10 Function Specific Finance HR Ops

Variables legend:  
[INCIDENT\_NAME], [SEVERITY], [START\_TIME], [CURRENT\_STATUS], [IMPACT\_SUMMARY], [AFFECTED\_SYSTEMS],  
[CUSTOMERS\_AFFECTED], [ROOT\_CAUSE\_STATUS], [ETA], [NEXT\_UPDATE\_TIME], [IC\_NAME], [CONTACT],  
[LEGAL\_NOTICE], [LINK\_STATUS\_PAGE], [JURISDICTION], [$IMPACT], [TICKET\_ID], [RUNBOOK\_LINK]

## Templates

### Finance – Payment Failures

Subject: Payment processing issue  
  
Some transactions between [times] may have failed. Please retry. Duplicate charges are being automatically reversed within [X hours]. For urgent needs, contact [billing support].

### Finance – Refund Confirmation

Subject: Refund issued for [order/invoice]  
  
We’ve issued a refund of [amount] for [reason]. It may take [X business days] to appear on your statement.

### HR – Workforce Continuity

Subject: Temporary workplace adjustment due to [incident]  
  
Due to [incident], [office/shift] will [close/adjust hours]. Remote work instructions: [link]. Safety is our priority.

### HR – Sensitive Personnel Advisory (Confidential)

We’re investigating a personnel-related incident. Limit discussion to need-to-know. Direct inquiries to HR/Legal.

### Ops – Fulfillment Delay Notice

Subject: Shipment delay for your order [#]  
  
We’re experiencing delays due to [reason]. Your new ETA is [date]. We apologize and are offering [discount/credit]. Track here: [link].