***Issue Form (PROD)***

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| **Originator's Name:** Chooi So Fun**Project:** Internet Banking**Project Manager:** Malarvili **Module : Prepaid****Date Raised: 04.06.2014****Phase :** Internet Banking**Functional Area : Prepaid** | **Issue ID Number:** **Related Issue ID Number:** HD00016084**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 :** There were total extra 7 Prepaid transactions performed on 3 June 2015 were successful captured at ePay. Customers’ accounts were debited and credited to ePay’s account accordingly. However, all these 7 transactions were not reflected in all the BVMC Report.*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:** |

**The below 7 transactions performed on 3 June 2015 were successful where customers’ accounts were debited and credited to ePay’s account**



**ePay’s account - Credited**





**Phoenix Report – Customers’ account Debited and Credited to ePay’s account**

