Page 1 of 1

Call Details E-0401280325

Call E-0401280325 Status: Closed Qeneta: Wed 28 January 2004 11:13 Affected Site: 213337 Seventy: 2 C Closed: Wed 28 January 2004 11:21 FAD/Path Code: 213337 Customer: IQ39 No. Counters: 2 Priority: IO Counters: I2 Caller Clealis Caller Details Caller Details Caller Details Caller States In Al discrepencys are going through on the system. And this has been the case for 3 weeks in a row. Week Text: 1, 121103 down. Week 2: 4230.97 down. Week 3 (today): approx. £2500. Call Close by Dane Meah: NBSC issue. Transfered for investigation. Call Close by Dane Meah: NBSC issue. Transfered for investigation. Call Activity Log Call Activity Log OPFNUE: Call Activity Log Call Close by Dane Meah: NBSC issue. Transfered for investigation. Call Activity Log Call Activity Log OProduct Seriel All Activity Log Call Activity Log Call Activity Log	Post C		ount NWB01 Arch	nive4.1 on			PH4PatNWB01 msdc01poadb0	****	27/10/200	5	×	
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Call Details E-0402130267

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OTI F	Reference:		Cour	ter Affected:	1	Asso	ciated Referen	nce: h-130	451200 0		
xxxxxXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX				Call	Activity Log			<u>,</u>			
formation F	ri 13 Febr NBSC adv	uary 2004 10 they have: Cl	r the next day :48 by UK9510 necked that he :49 by UK9510	is cutting ev	erything off p	roperly, cash fig	ures are being	done prop	erly		
F ODIFY F	PM has ins Fri 13 Febr	isted on a sys uary 2004 10	stem check :50 by UK9510	305 / HSH5			i 13 February 2	004 10:51			
C	Call inform	ation modified	l by Tony Law	Associated I	Ref: from " to						
F	Problem ha	as been happ	:51 by UK9510 enign for 5 we	eks							
formation F	ri 13 Febr	uary 2004 10	:51 by UK951	305 / HSH5	d a laga that r		13 February 2	004 10:51			
formation F	Fri 13 Febr	uary 2004 10	en remmed in t :51 by UK951	305 / HSH5	u a 1055 tilat i		i 13 February 2	004 10:51			
			agree with PM :52 by UK951			Saved: Fr	i 13 February 2	2004 10:52			
F	M adv NE	SC have don	ie: txn logs, gii	o banks logs	, reconcilation	ns, Rems in/out,	stock holding.				
formation F	ri 13 Febr	uary 2004 10	:53 by UK951	605 / HSH5			i 13 February 2	004 10:53	•		
			ay decs but no		e to do this or		: 40 Eshruppy (004 10-54			
5	SU: AA Us	ername: LCA	:54 by UK951 001 Manifeste t he does rem	d: 5 weeks a	go PM adv he	e did not rem in					
ODIFY F	ri 13 Febr	uary 2004 11	:34 by UK951	305 / HSH5			i 13 February 2 30451200 0'	2004 11:54	Ļ		
scalate F	Fri 13 Febr		:54 by UK951				i 13 February 2	2004 11:54	Ļ		
formation F	Fri 13 Febr	uary 2004 11	:54 by UK951 as listing for th	a 11th it state	es all of chequ	ues for the 10th	i 13 February 2 as well. when i	got him to	go through his		
t	he once. p	m sttaed he v	as happened n was sure he cu :02 by UK951	it off, so advi	ce but when g sed i would lo	going thorugh his og all details and Saved: Fr	s cheques it ha I to call back if i 13 February 2	nappens a	igain.		
c		hy Tony Law	PM states his	checques ke	eep carrying of the set of the se	over from the da	v before, advis	ed pm to c	call back if		
				ζ							

Call Details E-0402130267

Page 2 of 2

since then, ref given to pm to call back.

MODIFY Mon 16 February 2004 09:51 by 062457 / HSH4 Saved: Mon 16 February 2004 09:53 Call information modified by Elizabeth Smith Call Type: from 'X' to 'S' Cause: from 'CM2' to 'CQ5' Product ID: from 'Non Horizon Business' to 'EPOSS' Repair: from 'R74' to 'RF1' Severity: from '2' to '3' ...etc.

Call E-0	402180803					<u>©</u> 2	2002 Fujitsu Services Limited
Status	Closed		Opene	Wed 18 Febru	uary 2004 14:25	Affection Sta	PATH022
Salam	3 B		Cioco	Fri 05 March	2004 17:22	FAD/Path cord	PATH022
CUSION	PATHWAY					So. Counters	0
Photo	0	Local / Intern	ierliate / Remot	- 1		CSR/Tean	GB082474 / SMC1
				Caller Details			
	Iton A Morris		Shore.	GRO		Sile	
1	UC.		Login			Departmen	
			Collar (P)			Location	
Provinsk		and bearing		Call Problem Det	Probleme OP02	of the spin thing	
		Cell Type:	0		OF02		Problem
							ts were from a number
1.570	of FAD's - "An er	or has occured - se	-		ASEPOSSDailyRec	on, KEL DRowe24Q.	
	05/03/04 17	7-00		Call Closure Det	ails Robain R21	5	Resolution RS08
		.22 by David Hunter: cl		CET	Advaller (K2)	÷	Assembler RS00
	Call Close	by David Humer. Cr	Using Call	Call Asset Deta	ile		
	AssetID			Coll ASSet Deta	Description		SOUTHING
		Jnknown Product			Desemblen		Server Name
	OTI References						
		-00099159			inter Afrecteds 0		ciated Reference
OPEN	Wed 19 Eabrug		L004647 / 8840	Call Activity Lo		Wed 18 February 20	03.14-25
UPEN	Jahren and an and an and an and a straight and a	ry 2004 14:18 by u				າກການການການພະບໍລິພາກແຫ່ນສໍ້ມະນາກ	000 events in 30 mins
							POSSDailyRecon, KEL
Information	Wed 18 Februa	ry 2004 14:33 by ul	k081617 / SMC	1	Saved.	Wed 18 February 20	04 14:33
		call as KEL seems tions for the SMC.	to indicate this	should not occu	r on a large amount o	of FADs at the same t	ime. KEL will also need
Information	Wed 18 Februa	ry 2004 14:40 by ul	k081617 / SMC	1	Saved	Wed 18 February 20	04 14:40
	dia amin'ny faritr'o dia	12712900101 - 14					
REASSIGN	· · · · · · · · · · · · · · · · · · ·	ry 2004 14.42 by ul				Wed 18 February 20	
	assignment to S		ned from Adam	worns, Group S	MC1 to Group SMC-	viss-supp clive - a	omments phor to
REASSIGN	Wed 18 Februar	ry 2004 16:36 by u	k081617 / SMC	1	Saved	Wed 18 February 20	04 16:36
	Contractor and a second second second				PP to Group SMC FIL		
Open OTI		y 2004 16:36 by S				Wed 18 February 20	04 16:36
DEADDION		OTI *** Updated by				Mad 18 February 20	04.46.00
REASSIGN	Sector and the sector of the s	y 2004 16:36 by ul 0803 was Reassig			1	Wed 18 February 20	04 10.30
OTI Success	/ .						
	New call sent to	PINICL					
OTI Success	4						
	Received an Ad	knowledgement fro	m PINICL PINIC	CL call number is	PC0099159		
UPDATE	Wed 18 Februar	y 2004 17:02 by Pl	NICL /		Saved:	Wed 18 February 20	04 17:02
	By Barbara Long EDSC.	pley at 18-feb-2004	16:59:00 Cate;	gory 40 - Inciden	t Under Investigation	Prescan: Assigning (call to John Ballantyne in
UPDATE	Wed 18 Februar	y 2004 17:29 by Pl	NICL /		Saved:	Wed 18 February 20	04 17:29
		me at 18-feb-2004 s already associate				Audit entry shows 'Di	R:LocateEPOSSProduct
UPDATE		y 2004 17:29 by PI				Wed 18 February 20	04 17:29
				ory 40 - Incident	Under Investigation		
LINK	Wed 18 Februar	y 2004 18:23 by uk	082042 / SMC1	I	Saved:	Wed 18 February 20	04 18:23

	Linked call 'E-0402181135' by Gordon Sandeman	
Information	Wed 18 February 2004 18:23 by uk082042 / SMC1	Saved Wed 18 February 2004 18:23
onomaaon	LINKED call E-0402181135 was updated as follows: The Masterte	
OTI Succes		
	An add has been sent to PINICL	
nformation	Wed 18 February 2004 18:33 by uk082042 / SMC1	Saved: Wed 18 February 2004 18:33
071 O	LINKED call E-0402181135 was updated as follows: TEC 'live' aga	an at 18:33.
OTI Succes:	8	
	An add has been sent to PINICL	
DELINK	Wed 18 February 2004 18:50 by uk082042 / SMC1	Saved: Wed 18 February 2004 18:50
	De-linked call 'E-0402181135' by Gordon Sandeman: Linked for in	
JPDATE	Wed 18 February 2004 19:06 by PINICL /	Saved: Wed 18 February 2004 19:06
(), had an ann an an ann an a	By John Ballantyne at 18-feb-2004 19:03:00 Category 40 - Inciden	t Under Investigation Attaching evidence
JPDATE	Wed 18 February 2004 19:15 by PINICL /	Saved: Wed 18 February 2004 19:15
	By John Ballantyne at 18-feb-2004 19:12:00 Category 40 - Inciden	t Under Investigation Routing to EPOSS-Dev
nformation	Wed 18 February 2004 20:05 by uk085505 / SMC1	Saved: Wed 18 February 2004 20:05
	Neil From Cfm3 Called to inform us e-pay informed us for informat problems within our domain. Informed POA DM and SMC DM	ion only as the problem is on there side. Cfm3 confirmed no
nformation.	Wed 18 February 2004 20:18 by uk085505 / SMC1	Saved: Wed 18 February 2004 20:18
	will call e-pay @ 21:00 and every hour after until resolution	
nformation	Wed 18 February 2004 20:20 by uk085505 / SMC1	Saved: Wed 18 February 2004 20:20
	please ignore last 2 updates as wrong call updated	
TI Success		
	An add has been sent to PINICL	
JPDATE	Thu 19 February 2004 10:17 by PINICL /	Saved: Thu 19 February 2004 10:17
	CIVITY_EF0005_001ED 20_1 currently at 7000 Odleta 00% of the	se the gateways are calling home with a critical event 'An error ha
	occurred - see audit log for details'. Date Events Outlets 2004-Feb- 2004-Feb-07 7 1 40 17.50% 2004-Feb-09 8 40 20.00% 2004-Feb- 22.50% 2004-Feb-13 10 40 25.00% 2004-Feb-14 6 40 15.00% 200 37.50% 2004-Feb-17 1395 1 4014 34.75% 2004-Feb-18 2515 287	10 9 40 22.50% 2004-Feb-11 9 40 22.50% 2004-Feb-12 9 40 04-Feb-15 0 3189 3229 0.00% 2004-Feb-16 1505 784 4013
	occurred - see audit log for details'. Date Events Outlets 2004-Feb- 2004-Feb-07 7 1 40 17.50% 2004-Feb-09 8 40 20.00% 2004-Feb- 22.50% 2004-Feb-13 10 40 25.00% 2004-Feb-14 6 40 15.00% 200 37.50% 2004-Feb-17 1395 1 4014 34.75% 2004-Feb-18 2515 287 seeing all offices calling in every day.	-03 3 0 2004-Feb-05 2 39 39 5.13% 2004-Feb-06 11 39 28.21% 10 9 40 22.50% 2004-Feb-11 9 40 22.50% 2004-Feb-12 9 40 04-Feb-15 0 3189 3229 0.00% 2004-Feb-16 1505 784 4013
DTI_CLOSE	occurred - see audit log for details'. Date Events Outlets 2004-Feb- 2004-Feb-07 7 1 40 17.50% 2004-Feb-09 8 40 20.00% 2004-Feb- 22.50% 2004-Feb-13 10 40 25.00% 2004-Feb-14 6 40 15.00% 200 37.50% 2004-Feb-17 1395 1 4014 34.75% 2004-Feb-18 2515 287	-03 3 0 2004-Feb-05 2 39 39 5.13% 2004-Feb-06 11 39 28.21% 10 9 40 22.50% 2004-Feb-11 9 40 22.50% 2004-Feb-12 9 40 04-Feb-15 0 3189 3229 0.00% 2004-Feb-16 1505 784 4013 7 6891 36.50% We believe this is product related hence we are no Saved: Fri 05 March 2004 13:47 S ACTION USING CURRENT DATE AND TIME By Barbara 5/03/2004 11:36:44 - By Graham Jennings - LST RNB5313 passe
-	occurred - see audit log for details'. Date Events Outlets 2004-Feb- 2004-Feb-07 7 1 40 17.50% 2004-Feb-09 8 40 20.00% 2004-Feb- 22.50% 2004-Feb-13 10 40 25.00% 2004-Feb-14 6 40 15.00% 200 37.50% 2004-Feb-17 1395 1 4014 34.75% 2004-Feb-18 2515 287 seeing all offices calling in every day. Fri 05 March 2004 13:47 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THI Longley at CELT Category 60 - S/W Fix Released to Call Logger 00 test in LST 05/03/2004 11:36:44 - By Graham Jennings Responde Closing call as S/W Fix Released to Call Logger.	-03 3 0 2004-Feb-05 2 39 39 5.13% 2004-Feb-06 11 39 28.21% 10 9 40 22.50% 2004-Feb-11 9 40 22.50% 2004-Feb-12 9 40 04-Feb-15 0 3189 3229 0.00% 2004-Feb-16 1505 784 4013 7 6891 36.50% We believe this is product related hence we are n <i>Saved:</i> Fri 05 March 2004 13:47 S ACTION USING CURRENT DATE AND TIME By Barbara 5/03/2004 11:36:44 - By Graham Jennings - LST RN85313 passe
-	occurred - see audit log for details'. Date Events Outlets 2004-Feb- 2004-Feb-07 7 1 40 17.50% 2004-Feb-09 8 40 20.00% 2004-Feb- 22.50% 2004-Feb-13 10 40 25.00% 2004-Feb-14 6 40 15.00% 200 37.50% 2004-Feb-17 1395 1 4014 34.75% 2004-Feb-18 2515 287 seeing all offices calling in every day. Fri 05 March 2004 13:47 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THI Longley at CLL' Category 60 - S/W Fix Released to Call Logger 00 test in LST 05/03/2004 11:36:44 - By Graham Jennings Responde Closing call as S/W Fix Released to Call Logger. Fri 05 March 2004 13:47 by PINICL /	-03 3 0 2004-Feb-05 2 39 39 5.13% 2004-Feb-06 11 39 28.21% 10 9 40 22.50% 2004-Feb-11 9 40 22.50% 2004-Feb-12 9 40 04-Feb-15 0 3189 3229 0.00% 2004-Feb-16 1505 784 4013 7 6891 36.50% We believe this is product related hence we are n <i>Saved:</i> Fri 05 March 2004 13:47 S ACTION USING CURRENT DATE AND TIME By Barbara 5/03/2004 11:36:44 - By Graham Jennings - LST RNB5313 passe d to call type L as Category 60 -S/W Fix Released to Call Logger <i>Saved:</i> Fri 05 March 2004 13:47
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Call Close by David Hunter: closing call

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Call Details E-0402250454

will call back tonight if further assistance required

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MODIFY	Wed 25 Fe	bruary 2004 13:30 by uk05	9697 / 1	HSH4	Saved:	Wed 25 Feb	oruary 20	04 13	:31
	Call inform	ation modified by Sandra H	lawkins	Cause: from 'CN	M1' to 'CM3' Produess' Problem Type	uct ID: from e: from 'XI06	'EPOSS- ' to 'XI18	Cash	Account' to 'Non
			al / Intermediate / Remote: L CSR/Team: GB08276 Caller Details Caller Details Caller Details Caller ID: Call Problem Details Call Type: X ProbType: XI18 Call Type: X ProbType: XI18 Call Closure Details Call Closure Details Call Closure Details Call Closure Details Call Asset Details Call Asset Details Call Asset Details Call Secreption: Non Horizon business Ser						47
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Call Details E-0402250553

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OPEN	Wed 25 F	ebruary 2004 11:	56 by GB08	2760 / 1	HSH1		-								
						s called th									
Information	Wed 25 F	ebruary 2004 12:	09 by GB08	82760 / 1	HSH1	harholon								to cal	. !
	PM called	n at 11:03 today	regarding p nave a net d	iscrepa	ncy on	the cash	account.	eu NDO	C mar me	ayen	n auvi	360 1		10 001	. 1
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	Call inform	Caller ID: Location: Location: Call Problem Details Problem I Problem Details Call Type: X ProbType: XI18 Problem: Call Closure Details Call Closure Details Call Closure Details Call Closure Details Call Asset Details Call Asset Details Call Asset Details Serial No:													
		kt: NBSC - PM has called the NBSC regarding problems with her balance. Call Closure Details 2/2004 12:12 Cause: Call Asset Details Serial No: Non Horizon Business Description: Non Horizon Business Description: Call Activity Log February 2004 11:56 by GB082760 / HSH1 Saved: Wed 25 February 2004 12:03 taken by Robert Congerton: NBSC - PM has called the NBSC regarding problems with her balance. February 2004 12:09 by GB082760 / HSH1 Saved: Wed 25 February 2004 12:09 d in at 11:03 today regarding problems with her balance. Advised NBSC that the agent advised the PM to call onight when they have a net discrepancy on the cash account. February 2004 12:12 by GB082760 / HSH1 Saved: Wed 25 February 2004 12:12 Se by Robert Congerton: pmhtcc Saved: Wed 25 February 2004 12:12 Se by Robert Congerton: pmhtcc Saved: Wed 25 February 2004 12:12 Se by Robert Congerton: pmhtcc Saved: Wed 25 February 2004 12:12 <tr< td=""></tr<>													
						om 'R58' t									

Page 1 of 2

Call Details E-0402251011

[____]

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Call E-04		11					©2002	Fujitsu Serv	ices Limite
	losed		Opened	Wed 25	February 2004 16:56	6	Affected Site:	213337	aşaanan (1997)
Severity: 3			Closed		February 2004 12:45		D/Path Code:	PATH022	
	ATHWAY					~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	No. Counters:	2	<u>hangkangkangkanan di kangkanan di kangkangkan di kangkangkan di kangkan di kangkan di kangkan di kangkan di kang</u>
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******	Niall Vince	nt	Phone				Departm		
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	processes			all Problem					
Product	PT03		Call Type: S		ProbType	SD11		Р	roblem:
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Problem Text:	audit log'	int seen @ is.		11210007	boror stating Error	message			
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Asset	ID:		Description:	1				Ś	Serial No:
Contractory of the Contractory o	ICT: PATICL	X365/400B	Description:	Multi Co	unter Gateway 400 -	Live PO	Sites	Serv	er Name:
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				Call Activi	ity Loa		2012/01/01/01/01/01/01/01/01/01/01/01/01/01/		
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	TS Thu 26 Open (February 200 Calls Troublest	4 12:21 by uk08126 noot (Affected Site:2	65 / SMC1 213337)	Sav	/ed: Thu :	26 February 20		
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CLOSE	Call Cl SMC s	ose by David N o closing call,	vlartin: HSH have lo no aciton taken.	ogged call	E-0402251077 and p	progresse	ed call to SSC	- no furthe	r action fo
MODIFY			11:33 by uk059697	/ HSH4	Sau	ved: Mon	01 March 200	4 11:33	
CLOSE	aciton Thu 26 Call Cl SMC s	taken. February 200 ose by David M o closing call,	4 12:45 by uk08126 Martin: HSH have lo no aciton taken.	65 / SMC1 ogged call	Sav E-0402251077 and p	ved: Thu progresse	26 February 20 ed call to SSC	004 12:45 - no furthe	

Call Details E-0402251011

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Call information modified by Sandra Hawkins Resolution Method: from 'RS05' to 'RS08'

Call Details E-0402251077

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$\mathbf{P}c$	ige		OT.	· ,
16	izu	1	U1	~

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Call E-0	402	25107	7						Q	2002 F	ujitsu Service	s Limite
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Severity:	3 B	1	1999)WWWWWWWWWWWW	C	losed: S	Sat 28 Fe	bruary 2004 11:3	2	FAD/Path C	ode: 2	213337	
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Priority:	0		Local / Inte	ermediate / Re	emote: l		***************************************		CSR/Te	eam: L	uk081216 / H	ISH6
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Са	ller: K	Culi		Phone	GF	RO				Site	: 213337	
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			n geograam ka	Caller ID:	****	2010010101010101010	10	***	Lo	cation	;	05000000000000000000000000000000000000
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Text: Cal	I Close	e by Kuljii I that this	nder Bhack office has	hu: sussanna been alerted	has spo to julie v	ken to the velsh for l	e pm, explained ti the descrepencies	hat there s probler	e was no softw m, pmhtcc.	are pro	oblem found	
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contacted	Wed spok healt	25 Febru e to Sano th checkir	iary 2004 ⁻ Ira @ NBS ig ok.	17:37 by uk08 SC on 012262	31216 / H 74511 r	HSH6 egarding	Sa this issue. Check	ed tivoli	events and he	alth ch	ecked. Site	is
formation	Critic audit Wed	cal event log' 25 Febru	seen @ 13 iary 2004 ⁻	300.36 18/02 17:40 by uk08	2/04 on H	12133370	00101 stating 'Erro	or messa	age. An error h	as occ	curred = see	the
nformation	Wed	25 Febru	ary 2004 '	17:40 by uk08	31216 / H	HSH6				·	17:40	
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nformation	Wed	25 Febru	ary 2004 '	18:07 by uk08	31216 / H	1SH6						
Contacted	Wed spok	25 Febru e to pm, v	ary 2004 ⁻ who advise	18:09 by uk08 es that the pro	31216 / H oblem wi	HSH6	Sa	aved: We	ed 25 February	2004	18:09	box fo
	Wed user	25 Febru name CT	ary 2004 ⁻ R001 and	18:11 by uk08 CRT002 Oth	31216 / H er bal us	sers LCA	001 and LCA002	stock un	it aa balance o	on wea	inesday afte	r 17.3
lecomment	could	t ssc plea	se investio	nate why this	P.o is ex	operiencir	ng large descrepe ssible problem. N	encies ev BSC hav	ver since BT ei ve said there is	nginee s no us	r has moved ser error. Tha	I BT ank yo
	Mad	25 Febru		JSL Install. K		STEA			ad 25 Eabruan	/ 2004	19.16	
pen OTI				18:16 by SYS					eu 25 Februar	•	10.10	
	Auto Wed	matic Op 25 Febru	en OTI ***I ary 2004 1	18:16 by SYS Updated by K 18:16 by uk08	uljinder 31216 / H	Bhachu a -ISH6	/t 25/02/2004 18 Sa	16:44 a <i>ved:</i> We	ed 25 Februar			
REASSIGN	Auto Wed Call i New	matic Op 25 Febru # E-0402 call sent	en OTI ***I ary 2004 / 251077 wa to PINICL	18:16 by SYS Updated by K 18:16 by uk08 as Reassigne	uljinder 31216 / H d from K	Bhachu a HSH6 Culjinder E	ئt 25/02/2004 18: لا Bhachu, Group HS	16:44 a <i>ved:</i> We SH6 to G	ed 25 Februar Group EDSC1			
REASSIGN DTI Success DTI Success	Auto Wed Call i New Rece	matic Op 25 Febru # E-0402 call sent eived an A	Caller Details Ising Site: 213337 Login: Department: Location: Call Problem Details Call Problem Details Location: 3 Call Type: S ProbType: SD13 reporting that they are getting large descpencies for the last few weeks. Call Closure Details Cause:: CES Calls could be appendent to the print, explained that there was no software problem for office has been alerted to julie welsh for the descrepencies problem, pmhtcc. Call Asset Details Description: Call Asset Details Saved: Wed 25 February 2004 17:33 uary 2004 17:30 by uk081216 / HSH6 Saved: Wed 25 February 2004 17:33 Associated Fe saved: Wed 25 February 2004 17:36 uary 2004 17:36 by uk081216 / HSH6 Saved: Wed 25 February 2004 17:37 Muk081216 / HSH6 Saved: Wed 25 February 2004 17:37 uary 2004 17:37 by uk081216 / HSH6 Saved: Wed 25 February 2004 17:37 Saved: Wed 25 February 2004 17:39 Saved: Wed 25 February 2004 17:39 uary 2004 17:39 by uk081216 / HSH6 Saved: Wed 25 February 2004 17:39 Saved: Wed 25 February 2004 17:39 uary 2004 17:40 by uk081216 / HSH6 Saved: Wed 25 February 2004 17:39 Saved: Wed 25 February 2004 17:39						18:16			
OTI Success	Auto Wed Call New Rece Thu 2 By B	matic Op 25 Febru # E-0402 call sent eived an A 26 Febru	en OTI ***I arry 2004 251077 wa to PINICL Acknowled arry 2004 0 ongley at 2	18:16 by SYS Updated by K 18:16 by uk08 as Reassigne gement from 9:48 by PINI0	Culjinder 31216 / H d from K PINICL	Bhachu a -ISH6 Culjinder E PINICL ca	at 25/02/2004 18: St Bhachu, Group HS all number is PCC St	16:44 a <i>ved:</i> We 6H6 to G 0099954 a <i>ved:</i> Th	ed 25 February Group EDSC1 Ju 26 February	y 2004 2004	09:48	o Ani

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Call Details E-0402251077

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	By Anne Chambers at 26-feb-2004 13:12:00 Category 40 - la audit log had been checked, it would have shown a different occurred over the estate that night as a result of a faulty soft Thu 26 February 2004 15:48 by PINICL /	error message. The event was part of a storm which
01_02002	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Anne Chambers at 26-feb-2004 15:16:00 Category 94 - Advice and guidance given I have checked various things on the system. All the internal reconciliation checks are ok. Cheques are being handled correctly (except for 10th Feb when the clerk forgot to cut off the report - but this didn't cause a discrepancy). Cash declarations look ok, they usually use drawer id 11. Occasionally they have used a different drawer id, this can lead to amounts apparently doubling on the cash flow report, and should be avoided. But again it will not cause a discrepancy. Checking the cash transactions on the system against the declarations shows that they are not working particularly accurately (i.e. at the end of the day the cash they declare in the drawer is tens, hundreds or thousands of pounds astray from what has been recorded on the system). It is possible that they are not accurately recording all transactions on the system. There is no evidence whatsoever of any system problem. I've mentioned this outlet to Julie Welsh (Customer Services) who will try to get POL to follow it up, but in the meantime please tell the PM that we have investigated and the discrepancies are caused by the difference between the transactions they have recorded on the system and the cash they have declared, and are not being caused by the software or hardware.	
REASSIGN	Thu 26 February 2004 15:48 by PINICL /	Saved: Thu 26 February 2004 15:48
	OTI monitor reassigned this call from PINICL to the Action Group HSH6 as directed by the OTIReturn activity	
OTI Success	OTI monitor reassigned this call from PINICL to the Action G	roup HSH6 as directed by the OTIReturn activity
	Received call closure from PINICL	
	Fri 27 February 2004 15:31 by uk952022 / HSH5	Saved: Fri 27 February 2004 15:31
	Pm is requesting update	
Advice	Fri 27 February 2004 15:32 by uk952022 / HSH5	Saved: Fri 27 February 2004 15:32
	Advised as per last narrative that there is no evidence to suggest the discrepencies are caused by h/w or s/w error.	
Advice	Fri 27 February 2004 15:34 by uk952022 / HSH5	Saved: Fri 27 February 2004 15:34
	Advised Pm as per last narrative that Julie Welsh (customer services) had been made aware of FAD and that she will try and get POL to follow it up	
Information	Sat 28 February 2004 11:26 by uk081216 / HSH6	Saved: Sat 28 February 2004 11:26
	suzzanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the descrepencies problem. pmhtcc.	
CLEAR	Sat 28 February 2004 11:30 by uk081216 / HSH6	Saved: Sat 28 February 2004 11:30
	suzzanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the descrepencies problem, pmhtcc.	
CLOSE	Sat 28 February 2004 11:31 by uk081216 / HSH6	Saved: Sat 28 February 2004 11:32
	Call Close by Kuljinder Bhachu: sussanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the descrepencies problem. pmhtcc.	

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Richard, I have had a chat with Anne, she used the message store viewing to investigate this. If you want copies of extracts for the particular incorrect declarations please submit an ad hoc request requesting this information. Hope this helps, see below: NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Anne Chambers at 26-feb-2004 15:16:00 Category 94 - Advice and guidance given I have checked various things on the system. All the internal reconciliation checks are ok. Cheques are being handled correctly (except for 10th Feb when the clerk forgot to cut off the report - but this didn't cause a discrepancy). Cash declarations look ok, they usually use drawer id 11. Occasionally they have used a different drawer id, this can lead to amounts apparently doubling on the cash flow report, and should be avoided. But again it will not cause a discrepancy. Checking the cash transactions on the system against the declarations shows that they are not working particularly accurately (i.e. at the end of the day the cash they declare in the drawer is tens, hundreds or thousands of pounds astray from what has been recorded on the system). It is possible that they are not accurately recording all transactions on the system. There is no evidence whatsoever of any system problem. I've mentioned this outlet to Julie Welsh (Customer Services) who will try to get POL to follow it up, but in the meantime please tell the PM that we have investigated and the discrepancies are caused by the difference between the transactions they have recorded on the system and the cash they have declared, and are not being caused by the software or hardware. Julie Welsh Service Delivery Manager HSH Business Service Management, Post Office Account

FUJITSU SERVICES Lovelace Road Bracknell Berks RG12 8SN

Tel: Mob : Fax:

<http://services.fujitsu.com>

E-mail: Web:

ż,

Please note change of e mail address with effect from 1st April 2004 to: julie.welshl@uk.fujitsu.com

Fujitsu Services Limited, Registered in England no 96056, Registered Office 26, Finsbury Square, London, EC2A 1SL

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