

## Action Log Matrix Horizon

Updated following call on: 4 September 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	Passed on to Fujitsu for enquiries to be made. SB to forward updated info to GP for review.	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			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			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.	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). Need to determine whether this issue impacts on one branch or wider.  SB to speak to NBSC and FJ to scope the problem. SB to ask if this situation occurs often and how many calls are received reporting the fault.	Steve Beddoe			Open
5.	Bureau buy back problems - 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. SB meeting with FJ to close this out on 5 Sept 2013.	Steve Beddoe	Issue determined to only be a need for a service improvement rather than a problem with Horizon.	No	Open

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	Call logs to be examined to ascertain if there are any incidents recorded before 2012 and to identify any branches visited by engineer. Confirmation as whether Wood had been to Ludgate Circus to be obtained. RK to take forward and to provide CK with investigations carried out by Kendra Dickinson.	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			Not a Horizon issue – just deals with internal comms	No	Closed
8.	Rhigos branch – SPMR raising complaints about Horizon	Gail Peacock 14/08/13	SPMR to proceed through usual complaint / contract processes to see if there is a potential Horizon issue that needs investigating further.	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	Andy Winn 14/08/13	SB to make enquiries with Scott in IT&C to see if this matter has been progressed. If not to be	Steve Beddoe			Open

	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.		discussed with Fujitsu. SB to update at next meeting.				
10.	ATM Issue – New routers in ATM in Jan – issues with withdrawals not being captured.	Rodric Williams 28/08/13	This issue is not believed to impact on branch accounting. RW to investigate further and report back next week.	Rodric Williams			Open
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	SB to investigate further and report back	Steve Beddoe			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	SB to set out in an email to RW to outline issues and in response to his previous request. Concrete assessment of risks and findings to be provided.	Steve Beddoe			Open

14.	Missing Cheques – Some cheques at FSC cannot be tied to a branch as no details on the back.	Gayle Peacock 4/9/13	RW to review Spot Review and take forward. RW to update next week.				Open
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