


## Action Log Matrix Horizon

Updated following call on: 30 October 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 provide update after review of transactions	Gayle Peacock	SB investigation has concluded that there is no technical issue with Horizon.		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 customer says he banked. Customer has provided a receipt to support his claim	Rod Ismay FSC 24/07/13			Determined that this issue related to a receipt being manually amended with ink. Not a Horizon issue.	No	Closed

	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						
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 - appears non Horizon related in so far as the 'buy' icon was pressed instead of the 'sell'	Gayle Peacock Network			Issue determined to only be a need for a service improvement	No	Closed

	icon.	31/07/13			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 investigate to other branches that may have been affected.  GP and RW to send note to affected branches.  RW to investigate recovery of monies from Wincor.  AW to circulate update re other branches to all lawyers.	Gayle Peacock  Dave Posnett  Rodric Williams  Andy Winn	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	Andy Winn 14/08/13		Steve Beddoe	Determined that there is no error in Horizon system, however updated	No	Closed

	SPM goes to settle the 2nd 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.				guidance for 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	Various changes being made in branch (ie. single balancing) to try to identify discrepancy.  Review of transaction logs may have identified staff	Gayle Peacock	Determined that there is no issue with Horizon from a technical perspective.		Open

			<p>fraud – further help to be given to SPM.</p> <p>GP to provide update once further field visit taken place. Terms of repayment to be considered.</p>				
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	<p>Appears to be human error.</p> <p>Field support in place and Horizon concerns alleviated.</p> <p>Possibility a replacement SPM will be put in place temporarily or further field visits to take place until branch back on track.</p>	Anne Allaker			Open
16.	Martin Griffiths	Dave Posnett 25/09/13	No further info available on suspected Horizon issues. To be kept under review.	Dave Posnett/ Gayle Peacock			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 Haywood 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			