

From: "Brett, James" <[redacted]>
To: Katie Simmonds <[redacted]>
Cc: "Owsley, Meyrick" <[redacted]>, "Cooke, David" <[redacted]>, "Smithurst, Erika" <[redacted]>, "Robson, Suzanne" <[redacted]>
Subject: FW: Failed Drop & Go Top Up - 22145833
Date: Fri, 10 May 2019 12:44:42 +0000
Importance: Normal
Inline-Images: image003.gif; image005.gif; image006.png; image007.png; image008.png; image001.png; image002.png; image004.png; image009.png; image010.png

Hi Katie,

Apologies I miss-informed you previously – we did receive an incident in respect of the latest issue, and I did have sight of it... It came under a different reference number and different description, which threw me...

The email trail below shows that we received the incident on 13th Aug, and a fix was identified on 12th Sept. I can confirm that this fix was deployed to live on 13th Sept 2018.

Kind regards,



James Brett

Principal Test Manager - Post Office Account

T: [redacted]

M: [redacted]

1020 Eskdale Road – Winnersh Triangle RG41 5TS – UK

atos.net



From: Brett, James
Sent: 12 September 2018 17:31
To: Vaidya, Akshar <[redacted]>
Subject: RE: Failed Drop & Go Top Up - 22145833

Hi Akshar,

Attached is the updated Burps script with the fix in. Please check the comparison report to ensure just the Count Mails script has changed, and then only the 2 steps I updated.

I've tested the change and it works as expected.

Kind Regards,

James

James Brett

Principal Test Manager – Post Office Account

Lync/Landline:

Mobile:

Email:



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From: Vaidya, Akshar
Sent: Wednesday, September 12, 2018 5:11 PM
To: Brett, James <
Subject: FW: Failed Drop & Go Top Up - 22145833

Hi James,

Please see below email trail, this is the exact query/incident. Attached is the keystroke from Fujitsu.

Many thanks for looking into this. 😊

Best Regards,

Akshar

Best Regards,

Akshar Vaidya

Post Office Account

Atos Information Services

Atos IQ Winnersh, UK



Advance notice of annual leave/absence

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 Please consider your environmental responsibility before printing this e-mail.

From: Henk Bakker <[redacted] GRO [redacted]>
Sent: Monday, August 13, 2018 4:19 PM
To: Post Office Service Desk <[redacted] GRO [redacted]>
Cc: POL.AO.Team.All <[redacted] GRO [redacted]>
Subject: FW: Failed Drop & Go Top Up - 22145833

Hello Service Desk,

Could you please raise a non-urgent Service Request on the Accenture Drop & Go production team (on CC line, above) to investigate why the Drop & Go account associated with D&G card 22145833 was not topped up by £30 at the date and time given in the attachment.

The attached shows that session 527025 at counter 2 in branch117844 on 31 July at 14:11 topped up a Drop & Go account. This was settled against a payment card. But Drop & Go account 22145833 shows no top-up on that date. We have, today, done a correction credit, so the customer is no longer out of pocket. But it is a mystery how this issue could arise, since Drop & Go on Horizon first credits the D&G account (putting the entry in its basket) and only then settles. If the credit failed, we would not expect to see it in the basket.

It would be great if you could, please, inspect your log files around this time (compensating for British Summer Time, if required) for a top up of this amount, at this branch. My suspicion is that a different D&G

account was topped up, accidentally, instead.

Thanks and regards,

Henk Bakker

GRO

From: dropandgoadmin
Sent: 13 August 2018 15:37
To: Henk Bakker
Subject: RE: Failed Drop & Go Top Up - 22145833

Hi Henk,

Just for info

Unfortunately the office only had the transaction log available – however from this we can see the ‘Account Top Up’ and ‘Visa Debit’ payment. So though there isn’t enough to suggest why this issue occurred we can see that the customers card should have been credited.

Many thanks,

Sam



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

Sam Bradbury
Accounts Payable Team

Drop & Go
1 Future Walk

West Bars

Chesterfield
S49 1PF

GRO

From: dropandgoadmin
Sent: 02 August 2018 11:21

To: Henk Bakker <[REDACTED]>
Subject: RE: Failed Drop & Go Top Up - 22145833

Hi Henk,

Looking on Credence we can see that the Drop & Go Account Number used in relation to this transaction is indeed the one in question. I am trying to get a copy of the receipt from the office to see if there is anything else that may be suggested from it.

Many thanks,

Sam



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

Sam Bradbury
Accounts Payable Team

Drop & Go
1 Future Walk
West Bars
Chesterfield
S49 1PF

[REDACTED]

From: Henk Bakker
Sent: 01 August 2018 17:05
To: Maxwell Racher <[REDACTED]>
Cc: dropandgoadmin <[REDACTED]>
Subject: RE: Failed Drop & Go Top Up - 22145833

Hello Maxwell,

This is very odd. The branch would settle what is in the Horizon basket. For the £30 to appear in the Horizon basket, the Drop & Go account would have been credited first. If that credit had failed, the amount would not be in the basket and there would be no basket to settle with the payment card.

This suggests that, perhaps, the branch credited a different Drop & Go account. Drop & Go should have issued a receipt, in addition to the usual session receipt. The Drop & Go receipt would have the last three digits of the D&G account. What exactly does it say on the receipts?

Thanks and regards,

Henk Bakker

GRO

From: dropandgoadmin
Sent: 01 August 2018 14:41
To: Henk Bakker
Cc: dropandgoadmin
Subject: Failed Drop & Go Top Up - 22145833
Importance: High

Hi Henk,

A Drop & Go customer has topped up in branch via a card payment for £30. The transaction went through in the office, producing a receipt and session ID. We can also see this transaction on the sales Credence reports. However, the account has not been credited at all on FRE and we cannot find this as an exception.

Details are as follows:

Branch FAD – 117844X

Drop & Go Account – **GRO**

Time/ Date of transaction – 31/07/2018 at 14:11pm

Session – 527025

Could you please advise on how to resolve this situation? The branch is unsure what to do as they are not showing a £30 gain in the office

Kind Regards

Maxwell Racher



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

Maxwell Racher
Drop & Go Team

2nd Floor West,

No 1 Future Walk,
CHESTERFIELD S49 1 PF

Tel:

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