

Action Log Matrix Horizon

Updated following call on: 21 August 2013

	Issue	Raised By	Action	Action Owner	Resolution/Output	Escalated to prosecution team
1.	Prestbury – Current agent settle debt for £700 for Santander transaction, now blaming Horizon	Gayle Peacock 24/07/13	Passed on to Fujitsu for enquiries to be made	Steve Beddoe: IT&C		
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	Issue raised with IT &C by Gayle Peacock	Gayle Peacock	No specific issue encountered with Horizon.	No
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 however there are concerns	Rod Ismay FSC 24/07/13	Finance to establish with customer obtaining any support deemed necessary regarding examination of the original receipt	Rod Ismay	Determined that this issue related to a receipt being manually amended with ink. Not a Horizon issue.	No

	over the validity of this receipt. The customer will not provide the original copy. Entered on Horizon £180 – Says he banked £480					
4.	<p>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. I took photos of the screen and calendar entries. Matter discussed with Simon Baker, but branch did not form part of 2nd Sight case referrals. Lepton situation concerning existing v system reversals discussed.</p>	<p>Dave Posnett</p> <p>Security</p> <p>31/07/13</p>	Matter referred to Fujitsu	<p>Steve Beddoe</p> <p>IT&C</p>		

5.	Highlighted Bureau buy back problems. Discussion with Rodric Williams offline, though appears non Horizon related in so far as the 'buy' icon was pressed instead of the 'sell' icon.	Gayle Peacock Network 31/07/13	Matter referred to Fujitsu. Steve Beddoe to sent email confirmation for audit trail that this is just a service improvement not a problem.	Steve Beddoe IT&C	Issue determined to only be a need for a service improvement rather than a problem with Horizon.	No
6.	Brief discussion held about ATM gluing case as matter mentioned by Rod Ismay. Dave briefly informed all on call that there was a case concerning ATM shortages at London offices where a particular engineer had visited.	Dave Posnett 31/07/13	Enquiries on going. A list of all branches where engineer visited has been produced, although Wincor data currently not available beyond 12 months. Finance to ensure branches are not billed for debts relating to ATM cases of concern CK to liaise with Wincor to get records going back further than 12 months.	Cartwright King	Determined that this issue could impact on branch accounting, though there is no problem with Horizon.	Yes
7.	Process of communicating cases where POL has withdrawn from prosecution to be reviewed	John Scott 14/08/13	Process to be reviewed	Jarnail Singh		
8.	Rhigos branch – SPMR raising complaints about Horizon	Gail Peacock	Gail to investigate further and report back	Gail Peacock		

		14/08/13				
9.	E-top up issues – [MORE DETAIL NEEDED ON THIS ISSUE]	Andy Winn 14/08/13	Andy to forward Fujitsu email to Steve Beddoe and Rodric Williams. Andy to investigate further with Steve	Andy Winn Steve Beddoe		
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11.						
12.						