

Message

From: CN=Jane S Adcock/OU=e/O=POSTOFFICE [CN=Jane S Adcock/OU=e/O=POSTOFFICE]
Sent: 26/05/2009 16:47:54
To: sandra.lewis@ [GRO]
Subject: Re: Transfer and Closure Audit Workaid
Attachments: auditClosure Workaidmay09.doc; Transfer Workaidmay09.doc

Hi Julia/Sandra

Please find updated Closure and Transfer workaid in relation to Paystation
Please can you also ensure the following is included in all audit /intervention activities

ALL AUDIT ACTIVITIES

Ensure that when prepping activities check to see if the branch has a Paystation terminal (this information should be on the All Branches database) whilst on site check for the terminal and if it is found to be missing report it back to Jane S Adcock via email

If it is inactive please ensure that it is active prior to leaving branch (default user ID - 99, default password - 1111). If not working the SMPR should contact the Paystation helpdesk @ [GRO]

INTERVENTION/TRAINING ACTIVITIES

Whilst on site check for the Paystation terminal and if it is found to be missing report it back to Jane S Adcock via email

Kind regards
Jane
Product Support Specialist
Service Delivery
Operations
Post Office Ltd

LIW @ [GRO]
Fax: n/a, Mobex: @ [GRO] Mobile: @ [GRO] Mobex: @ [GRO]
External Email: jane.s.Adcock@ [GRO]
'Keeping effective channels to market open both today and tomorrow'.

Sandra Lewis
26/05/2009 14:34
To: Jane S Adcock/e/POSTOFFICE @ [GRO]
cc: Alan Stuart/e/POSTOFFICE @ [GRO]
Subject: Re: Transfer and Closure Audit Workaid

Hi Jane

Sandra is on A/L until next Monday, but hopefully the following might help.

The workaids attached below are currently the versions available on our Network Field support Toolkit. However, both of these chapters are currently under review and should be updated by the end of July 2009.

Regards,

Julia.

Sandra Lewis
Field Support Change Advisor
Post Office Ltd - Network
@ [GRO]

(@ [GRO] or Postline @ [GRO]
EOA @ [GRO] or Mobex @ [GRO]
: Sandra.lewis@ [GRO]

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Jane S Adcock
26/05/2009 08:00

To: Sandra Lewis/e/POSTOFFICE [GRO], Alan Stuart/e/POSTOFFICE [GRO]
cc:
Subject: Transfer and Closure Audit Workaid

Dear Both

Please can you send me the latest closure and transfer workaid so i can check to ensure all the procedures relating to Paystation are correct.

Alan - the following you sent does not appear to be the one we agreed on as it still mentions jane Hamilton and Matthew Gibbs who both left the business over 18 months ago

Kind regards
Jane
Product Support Specialist
Service Delivery
Operations
Post Office Ltd

LIW [GRO]
Fax: n/a, Mobex: [GRO] Mobile: [GRO] Mobex: [GRO]
External Email: jane.s.Adcock [GRO]

'Keeping effective channels to market open both today and tomorrow'.
>>>> Chapter 04.audit Transfers v7.2.zip attachment was removed from this email
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>>>> Closure Workaid.doc attachment was removed from this email <<<<

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