

Tajuk :	INTERNET BANKING <i>System Investigation Request (SIR)</i>	04/10/2012 10:03:38 AM
		Mukasurat : 1

Sir Control Number : **IE000100SP** Type of SIR : **PRODUCTION** Resubmit from :
Environment :

Request Section

Requested by : HALIMAH BINTI MOHAMMAD SHUKOR (03491) Date Requested : 04/10/2012
Designation : PEGAWAI TADBIR Date Required : / /
Department / Branch : BAHAGIAN PERBANKAN ELEKTRONIK
Originally Requested by : Branch :

Priority : HIGH
Account Number : Transaction Code :

Description :
AGRONET PRODUCTION - BILL PAYMENT: TELEKOM MALAYSIA
Mohon kerjasama untuk membuat semakan segera bagi transaksi bill payment TELEKOM Malaysia di AGRONet kerana jika pelanggan mengisi simbol "-" pada bill account number transaksi ini adalah berjaya iaitu successful di AGRONet tetapi sebenarnya tidak diterima (rejected) di pihak TELEKOM.

Bagi pelanggan di bawah pihak Telekom telah membuat manual correction untuk menerima transaksi pelanggan.

TCO HELPDESK TICKET NO: 34410

Impact to the system :

Approval Section by Manager of Requester

Approved by : Date Approved : / /
Designation :
Department / Branch :

Analysis Section

Reviewed By : Date Reviewed : / /
Status : Date Received : / /
Comments/reject reasons :

Reference Document to Vendor :
Proceeding Document : Change Request Form - CR Ctrl No :
Data Maintenance Form - DM Ctrl No :
Migration to Production Form - MG Ctrl No :

Approval Section by Application Development Division Manager

Approved by (upon Submitting Analysis Section) : Date : / /

Resolution Section

<p><i>Requester</i></p> <p>By : Date Resolved : / /</p>	<p><i>Requester Manager</i></p> <p>By : Date Accepted : / /</p>
<p><i>Analyst</i></p> <p>By : Date Retested and Confirmed : / / Date Resolved : / /</p>	<p><i>Application Development Manager</i></p> <p>By : Date : / /</p>

Close : NO Date closed : / / By :