

Issue	Raised By	Action	Action Owner	Resolution/ Output	Escalated to prosecution team	Open / Closed
Prestbury – Current agent settle debt for £700 for Santander transaction, now blaming Horizon	Gayle Peacock 24/07/13	Helen Rose to decipher discs	Gayle Peacock	SB investigation has concluded that there is no technical issue with Horizon.		Open
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
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 over the validity of this receipt. The customer will not provide the original copy. Entered on Horizon £180 – 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

£480						
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		Steve Beddoe	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
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			Issue determined to only be a need for a service improvement rather than a problem with Horizon.	No	Closed
ATM gluing case - case concerning ATM shortages at London offices where a	Dave Posnett	No data can be provided. Rob King to understand what can be done to	Rob King	Determined that this issue could impact on branch accounting,	Yes	Open

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.	31/07/13	provide information going forward.		though there is no problem with Horizon.		
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
Rhigos branch – SPMR raising complaints about Horizon	Gayle Peacock 14/08/13	Angela Van-den Bogerd aiming to meet spmr	Anne Allaker			Open
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 connection is lost, Horizon recovers the first failed top up. Post recovery Horizon should account for two top-ups but only accounts for one.	Andy Winn 14/08/13		Steve Beddoe	Determined that there is no error in Horizon system, however updated guidance for branches has now been produced.	No	Closed
ATM Issue – New routers in ATM in Jan – issues with withdrawals not being captured.	Rodric Williams			No problem with Horizon	No	Closed

	28/08/13			 Horizon Weekly Report Action Log Ma		
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
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
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	GP to ask Helen Rose to review discs SB to obtain FJ response on technical issues.	Gayle Peacock Steve Beddoe	Determined that there is no issue with Horizon from a technical perspective.		Open
Missing Cheques – Some cheques at FSC cannot be tied to a branch as no details on the back.	Gayle Peacock 4/9/13	Currently £20k of un-assigned cheques. Rod's team currently trying to find where they were sent from.	Rod Ismay			Open
Pontycymer branch is raising issue with Horizon	Anne 11/09/13	Anne / Steve to investigate further and report back	Anne Allaker / Steve Beddoe			Open

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