



Post Office Account NWB01 Archive4.1 on
hshpowermart1

PH4PatNWB01 on
msdc01poadb02

27/10/2005



Call E-0401280325

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Status:	Closed	Opened:	Wed 28 January 2004 11:13	Affected Site:	213337
Severity:	2 C	Closed:	Wed 28 January 2004 11:21	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk951563 / HSH2
Caller Details					
Caller:	Liam	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	X	ProbType:	XI17
Problem Text:	Caller states that discrepencys are going through on the system. And this has been the case for 3 weeks in a row. Week 1: £1103 down. Week 2: 4230.97 down. Week 3 (today): approx. £2500.				
Call Closure Details					
Closed:	28/01/2004 11:21	Cause:	CM3	Repair:	R59
Resolution:	RS14				
Text:	Call Close by Dane Meah: NBSC issue. Transferred for investigation.				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Wed 28 January 2004 11:11 by uk951563 / HSH2			Saved: Wed 28 January 2004 11:13	
Information	New call taken by Dane Meah: Caller states that discrepencys are going through on the system. And this has been the case for 3 weeks in a row. Week 1: £1103 down. Week 2: 4230.97 down. Week 3 (today): approx. £2500.				
Information	Wed 28 January 2004 11:16 by uk951563 / HSH2			Saved: Wed 28 January 2004 11:16	
Advice	Caller states that these discrepencys have been relevamt to the level of stock currently being held.				
Information	Wed 28 January 2004 11:17 by uk951563 / HSH2			Saved: Wed 28 January 2004 11:17	
Information	adv caller that this problem will need to be thoroughly investigated by NBSC before the issue can be investigated as a software problem.				
Information	Wed 28 January 2004 11:20 by uk951563 / HSH2			Saved: Wed 28 January 2004 11:20	
Information	transferred the caller to the NBSC so that the incident could be investigated further.				
CLOSE	Wed 28 January 2004 11:21 by uk951563 / HSH2			Saved: Wed 28 January 2004 11:21	
Information	Call Close by Dane Meah: NBSC issue. Transferred for investigation.				
MODIFY	Wed 28 January 2004 11:43 by uk059697 / HSH4			Saved: Wed 28 January 2004 11:43	
Information	Call information modified by Sandra Hawkins Product ID: from 'PATITH94PTR' to 'Non Horizon Business' Prod. Descr.: from " to 'Non Horizon business'				



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Call E-0401290358

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Status:	Closed	Opened:	Thu 29 January 2004 10:26	Affected Site:	213337
Severity:	2 C	Closed:	Thu 29 January 2004 10:31	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB082294 / HSH8
Caller Details					
Caller:	Lee	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	X	ProbType:	XI17
Problem Text:	pm reports the is having problems on his system connected to rems, every time he rems in it leaves him with a discreapncy and he been to the nbsc and back to us and now wants his system investigating				
Call Closure Details					
Closed:	29/01/2004 10:31	Caused:	CM2	Repair:	R59
				Resolution:	RS14
Text:	Call Close by Mary Rainbow: pm reports ongoing problems on system with discrepancies - pm transferred to nbsc for further assistance				
Call Asset Details					
Asset ID:		Description:		Serial No.:	
Product:	Non Horizon Business	Description:		Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Thu 29 January 2004 10:21 by GB082294 / HSH8			Saved: Thu 29 January 2004 10:26	
	New call taken by Mary Rainbow: pm reports the is having problems on his system connected to rems, every time he rems in it leaves him with a discreapncy and he been to the nbsc and back to us and now wants his system investigating				
Advice	Thu 29 January 2004 10:30 by GB082294 / HSH8			Saved: Thu 29 January 2004 10:30	
	advised the pm for this to happen he needs to re referred from the nbsc				
Information	Thu 29 January 2004 10:30 by GB082294 / HSH8			Saved: Thu 29 January 2004 10:30	
	caller transferred to nbsc				
CLOSE	Thu 29 January 2004 10:31 by GB082294 / HSH8			Saved: Thu 29 January 2004 10:31	
	Call Close by Mary Rainbow: pm reports ongoing problems on system with discrepancies - pm transferred to nbsc for further assistance				



Post Office Account NWB01 Archive4.1 on
hshpowermart1

PH4PatNWB01 on
msdc01poadb02

27/10/2005



Call E-0402130267

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Status:	Closed	Opened:	Fri 13 February 2004 10:46	Affected Site:	213337
Severity:	3 B	Closed:	Fri 13 February 2004 12:02	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	UK951605 / HSH5
Caller Details					
Caller:	Lee Castleton	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	S	ProbType:	SD13
Problem Text:	Marie @ NBSC - PM adv his system is doubling up cash declarations and cutting off cheques they still appear the next day				
Call Closure Details					
Closed:	13/02/2004 12:02	Cause:	CQ5	Repair:	RF1
				Resolution:	RS14
Text:	Call Close by Tony Law: PM states his cheques keep carrying over from the day before. advised pm to call back if happens again as only happened the once on the 11th and cannot check event log to see if he cut off as pm rolled over since then. ref gl				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	EPOSS	Description:	EPOSS	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	h-130451200 0
Call Activity Log					
OPEN	Fri 13 February 2004 10:45 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:46
	New call taken by Tony Law: Marie @ NBSC - PM adv his system is doubling up cash declarations and cutting off cheques they still appear the next day				
Information	Fri 13 February 2004 10:48 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:48
	NBSC adv they have: Checked that he is cutting everything off properly, cash figures are being done properly				
Information	Fri 13 February 2004 10:49 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:49
	PM has insisted on a system check				
MODIFY	Fri 13 February 2004 10:50 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:51
	Call information modified by Tony Law Associated Ref: from " to 'h-13045120'				
Information	Fri 13 February 2004 10:51 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:51
	Problem has been happenign for 5 weeks				
Information	Fri 13 February 2004 10:51 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:51
	Everytime stock has been remmed in they have had a loss that night.				
Information	Fri 13 February 2004 10:51 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:51
	Snapshots and txn logs agree with PM's figures				
Information	Fri 13 February 2004 10:52 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:52
	PM adv NBSC have done: txn logs, giro banks logs, reconciliations, Rems in/out, stock holding.				
Information	Fri 13 February 2004 10:53 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:53
	PM adv there is a Sunday decs but no one is on site to do this on a Sunday.				
Information	Fri 13 February 2004 10:54 by UK951605 / HSH5				Saved: Fri 13 February 2004 10:54
	SU: AA Username: LCA001 Manifested: 5 weeks ago PM adv he did not rem in any stock last week and balanced perfectly, every week hat he does rem stock in the balance is wrong				
MODIFY	Fri 13 February 2004 11:34 by UK951605 / HSH5				Saved: Fri 13 February 2004 11:54
	Call information modified by Tony Law Associated Ref: from 'h-13045120' to 'h-130451200 0'				
Escalate	Fri 13 February 2004 11:54 by UK951605 / HSH5				Saved: Fri 13 February 2004 11:54
	escalated to heather dryden				
Information	Fri 13 February 2004 11:54 by UK951605 / HSH5				Saved: Fri 13 February 2004 11:54
	pm states on the cheques listing for the 11th it states all of cheques for the 10th as well. when i got him to go through his checks pm sttaed this has happened more than once but when going thorough his cheques it had actually happened just the once. pm sittaed he was sure he cut off, so advised i would log all details and to call back if happens again.				
CLOSE	Fri 13 February 2004 12:02 by UK951605 / HSH5				Saved: Fri 13 February 2004 12:02
	Call Close by Tony Law: PM states his cheques keep carrying over from the day before. advised pm to call back if happens again as only happened the once on the 11th and cannot check event log to see if he cut off as pm rolled over				

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-0402180803

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Status	Closed	Opened	Wed 18 February 2004 14:25	Affected Site	PATH022
Severity	3 B	Closed	Fri 05 March 2004 17:22	FAD/Path Code	PATH022
Customer	PATHWAY			No. Counters	0
Priority	0	Local / Intermediate / Remote		CSR/Team	GB082474 / SMC1

Caller Details					
Caller	A Morris	Phone	GRO	Site	PATH022
Title		Login		Department	
		Caller ID		Location	

Call Problem Details					
Product Type		Call Type	O	ProbType	OP02
Problem Text	At approx 1300, The Live TEC was brought down due to an event storm.(1000 events in 30 mins These events were from a number of FAD's - "An error has occurred - see audit log for details" Source CASEPOSSDailyRecon, KEL DRowe24Q.				

Call Closure Details					
Closed	05/03/04 17:22	Cause	CE1	Repair	R22
Text	Call Close by David Hunter: closing call				
Resolution	RS08				

Call Asset Details					
Asset ID		Description		Serial No.	
Product	Unknown Product		Description	Server Name	
OTI Reference	PC0099159	Counter Affected	0	Associated Reference	

Call Activity Log		
OPEN	Wed 18 February 2004 14:18 by uk081617 / SMC1	Saved: Wed 18 February 2004 14:25
	New call taken by Adam Morris: At approx 1300, The Live TEC was brought down due to an event storm.(1000 events in 30 mins These events were from a number of FAD's - "An error has occurred - see audit log for details" Source CASEPOSSDailyRecon, KEL DRowe24Q.	
Information	Wed 18 February 2004 14:33 by uk081617 / SMC1	Saved: Wed 18 February 2004 14:33
	I am raising this call as KEL seems to indicate this should not occur on a large amount of FADs at the same time. KEL will also need updating with actions for the SMC.	
Information	Wed 18 February 2004 14:40 by uk081617 / SMC1	Saved: Wed 18 February 2004 14:40
	example FAD H12712900101 - 14 day app event log 409646	
REASSIGN	Wed 18 February 2004 14:42 by uk081617 / SMC1	Saved: Wed 18 February 2004 14:44
	Call # E-0402180803 was Reassigned from Adam Morris, Group SMC1 to Group SMC-MSS-SUPP Clive - comments prior to assignment to SSC	
REASSIGN	Wed 18 February 2004 16:36 by uk081617 / SMC1	Saved: Wed 18 February 2004 16:36
	Call # E-0402180803 was Reassigned from Group SMC-MSS-SUPP to Group SMC FILTER	
Open OTI	Wed 18 February 2004 16:36 by SYSADM / ASTEA	Saved: Wed 18 February 2004 16:36
	Automatic Open OTI ***Updated by Adam Morris at 18/02/04 16:36:40	
REASSIGN	Wed 18 February 2004 16:36 by uk081617 / SMC1	Saved: Wed 18 February 2004 16:36
	Call # E-0402180803 was Reassigned from Group SMC FILTER to Group EDSC1	
OTI Success	New call sent to PINICL	
OTI Success	Received an Acknowledgement from PINICL PINICL call number is PC0099159	
UPDATE	Wed 18 February 2004 17:02 by PINICL /	Saved: Wed 18 February 2004 17:02
	By Barbara Longley at 18-feb-2004 16:59:00 Category 40 - Incident Under Investigation Prescan: Assigning call to John Ballantyne in EDSC.	
UPDATE	Wed 18 February 2004 17:29 by PINICL /	Saved: Wed 18 February 2004 17:29
	By John Ballantyne at 18-feb-2004 17:25:00 Category 40 - Incident Under Investigation Audit entry shows 'DR:LocateEPOSSProduct Error : This key is already associated with an element of this collection'	
UPDATE	Wed 18 February 2004 17:29 by PINICL /	Saved: Wed 18 February 2004 17:29
	By John Ballantyne at 18-feb-2004 17:26:00 Category 40 - Incident Under Investigation Product CNTR_EPOSS_SCHED_20_1	
LINK	Wed 18 February 2004 18:23 by uk082042 / SMC1	Saved: Wed 18 February 2004 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
	LINKED call E-0402181135 was updated as follows: The Mastertec is not updating, call E-0402180803 is with EDSC.	
OTI Success	An add has been sent to PINICL	
Information	Wed 18 February 2004 18:33 by uk082042 / SMC1	Saved: Wed 18 February 2004 18:33
	LINKED call E-0402181135 was updated as follows: TEC 'live' again at 18:33.	
OTI Success	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 information, not updates to EDSC call.	
UPDATE	Wed 18 February 2004 19:06 by PINICL /	Saved: Wed 18 February 2004 19:06
	By John Ballantyne at 18-feb-2004 19:03:00 Category 40 - Incident Under Investigation Attaching evidence.....	
UPDATE	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 - Incident Under Investigation Routing to EPOSS-Dev	
Information	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 information only as the problem is on there side. Cfm3 confirmed no problems within our domain. Informed POA DM and SMC DM	
Information	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	
Information	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	
OTI Success	An add has been sent to PINICL	
UPDATE	Thu 19 February 2004 10:17 by PINICL /	Saved: Thu 19 February 2004 10:17
	By John Ballantyne at 19-feb-2004 09:59:00 Category 40 - Incident Under Investigation With the application of product CNTR_EPOSS_SCHED 20_1 currently at 7000 Outlets 36% of these the gateways are calling home with a critical event 'An error has occurred - see audit log for details'. Date Events Outlets 2004-Feb-03 3 0 2004-Feb-05 2 39 39 5.13% 2004-Feb-06 11 39 28.21% 2004-Feb-07 7 1 40 17.50% 2004-Feb-09 8 40 20.00% 2004-Feb-10 9 40 22.50% 2004-Feb-11 9 40 22.50% 2004-Feb-12 9 40 22.50% 2004-Feb-13 10 40 25.00% 2004-Feb-14 6 40 15.00% 2004-Feb-15 0 3189 3229 0.00% 2004-Feb-16 1505 784 4013 37.50% 2004-Feb-17 1395 1 4014 34.75% 2004-Feb-18 2515 2877 6891 36.50% We believe this is product related hence we are not seeing all offices calling in every day.	
OTI_CLOSE	Fri 05 March 2004 13:47 by PINICL /	Saved: Fri 05 March 2004 13:47
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Barbara Longley at 05/03/2004 11:36:44 - S/W Fix Released to Call Logger 05/03/2004 11:36:44 - By Graham Jennings - LST RNB5313 passed test in LST 05/03/2004 11:36:44 - By Graham Jennings Responded to call type L as Category 60 -S/W Fix Released to Call Logger Closing call as S/W Fix Released to Call Logger.	
REASSIGN	Fri 05 March 2004 13:47 by PINICL /	Saved: Fri 05 March 2004 13:47
	OTI monitor reassigned this call from PINICL to the Action Group SMC1 as directed by the OTIReturn activity	
OTI Success	OTI monitor reassigned this call from PINICL to the Action Group SMC1 as directed by the OTIReturn activity	
OTI Success	Received call closure from PINICL	
REASSIGN	Fri 05 March 2004 14:36 by GB082641 / SMC1	Saved: Fri 05 March 2004 14:36
	Call #E-0402180803 was Reassigned from Group SMC1 to Group SMC-MSS-SUPP Please can you confirm when and if the software has gone to live.	
Information	Fri 05 March 2004 17:01 by uk081291 / SMC-MSS-SUPP	Saved: Fri 05 March 2004 17:01
	The product CNTR_EPOSS_SCHED was regressed from all the counters that received the product & a new version has been released which will target the live estate this weekend, call can be closed - Neil	
REASSIGN	Fri 05 March 2004 17:02 by uk081291 / SMC-MSS-SUPP	Saved: Fri 05 March 2004 17:02
	Call # E-0402180803 was Reassigned from Group SMC-MSS-SUPP to Group SMC1	
Information	Fri 05 March 2004 17:20 by GB082474 / SMC1	Saved: Fri 05 March 2004 17:20
	please see last update from MSS Support	
CLEAR	Fri 05 March 2004 17:21 by GB082474 / SMC1	Saved: Fri 05 March 2004 17:21
	issue resolved, please see last update from MSS Support	
CLOSE	Fri 05 March 2004 17:22 by GB082474 / SMC1	Saved: Fri 05 March 2004 17:22

Call Close by David Hunter: closing call



Post Office Account NWB01 Archive4.1 on
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PH4PatNWB01 on
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Call E-0402250454

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Status:	Closed	Opened:	Wed 25 February 2004 11:03	Affected Site:	213337
Severity:	3 B	Closed:	Wed 25 February 2004 11:33	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB082294 / HSH8
Caller Details					
Caller:	Christine	Phone:	GRO	Site:	213337
Title:	Clerk	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	S	ProbType:	SD13
Problem Text:	clerk reports that they have been having problems on the system when balancing that seems to be related to stock remmed in through the week				
Call Closure Details					
Closed:	25/02/2004 11:33	Cause:	CQ5	Repair:	RF1
				Resolution:	RS14
Text:	Call Close by Mary Rainbow: clerk reports problems with the balance that appear to be linked to stock remmed in - clerk will call back tonight if further assistance required				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Riposte	Description:		Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Wed 25 February 2004 10:44 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:03		
	New call taken by Mary Rainbow: clerk reports that they have been having problems on the system when balancing that seems to be related to stock remmed in through the week				
Information	Wed 25 February 2004 11:22 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:22		
	clerk reports that over the past seven weeks they have had losses every week, at one point they had a problem with cash on hand but they was found to be a issue with id numbers and has been resolved				
Information	Wed 25 February 2004 11:24 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:24		
	clerk reports that last week when they rolled over they put a loss into suspense account and then took the unit back to trial balance and came out with a zero net discrepancy to start the new cap with				
Information	Wed 25 February 2004 11:25 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:25		
	clerk reports that she printed a balance snap shot on monday and all looked okay but since then they have remmed in some stock which appears to have given then a loss				
Advice	Wed 25 February 2004 11:26 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:26		
	advised the clerk that she will need to check her stock position for last week and then check her remms in summary, this will give her the stock she should be holding, thjis figure can then be compared with the stock showing in adjust stock and this will highlight any problems with stock on hand				
Advice	Wed 25 February 2004 11:27 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:27		
	clerk reports that they were told that checks would be made on the system but she is unsure if this information came from nbsc or hsh as she has no names of ref numbers				
Advice	Wed 25 February 2004 11:28 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:28		
	advised the clerk that we need her to take the unit to trial balance this evening and come back before she rolls over so we can take down any details she can give us				
Information	Wed 25 February 2004 11:29 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:29		
	clerk reports they usually perform the balance at about 17:30 or maybe before				
Information	Wed 25 February 2004 11:30 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:30		
	spoke to Matt Saunders and he suggests call should be passed to someone line Heather Dryden if clerk does call back wanting further assistance				
Information	Wed 25 February 2004 11:31 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:31		
	the clerk reports they are working in a shared aa stock unit				
Information	Wed 25 February 2004 11:31 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:31		
	clerk to call back tonight if further assistance required				
CLEAR	Wed 25 February 2004 11:32 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:32		
	clerk to call back if further assistance required, call ref taken				
CLOSE	Wed 25 February 2004 11:33 by GB082294 / HSH8		Saved: Wed 25 February 2004 11:33		
	Call Close by Mary Rainbow: clerk reports problems with the balance that appear to be linked to stock remmed in - clerk				

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will call back tonight if further assistance required

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27/10/2005



Call E-0402250553

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Status:	Closed	Opened:	Wed 25 February 2004 12:03	Affected Site:	213337
Severity:	2 C	Closed:	Wed 25 February 2004 12:12	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB082760 / HSH1
Caller Details					
Caller:	Christine	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	X	ProbType:	XI18
Problem Text:	NBSC - PM has called the NBSC regarding problems with her balance.				
Call Closure Details					
Closed:	25/02/2004 12:12	Cause:	CM3	Repair:	R74
Resolution:	RS14				
Text:	Call Close by Robert Congerton: pmhtcc				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Wed 25 February 2004 11:56 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:03	
Information	New call taken by Robert Congerton: NBSC - PM has called the NBSC regarding problems with her balance.				
	Wed 25 February 2004 12:09 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:09	
	PM called in at 11:03 today regarding problems with her balance. Advised NBSC that the agent advised the PM to call back in tonight when they have a net discrepancy on the cash account.				
CLEAR	Wed 25 February 2004 12:12 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:12	
	pmhtcc				
CLOSE	Wed 25 February 2004 12:12 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:12	
	Call Close by Robert Congerton: pmhtcc				
MODIFY	Wed 25 February 2004 13:30 by uk059697 / HSH4			Saved: Wed 25 February 2004 13:31	
	Call information modified by Sandra Hawkins Cause: from 'CM1' to 'CM3' Product ID: from 'EPOSS-Cash Account' to 'Non Horizon Business' Prod. Descr.: from '' to 'Non Horizon business' Problem Type: from 'XI06' to 'XI18'				
MODIFY	Thu 26 February 2004 08:47 by GB082302 / HSH4			Saved: Thu 26 February 2004 08:47	
	Call information modified by Kevin Brewer Repair: from 'R58' to 'R74'				



Post Office Account NWB01 Archive4.1 on
hshpowermart1

PH4PatNWB01 on
msdc01poadb02

27/10/2005



Call E-0402250553

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Status:	Closed	Opened:	Wed 25 February 2004 12:03	Affected Site:	213337
Severity:	2 C	Closed:	Wed 25 February 2004 12:12	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB082760 / HSH1
Caller Details					
Caller:	Christine	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	X	ProbType:	XI18
Problem Text:	NBSC - PM has called the NBSC regarding problems with her balance.				
Call Closure Details					
Closed:	25/02/2004 12:12	Cause:	CM3	Repair:	R74
Resolution:	RS14				
Text:	Call Close by Robert Congerton: pmhtcc				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Wed 25 February 2004 11:56 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:03	
Information	New call taken by Robert Congerton: NBSC - PM has called the NBSC regarding problems with her balance.				
	Wed 25 February 2004 12:09 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:09	
	PM called in at 11:03 today regarding problems with her balance. Advised NBSC that the agent advised the PM to call back in tonight when they have a net discrepancy on the cash account.				
CLEAR	Wed 25 February 2004 12:12 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:12	
	pmhtcc				
CLOSE	Wed 25 February 2004 12:12 by GB082760 / HSH1			Saved: Wed 25 February 2004 12:12	
	Call Close by Robert Congerton: pmhtcc				
MODIFY	Wed 25 February 2004 13:30 by uk059697 / HSH4			Saved: Wed 25 February 2004 13:31	
	Call information modified by Sandra Hawkins Cause: from 'CM1' to 'CM3' Product ID: from 'EPOSS-Cash Account' to 'Non Horizon Business' Prod. Descr.: from '' to 'Non Horizon business' Problem Type: from 'XI06' to 'XI18'				
MODIFY	Thu 26 February 2004 08:47 by GB082302 / HSH4			Saved: Thu 26 February 2004 08:47	
	Call information modified by Kevin Brewer Repair: from 'R58' to 'R74'				

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Post Office Account NWB01 Archive4.1 on
hshpowermart1

PH4PatNWB01 on
msdc01poadb02

27/10/2005



Call E-0402251011

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Status:	Closed	Opened:	Wed 25 February 2004 16:56	Affected Site:	213337
Severity:	3 B	Closed:	Thu 26 February 2004 12:45	FAD/Path Code:	PATH022
Customer:	PATHWAY			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk081265 / SMC1
Caller Details					
Caller:	Niall Vincent	Phone:	GRO	Site:	213337
Title:	SMC	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT03	Call Type:	S	ProbType:	SD11
Problem Text:	Critical event seen @ 13..00.36 18/02/04 on H21333700101 stating 'Error message. An error has occurred = see the audit log'				
Call Closure Details					
Closed:	26/02/2004 12:45	Cause:	C21	Repair:	RC8
Resolution:	RS08				
Text:	Call Close by David Martin: HSH have logged call E-0402251077 and progressed call to SSC - no further action for SMC so closing call, no aciton taken.				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Wed 25 February 2004 16:53 by uk084204 / SMC1		Saved: Wed 25 February 2004 16:56		
	New call taken by Niall Vincent: Critical event seen @ 13..00.36 18/02/04 on H21333700101 stating 'Error message. An error has occurred = see the audit log'				
KEL Ref No.	Wed 25 February 2004 16:58 by uk084204 / SMC1		Saved: Wed 25 February 2004 16:58		
	KEL Reference: Stephenson5630V				
information	Wed 25 February 2004 17:00 by uk084204 / SMC1		Saved: Wed 25 February 2004 17:00		
	Downloading event logs for progression 415380 application, 415382 system & 415382 Security				
REASSIGN	Wed 25 February 2004 17:11 by uk084204 / SMC1		Saved: Wed 25 February 2004 17:12		
	Call # E-0402251011 was Reassigned from Niall Vincent, Group SMC1 to Kuljinder Bhachu, Group HSH6				
OPEN_CALL_TS	Thu 26 February 2004 09:26 by uk081216 / HSH6		Saved: Thu 26 February 2004 09:27		
	Open Calls Troubleshoot (Affected Site:213337)				
OPEN_CALL_TS	Thu 26 February 2004 09:28 by uk081216 / HSH6		Saved: Thu 26 February 2004 09:29		
	Open Calls Troubleshoot (Affected Site:213337)				
information	Thu 26 February 2004 09:35 by uk081216 / HSH6		Saved: Thu 26 February 2004 09:35		
	SMC, I have raised a FAD FAD call for this site that ha been progressed to EDSC as the P.O had been experiencing large descrepancies. you may want to close this call. Spoke to Dave G. Neil Vincent also aware of this call. Cheers.				
REASSIGN	Thu 26 February 2004 09:40 by uk081216 / HSH6		Saved: Thu 26 February 2004 09:40		
	Call # E-0402251011 was Reassigned from Kuljinder Bhachu, Group HSH6 to Group SMC1 voiced Dave G.				
REASSIGN	Thu 26 February 2004 11:42 by uk084203 / SMC1		Saved: Thu 26 February 2004 11:42		
	Call # E-0402251011 was Reassigned from Group SMC1 to David Martin, Group SMC1				
OPEN_CALL_TS	Thu 26 February 2004 12:21 by uk081265 / SMC1		Saved: Thu 26 February 2004 12:22		
	Open Calls Troubleshoot (Affected Site:213337)				
OPEN_CALL_TS	Thu 26 February 2004 12:40 by uk081265 / SMC1		Saved: Thu 26 February 2004 12:40		
	Open Calls Troubleshoot (Affected Site:213337)				
OPEN_CALL_TS	Thu 26 February 2004 12:44 by uk081265 / SMC1		Saved: Thu 26 February 2004 12:44		
	Open Calls Troubleshoot (Affected Site:213337)				
CLEAR	Thu 26 February 2004 12:44 by uk081265 / SMC1		Saved: Thu 26 February 2004 12:44		
	HSH have logged call E-0402251077 and progressed call to SSC - no further action for SMC so closing call, no aciton taken.				
CLOSE	Thu 26 February 2004 12:45 by uk081265 / SMC1		Saved: Thu 26 February 2004 12:45		
	Call Close by David Martin: HSH have logged call E-0402251077 and progressed call to SSC - no further action for SMC so closing call, no aciton taken.				
MODIFY	Mon 01 March 2004 11:33 by uk059697 / HSH4		Saved: Mon 01 March 2004 11:33		

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

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Post Office Account NWB01 Archive4.1 on
hshpowermart1

PH4PatNWB01 on
msdc01poadb02

27/10/2005



Call E-0402251077

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Status:	Closed	Opened:	Wed 25 February 2004 17:33	Affected Site:	213337
Severity:	3 B	Closed:	Sat 28 February 2004 11:32	FAD/Path Code:	213337
Customer:	I039			No. Counters:	2
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk081216 / HSH6
Caller Details					
Caller:	Kuli	Phone:	GRO	Site:	213337
Title:		Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT03	Call Type:	S	ProbType:	SD13
Problem Text:	pm reporting that they are getting large descencies for the last few weeks.				
Call Closure Details					
Closed:	28/02/2004 11:32	Cause:	CE5	Repair:	R74
Resolution:	RS13				
Text:	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 descrecencies problem. pmhtcc.				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Server Name:	
OTI Reference:	PC0099954	Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Wed 25 February 2004 17:30 by uk081216 / HSH6			Saved: Wed 25 February 2004 17:33	
	New call taken by Kuljinder Bhachu: pm reporting that they are getting large descencies for the last few weeks.				
Contacted	Wed 25 February 2004 17:36 by uk081216 / HSH6			Saved: Wed 25 February 2004 17:36	
	looking at closed calls for this site , there have been a number of calls logged regarding descrecencies. NBSc have been in contact with the pm and can not find any user error.				
Contacted	Wed 25 February 2004 17:37 by uk081216 / HSH6			Saved: Wed 25 February 2004 17:37	
	spoke to Sandra @ NBSC on 01226274511 regarding this issue. Checked tivoli events and health checked. Site is health checking ok.				
Information	Wed 25 February 2004 17:39 by uk081216 / HSH6			Saved: Wed 25 February 2004 17:39	
	Critical event seen @ 13..00.36 18/02/04 on H21333700101 stating 'Error message. An error has occurred = see the audit log'				
KEL Ref No.	Wed 25 February 2004 17:40 by uk081216 / HSH6			Saved: Wed 25 February 2004 17:40	
	KEL Reference: Stephenson5630V				
Information	Wed 25 February 2004 17:40 by uk081216 / HSH6			Saved: Wed 25 February 2004 17:40	
	Downloading event logs for progression 415380 application, 415382 system & 415382 Security				
Information	Wed 25 February 2004 18:07 by uk081216 / HSH6			Saved: Wed 25 February 2004 18:07	
	Previous history in calls e-0402130267; e-0401290358; e-0401280325; e-0402250553; e-0402250454				
Contacted	Wed 25 February 2004 18:09 by uk081216 / HSH6			Saved: Wed 25 February 2004 18:09	
	spoke to pm, who advises that the problem with the CA started ever since the BT engineer came to move the BT box for the preparation for the installation of ADSL.				
Information	Wed 25 February 2004 18:11 by uk081216 / HSH6			Saved: Wed 25 February 2004 18:11	
	user name CTR001 and CRT002 Other bal users LCA001 and LCA002 stock unit aa balance on wednesday after 17.30				
Recommend	Wed 25 February 2004 18:14 by uk081216 / HSH6			Saved: Wed 25 February 2004 18:14	
	could ssc please investigate why this P.o is experiencing large descrecencies ever since BT engineer has moved BT box in preparation for ADSL install. Kel ref given as possible problem. NBSC have said there is no user error. Thank you				
Open OTI	Wed 25 February 2004 18:16 by SYSADM / ASTEA			Saved: Wed 25 February 2004 18:16	
	Automatic Open OTI ***Updated by Kuljinder Bhachu at 25/02/2004 18:16:44				
REASSIGN	Wed 25 February 2004 18:16 by uk081216 / HSH6			Saved: Wed 25 February 2004 18:16	
	Call # E-0402251077 was Reassigned from Kuljinder Bhachu, Group HSH6 to Group EDSC1				
OTI Success	New call sent to PINICL				
OTI Success	Received an Acknowledgement from PINICL PINICL call number is PC0099954				
UPDATE	Thu 26 February 2004 09:48 by PINICL /			Saved: Thu 26 February 2004 09:48	
	By Barbara Longley at 26-feb-2004 09:41:00 Category 40 - Incident Under Investigation Prescan: Assigning call to Anne Chambers in EDSC.				
UPDATE	Thu 26 February 2004 14:24 by PINICL /			Saved: Thu 26 February 2004 14:24	

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By Anne Chambers at 26-feb-2004 13:12:00 Category 40 - Incident Under Investigation KEL quoted is irrelevant - if the audit log had been checked, it would have shown a different error message. The event was part of a storm which occurred over the estate that night as a result of a faulty software fix, and has nothing to do with the discrepancies.

OTI_CLOSE Thu 26 February 2004 15:48 by PINICL / Saved: Thu 26 February 2004 15:48
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 Group HSH6 as directed by the OTIReturn activity

OTI Success Received call closure from PINICL

Repeat Call 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 discrepancies 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 discrepancies 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 discrepancies problem. pmhtcc.

CLOSE Sat 28 February 2004 11:31 by uk081216 / HSH6 Saved: Sat 28 February 2004 11:32
Call Close by Kuljinder Bhachu: suzanna 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 discrepancies 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

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Julie Welsh
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Business Service Management, Post Office Account

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