

From: Adam Voce <adam@g-cv.com>
Sent: 22 October 2017 19:52
To: Nicola Peters <nicolapeters@g-cv.com>
Cc: Aubrey Hayward <aubrey.hayward@ransquawk.com>; Alec Baughan <alec.baughan@ransquawk.com>; George Eaton-Busfield <george@g-cv.com>
Subject: RE: Credit card charging for The Jet Group Services

Sorry if this is a repetition - seem to be numerous email chains on this matter.

Please can you advise if resolved and provide debtors etc .. see other email on subject ... but essentially is this all working and up and running now?
AND have all debtors been charged.

If not this is now a priority to move to top of the tree.

Thanks
Adam

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

From: nicolapeters@g-cv.com [mailto:nicolapeters@g-cv.com]
Sent: 07 September 2017 14:14
To: George Eaton-Busfield <george@g-cv.com>
Cc: Albie Turner <ast@pjmarksandco.com>; Aubrey Hayward <aubrey.hayward@ransquawk.com>; Alec Baughan <alec.baughan@ransquawk.com>
Subject: Re: Credit card charging for The Jet Group Services

Hi,

State of play:

All card payments(including Amex) USD and GBP settle in GBP in the JET Group services account. This was the most cost effective way to deal with transactions and reduce fees.

Apparently still issues with Amex usd charging so I will follow up today.

Thanks,

Nicola

On 2017-09-07 13:50, George Eaton-Busfield wrote:

Nicola,
Please can you update on this.
Thank you.

From: Aubrey Hayward [mailto:aubrey.hayward@ransquawk.com]
Sent: 12 July 2017 12:10
To: Alec Baughan <alec.baughan@ransquawk.com>
Cc: Nicola Peters <nicolapeters@g-cv.com>; Albie Turner <ast@pjmarksandco.com>; George Eaton-Busfield <george@g-cv.com>
Subject: Re: Credit card charging for The Jet Group Services

My 2 cents worth is in agreement.

Aubrey

On 11 July 2017 at 14:47, Alec Baughan
<alec.baughan@ransquawk.com<mailto:alec.baughan@ransquawk.com>> wrote:
It's down to Jet's preference, of course, but my tuppence worth: I
would keep USD separate going into a USD denominated account, then
make block transfers to the GBP account as and when required.

Alec.

From: Nikki Peters
[mailto:nicolapeters@g-cv.com<mailto:nicolapeters@g-cv.com>]
Sent: 11 July 2017 14:32
To: Aubrey Hayward
<aubrey.hayward@ransquawk.com<mailto:aubrey.hayward@ransquawk.com>>
Cc: Albie Turner <ast@pjmarksandco.com<mailto:ast@pjmarksandco.com>>;
George Eaton-Busfield <george@g-cv.com<mailto:george@g-cv.com>>; Alec
Baughan
<alec.baughan@ransquawk.com<mailto:alec.baughan@ransquawk.com>>
Subject: Re: Credit card charging for The Jet Group Services

Hi all,

I can see the vast majority of these declined payments are for Amex
USD. We are currently unable to accept Amex USD payments. I have been
trying to resolve this problem since last week - we were set up with
Amex merchant numbers to facilitate GBP-GBP payments across our 3
payment platforms (ecommerce, futurepay, telephone payments). So as it
stands we need a further 3 Amex merchant numbers to accept USD
payments. I spoke to Amex again this morning and was going to ask for
feedback from you all as to whether you want the Amex USD payments to
clear into the JET Group GBP or the The JET Group USD account. There
are less fees associated with USD-USD, however historically, all
currencies cleared into the RAN Lloyds GBP account, and all other USD
card payments through Worldpay clear in GBP too. Please advise so I
can get the application paperwork sorted. Unfortunately even after the
application is complete it can take up to two weeks before we are
supplied with a merchant number from Amex. In this instance, I suggest
that we could contact clients individually to explain the situation to
see if they are happy to either:

- one off payment on another card
- double payment with next month fees

All other customers with declined cards should be contacted
individually. The card could be declined for usual reasons (expired
etc) or, the user may have higher security settings and the bank could
have flagged the payment as potential fraud owing to the change in
business name. In this instance we have to advise the client to
contact their card provider.

Happy to discuss whenever.

Kind regards,

Nicola

On 11 Jul 2017, at 14:11, Aubrey Hayward
<aubrey.hayward@ransquawk.com<mailto:aubrey.hayward@ransquawk.com>>
wrote:
Would like to include Alec in this conversation as we had discussed
this internally that Anita and Sarah here should/could contact clients
with outstanding payment issues to assist.

Likewise I'm pretty sure Nikki has gotten to the bottom of why this
has occurred and has a solution.

Nikki/Alec/Albie whens a good time to meet or conf call this week?

Aubrey

On 11 July 2017 at 14:03, Albie Turner
<ast@pjmarksandco.com<mailto:ast@pjmarksandco.com>> wrote:
Hi guys

Can we discuss please?

<image001.png>

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damage caused as a result of any software viruses.

From: RAN Billings
Sent: 11 July 2017 12:01
To: Albie Turner <ast@pjmarksandco.com<mailto:ast@pjmarksandco.com>>
Subject: Credit card charging for The Jet Group Services

Hi Albie,

In the last two months of charging cards through the new WorldPay
account we have been averaging around the 70% mark for transactions
being successful. In the month of June we had a significant amount of
Amex cards being declined and it stood out as being a potential reason
for the lack of cards being charged.

Nicola then contacted WorldPay which they then added the ability to

charge Amex cards. I have completed charging the card for July and we have 64 customers who were unable to be charged for reasons you will see on the spreadsheet attached.

The customers highlighted in yellow have a recurring problem and I have attempted to charge their card multiple times but we are unable to receive their payment. There seems to be a higher amount of USD cards being declined which I have noticed while charging but that could just be because we are charging more dollar accounts overall. The people on their end are attempting to contact their clients to resolve this issue.

Let me know on what the suitable plan of action we should take.

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<https://t.sidekickopen70.com/s2t/o/5/f18dQhb0S7n28cNIWfW5xDW_F2zGCvGW40Fv_62SXv86N6W0__4S9Tq2N8qISJv1CmJVf2bFwTW03?si=8000000004872272&pi=3a5180e6-536d-4eb0-9459-b0d101c44f83>