

## Message

**From:** Rod Ismay [GRO]  
**Sent:** 09/09/2014 08:56:33  
**To:** Pheasant, Andrew [/O=BOND PEARCE/OU=First Administrative Group/cn=Recipients/cn=ajp4]  
**Subject:** Re: Part 2 response- cash remittances [BD-4A.FID20472253]

Looks fine.

Maybe just to expand the reference to security cameras in para 5.

Cash pouches are handled under CCTV cameras in Post Office cash centres. Spmr's are invited to review such footage where they dispute the contents.

Andy for info For info there have been joint NFSP visits to cash centres and articles in the NFSP Subpostmaster magazine about such processes.

Thanks Rod

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**From:** Pheasant, Andrew [mailto:GRO]  
**Sent:** Tuesday, September 09, 2014 09:16 AM  
**To:** Rod Ismay  
**Subject:** Part 2 response- cash remittances [BD-4A.FID20472253]

Rod,

I hope you are well. Below is the wording that was put together in relation to cash remittances. Again, not much in the way of evidence is offered by Second Sight to substantiate or clarify how a loss may arise and the fact that should procedures be followed there will be no loss is the key point being addressed.

Please could you cast your eye over this wording and let me know if we need to make any changes?

Many thanks

Andy

**Post Office's response to section 13 - Cash and Stock Remittances (Rems) in and out of the branch**

1. Section 13 of the Report focuses on the remittance of cash and stock to and from branches. Paragraphs XX and XX of the Part One Briefing described the remittance process.
2. On occasions issues can arise such as cash pouches not being received or there being less or more cash within the pouch than stated. This will result in a Transaction Correction being raised.
3. If the cash centre remits a cash pouch to a branch and it is not received this will not result in a loss to the branch. The cash centre will investigate why the pouch has not arrived and ultimately bare the loss. The cash pouch is scanned upon receipt by the branch and therefore it is only at this stage that the cash is registered on Horizon as being held in branch. From this point any loss of cash is the responsibility of the branch and

Subpostmaster. There may be some occasions when the pouch barcode will not scan. In such circumstances the pouch is entered as received manually.

4. If there is more cash within the pouch than stated the branch should report this within 24 hours of receipt. This will result in a surplus to the branch and a Transaction Correction is issued to correct the balance on Horizon.
5. In circumstances where the pouch contains less cash than expected the matter should be reported by the Subpostmaster within 24 hours of receipt. The issue is investigated by the cash centre. If the cash centre accepts that the pouch contains less cash due to their error they will bear the loss (if any). A Transaction Correction is issued to the branch to correct the balance on Horizon. Where the cash centre does not accept that it is their error the Subpostmaster is invited to review the security cameras monitoring the pouch. If the Subpostmaster wishes to continue to challenge the amount received they can do so through the FSC in the same way that a Transaction Correction is challenged. If less cash is held in Horizon a Transaction Correction would be issued. The loss can be placed in the suspense account whilst the matter is investigated and resolved.
6. A similar process is applied when cash is remitted to the cash centre from the branch. The amount of cash sent within the pouch is recorded. If this sum is less than anticipated when received by the cash centre the issue is investigated. The Subpostmaster has the opportunity to view security cameras that monitor the movement of the pouch and can choose to accept the shortfall or place the loss into the suspense account and investigate the matter further.
7. Paragraph 13.4 deals specifically with the instances where foreign currency has been accidentally sent to the wrong branch. The Report speculates that this could result in a Subpostmaster being responsible for a shipment that was never received.
8. The same process outlined above applies to foreign currency. If a pouch is not received by a branch it will not be scanned into Horizon and there will be no increase in cash holdings. If the pouch is not received there is no loss to the branch.
9. Where the pouch is taken to a different branch in error it can be rejected and will be returned to the cash centre. If the alternative branch accepts the pouch it will be scanned into Horizon and increase the foreign current held at that branch. Transactions Correction will be issued to correct any discrepancies that may have been created but overall there would be no loss to either the branch that received the foreign currency or the branch that accepted it.
10. Irrespective of what the remittance relates to cash or foreign currency, a branch is not liable for cash that they have not taken delivery of.

**Andrew Pheasant**

Associate

for and on behalf of Bond Dickinson LLP

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