



<b>From:</b> Dutton, Susan	March 24, 2006 12:49:48 PM (-07)
<b>To:</b> Anderson, Jeff	
<b>Cc:</b>	
<b>Bcc:</b>	
<b>Subject:</b> FW: eWatch Point of contact change for Saturday	
<b>Attachments:</b>	

Email on feedback from Wendy on Manny knowing about the sign in issue

-----Original Message-----

From: Dutton, Susan  
Sent: Saturday, December 17, 2005 3:15 PM  
To: Jones, Wendy; Wakeham, Jon  
Subject: Re: eWatch Point of contact change for Saturday

Thanks for the information Wendy.

We should have opened a ticket.

I believe that the timeline will support the opening of a ticket when it was done however I agree that based on that 1 report and the sensitivity it probably should have been looked at closer at that time.

I was unaware that Manny experienced this issue on his account until our conference call this afternoon.

I will coach him on the importance of looking into details and reporting immediately if this should occur again.

Appreciate the feedback.

Susan Dutton  
eWatch Manager

-----Original Message-----

From: Jones, Wendy <wjones@ebay.com>  
To: Dutton, Susan <sdutton@ebay.com>; Wakeham, Jon <jwakeham@ebay.com>  
Sent: Sat Dec 17 14:51:15 2005  
Subject: RE: eWatch Point of contact change for Saturday

We may take some heat on this for not opening a ticket until late Fri - Manny is pulling timeline together for me now.

It actually happened to Manny on Thursday, but he didn't report it.

Just an FYI at this point, but more to come I'm sure.

<b>From:</b> Dutton, Susan	December 17, 2005 2:14:48 PM (-08)
<b>To:</b> Jones, Wendy; Wakeham, Jon	
<b>Cc:</b>	
<b>Bcc:</b>	
<b>Subject:</b> Re: eWatch Point of contact change for Saturday	
<b>Attachments:</b>	

Thanks for the information Wendy.

We should have opened a ticket. I actually think that we would not have had enough information based on 1 member impact and it would not have been pushed to a P1 with 1 example.

I believe that the timeline will support the opening of a ticket when it was done however I agree that based on that 1 report and the sensitivity it probably should have been looked at closer at that time.

I was unaware that Manny experienced this issue on his account until our conference call this afternoon.

I will coach him on the importance of looking into details and reporting immediately if this should occur again.

Appreciate the feedback.

Susan Dutton  
eWatch Manager

-----Original Message-----

From: Jones, Wendy <wjones@ebay.com>  
To: Dutton, Susan <sdutton@ebay.com>; Wakeham, Jon <jwakeham@ebay.com>  
Sent: Sat Dec 17 14:51:15 2005  
Subject: RE: eWatch Point of contact change for Saturday

We may take some heat on this for not opening a ticket until late Fri - Manny is pulling timeline together for me now.

But according to Jason we heard about this on Tuesday (on very small scale - like 1 member) - then it actually happened to Manny on Thursday, but he didn't report it.

Just an FYI at this point, but more to come I'm sure.

-----Original Message-----

From: Dutton, Susan  
Sent: Saturday, December 17, 2005 10:39 AM  
To: Hughes, Jason; Jones, Wendy; Dalpes, Kathy; Paine, Timothy J.; Wakeham, Jon; Clarke, Ian; Kepas, Manny  
Subject: Re: eWatch Point of contact change for Saturday

Manny' cell number is 801 554 6579.