

## Call E-0602230104

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Status: Closed	Opened: Thu 23 February 2006 08:59	Affected Site: 126023
Severity: 3 B	Closed: Fri 03 March 2006 13:55	FAD/Path Code: 126023
Customer: I039		No. Counters: 3
Priority: 0	Local / Intermediate / Remote: L	CSR/Team: uk952016 / HSH1

## Caller Details

Caller: mrs seema	Phone: 01932 354066	Site: 126023
Title: PostMaster	Login:	Department:
	Caller ID:	Location:

## Call Problem Details

Product Type:	Call Type: S	ProbType: SD21	Problem:
Problem Text: annettee nbcs - pm states that she has losses every week in two stock units			

## Call Closure Details

Closed: 03/03/2006 13:55	Cause: CW6	Repair: R58	Resolution: RS16
Text: Call Close by David Dawe: pm was getting discrepancy's ssc have investigated and advised that the NBSC take a 2nd look at this as the office stock units appear to be in a mess.			

## Call Asset Details

Asset ID:	Description:	Serial No:
Product: Riposte	Description:	Server Name:
OTI Reference: PC0132673	Counter Affected: 1	Associated Reference: H22005255L

## Call Activity Log

OPEN	Thu 23 February 2006 08:56 by uk952601 / HSH1 New call taken by Joanne Rowland: annettee nbcs - pm states that she has losses every week in two stock units	Saved: Thu 23 February 2006 08:59
Information	Thu 23 February 2006 09:02 by uk952601 / HSH1 nbcs states there have gone through all the checks with PM	Saved: Thu 23 February 2006 09:02
Information	Thu 23 February 2006 09:03 by uk952601 / HSH1 NBSC states that on the CC stock unit pm has rolled over with 1,500 loss JSA stock unit pm has rolled over with a 200. loss nbcs states that on sat 18th Feb pm declared her cash and she had a 900 loss up until sat and then when pm declared her over night cash on sat AT 13.00 WENT BACK TO 200 loss nbcs also states that her AA stock unit has a 6, 000 loss pm has rolled over this as well	Saved: Thu 23 February 2006 09:03
Information	Thu 23 February 2006 09:11 by uk952601 / HSH1 nbcs states that the AA stock unit has had problem for the last two weeks regarding 6, 000 loss nbcs states stock unit has rolled over with this loss	Saved: Thu 23 February 2006 09:11
Information	Thu 23 February 2006 09:14 by uk952601 / HSH1 nbcs states these losses are not linked to any transactions	Saved: Thu 23 February 2006 09:14
Information	Thu 23 February 2006 09:18 by uk952601 / HSH1 pm states that she has 3 stock units which are showing losses pm has rolled over and pm states nbcs went through checks with her	Saved: Thu 23 February 2006 09:18
Information	Thu 23 February 2006 09:19 by uk952601 / HSH1 Stock unit CC pm has rolled over with 1,500 loss node 1 user name MIS RA1 pm rolled into TP 11 with this loss Tp 11 BP 01	Saved: Thu 23 February 2006 09:19
Information	Thu 23 February 2006 09:31 by uk952601 / HSH1 PM states she has a loss on the AA stock unit node 1 user Name SMI 001 TP 11 BP 01 PM has rolled over with a loss Trail balance shows net disc 6901.59 shortage 6906.74 over 5.15 pm states that in week TP 10 pm had a shortage of euros which amounted to 4,000 in english money this was around 2,800 which PM made good trail balance for TP 10 shows net disc 2433.38 shortage 2433.38 over is zero pm has rolled over with this	Saved: Thu 23 February 2006 09:31
Information	Thu 23 February 2006 09:44 by uk952601 / HSH1 Stock unit JSA pm has rolled over with a loss of 227.01 use name JSA 001 node 2 Trail balance net disc 227.01 shortage 446.97 over 219.96 pm has rolled in to TP 11 BP 02	Saved: Thu 23 February 2006 09:44
KEL Ref No.	Thu 23 February 2006 09:48 by uk952601 / HSH1 no kel found	Saved: Thu 23 February 2006 09:48
Information	Thu 23 February 2006 09:49 by uk952601 / HSH1 file id 714182	Saved: Thu 23 February 2006 09:49
Recommend	Thu 23 February 2006 09:49 by uk952601 / HSH1 please check why pm has losses in three of her stock units pm has rolled these over before i could check her system nbcs states that there have gone through all her paper work with her please see call for details	Saved: Thu 23 February 2006 09:49
Open OTI	Thu 23 February 2006 09:50 by SYSADM / ASTEA Automatic Open OTI ***Updated by Joanne Rowland at 23/02/2006 09:50:59	Saved: Thu 23 February 2006 09:50
REASSIGN	Thu 23 February 2006 09:50 by uk952601 / HSH1 Call # E-0602230104 was Reassigned from Joanne Rowland, Group HSH1 to Group EDSC1	Saved: Thu 23 February 2006 09:50
MODIFY	Thu 23 February 2006 09:18 by uk952601 / HSH1 Call information modified by Joanne Rowland Action Group: from 'HSH1' to 'EDSC1' Associated Ref: from " to 'H22005255L' CSR ID: from 'uk952601'	Saved: Thu 23 February 2006 09:51
OTI Success New call sent to PINICL		
OTI Success Received an Acknowledgement from PINICL PINICL call number is PC0132673		
UPDATE	Thu 23 February 2006 10:20 by PINICL / Update by Lorraine Elliott:Call routed to Team:EDSC Member:Anne Chambers	Saved: Thu 23 February 2006 10:22
UPDATE	Thu 23 February 2006 16:21 by PINICL / Update by Anne Chambers:Category 40 -- Pending -- Incident Under Investigation:Under investigation.	Saved: Thu 23 February 2006 16:22
OTI_CLOSE	Mon 27 February 2006 12:48 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME Update by Anne Chambers:Category 94 -- Final -- Advice and guidance given: I have checked very carefully and can see no indication that the continuing discrepancies are due to a system problem. I have not been able to pin down discrepancies to individual days or stock units because the branch does not seem to be operating in a particularly organised manner. In particular I have noted 1. There are 6 stock units for this 3 counter branch, which seems a bit excessive. 2. The loss in euros in TP 9 appears genuine - the declared quantity was 4000 fewer than the system expected. It is not clear from the information above whether anyone found out why this happened (there were several rem outs, and a rem in, on 23rd Dec - did the pouches contain the declared number of euros?). 3. Stock is sometimes transferred out of a stock unit where it is not held. In particular there were several transfers out of stock unit SMI in TP 10. At the end of the period the stock figures were corrected back up to zero via Adjust Stock. This gave a gain of over £2000 in SMI. Equivalent negative stock adjusts in AA gave a corresponding loss in AA. 4. I am not confident that the stock declarations are always correct e.g. at the end of TP 9 there was a declared holding of 5 £20 PO phonecards in the branch, then a few days later 20 were transferred from one SU to another. None were remmed in until a week after that. 5. The branch had declared 27 £20 Argos vouchers at the end of TP 9. Branches have now been instructed to rem out this product; they remmed out 17 and adjusted stock to account for the remaining 10 (so did they really only have 17 to start with?). This has correctly caused a loss of £200 in SU AA. 6. Lottery instant sales are entered onto the system as a single transaction every 10 days or so. 7. Stock units SMI and AA rolled over with non-zero cheque holding. This may be to do with how the discrepancies have been accounted for but I do not really understand this (the total is greater than the sum of the branch adjustments for TP 9 and 10). I recommend that this call is passed back to NBSC tier 2 for further investigation, since there is no evidence that the discrepancies are being caused by a system problem. If you want the above information in an email, let me know.	Saved: Mon 27 February 2006 12:48
REASSIGN	Mon 27 February 2006 12:48 by PINICL / OTI monitor reassigned this call from PINICL to the Action Group HSH1 as directed by the OTIReturn activity	Saved: Mon 27 February 2006 12:48
OTI Success OTI monitor reassigned this call from PINICL to the Action Group HSH1 as directed by the OTIReturn activity		

OTI Success	Received call closure from PINICL	
Information	Mon 27 February 2006 14:00 by uk952016 / HSH1 tried to call the po but no answer at the moment so will try later.	Saved: Mon 27 February 2006 14:00
Repeat Call	Thu 02 March 2006 09:59 by uk951588 / HSH6 Anne Chambers has called to chase the referral of this call to NBSC tier 2.	Saved: Thu 02 March 2006 09:59
Information	Thu 02 March 2006 10:54 by uk952016 / HSH1 tried to call the po again but unable to contact them still to advice update.	Saved: Thu 02 March 2006 10:54
Information	Fri 03 March 2006 13:28 by uk952016 / HSH1 have called the po again but still unable to get hold of the po.	Saved: Fri 03 March 2006 13:28
Information	Fri 03 March 2006 13:29 by uk952016 / HSH1 still can not get hold of the po as tried again now.	Saved: Fri 03 March 2006 13:29
Information	Fri 03 March 2006 13:30 by uk952016 / HSH1 have paged the nbsc for the rlm to get the po to call in to the help desk so we can advice of the update in the call.	Saved: Fri 03 March 2006 13:30
SUSPEND	Fri 03 March 2006 13:31 by uk952016 / HSH1 Due for Release on 04/03/2006 at 08:00:00 Call suspended by David Dawe	Saved: Fri 03 March 2006 13:31
RELEASE	Fri 03 March 2006 13:51 by uk952016 / HSH1 Call released by David Dawe:	Saved: Fri 03 March 2006 13:51
Information	Fri 03 March 2006 13:54 by uk952016 / HSH1 have got hold of the pm now and have passed to the nbsc 2nd tier and they are investigateing.	Saved: Fri 03 March 2006 13:54
CLEAR	Fri 03 March 2006 13:55 by uk952016 / HSH1 pm was getting discrepancy's ssc have investigated and adviced that the NBSC take a 2nd look at this as the office stock units appear to be in a mess.	Saved: Fri 03 March 2006 13:55
CLOSE	Fri 03 March 2006 13:55 by uk952016 / HSH1 Call Close by David Dawe: pm was getting discrepancy's ssc have investigated and adviced that the NBSC take a 2nd look at this as the office stock units appear to be in a mess.	Saved: Fri 03 March 2006 13:55