	99 16:09:52	Richard Coleman	Steve, the evidence re	equired for FADs 349704 a	and 366704 was provided (las	it.
19/11/19	99 16:09:52	Richard Coleman	two files in the list, ac	dded 18/11/99), can you ir	ivestigate please.	
19/11/19	99 16:09:54	Richard Coleman	The Call record has be	een transferred to the Tea	m: QFP	
19/11/19	99 16:09:55	Richard Coleman	Hours spent since call	received: 0 hours		
22/11/19	99 10:34:34	Lionel Higman	The Call record has be	een assigned to the Team	Member: Steve Warwick	
22/11/19	99 10:34:35	Lionel Higman	Hours spent since call	received: 0 hours		
24/11/19	99 20:59:47	Steve Warwick	F} Response :			
24/11/19	99 20:59:47	Steve Warwick	At FAD Code 349704	there were 3 transfers out	t of Product 85 each for a valu	ue
24/11/19	99 20:59:47	Steve Warwick	of £4.00 on 1.10.99.	These transactions were in	n three separate transfer	
24/11/19	99 20:59:47	Steve Warwick	sessions, one of which	h was reversed before the	Transfer In was completed.	
24/11/19	99 20:59:47	Steve Warwick	Therefore the value r	eported to the Cash Accou	unt was incorrectly inflated by	ý
24/11/19	99 20:59:47	Steve Warwick	£8.00 in CAP 28, caus	ing the TIP calculation in C	CAP 29 to identify a similar	
24/11/19	99 20:59:47	Steve Warwick	difference.			
24/11/19	99 20:59:47	Steve Warwick				
24/11/19	99 20:59:47	Steve Warwick	At FAD Code 366704	there were a large numbe	r of transfers in CAP 28 addin	ng up
24/11/19	99 20:59:47	Steve Warwick	to the quoted values	for each of the products re	eporting to the lines	
24/11/19	99 20:59:47	Steve Warwick	identified as being inc	correct in CAP 29.		
24/11/19	99 20:59:47	Steve Warwick	[END OF REFERENCE 1			
minutes and the first and the	99 20:59:48	Steve Warwick	Responded to call typ	e Las Category 94 -Advice	e and guidance given	
24/11/19	99 20:59:48	Steve Warwick	Hours spent since call	l received: 2 hours		
24/11/19	99 20:59:49	Steve Warwick	The Call record has be	een transferred to the Tea	m: EDSC	
24/11/19	99 20:59:50	Steve Warwick	The response has bee	en routed to the gateway t	eam for validation	
25/11/19	99 08:30:30	John Simpkins			Member: Richard Coleman	

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Ref	Summary	,	Opened	Last update	Customer	Product Group
ogged By				Status		Product At Fault
C0031907	Reconcil	liation - CAP 29	23/10/1999 02:58:29	28/03/2000 14:47:18	David Salt, GRO	General/Other/Misc
DSC				Closed		Reconciliation
25/11/1	999 08:30:30	John Simpkins	Hours spent since call	received: 0 hours		
25/11/1	999 09:15:27	Richard Coleman	Please see comments	from development		
25/11/1	999 09:15:28	Richard Coleman	The Call record has be	een transferred to the Tea	m: MgtSupportUnit	
25/11/1	999 09:15:29	Richard Coleman	Hours spent since call	received: 0 hours		
03/12/1	999 14:39:02	John Moran	The Call record has be	een assigned to the Team	Member: Pending closure	
03/12/1	999 14:39:02	John Moran	Defect cause updated	l to 39:General - User Kno	wledge	
03/12/1	999 14:39:02	John Moran	Hours spent since call	received: 0 hours		
21/12/1	999 11:06:51	John Pope	The call references ha	ave been updated. They ar	e now:-	
21/12/1	999 11:06:51	John Pope	ORIGINATOR :	Phelp		
21/12/1	999 11:06:51	John Pope	T PowerHelp :	E-9910200598		
21/12/1	999 11:06:51	John Pope	Acceptance Incident	t : Al0376H		
22/12/1	999 15:40:36	Richard Coleman	Once closure has bee	n agreed will SSC please d	elete the evidence files an	nd
22/12/1	999 15:40:36	Richard Coleman	inform John Newitt so	o that he can free up the d	lisc space on his server. Th	nank
22/12/1	999 15:40:36	Richard Coleman	you.			
01/02/2	000 16:00:21	Angela Shaw	The Call record has be	een transferred to the Tea	m: MSU-forClosure	
01/02/2	000 16:00:22	Angela Shaw	Hours spent since call	received: 0 hours		
15/03/2	000 11:50:41	John Moran	F} Response :			
15/03/2	000 11:50:41	John Moran	ok to close as per ma	rtin box pocl 14/3/00		
15/03/2	000 11:50:41	John Moran	[END OF REFERENCE	16445157]		
15/03/2	000 11:50:41	John Moran	Responded to call typ	e Las Category 90 -Recor	nciliation - resolved	
15/03/2	000 11:50:42	John Moran	Hours spent since call	received: .3 hours		
15/03/2	000 11:50:42	John Moran	The Call record has be	een transferred to the Tea	m: EDSC	
15/03/2	000 11:50:42	John Moran	The response has bee	en routed to the gateway t	eam for validation	
15/03/2	000 11:56:28	Richard Coleman	evidence deleted - FA	D 010116		
15/03/2	000 11:56:28	Richard Coleman	evidence deleted - FA	D 127113		
15/03/2	000 11:56:28	Richard Coleman	evidence deleted - FA	D 127140		

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Ref	Summary		Opened	Last update	Customer	Product Group
Logged By				Status		Product At Fault
PC0031907	Reconcill	ation - CAP 29	23/10/1999 02:58:29	28/03/2000 14:47:18	David Salt, GRO	General/Other/Misc
EDSC				Closed		Reconciliation
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 014523		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 207329		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F.	AD 214329		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 221328		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 002329		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 023329		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F.	AD 234611		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 002611		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F.	AD 262329		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 267329		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F.	AD 278611		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 309704		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 390329		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 455329		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F.	AD 476329		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 477329		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F.	AD 005328		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 006116		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F.	AD 008114		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 009114		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F.	AD 009140		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 273611		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F.	AD 349704		
15/03/2000	11:56:28	Richard Coleman	evidence deleted - F	AD 366704		
15/03/2000	12:46:26	Richard Coleman	The Call record has b	peen assigned to the Team N	Леmber: Richard Coleman	
15/03/2000	12:46:27	Richard Coleman	Hours spent since ca	ll received: 0 hours		

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Ref Logged By	Summary		Opened	Last update Status	Customer	Product Group Product At Fault
PC0031907 EDSC	Reconcill	iation - CAP 29	23/10/1999 02:58:29	28/03/2000 14:47:18 Closed	David Salt/ GRO	General/Other/Misc Reconciliation
15/03/2000	12:47:16	Richard Coleman	E-mailed John Newitt	t with reggard to freeing dis	sc space.	
15/03/2000	12:47:16	Richard Coleman	He is on leave until 1	7th so will await his reply.		
28/03/2000	14:44:39	Richard Coleman	F} Response :			
28/03/2000	14:44:39	Richard Coleman	ok to close as per ma	rtin box pocl 14/3/00		
28/03/2000	14:44:39	Richard Coleman	Reconciliation resolve	ed.		
28/03/2000	14:44:39	Richard Coleman	[END OF REFERENCE	16907982]		
28/03/2000	14:44:39	Richard Coleman	Responded to call typ	oe L as Category 90 -Recon	ciliation - resolved	
28/03/2000	14:44:40	Richard Coleman	Hours spent since cal	ll received: 0 hours		
28/03/2000	14:44:48	Richard Coleman	CALL PC0031907 clos	ed: Category 90, Type L		
28/03/2000	14:44:48	Richard Coleman	The response was de	livered to: PowerHelp		
28/03/2000	14:47:18	Customer Call	Date and time compl	ete: 28/03/2000 15:43:14		
28/03/2000	14:47:18	Customer Call	Service Complete (Co	onfirmation) Received		

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