

Message

From: Dionne Harvey [GRO]
Sent: 15/11/2017 15:41:47
To: Carol.Dunford [GRO]
CC: PostOfficeAccountCommercialMailbox [GRO]; Jason.Muir [GRO]
Subject: RE: Reconciliation Service obligation

Ok np – thanks for the update Carol.

Regards,

Dionne.



**2017 Winner of the Global Postal Award
for Customer Experience**

Dionne Harvey LLB (Hons)

IT Contracts Manager

Finsbury Dials
20 Finsbury Street
London EC2Y 9AQ

Mobile number: [GRO]

Advanced Leave notice –

From: Carol.Dunford [GRO]
Sent: Wednesday, November 15, 2017 3:03 PM
To: Dionne Harvey [GRO]
Cc: PostOfficeAccountCommercialMailbox [GRO]; Jason.Muir [GRO]
Subject: FW: Reconciliation Service obligation

Dionne, this was the obligation we discussed this morning.

Krishna has checked and it wasn't picked up in the Minor Updates CCN. So, we will remove from our own internal obligations tracker and make a note for the next Minor Updates CCN that this needs correcting.

Jason, fyi.

Thanks

Carol

Senior Commercial Manager - Commercial Lead on the Post Office Account

[GRO]

Advance Notice of Leave – 23

From: Muir, Jason
Sent: 14 November 2017 12:02
To: Dunford, Carol [GRO]; Godfrey, Stephen (Security) [GRO]
Cc: Topan, Krishna [GRO]
Subject: RE: Reconciliation Service obligation

Hi Carol,

No we are no longer completing this.

I understand that this obligation became obsolete when the responsibility for the Counters moved to CC.

Regards,

Jason Muir
Operational Security Manager
Post Office Account

Fujitsu
Mob: [GRO] or Internally: [GRO]
Phone: [GRO] or Internally: [GRO]

From: Dunford, Carol
Sent: 14 November 2017 09:47
To: Godfrey, Stephen (Security) [GRO] Muir, Jason <[GRO]>
Cc: Topan, Krishna [GRO]
Subject: Reconciliation Service obligation

Steve, Jason
This obligation is currently showing as RED in the ACM and we have our next obligations review with POL tomorrow. Can you confirm if we are meeting this obligation?

	2 3	On a monthly							
	4	basis, the							
	10 a	chargeable MER							
		spreadsheet							
		shall be							
		populated by							
		the							
		Reconciliation							
		Service with							
		details of							
		Exceptions or							
		Errors, any							
		applicable							
		liquidated							
		damages and							
		appropriate							
		supporting							
		information The							
		Reconciliation							
		Service's							
		liquidated							
		damages							
		calculation shall							
		be forwarded to							
Service		Post Office for	6	Reconciliation			Thompson,	Thompson,	
		agreement	Monthly	Service	25/04/2016	26/10/2017	20/03/2023	Peter (P.J)	Peter (P.J)
									Red

Thanks

Carol
Senior Commercial Manager - Commercial Lead on the Post Office Account
[GRO]

Advance Notice of Leave –

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