

Sent: Friday, 29 July 2005 17:27

From: ".Box.UKLINK.Manual"

To:

[DK/001/DK - Problems with processing of RGMA files resolved](#)

Dear Colleague,

With regard to the previous note of 26<sup>th</sup> July: NR/1456/DK - Problems with processing of RGMA files

Please be advised that the problem with RGMA jobs reported on Monday has been resolved, and catch up has progressed as follows:

Files normally expected to be processed Monday 25<sup>th</sup> July (ie including all files received after 19:15 Fri 22<sup>nd</sup>) were processed Wednesday 27<sup>th</sup>.

Files received Tuesday 26<sup>th</sup> & Wed 27<sup>th</sup> were processed Thursday 28<sup>th</sup>.

Files received Thursday 28<sup>th</sup> will complete processing Friday 29<sup>th</sup>.

Files received Friday 29<sup>th</sup> before 19:00 will complete processing by the morning of Saturday 30<sup>th</sup>.

We apologise for the inconvenience, and the impact which this has caused to your daily operations, and would like to assure you that we are working to ensure that any repeat of this problem is avoided.

Dave King

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