



Memo regarding The Post Sports Bar & Grill Fenton guest visits between 9/26/2018 - 10/19/2018

To all of our guests who have visited our Fenton location, we thank you very much for your patronage and support through our first month of opening. It has been an overwhelmingly positive experience and we are very eager to further integrate ourselves into the community!

As is the case with many openings, we have a ways to go before offering the experience that truly represents our brand. We thank you very much for your patience in this regard. There is one issue in particular that I'd like to address.

Summary

- Between Sept, 26th and Oct 19th 304 credit card transactions were only charged the tip amount instead of the entire transaction amount.
- The remainder of the transaction amount was/will be charged between Tues, Oct 24th and Wed Oct 31st.
- If you as a guest were affected by this and are unhappy by the fact that you received two smaller credit card charges totaling your bill instead of one single charge, we will happily issue you a refund for the entire charge.

Details

What is the issue?

The Post in Fenton uses one of the newest versions of the MICROS point of sale system (POS). On Monday, October 15th we uncovered a bug with the way this version of MICROS processes certain credit card transactions. DCRS (our POS service provider) looked into the balancing issue for the site and went through the entirety of the transactional database by hand to determine which transactions had been processed incorrectly and why.

DCRS determined that when staff members closed a credit card out using a certain key sequence, the entire transaction was authorized, yet only a partial amount of the transaction was actually captured and processed. This occurred to several hundred transactions at The Post Sports Bar in Fenton between September 26th and October 19th. In all known instances, the only portion of the transaction actually processed was the tip left by the patron.

How does this issue potentially relate to you as a guest?

If your credit card was used to pay one of these errant transactions, upon first glance at your credit card statement the entire transaction would appear to have gone through since the entire amount was authorized. However, after the authorization hold period (typically 3-7 days after the transaction date depending on the financial institution issuing your credit card) the transaction was only processed for the service charge instead of the entire transaction amount. Thus resulting in a guest's card only being charged for the tip, and not for the entire bill.

What action has been taken by The Post to correct the issue?

Oracle (MICROS developer) was immediately notified of the issue and a patch has been released to prevent any further instances of this bug from occurring. DCRS identified one other restaurant using the same version of MICROS and brought the issue to their attention as they unknowingly were experiencing the same errant transactions as The Post.

We re-authorized and re-processed the credit card corresponding to each errant transaction for the total transaction amount less the service charge. Our MICROS system does not store credit card data. This data is only available from the credit card processor. Therefore to charge the cards the correct amount, we contacted the Merchant Processor (First Data) who keeps the records of all credit card transactions. That process began on Tuesday, October 24th.

How does this action potentially impact you as a guest?

If your transaction was one of the errant transactions, only your service charge was billed to your credit card the day of your visit and the remainder of the transaction (subtotal + tax) was authorized and processed sometime between Wednesday, October 25th and Wednesday, October 31st.

While none of our guests are being overcharged, we do realize this scenario is out of the ordinary. Therefore If you experienced an errant transaction and upon review of your credit card statement you are at all concerned that the second charge is unwarranted, please contact guesetrelations@thepostsportsbar.com or call our Fenton location at 636-600-9090 and we will happily refund the entire charge. As a show of good faith we would much prefer pay for your meal and keep you as a happy guest.

We are extremely sorry for any inconvenience this issue may have caused and thank you very much for your understanding. We look forward to keeping you Posted for many years to come!

Sincerely,



Adrian Glass
Founder & CEO
The Post Sports Bar & Grill