

## Message

**From:** Tina Davis [IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=TINA+2EDAVISA589494  
6A31-4EDF-8833-AA6A44873EF8@C72A47.ingest.local]  
on Tina Davis <IMCEAEX-  
behalf \_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=TINA+2EDAVISA589494  
of 6A31-4EDF-8833-AA6A44873EF8[GRO] [IMCEAEX-  
\_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=TINA+2EDAVISA589494  
6A31-4EDF-8833-AA6A44873EF8[GRO]]]  
**Sent:** 17/06/2014 10:41:09  
**To:** Jenkins Gareth GI [GRO]  
**Subject:** FW: SSK losses - stock unit proposal for impact assessment needed please

Gareth,

Does the approach suggested by Phil Evans below cause any issues, I just need to impact assess and your assistance is much appreciated.

Regards, Tina

Tina Davis | Senior Project Manager  
Change Management

148 Old Street, LONDON, EC1V 9HQ

GRO Postline: GRO  
Mobex: GRO  
email: GRO



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**From:** Phil Evans  
**Sent:** 17 June 2014 11:23  
**To:** Tom Pegler  
**Cc:** Basingstoke Crown-Office; Tina Davis; Andrew J Thompson; Barry R Evans; Simon J Smith; Graham W Brown  
**Subject:** RE: SSK losses

Tom

For the immediate problem I can confirm the engineer is on site. I'll discuss longer term issues on kiosk 69 with NCR.

I would also suggest that a new shared stock unit is set up just for kiosk 69 and that it's reallocated in horizon to the new stock unit. Any problems on balancing and rolling over are then isolated to kiosk 69.

Regards

Phil

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**From:** Tom Pegler  
**Sent:** 17 June 2014 11:09  
**To:** Phil Evans  
**Cc:** Basingstoke Crown-Office; Tina Davis; Andrew J Thompson; Barry R Evans; Simon J Smith; Graham W Brown  
**Subject:** FW: SSK losses  
**Importance:** High

Phil – potential for a loss here subject to access to the notes vault. I am sure that Sue has many ref numbers on this so can you escalate and see if engineer attendance timescales can be improved upon please with a view for permanent resolution even if it means a swap out.

Regards

Tom Pegler I Crown Productivity & Service Manager

1<sup>st</sup> Floor Bunhill Row Wing, 148 Old Street, London, EC1V 9HQ

GRO

Mobex

GRO

GRO

POST  
OFFICE

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**From:** Basingstoke Crown-Office

**Sent:** 17 June 2014 10:41

**To:** Tom Pegler; Brian Bolton

**Cc:** Graham W Brown; David J Miller; Simon J Smith; Colin Middleton; Andrew J Thompson

**Subject:** SSK losses

Gents,

Regarding SSK 69 ( the most troublesome one of 3) I have had to show a loss of £509. This machine has not worked properly since installation – engineers are constantly on call out, the main problem being it keep switching to US dollars! New software and hardware have been fitted and it is constantly on card payment only. As you know if anything is wrong with any one of the 3 machines you cannot balance the stock unit so as I reported this fault yet again yesterday at 6pm and was told 24hours ( which is working hours) which means an engineer will not be here till COB Thursday I took the decision to empty the machine. I could remove all coin and some notes but it will not let me transfer all notes and I cannot get to them – hence the shortage. Obviously when an engineer does turn up I will ask them to get to the notes but my worry is they won't be there.

I will not accept a loss for this and the level of service from NCR , both timings and effectiveness is well below what I expected. SSK 69 needs to be removed and a complete new model installed asap. Until such time I will only operate this machine on a card payment basis as that way it cannot swallow any more cash.

***Sue King - Branch Manager***  
***Tracey Reeve - Assistant Manager***  
***Basingstoke Crown Office***  
***5- 7 London Street***  
***RG21 7AB***

GRO

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