***Issue Form (PROD)***

|  |  |
| --- | --- |
| **Originator's Name:** Chooi So Fun  **Project:** Internet Banking  **Project Manager:** Malarvili  **Module : CMS Bulk**  **Date Raised: 19.12.2017**  **Phase :**  **Functional Area : CMS Bulk** | **Issue ID Number: HD00018622**  **Related Issue ID Number:**  **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 is 1 bulk transaction uploaded and approved on 18.12.2017 with status still pending for approval in corus. Upon further checking, customer's account has been credited successful. Please assist to rectify why status was not reflected accordingly in corus and BVMC.  **Transaction Details as per below:**  **Account - 002105001757**  Amount - **35,950.49**  **Trx Date & Time - 2017-12-18 14:38:02.0**  Verified Date: **2017-12-18 02:38:02**  Approved Date: **2017-12-18 18:12:55**  *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:** |

Corus

