

London Borough of Merton

Issue Log



DIRECT PAYMENTS TEAM - PRE PAID CARD ISSUES LOG

Issue Number	Issue Description	Author / Identifier	Date	Status of Issue	Ongoing Action Being Taken	Issue Open or Closed?
1.	T and C's say that the council will be paying charges on the card- this is not the case	Dan	-		New T's and C's are in the draw – with correct information on.	Closed
2.	Account number and sort code not on the card	Diane	05.08.2011	Account No & Sort Code now on card	The sort code & account number are now going to be embossed on the card	Closed
3.	T and Cs state can withdraw cash from cash point	Dan	-		In the new T's and C's the wording has been changed.	Closed
4.	Letters to customers have personal sort code and account number. How will we get these details at Merton	Lorraine	05.08.2011	Waiting on Merton I.T dept	APS are waiting on Merton's IT department to find a secure server	Open
5.	Can payments and transfers be set up on opening of card for MMA	Daniel	-		APS said no as there are security checks etc that have to be done when opening an account These	Closed

					have to be done prior to transfers being made.	
6.	I think everyone will need to complete source of funds field in the same form if we ever want to use for reports	Daniel	05.08.2011			New
7.	Not all clients have access to computers; customer activated his card, sent DD mandate to set up. Letter was sent back from APS they are unable to set up dd. This was never stated before all customers use DD via Pay-Packet major problem.	Karen		Waiting on APS	APS are looking in to why this has happened. As per email dated 5 th August, this has been resolved with Pay Packet, who now send a compliment slip to confirm that they have processed the paper DD mandate.	Closed
8.	The process to set a standing order is far too long, this was never stated at the start	Karen			Stuart to look into the reason why it is taking so long. Customers need to register for payments and transfers – an email is sent immediately through to confirm, and then payments can be made within 48 hours of this registration. This is a one off registration, therefore payments can be set up at anytime moving forward	Closed
9.	Address details for DD's and S/o not showing on the APS paperwork	Pauline	05.08.2011	Waiting on APS	Stuart is going to put together a letter with this information.	Open

					Plus adding this information to the APS website – timing to be confirmed	
10	Do we always have to ring for Security codes	Pauline	05.08.2011	Waiting on Merton I.T	APS are waiting on Merton's IT department to find a secure server	Open
11.	Name on Payments and Transfers registration email – has only the customers 1 st name or surname. We need both names	Chantel	05.08.2011	Waiting on APS	Stuart is looking it to having both names on the email	Open
12.	Customer complaint –Mrs W	Customer complaint/ Pauline	05.08.2011	Email sent to LT on the 19 th August	APS are waiting to hear back from their operations team.	Closed
13	An Easy to use guide is needed for DP customers	All	05.08.2011	Currently being briefed into APS Marketing Team	Stuart is going to put together a guide, which will need to be put into 'plain English'	Open
14	Chip and Pin for the PP cards	All			Call the IVR (the customer service number). If the number is forgotten you can get a new number. APS are currently investigating whether they can also send out PIN updates via text	Closed
15	When looking at customer statements the full date does not seem viewable	Dan	1.10.2011	Dan has provided a screen shot - as full date is not available on statements	APS IT to review old versions of Internet Explorer and see if this which versions are still supported by Microsoft	Open
16	Day for APS to come in?	Krishna	05.08.2011	Merton need to decide on a date and let APS know – please confirm dates for Rich Wagner to attend	Krishna made a suggestion that Merton set up a day of appointments with customers where APS could observe each of	Open

					the appointments - I spoke to Rich about this, and he would be happy to attend and observe some appointments. If your team would like to come up with a couple of dates, I will confirm which dates are convenient with Rich, so we can set this up	
17.	Can Merton put a payment of funds on to a card that may not have been activated?	Diane			Aps confirm that the funds will be allocated to the account, even though the card has not been activated. If you can provide the customer name & customer number, we will check the account and confirm balance	Closed
18	Lots of URL'S not working when registering for payments and transfers	Dan	16.09.2011			Open
19	Complaint – Karen's customer SC	Karen	16.09.2011	Complaint sent by email separately to APS	Email sent 16/9 at 16.51 following investigation	Closed