

Barcode-scanning issue

Info for colleagues – Area managers

What's the issue?

When remming in coins or cash, a small number of barcodes are not reading correctly, meaning that the incorrect amount is being recorded as “remmed-in” (and leading to a branch being surplus). It may also impact Bureau services.

What's the scale of the issue?

Around 4-5 cash rem barcodes are scanning incorrectly each day across the entire network.

What's being done about this?

There is now a control in place which identifies the mis-match between amount scanned and amount expected to be scanned. An emergency barcode is being issued to the branch to correct the surplus. Approximately 180 emergency barcodes have been issued since May (although not all of these are attributable to this issue).

What is the advice to branches?

Branches are being asked to check the value of REMs on Horizon when remming-in to ensure values match. If they do not, they should contact NBSC for further advice.

What is happening to resolve the issue?

A solution is being worked on and will be deployed as soon as it has been tested and verified.

Additional information for NBSC and FSC teams when contacted by branches

What is the advice for NBSC advisors?

Acknowledge the issue and assure the branch we're here to help.

Queries to be directed to below colleagues:

- *For cash – direct to [REDACTED]*
- *For Bureau – direct to [REDACTED]*
- *For current balancing issues – also offer a call with Tier 2*

Branch memoview – to be issued to branches

MBS XXX Cash pouch REMs In

For information and action

We are aware of an issue with a small number of Cash Pouch REM barcodes, which we are working to resolve as quickly as possible.

The issue means that when the barcode is scanned, it is only recognising part of the REM, which means it does not register the full value of the REM on Horizon. This may also impact Bureau services.

We are working on the solution, in the meantime when scanning your REM, please check the REM value against the advice note in the pouch, ensuring it matches the value on Horizon. If the values do not match, please contact NBSC for further advice.

This is impacting a very small number of branches across the network and we are correcting them as they arise by contacting branches directly. If you believe you may have previously accepted an incorrect amount and have not been contacted, please inform us by contacting NBSC.

If you are experiencing any other issues, please continue to report them to the IT Service Desk or NBSC so we can look into them and respond quickly.

We are sorry for any inconvenience this may have caused and we will update you as soon as we have more information.

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