

Administration of Number 2 Account: Debit Card Transaction – Amazon Prime

Background

1. In September last year, Berwick Town Council purchased a replacement sound recorder. This was bought from Amazon using the Berwick Town Council debit card, which links to the Berwick Town Council Number 2 Account. The purpose of this account is to facilitate online transactions that require a card to complete.
2. In this case, to avoid having to create an account, the transaction was carried out using a member of staff's Amazon account.

Subsequent Events

3. The October statement for this account, received in mid-November, showed a further transaction with Amazon for £7.99. Internally, efforts were made to identify what this might relate to but no staff could recall making a purchase for such a sum or find any e-mails relating to such a purchase.
4. In February, a further transaction with Amazon for £7.99 was identified while checking for other information on the account on line. This second transaction was 4 months after the first and suggested the transaction might be a regular occurrence.
5. Subsequent investigation has revealed that after the original purchase, Amazon had substituted the Berwick Town Council card details for the staff member's in relation to a subscription to Amazon's Amazon Prime preferential delivery service, which costs £7.99 or just under £2 per month.
6. Having identified the reason for the payments, staff were able to obtain a refund of the second payment from Amazon and reset the payment details for the Amazon Prime service. The staff member has refunded Berwick Town Council the £7.99 for the Amazon Prime service they received between October and February.

Recommendation

7. Committee note the report