
[Redacted - not relevant to request]

From: Lou Barber **[Redacted under section 40(2) of the Act]**
Sent: 06 September 2017 19:06
To: Catriona Ferguson; Sian Healey; **[Redacted under section 40(2) of the Act]**
Cc: Liz Duval; **[Redacted under section 40(2) of the Act]**
Subject: Printing error on envelopes proposed action and Non Conformance Report

Dear All,

All investigations have been completed into the envelope print error.

The non-conformance report is attached, however primary purpose of this note is to set out Proximity's proposal as to how we deal with the potentially affected customers.

We believe a maximum of 218 customers **could** have been affected (it may be less).

We intend to use the original data file to re-create the payment plan/licence for these 218 customers. **[Redacted under section 40(2) of the Act]** will do a manual check to remove anyone who has cancelled their licence.

The payment plan will be sent together with a covering apology letter explaining that we have been made aware that some customers did not receive their plans as a result of a print error which omitted the pre-paid stamp and therefore we are sending a copy of their plan in case they were affected.

We know that 3 customers have made contact and 1 posted on Twitter but as far as I'm aware, there haven't been further contacts.

It's possible that many people didn't bother to collect the envelope (I think the card that is left by the RM specifies the reason the item could not be delivered)

[Redacted under section 31 of the Act] so we suggest that we add a line to the letter

saying something along the lines of....if you have been affected and would like to discuss then please call XXXXXXXX.

We will be working on apology letter copy so Lou, one of the team will be in touch re this. We will liaise with **[Redacted under section 40(2) of the Act]** re telephone number to use.

Kind regards

Lou

Lou Barber
Chairman



[Redacted under section 40(2) of the Act]

Campaign's Customer Engagement Agency of the Year, 2015
Cannes Lion Effectiveness Gold Winner, 2016
IPA Effectiveness Gold Winner & The Channon Prize for Best New Learning, 2016
DMA's Grand Prix Winner, 2015
IPA Effectiveness, The Gunn Report & Directory Big Won Network of the Year, 2016 (BBDO)
WARC 100's No.1 global digital specialist agency, 2017



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6th September 2017

LD

NON CONFORMANCE REPORT v.3.00

TVL12 Bulk file – envelope print error

Summary of the error

The Capita Call Centre notified Proximity on 23rd August that two customers, living in the LS25 postcode area, had informed them they had received notice from the Royal Mail to collect their TV licence from the local delivery office, due to the postage not being paid. Customers were required to pay £2 to collect their licence.

On 24th August a further customer living in the WF2 postcode area contacted the Call Centre reporting the same issue. The front of the envelope concerned was scanned and sent to the Call Centre, showing that the envelope print was missing from the front of the envelope, including the pre-paid indicia (postage payment). A fourth customer highlighted the same issue on Twitter also on 24th August.

All 4 customers were in the bulk Direct Debit Licence file, despatched on 15th and 16th August. The total volume of the file was 554,890, however, thorough investigation carried out by Communis pin points the error to a much smaller number. All 4 of the customers affected above were found to be within 218 records of each other in the mail file, and the high level of QA checks in place both at Communis and its envelope supplier, indicate that the issue could only be low in volume (please see detailed breakdown of checks under 'How did the error happen').

In addition, all 218 records fell within one postal tray, of 300 records, at Communis. One of the Royal Mail delivery offices impacted was Garforth. The volume of envelopes Garforth stated it held for customer payment (about 30) corroborates with the volume of Garforth records in the affected tray (27). The Postal trays before and after the affected tray were checked and no error found. Therefore, the maximum number of envelopes impacted could be no more than the affected postal tray i.e. 300 records.

The print error occurred at Communis' envelope supplier, [Redacted under section 43 of the Act]. A machine failure resulted in one side of the envelope not being printed.

A detailed investigation was launched to understand the extent of the error and how it occurred; investigations at the envelope supplier took place, enquiries with regional Royal Mail Delivery Offices were made, Production logs were extensively reviewed and the operator involved in producing the affected batch was interviewed.

How did the error happen?

The envelope Print Process

Envelopes are produced out of reels of paper and print is applied whilst the envelope is part of a continuous web of paper (i.e. the envelope is made up after the print has been applied). Print is applied by two different printing processes, from two separate print units, on the same machine. One print unit applies print to the underside of the paper, which later forms the outside of the envelope. A separate print unit applies ink to the upper side of the web, which is the print on the

inside of the envelope, the inner opaque, and this is the message that shows through the window. On the affected envelopes, although the outside of the envelope was blank, the opaque was present.

QC checks in place at [Redacted under section 43 of the Act] (the envelope supplier)

Extensive QC checks are in place at [Redacted under section 43 of the Act] throughout the envelope print process. The envelopes concerned (code ENV/DLW/TVL12/06/17/E 21234 are produced at approximately 1,000 envelopes per minute. Machines operators conduct random inspections approximately every 10,000 envelopes, which is the equivalent of every layer of envelopes on a pallet. In addition, scheduled inspections are conducted and documented every 30 minutes and these are randomly inspected by a Systems Controller, across all machines.

Containment of the error at Communisis

Once notified of the issue, Communisis immediately sought to contain it, by ensuring no further envelope stock from the affected production batch could be used. The DD Licence file uses envelope code ENV/DLW/TVL12/06/17/E 21234. At the time the issue was raised there were 14 pallets of stock on site at Communisis, a total of 774,000 envelopes. These were immediately quarantined. In addition, 76 trays of mail were in Production and about to be released. These were personally checked by the TVL QA Manager before being released (SLA was maintained).

The envelopes used to mail the 4 affected customers came from a stock of 320,000 envelopes that were delivered on July 4th and manufactured in June. The subsequent envelope batch was manufactured and delivered after 4th July and so it was assumed the issue was ring fenced to the 320,000 envelope delivery. At the time the issue was detected, one pallet of this 320,000 delivery was unused at Communisis. [Redacted under section 43 of the Act] removed the pallet, checked it and returned it for future use.

QC at Communisis

On receipt, the large DD Licence data file, is split into spools of approximately 50,000 records for secure management within the Production environment. The affected records were found to be in the third spool (SRN range 099922-149698).

As checks in the Production environment at Communisis are extensive; packs are checked at the start and end of every production run, as well as at 5k intervals throughout, any issue should be contained to a maximum of 5,000 records. Operators are also expected to flick through as many envelopes as possible, to ensure names and addresses and Royal Mail barcodes can be clearly seen. Not all envelopes can be checked and the flick checks carried out on the 50k Production batch containing the affected records did not identify the issue.

Investigation with Royal Mail

A deeper review of the data file identified the 4 customer packs were in the same tray of mail (trays are used to present mail to Royal Mail). The tray contained 300 mail pieces. A listing of each postcode (from the 300 mail pieces), and the applicable local Royal Mail delivery office was generated. The Communisis Postal team sent the listing to Royal Mail asking them to contact their local delivery offices to request the mail be returned. However the vast majority had already been processed and returned to the Royal Mail Returns Centre for destruction due to the time elapsed since despatch from Communisis.

The delivery offices fed back that some customers had paid the surcharge and collected their mail, while others refused to pay. Where customers refused to pay, mail would have been returned to the Royal Mail Returns Centre and subsequently destroyed.

Contact with one of the Delivery Offices (Garforth) corroborated the Communisis assessment of the numbers affected; they quoted seeing approximately 30 TVL letters that required customer collection and payment, and Communisis investigations detailed 27 Garforth customers would have been impacted by the error.

Impact of the error

The error seems likely to have affected no more than 300 customers, however, to date only 4 have complained about the error. Across the customers impacted the following scenarios will have occurred:-

- Customer not received the Royal Mail request for payment
- Customer ignored the request for payment
- Customer gone to the Post Office to collect the mailing and refused to pay
- Customer gone to the Post Office and paid to collect the mailing

How do we prevent re-occurrence of the error?

Communisis have a long standing, successful relationship with their envelope supplier, [Redacted under section 43 of the Act]. Significant quality issues have not been experienced to date. Quality controls at [Redacted under section 43 of the Act] are in place and robust. Quality checks at Communisis do include checking the stock they use, however due to the size of this quality issue (vs the number of envelopes supplied to Communisis) this error went undetected at Communisis. The corrective actions below will help mitigate the likelihood of re-occurrence of the error.

Corrective actions and completion dates

1. Identify and quarantine all stock of ENV/DLW/TVL12/06/17/E 21234 on site at Communisis to contain the issue. **Complete**
2. QC all files due to be released using all ENV/DLW/TVL12/06/17/E 21234. 76 trays of mail checked. **Complete**
3. [Redacted under section 43 of the Act] to re-train operators, stressing the importance of Quality checking, especially clearing machines of stock in the event of machine failure. [Redacted under section 43 of the Act] to confirm this has taken place
4. Issue a QA Alert to [Redacted under section 43 of the Act] and Communisis shop floor to highlight awareness of issue. **Communisis – complete. [Redacted under section 43 of the Act] – to confirm this has taken place**
5. Alert Communisis Commodity Manager, responsible for envelope manufacturer to be involved in future audit. **To be scheduled**
6. Schedule an audit at the envelope supplier. **To be scheduled**

[Redacted - not relevant to request]

From: Sian Healey
Sent: 07 September 2017 11:23
To: **[Redacted under section 40(2) of the Act]**; Lou Barber
Cc: Catriona Ferguson; Liz Duval; **[Redacted under section 40(2) of the Act]**

Subject: RE: Printing error on envelopes proposed action and Non Conformance Report

Hi **[Redacted under section 40(2) of the Act]**

Thanks for the update on this and we'll look forward to seeing the letter soon. I'm not aware of any more Twitter contact or contact to the call centre.

Sian

From: **[Redacted under section 40(2) of the Act]**
Sent: 07 September 2017 09:03
To: **[Redacted under section 40(2) of the Act]**
Cc: Catriona Ferguson; Sian Healey; Liz Duval; **[Redacted under section 40(2) of the Act]** Lou Barber
Subject: RE: Printing error on envelopes proposed action and Non Conformance Report

Good morning **[Redacted under section 40(2) of the Act]**

Just a quick note to let you know I will be picking this up this end. **[Redacted under section 40(2) of the Act]** is making the necessary enquiries at Communis end so I will update you as soon as I have any updates.

In the meantime do let me know if you have any questions.

Many thanks

[Redacted under section 40(2) of the Act]



[Redacted under section 40(2) of the Act]

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From: Lou Barber

[Redacted - not relevant to request]

On 6 Sep 2017, at 19:33, **[Redacted under section 40(2) of the Act]** wrote:

Many thanks for the heads up Lou, that's fine - I'll look out for the apology letter.