

Export

Peak Incident Management System

Call Reference	PC0098230	Call Logger	Customer Call -- EDSC
Release	Targeted At -- BI_3S60 Hzn	Top Ref	COUNTER S60_V001-V000
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Fixed at Future Release
Target Date	16/01/2004	Effort (Man Days)	0
Summary	FAD416329 - discrepancy with CA for last few weeks		
All References	Type	Value	
	Other	S60 PinICL Pack	
	PowerHelp	E-0401130647	
	Other	COUNTER_S60_V001-V000	
	Work Package	PWY_WP_17829	

Progress Narrative

Date:13-Jan-2004 15:48:19 User: Customer Call_
CALL PC0098230 opened

Date:13-Jan-2004 15:48:35 User: Customer Call_
CALL PC0098230:Priority B:CallType L - Target 16/01/2004 15:48:19
13/01/2004 15:23 Call details have been taken from Andrew Wise at NBSC on telephone number stated above. PM has a discrepancy with his cash account for the last few weeks.
13/01/2004 15:25 uk951450
Information: The NBSC have advised that the 4 PM can only declare the holding amount or 0 not a negative figure.

Date:13-Jan-2004 15:48:36 User: Customer Call_
13/01/2004 15:26 uk951450
Information: The NBSC have been through the checks with the PM and feel there is a software error as the PM has negative figures which he would not have been able to enter
13/01/2004 15:30 uk951450
Information: In week 37 the PM was showing a surplus of £19.66 on the front page of the cash account
13/01/2004 15:31 uk951450
Information: In table 5 cash and stock he is showing a surplus cash figure of £42860.61 and a surplus chq figure of £116248.50
13/01/2004 15:32 uk951450
Information: The cash on hand declared was £159109.11
13/01/2004 15:34 uk951450
Information: In week 38 the PM had a surplus of £49.22 on the front page of the cash account
13/01/2004 15:34 uk951450
Information: In table 5 of the cash account it is showing a surplus of cash of £41723.47 and a surplus of chq £225291.93

Date:13-Jan-2004 15:48:37 User: Customer Call_
13/01/2004 15:35 uk951450
Information: The actual cash on hand declared this week was £267015.40
13/01/2004 15:36 uk951450
Information: In week 39 the cash account front page was showing a surplus of £110.35
13/01/2004 15:37 uk951450
Information: Table 5 shows a negative cash figure of £264007.28 and the chqs show a surplus of £450554.92
13/01/2004 15:38 uk951450
Information: The cash declared for this week was £186547.64
13/01/2004 15:38 uk951450
Information: In week 40 the front page of the cash account is showing a shortage of £5.29
13/01/2004 15:39 uk951450
Information: Table 5 is showing a negative cash figure of £732582.91 and a positive chq figure of £896298.45
13/01/2004 15:40 uk951450
Information: The cash on hand declared was £163715.54
13/01/2004 15:41 uk951450

Date:13-Jan-2004 15:48:38 User: Customer Call_
Information: Week 41 is showing a negative figure of £60.78 on the front page of the cash account

13/01/2004 15:41 uk951450
Information: Table 5 is showing a negative cash figure of £1638386.90 and a positive chq figure of £1786304.77
13/01/2004 15:42 uk951450
Information: The actual cash on hand was £147917.80 and no chqs were kept
13/01/2004 15:43 uk951450
Information: The RLM has been through the cash account with the PM and tried to adjust the figures but they keep doubling up.
13/01/2004 15:43 uk951450
Information: The PM is balancing on the gateway in stock unit AA. the user name provided is "Sticky" NBSC unsure if this should have 001 at the end.
13/01/2004 15:44 uk951450
Information: Please can the cash account be investigated
13/01/2004 15:45 SYSADM
Open OTI: Automatic Open OTI
***Updated by Jane Kastenhofer at 13/01/2004 15:45:28

Date:13-Jan-2004 15:48:39 User: Customer Call
13/01/2004 15:45 uk951450
REASSIGN: Call # E-0401130647 was Reassigned from Jane Kastenhofer;
Group HSH1 to Group EDSC1
F) Call details
Diagnostician name:

Date:13-Jan-2004 15:48:40 User: Customer Call
Customer opened date 13/01/2004 15:23:52

Date:13-Jan-2004 16:01:17 User:Barbara Longley
The call summary has been changed from:-
Call details have been taken from Andrew Wise at N
The call summary is now:-
FAD416329 - discrepancy with CA for last few weeks
Target Release updated to BI 3S50R-Provisional
Product EPOSS & DeskTop added

Date:13-Jan-2004 16:01:18 User:Barbara Longley
F) Response :

Date:13-Jan-2004 16:01:19 User:Barbara Longley
Prescan: Assigning call to Anne Chambers in ESC.
[END OF REFERENCE 36970694]
Responded to call type L as Category 40 -Incident Under Investigation

Date:13-Jan-2004 16:01:22 User:Barbara Longley
The response was delivered to: PowerHelp

Date:13-Jan-2004 16:01:23 User:Barbara Longley
The Call record has been assigned to the Team Member: Anne Chambers
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours

Date:14-Jan-2004 17:55:56 User:Anne Chambers
F) Response :
Spoke to PM to get some more info (his number is GRO).
Before he balances; he rems out his cheques (although sometimes 1 or 2 more cheques are taken before he balances the SU).
He Declares Cash then Declares Stamps; then finally Declares Stock. On the first Declare Stock line; he includes any 'rest home' cheques which he is holding.
This results in a discrepancy between the system cheque figure and the declared figure.
Something has changed in the counter code recently (I think at COUNTER EPOSS 20_3; released end Nov) which causes the discrepancy to be recorded wrongly; so the cheque discrepancy; instead of being cleared; is doubled; and the cash is also wrongly adjusted.
However I think the PM should not be declaring his 'rest home' cheques in this way; even if he has always done so - need to get advice on this or; preferably; get NBSC to explain what the proper procedure is.
[END OF REFERENCE 36978269]

Date:14-Jan-2004 17:55:57 User:Anne Chambers
Responded to call type L as Category 40 -Incident Under Investigation

Date:14-Jan-2004 17:56:00 User:Anne Chambers
The response was delivered to: PowerHelp

Date:15-Jan-2004 12:58:42 User:Anne Chambers

F) Response :
When PM balanced yesterday; I advised him to leave the Cheque line in Declare Stock blank - i.e. not to put the 'rest home' cheque in there.
He did as advised - and the problem has gone away - Cheque line 2051 is zero; Cash line 2050 is £132293.61; which is what he declared.
Spoke to PM and explained that there is a new software problem; so that what he has been doing for 2 years no longer works. He's happy with this. Also spoke to the auditor who was onsite; explained that I had advised him not to declare these cheques in this way - she confirmed that they should be put in the suspense account; and said she would talk him through the procedures. She also asked about another cheque which was not being handled correctly (not a cheque received in payment nor a rest home cheque); I knew nothing about this as the PM hadn't mentioned it.
[END OF REFERENCE 36982109]
Responded to call type L as Category 40 -Incident Under Investigation

Date:15-Jan-2004 12:58:44 User:Anne Chambers

The response was delivered to: PowerHelp

Date:15-Jan-2004 14:32:04 User:Anne Chambers

New evidence added - Summary of cheque discrepancies
New evidence added - Full messagestore

Date:15-Jan-2004 14:32:05 User:Anne Chambers

F) Response :
Information above has been emailed to Julie Welsh; who will pass it on to POL.
Please can EPOSS development have a look at this:
At this site; since 3rd Dec (almost certainly as a result of the fixes in COUNTER_EPOSS 20_3); a discrepancy (gain) on cheques is written to the messagestore with Mode DDN. In fact 3 lines are written: product 2; -ve salevalue; product 222; -ve salevalue; product 1; +ve salevalue (sum of the other 2). Summary file shows these messages; and also what happened before 3rd Dec.
This is a nasty problem as; if cheques continue to be declared each week on the Declare Stock screen; the numbers keep doubling. However there is a simple circumvention and; as they should not be declaring cheques in this way; it shouldn't have much impact. But I think it should be looked at and resolved (any chance for S60??) - might be instances where it really does cause problems.
Routing via QFP.
[END OF REFERENCE 36982993]

Date:15-Jan-2004 14:32:06 User:Anne Chambers

Responded to call type L as Category 40 -Incident Under Investigation

Date:15-Jan-2004 14:32:10 User:Anne Chambers

The response was delivered to: PowerHelp

Date:15-Jan-2004 14:32:11 User:Anne Chambers

The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:15-Jan-2004 14:49:06 User:Lionel Higman

The Call record has been assigned to the Team Member: Mark Scardifield

Date:15-Jan-2004 15:42:53 User:Matt Arris

The Call record has been transferred to the Team: EPOSS-Dev
Hours spent since call received: .3 hours

Date:15-Jan-2004 15:43:12 User:Matt Arris

The Call record has been assigned to the Team Member: Martin McConnell
Hours spent since call received: .1 hours

Date:16-Jan-2004 15:27:42 User:Martin McConnell

F) Response :

Date:16-Jan-2004 15:28:19 User:Martin McConnell

Fix for 97081 was to blame. Initialisation of the session effect variable with clsStockFigure was not initialised (was moved from clsOutlet). Alas this will affect products such as cheques with SE:Out when declared explicitly. Code will take less than 1 day to code /unit test.
[END OF REFERENCE 37299768]

Date:16-Jan-2004 15:28:40 User:Martin McConnell
Responded to call type L as Category 42 -Product Error Diagnosed

Date:16-Jan-2004 15:30:16 User:Martin McConnell
The response has been flagged to the gateway team for validation

Date:16-Jan-2004 15:31:12 User:Martin McConnell
The Call record has been assigned to the Team Member: Matt Arris
Defect cause updated to 14:Development - Code
Hours spent since call received: 15 hours

Date:18-Jan-2004 16:33:04 User:Matt Arris
I can confirm Development can fix this bug at S60 provided we get the go ahead this week (W/B 19/1/04). Can RMF please decide which release it wants a fix in. SSC has asked for a fix at S60; so I guess it's up to ITU whether it can fit in the testing for this fix at S60.

Date:18-Jan-2004 16:33:21 User:Matt Arris
The Call record has been transferred to the Team: RelMngmntForum

Date:18-Jan-2004 16:33:22 User:Matt Arris
Hours spent since call received: 1 hours

Date:19-Jan-2004 12:43:06 User: Customer Call
Request For Service ===== Date/Time Raised: 13/01/2004 15:23:52 Priority: B Contact Name: Andrew wise Contact
Phone: [GRO] Diagnostician Name: ===== Product
Type: Riposte Product Serial No: Product Site: 416329
===== Request Identifiers Originator: Phelp
Originator's reference: E-0401130647 Consumer: 16953 AIGATE Consumer's reference: E-0401130647 Provider: PINICL Provider's
reference:

Date:19-Jan-2004 12:43:07 User: Customer Call
Prescan: Assigning call to Anne Chambers in ESC.

Date:19-Jan-2004 12:43:45 User: Customer Call
Spoke to PM to get some more info (his number is [GRO]). Before he balances, he rems out his cheques (although sometimes 1 or 2 more cheques are taken before he balances the SU). He Declares Cash then Declares Stamps, then finally Declares Stock. On the first Declare Stock line, he includes any 'rest home' cheques which he is holding. This results in a discrepancy between the system cheque figure and the declared figure. Something has changed in the counter code recently (I think at COUNTER EPOSS 20_3, released end Nov) which causes the discrepancy to be recorded wrongly, so the cheque discrepancy, instead of being cleared, is doubled, and the cash is also wrongly adjusted. However I think the PM should not be declaring his 'rest home' cheques in this way, even if he has always done so - need to get advice on this or, preferably, get NBSC to explain what the proper procedure is.

Date:19-Jan-2004 12:43:54 User: Customer Call
When PM balanced yesterday, I advised him to leave the Cheque line in Declare Stock blank - i.e. not to put the 'rest home' cheque in there. He did as advised - and the problem has gone away - Cheque line 2051 is zero, Cash line 2050 is £132293.61, which is what he declared. Spoke to PM and explained that there is a new software problem, so that what he has been doing for 2 years no longer works. He's happy with this. Also spoke to the auditor who was onsite, explained that I had advised him not to declare these cheques in this way - she confirmed that they should be put in the suspense account, and said she would talk him through the procedures. She also asked about another cheque which was not being handled correctly (not a cheque received in payment nor a rest home cheque); I knew nothing about this as the PM hadn't mentioned it.

Date:19-Jan-2004 12:43:56 User: Customer Call
Information above has been emailed to Julie Welsh, who will pass it on to POL. Please can EPOSS development have a look at this: At this site, since 3rd Dec (almost certainly as a result of the fixes in COUNTER EPOSS 20_3), a discrepancy (gain) on cheques is written to the messagestore with Mode DDN. In fact 3 lines are written: product 2, -ve salevalue; product 222, -ve salevalue; product 1, +ve salevalue (sum of the other 2). Summary file shows these messages, and also what happened before 3rd Dec. This is a nasty problem as, if cheques continue to be declared each week on the Declare Stock screen, the numbers keep doubling. However there is a simple circumvention and, as they should not be declaring cheques in this way, it shouldn't have much impact. But I think it should be looked at and resolved (any chance for S60??) - might be instances where it really does cause problems. Routing via QFP.

Date:19-Jan-2004 12:50:37 User: Customer Call
Fix for 97081 was to blame. Initialisation of the session effect variable with clsStockFigure was not initialised (was moved from clsOutlet). Alas this will affect products such as cheques with SE:Out when declared explicitly. Code will take less than 1

day to code /unit test.

Date:20-Jan-2004 14:31:00 User:Martin McConnell

I'd like to add that this can occur when a clerk declares any cheque short of what the system has calculated; the fact that the clerk/PM in this instance was going against normal procedure is irrelevant. Multiply this potentially several thousands of times over there could be an awful lot of 'repair' work to do when S50R kicks in for real.

Date:27-Jan-2004 10:16:14 User:Tyrone Cozens

Requires further discussion with Debbie Richardson and Mik Peach, with regards to the target release this should be authorised for.

Date:29-Jan-2004 11:19:52 User:Lionel Higman

The call TargetRelease has been changed from:-
BI_3S50R-Provisional
The call TargetRelease is now:-
BI_3S60

Date:29-Jan-2004 11:20:16 User:Lionel Higman

The Call References have been updated. They are now :-
PowerHelp : E-0401130647
Other : S60 PinICL Pack

Date:29-Jan-2004 11:21:25 User:Lionel Higman

The Call record has been assigned to the Team Member: Mark Scardifield

Date:29-Jan-2004 11:22:03 User:Lionel Higman

Target release agreed between development, test and live support.

Date:29-Jan-2004 11:35:21 User:Matt Arris

The Call record has been assigned to the Team Member: Martin McConnell

Date:29-Jan-2004 14:06:55 User:Martin McConnell

F) Response :
A fix is available in S60 stream to build
[END OF REFERENCE 37479926]
Response code to call type L as Category 46
Hours spent since call received: 0 hours

Date:29-Jan-2004 14:07:13 User:Martin McConnell

The Call record has been assigned to the Team Member: Geoff Thomas

Date:16-Feb-2004 16:36:46 User:Geoff Thomas

Fix now on DeLY Rigs.

Date:16-Feb-2004 16:36:55 User:Geoff Thomas

The Call record has been transferred to the team: AP System Test

Date:20-Feb-2004 13:41:10 User:Julie Havard

20/02/2004 13:39:01 - By Julie Havard
Routed to me by Geoff, by mistake. Routing back to Geoff as per his request.

Date:20-Feb-2004 13:41:12 User:Julie Havard

The Call record has been transferred to the Team: EPOSS-Rel
Hours spent since call received: .1 hours

Date:20-Feb-2004 13:53:10 User:Geoff Thomas

The Call References have been updated. They are now :-
ORIGINATOR : Phelp
PowerHelp : E-0401130647
Other : S60 PinICL Pack
Fix released in WP17829, BI3S60.

Date:20-Feb-2004 13:57:25 User:Geoff Thomas

The Call record has been transferred to the team: Dev-Int-Rel

Date:05-Mar-2004 09:31:16 User:Brian Bradley
The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-0401130647
Other : S60 PinICL Pack
Work Package : FWY WP 17829
T Other : COUNTER_S60_V001-V000

Date:05-Mar-2004 09:31:19 User:Brian Bradley
F) Response :

Date:05-Mar-2004 09:31:20 User:Brian Bradley
Fast-track released, please re-test
[END OF REFERENCE 37765312]

Date:05-Mar-2004 09:31:22 User:Brian Bradley
Responded to call type L as Category 46 -Product Error Fixed

Date:05-Mar-2004 09:31:23 User:Brian Bradley
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: ITU SV&I

Date:05-Mar-2004 09:31:24 User:Brian Bradley
Hours spent since call received: 0 hours

Date:05-Mar-2004 10:07:29 User:_Customer Call_
Fast-track released, please re-test

Date:20-Mar-2004 10:16:30 User:Chris Hawkes
E) Response :
Administrative closure for OTI switch.
[END OF REFERENCE 37883369]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: 0 hours

Date:20-Mar-2004 10:16:32 User:Chris Hawkes
CALL PC0098230 closed: Category 68, Type L
The response was delivered to: PowerHelp

Date:20-Mar-2004 11:57:54 User:_Customer Call_
Date and time complete: 20/03/2004 10:48:37
Service Complete (Confirmation) Received

Date:22-Mar-2004 09:08:14 User:_Customer Call_
EMPTY
20/03/04 10:48 PINICL
REASSIGN: OTI monitor reassigned this call from PINICL to the Action Group
HSH1 as directed by the OTIReturn activity
22/03/04 08:46 uk081610
REASSIGN: Call # E-0401130647 was Reassigned from Group HSH1 to Jane
Kastenhofer, Group HSH1

22/03/04 09:05 SYSADM
ReOpen OTI: Automatic Re-Open OTI
***Updated by Tina Wogens at 22/03/04 09:05:49
22/03/04 09:05 uk081610
REASSIGN: Call # E-0401130647 was Reassigned from Jane Kastenhofer,
Group HSH1 to Group EDSC1

Date:22-Mar-2004 09:08:14 User:_Customer Call_
CALL PC0098230 reopened by _Customer Call_

Date:22-Mar-2004 09:13:53 User:_Customer Call_
Administrative closure for OTI switch.

Date:22-Mar-2004 09:27:08 User:Chris Hawkes

The Call record has been transferred to the team: ITU SV&I
Progress was delivered to Powerhelp

Date: **29-Mar-2004 12:27:58** User: **Customer Call**
EMPTY 29/03/04 12:26 uk951566 HSH8 Repeat Call: RLM phoning, requests to speak to Jane as was dealing with
this call previously 29/03/04 12:27 uk951566 HSH8 Information: spoke to Jane, transferred RLM

Date: **29-Mar-2004 12:31:32** User: **Customer Call**
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
29/03/04 12:29 uk951450 HSH1 Information: Have spoken to Phil and advised that I will call him back

Date: **29-Mar-2004 13:03:55** User: **Customer Call**
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
29/03/04 12:58 uk951450 HSH1 Information: Have contacted Phil and gone through the findings of SSC.
Phil needed this information for a disciplinary with the PM tomorrow. Advised Phil that this is basically user error and 3rd line had advised the PM of correct procedures

Date: **12-May-2004 11:07:07** User: **Simon Vaughan**
Raph, can you retest this? Speak to Billie as she may have some scripted tests for this.

Date: **12-May-2004 11:07:12** User: **Simon Vaughan**
The Call record has been assigned to the Team Member: Raphael Howley
Progress was delivered to Powerhelp

Date: **27-May-2004 13:46:54** User: **Raphael Howley**
Re-tested on BTC3 fad 183611 20 counter.
Account balancing - cheque was declared in stock declaration, and was not allowed to progres on through balancing as there should be no cheques in stock declaration.
The call will now be closed.

Date: **27-May-2004 13:48:05** User: **Raphael Howley**
The Call record has been assigned to the Team Member: Simon Vaughan
Progress was delivered to Powerhelp

Date: **27-May-2004 15:11:42** User: **Simon Vaughan**
Lionel, this can be closed (successfully re-tested)

Date: **27-May-2004 15:11:46** User: **Simon Vaughan**
The Call record has been transferred to the team: QFP
Progress was delivered to Powerhelp

Date: **27-May-2004 15:13:39** User: **Lionel Higman**
[Start of Response]
Fix tested as clearing reported roblem.
[END OF REFERENCE 38115255]
Response code to call type L as Category 46
Hours spent since call received: 0 hours

Date: **27-May-2004 15:14:17** User: **Lionel Higman**
[Start of Response]
Fix tested at S60 as clearing reported problem.
[END OF REFERENCE 38115262]
Response code to call type L as Category 74
Hours spent since call received: 0 hours

Date: **27-May-2004 15:18:25** User: **Barbara Longley**
Product EPOSS & DeskTop Balancing added.

Date: **27-May-2004 15:18:27** User: **Barbara Longley**
Product EPOSS & DeskTop Balancing updated to Subject.

Date:27-May-2004 15:18:48 User:Barbara Longley
 [Start of Response]
 Date:2004-05-27 15:14:17.947
 User:Lionel Higman - QFP
 Fix tested at S60 as clearing reported problem.
 Closing as 74 - Fix at Future Release.
 [END OF REFERENCE 38115356]
 Response code to call type L as Category 74
 Service Response was delivered to Powerhelp
 Hours spent since call received: 0 hours

Date:27-May-2004 15:18:48 User:Barbara Longley
 CALL PC0098230 closed: Category 74 Type L

Date:27-May-2004 15:20:15 User:_Customer Call_
 Consumer Phelp has received the call closure

Root Cause	Development - Code
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- Balancing (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	27-May-2004 15:20 -- _Customer Call_