***Issue Form (PROD)***

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| **Originator's Name:** Chooi So Fun**Project:** Internet Banking**Project Manager:** Malarvili **Module : Bill Pmt****Date Raised: 27.5.14****Phase :** Internet Banking**Functional Area : Bill Pmt** | **Issue ID Number:** **Related Issue ID Number:** HD00015153**Classification:****Priority:** Critical/High/Medium/Low**Assigned to: Vendor / IT / PMO SA / UPA****Actual Closed Date:**  |
| **Status:** Open/Assigned/Investigated/Resolved/Approved/Deferred/No Action  *(Circle one)* |
| **Description :** In Phoenix report dated 26.5.14, there was 1 failed Zakat Trx RM500 which successfully reverted however in BVMC the status still shown as successful.*Please refer to file attached for further details.* | **Impact:**  |
| **Findings/Root Caused (Description):**  | **Resolution:** |
| **Estimated Impact :** |  |
| **Recommendation:** |
| **Accepted :****(Vendor / IT / PMO SA / UPA)****Date:** | **Accepted (KFHMB Tester):****Date:** |

**Phoenix Report – Shown transaction failed & has been reverted**

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**However BVMC shown status as successful**

Internet Transaction Report



Bill Payment Report

