

# Scheme Operations — Inbox Document

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## Scheme Operations — Morning Update Thread

**From:** J. Roberts (Team Lead)

**To:** Scheme Operations Team

**Date:** 2026-03-28 08:30

**Subject:** Daily update + action items

Morning team,

Quick update on where we stand. We have 5 items needing attention today:

- Visa for Summit Peak Sports: Status is "Matched". Needs follow-up by Friday. URGENT — deadline approaching.
- UnionPay for Amber Fields Farm: Status is "Queried". Needs follow-up by Friday.
- AMEX for Riverstone Bakery: Status is "Pending". Needs follow-up by Friday. URGENT — deadline approaching.
- Mastercard for Estudio Vargas: Status is "Escalated". Needs follow-up by Friday.
- Diners for Bílý B žx! Status is "Queried". Needs follow-up by Friday.

Also flagging that Summit Peak Sports has come up 2 times this week across different Visa and Mastercard items. Might be worth looking at whether there's an underlying pattern here.

C. Taylor is on leave until Tuesday, so G. Davies is covering their queue.

The Jira board shows 16 items in backlog, 3 in progress. Let's aim to close at least 5 today.

Reminder: Settlement Service Config Guide SOP was updated last week — please review if you haven't already.

**Replies:**

**D. Brown** (08:45)

The Amber Fields Farm issue from yesterday is resolved. Turned out to be a Fee Settlement mismatch — the data in Scheme Portals didn't sync properly. I've updated the STL ticket.

**B. Jones** (09:02)

I'm looking at Riverstone Bakery now. The Scheme\_Status shows "Settled" but Ops\_Status says "Under Review". Something's not right — will investigate.

**H. Evans** (09:15)

Can someone check Estudio Vargas? I think we need to escalate but I can't access Visa Fee Portal (direct) to verify.