


Action Log Matrix Horizon

Updated following call on: 6 November 2013

	Issue	Raised By	Action	Action Owner	Resolution/ Output	Escalated to prosecution team	Open / Closed
1.	Prestbury – Current agent settle debt for £700 for Santander transaction, now blaming Horizon	Gayle Peacock 24/07/13	Gayle to confirm if issue can be closed.	Gayle Peacock	SB investigation has concluded that there is no technical issue with Horizon. SPMR accepted error and made good loss.		Open
2.	Howden – concerned over alleged bugs in Horizon System but does not know specifically what the issue is, asked for extra training which is being arranged.	Gayle Peacock Network 24/07/13			No specific issue encountered with Horizon.	No	Closed
3.	Possible Printing Error - Raised an issue relating to a Business Banking customer – this is a dispute between the amount processed on the Horizon System against what the	Rod Ismay FSC 24/07/13			Determined that this issue related to a receipt being manually amended with ink. Not a Horizon	No	Closed

	customer says he banked. Customer has provided a receipt to support his claim however there are concerns over the validity of this receipt. The customer will not provide the original copy. Entered on Horizon £180 – Says he banked £480				issue.		
4.	Display issues for stamps - Dave Posnett attended branch re security (TORCH) visit. The OIC demonstrated that a customer's letter was on the scales, weighed 25g and should be £1.70 for 1st class recorded delivery service. There was no icon or screen option for this service, the minimum service was £3.70 for a 2nd class recorded small parcel. OIC had contacted Helplines and was informed to reboot on each occasion. DP took photos of the screen and calendar entries. Matter discussed with Simon Baker, but branch did not form part of 2nd Sight case referrals.	Dave Posnett Security 31/07/13			FJ have not been able to re-create the issue (over 100 attempts). No evidence found that this issue affected any other branch. In conclusion, no problem with Horizon can be found.	No	Closed
5.	Bureau buy back problems -	Gayle			Issue determined	No	Closed

	appears non Horizon related in so far as the 'buy' icon was pressed instead of the 'sell' icon.	Peacock Network 31/07/13			to only be a need for a service improvement rather than a problem with Horizon.		
6.	ATM gluing case - case concerning ATM shortages at London offices where a particular engineer had visited. It appears that the engineer has been gluing up ATMs in order to force a service visit where he then steals cash from the machine.	Dave Posnett 31/07/13	GP / DP to keep monitoring police investigation.	Gayle Peacock Dave Posnett	Determined that this issue could impact on branch accounting, though there is no problem with Horizon.	Yes	Open
7.	Process of communicating cases where POL has withdrawn from prosecution to be reviewed	John Scott 14/08/13			Not a Horizon issue – just deals with internal comms	No	Closed
8.	Rhigos branch – SPMR raising complaints about Horizon	Gayle Peacock 14/08/13	See Nelson – see approach to be adopted.	Anne Allaker			Open
9.	E-top up: If a customer asks for £10 top-up and the transaction is initially declined, the SPM would process again. When SPM goes to settle the 2nd	Andy Winn 14/08/13		Steve Beddoe	Determined that there is no error in Horizon system, however updated guidance for	No	Closed

	completed top-up and connection is lost, Horizon recovers the first failed top up. Post recovery Horizon should account for two top-ups but only accounts for one.				branches has now been produced.		
10.	ATM Issue – New routers in ATM in Jan – issues with withdrawals not being captured.	Rodric Williams 28/08/13			No problem with Horizon  Horizon Weekly Report Action Log Ma	No	Closed
11. P	Post & Go – Machine in Durham is giving out change and payment; also machine is not recording transactions correctly.	Rodric Williams 4/9/13	GP to review report, discuss with Roger and report back.	Gayle Peacock			Open
12.	Belfast Refresh - FJ migrating data to new servers. No issue yet but general risk is noted.	Rodric Williams 4/9/13	RW to maintain a watching brief and report any issues of concern	Rodric Williams			Open
13.	Nelson – Branch complaint that the branch alarm system (that sends a signal through the branch telephone line) was impacting on Horizon comms.	Gayle Peacock 4/9/13	SA extensive support confirmed operational practice issues not balancing problems within Horizon. Need to determine how to address £17k debt before	Gayle Peacock	Determined that there is no issue with Horizon from a technical perspective. Error was in how SPMR conducted the transactions.		Open

			closing issue.				
14.	Missing Cheques – Some cheques at FSC cannot be tied to a branch as no details on the back.	Gayle Peacock 4/9/13			Resolved through normal business process	No	Closed
15.	Pontycymer branch is raising issue with Horizon	Anne 11/09/13	Appears to be human error. Field support in place and Horizon concerns alleviated. Relief SPMR to be put in place until branch back on track.	Anne Allaker			Open
16.	Martin Griffiths	Dave Posnett 25/09/13	No further info available on suspected Horizon issues. To be kept under review. RW to get update from Angela.	Rodric Williams			Open
17.	Stock reconciliation process – gap in process can lead to branch discrepancies	Gayle Peacock 25/09/13			Branch failed to follow process. No Horizon issue.	No	Closed

18.	Rodmill – suspect balancing problems. Complaint sent direct to Paula. Complaint cited many issues with Horizon.	Gayle Peacock 16/10/13			Issue determined to be a mis-interpretation by the SPM of the sales report	No	Closed
19.	Carlisle Post Office – Previous prosecution. Mr Durhan citing Horizon issues.	Andy Hayword 09/10/13	Cartwright King liaising with BTO. Attempts being made to obtain records regarding the case from the Police, in order to provide a response.	Cartwright King			
20.	Sandy Park – ATM software failure. A possible failure may have occurred in the ATM software. This may have caused incorrect amounts of cash to be vended.	Dave Posnett 6/11/13	BOI investigating matter. DP to report back to group next week on BOI investigations	Dave Posnett			
21.	Historic transaction discrepancy. Branch has reported seeing a transaction (£200 – unpaid cheques) in their accounts dating back to 2009. Cause of transaction unknown as "unpaid cheques" transaction has not been used for years.	Andy Winn 6/11/13	AW to investigate further and report back	Andy Winn			