

Action Log Matrix Horizon

Updated following call on: 28 August 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	Passed on to Fujitsu for enquiries to be made. GP to speak to Steve.	Steve Beddoe			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	Issue raised with IT &C by Gayle Peacock	Gayle Peacock	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 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	Closed

	over the validity of this receipt. The customer will not provide the original copy. Entered on Horizon £180 – Says he banked £480						
4.	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.	Dave Posnett Security 31/07/13	Matter referred to Fujitsu. Gayle to chase Steve for an update.	Gayle Peacock /Steve Beddoe			Open
5.	Highlighted Bureau buy back	Gayle	Matter referred to Fujitsu.	Steve	Issue determined to	No	Closed

	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.	Peacock Network 31/07/13	Steve Beddoe to send email confirmation for audit trail that this is just a service improvement not a problem.	Beddoe	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.	Dave Posnett 31/07/13	Enquiries on going. A list of all branches where engineer visited has been produced, MS and RK to investigate records that are older than 12 months.	Martin Smith / Rob King	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	Process to be finalized	Jarnail Singh	Not a Horizon issue – just deals with internal comms	No	Closed
8.	Rhigos branch – SPMR raising complaints about Horizon	Gail Peacock 14/08/13	Gail to investigate further and report back	Gail Peacock			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 completed top-up and	Andy Winn 14/08/13	GP, AW and RW to discuss offline issues relating to recovery document. GP to liaise with Steve Beddoe for update on FJ view on this	Andy Winn Steve Beddoe Gail			Open

	connection is lost, Horizon recovers the first failed top up. Post recovery Horizon should account for two top-ups but only accounts for one.		issue.	Peacock			
10.	ATM Issue – New routers in ATM in Jan – issues with withdrawals not being captured. Currently in touch with 50 branches to see if any branch issues. Product team are to investigate further.	Rodric Williams 28/08/13	RW to investigate further	Rodric Williams			Open