Export

Peak Incident Management System

Call Reference	PC0176744	Call Logger	QC PEAK Interface user -- QC Interface
Release	Reported In -- HNG-X INT14	Top Ref	7423
Call Type	Quality Centre Raised Incidents/Defects	Priority	C -- Low Impact - Priority 2
Contact	QC PEAK Interface user	Call Status	Closed -- No fault in product
Target Date	09/03/2009	Effort (Man Days)	0
Summary	SVIC5 - MoneyGram - When performing a MoneyGram Send transaction, sending the exact amount in local		

All References	Type		Value
	QC Severity		2 - Medium
	QC_DEFECTID		7423-hng_x_hng_x_release_1_db.
	QC Defect No		7423

Progress Narrative

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Date:04-Mar-2009 17:00:07 User:QC PEAK Interface user
CALL PC0176744 opened
Details entered are:-
Summary:SVIC5 - MoneyGram - When performing a MoneyGram Send transaction, sending the exact amount in local
Call Type:Q
Call Priority:C
Target Release:HNG-X INT14
Routed to:EDSC - _Unassigned_
*********************************************************************
********************** Quality Centre Bug Report ********************
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Bug Reference: 7423-hng_x_hng_x_release_1_db.
Test Date: Mar 4 2009 12:00AM
Test User: RolfeM
QC Impact: 2 - Medium
Pathcode: Path201
OTI Team: None
Product: Counter
Product Version: Unspecified
Summary: SVIC5 - MoneyGram - When performing a MoneyGram Send transaction, sending the exact amount in local
Incident Description:

A MoneyGram Send transaction was initiated. There are 3 options to define the amount being sent (£ including fee, £ not including
fee and Receive Amount excluding fee). The 3rd option allows a customer to specify an amount to be sent in local currency, such as
$300, in which case the receiver will get $300 and the send amount is calculated in sterling. However, at the input of the receive
amount, the prompt appears (correctly) as 'Amount in USD' but the input box (which is a currency datatype) has a '£' symbol
present. This leads the user to think that they have selected the wrong option and would lead to incorrect amounts being entered
here. Please see the attached screen shot for evidence.
Comments:
_____
Sheila Bamber <bambers>, 04/03/2009 16:49:44: Please route to counter devt (CTR014)
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Date:04-Mar-2009 17:00:09 User:QC PEAK Interface user
Evidence imported from QC - BUG_7423_MG1.ZIP
Evidence imported from QC - BUG_7423_MG2.ZIP
Evidence imported from QC - BUG_7423_Pound Sign.doc
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Date:04-Mar-2009 17:18:36 User:John Charlton
The Call record has been assigned to the Team Member: David Seddon
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Date:05-Mar-2009 07:32:30 User:David Seddon
The Call record has been transferred to the team: HNG-X_Ctr_OSR
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Date:05-Mar-2009 09:29:34 User:Alex Robinson
[Start of Response]
Yes we know about this. We discussed this at the UI forum in October and it was agreed (with POL) to live with this problem for
this release (UI Forum minutes from 8/10/08 action 16-3 document this decision).
[End of Response]
Response code to call type Q as Category 62 -- Final -- No fault in product
Routing to Call Logger following Final Progress update.
Defect cause updated to 39 -- General - User Knowledge
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Date:09-Mar-2009 15:45:08 User:QC PEAK Interface user
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Incident closure received from Quality Centre
Comments Update:


Sheila Bamber <bambers>, 05/03/2009 13:52:05: A KEL has been raised bambers3553L. This problem will be fixed at a future release.

Sheila Bamber <bambers>, 06/03/2009 09:48:18: Martin - PLease see above. Can you route to someone in the core team (Steve Wiseall)
to give is a status of deferred.
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Date:09-Mar-2009 15:45:08 User:QC PEAK Interface user
CALL PC0176744 closed: Category 62 Type Q
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Date:29-Jun-2009 17:17:55 User:Steven Porter
Note that to address this will likely require POL to modify their APADC scripts to either use a new datatype, or to parameterise an
existing datatype.
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Root Cause	General - User Knowledge
Logger	QC PEAK Interface user -- QC Interface
Subject Product	QC Defects -- Counter (version: 1)
Assignee	QC PEAK Interface user -- QC Interface
Last Progress	29-Jun-2009 17:17 -- Steven Porter