


Action Log Matrix Horizon

Updated following call on: 11 September 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	Security to ensure correct ARQ raised by Maureen Moores to enable transactional data to be sent to GP. GP to report back on any transactional issues.	Security Gail 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.	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

	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						
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 carrying out investigation to establish any trends or reoccurrence of a problem. If a trend is established further investigations are to be carried out. SB to report back with the outcome of the investigation.	Steve Beddoe	FJ have not been able to re-create the issue (over 100 attempts).		Open
5.	Bureau buy back problems - appears non Horizon related in	Gayle Peacock			Issue determined to only be a need for a	No	Closed

	so far as the 'buy' icon was pressed instead of the 'sell' icon.	Network 31/07/13			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	RK to speak to Mark McClean (MM). MM to press the Bank of Ireland to obtain further information from Wincor.	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. GP to update on progress.	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	Andy Winn 14/08/13	FJ / POL re-drafting guidance on how to handle complex transactions during a comms / power failure.	Steve Beddoe	Determined that there is no error in Horizon system, however guidance for branches needs		Open

	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.		SB to report back on progress of this task.		updating.		
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	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	RW to forward SB email on technical analysis. Dave Posnett to chase up ARQ request. GP to then review transaction logs.	Rodric Williams Dave Posnett	Determined that there is no issue with Horizon from a technical perspective.		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	RI to investigate further and report back.	Rod Ismay			Open
15.	Ponteseema (?) branch is raising issue with Horizon	Anne 11/09/13	Anne to investigate further and report back	Anne			Open