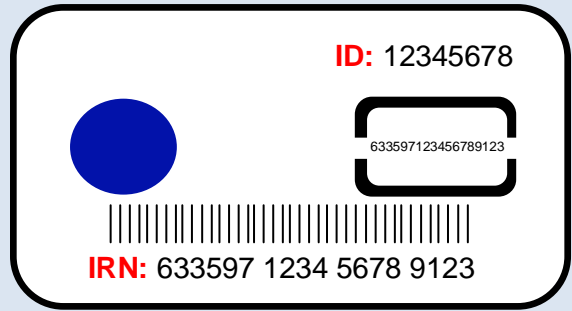


# ISAM Failure: Pro forma

This pro forma has been created to investigate ISAM failures within ITSO Services Ltd.

Please complete the following form and return to the contact details stated below.



<b>Name of TCA</b>			
<b>Product OID</b>		<b>CPICC</b>	
<b>Date of error</b>			
<b>ISAM IRN</b>			
	<i>18 digit number labelled on the ISAM and the bottom of the ISAM Shell</i>		
<b>ISAM ID (if known)</b>			
	<i>This is the 8 digit number labelled at the top of the ISAM Shell</i>		
<b>Please tick the appropriate circumstance under which the failure occurred</b>			
<b>During ISAM Profiling</b>	<input type="checkbox"/>	<b>Upon POST (printer) start-up</b>	<input type="checkbox"/>
<b>During encoding process</b>	<input type="checkbox"/>	<b>During message collection/forwarding</b>	<input type="checkbox"/>
<b>Unsure</b>	<input type="checkbox"/>		<input type="checkbox"/>
<b>If an error code was generated, please state this below</b>			
<b>Error Code</b>			
<b>Please provide an outline detailing how the error was identified</b>			

# ISAM Failure: Pro forma

Please detail below if measures were implemented to rectify the problem

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Please tick adjacent box if your POST supplier was consulted

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If yes, please detail any suggestions made by your POST supplier over this issue

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Name of contact

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Signature

--	--

Date

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Please return this form, along with the ISAM in question (if this has not already been returned to ISL) to Anthony McLaughlin, Business Support Officer, at the following address:

ITSO Services Ltd  
 4<sup>th</sup> Floor, Quayside Tower  
 252-260 Broad Street  
 Birmingham  
 B1 2HF

**FOR OFFICE USE ONLY**

Received by:

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Date Received

Investigation Code

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