

To: Jenkins Gareth G [GRO]; Wright Mark [GRO]; Bansal Steve  
From: Stewart Mike [GRO]  
Sent: Fri 10/1/2010 11:26:34 AM (UTC)  
Subject: FW: EMMA RE: Receipts Payments Missmatch Issue  
C.htm  
[Lost Discrepancies 290910.doc](#)

All, Emma is only just approaching P&BA re this issue so I guess it wont be until Monday PM for the conf call at the earliest.

Regards Mike

Mike Stewart SDM On-Line Services  
Royal Mail Group Account/UK Private Sector

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-----Original Message-----

From: Emma Langfield [mailto:[GRO]] On Behalf Of Duty\_Manager [GRO]  
Sent: 01 October 2010 12:15  
To: Stewart Mike  
Subject: Re: EMMA RE: Receipts Payments Missmatch Issue

Hi Mike

Sorry about the delay on this..each time I pick this up something else drops in. I will approach P&BA again today.

Many thanks  
Emma

To: <Duty\_Manager [GRO]>  
cc:  
Hard Copy To:  
Hard Copy cc:

Date: 29/09/2010 11:04

From: "Stewart Mike" <[GRO]>

Subject: EMMA RE: Receipts Payments Missmatch Issue

Emma, Re our discussion, please read the attached word doc which summerises the issue we have discovered, we can report that since May this issue has occurred 45 times at 42 branches and looks like it may well continue to happen at a rate of 5 a week. We are working on a fix and is hopefully due to complete and get released to Live in REL2.20 which is scheduled in about 5 weeks time.

As discussed, if you can please read and then decide who is best to deal with this issue within P&BA and if we can then arrange a Conf Call to discuss how we handle these offices that have this issue, Gareth, Mark, Steve and myself should all be available at sometime during Thursday and Friday to discuss.

If you need anymore please let me know.

Regards Mike

<<Lost Discrepancies 290910.doc>>

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(See attached file: C.htm)(See attached file: Lost Discrepancies  
290910.doc)

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