


## Action Log Matrix Horizon

Updated following call on: 20 November 2013

	<b>Issue</b>	<b>Raised By</b>	<b>Action</b>	<b>Action Owner</b>	<b>Resolution/ Output</b>	<b>Escalated to prosecution team</b>	<b>Open / Closed</b>
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	DP to keep monitoring police investigation.	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 – same 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	Appears that problem lies in the inconsistent approach of branches to operating the machine. GP and SB to review report into P&G concerns and report back.	Gayle Peacock & Anne Allaker			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.	Gayle Peacock	Determined that there is no issue with Horizon from a technical perspective. Error		Open

			In branch support to continue until December before closing		was in how SPMR conducted the transactions.		
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.  AA to update next week.	Anne Allaker			Open
16.	Martin Griffiths	Dave Posnett 25/09/13			Application made by SPMR's family to the mediation scheme. Issues to be investigated through that channel.	No	Closed
17.	Stock reconciliation process – gap in process can lead to branch discrepancies	Gayle Peacock			Branch failed to follow process. No Horizon issue.	No	Closed

		25/09/13					
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 – Prosecution of SPMR - Mr Durhan citing Horizon issues.	Andy Hayword 09/10/13			Branch is now liaising direct with Police and PF office. POL has no involvement in this matter so to be closed.	No	Closed
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 confirmed that the ATM engineer responsible for thefts in other branches has not visited these two branches.  DP to chase BOI for update.	Dave Posnett			
21.	Historic transaction discrepancy. Branch has reported seeing a transaction (£200 – unpaid cheques) in their accounts dating back to	Andy Winn 6/11/13	AW to investigate further and report back.  In particular, need to determine whether POL should have detected	Andy Winn			Open

	2009. Cause of transaction unknown as "unpaid cheques" transaction has not been used for years.		superfluous icon earlier.				
22.	DVLA (Fleckney branch) – If a branch processes a DVLA transaction early in the month where there are new DVLA products, sometimes the DVLA has not updated and this causes an error on Horizon.	13/11/13	SB to update following further investigations	Steve Beddoe			Open
23.	Health Lottery transactions – no cancel function on Horizon means there is no way to cancel the lottery ticket if payment fails before transaction is complete	Anne Allaker 13/11/13	Fix put in place and communication sent to all branches. To consider whether to be closed.	Steve Beddoe			Open