



# Report

No. Dokumen :  
AP/IE-SIR

Semakan :  
0

Tajuk :  
**INTERNET BANKING**  
*System Investigation Request (SIR)*

23/11/2012 11:48:29 AM

Mukasurat :  
1

Sir Control Number : **IE000114SP** Type of SIR : **PRODUCTION** Resubmit from :  
Environment :

## Request Section

Requested by : HALIMAH BINTI MOHAMMAD SHUKOR (03491) Date Requested : 22/11/2012  
Designation : PEGAWAI TADBIR Date Required : / /  
Department / Branch : BAHAGIAN PERBANKAN ELEKTRONIK  
Originally Requested by : Branch :

Priority : HIGH  
Account Number :

Transaction Code :

### Description :

Mohon kerjasama untuk semak isu ini kerana walaupun akaun status, mode operation akaun dan kad ATM pelanggan tidak mempunyai masalah tetapi mereka masih gagal untuk membuat pendaftaran di AGRONet. Error message yang di paparkan adalah seperti berikut:

"Transaction is declined. Please contact branch of account".

Berikut adalah maklumat pelanggan:

severity 3

CIF : 350139310  
NAMA : Zatiffi Ab Malik  
NO. AKAUN : 2007581000005080  
KAD ATM : 5893730013303145

CIF : 230095689  
NAMA : Noraliza Binti Zakaria  
NO. AKAUN : 2007581000005072  
KAD ATM : 5893730013303137

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 :



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Resubmit from :  
Environment :

*Approval Section by Application Development Division Manager*

Approved by (upon Submitting Analysis Section) :

Date : / /

## Resolution Section

*Requester*

By :

Date Resolved : / /

*Requester Manager*

By :

Date Accepted : / /

*Analyst*

By :

Date Retested and Confirmed : / /

Date Resolved : / /

*Application Development Manager*

By :

Date : / /

Close : NO

Date closed : / /

By :