

From: Andrew Winn[GRO]
Sent: Thur 12/01/2012 3:36:51 PM (UTC)
To: Marilyn Stoddart[GRO]
Cc: Branch Support Team[GRO]
Subject: RE: Balance discrepancy, Queen's Ferry Post Office 352614
Attachment: Queensferry 12-1-12.doc

Sent today

-----Original Message-----

From: Marilyn Stoddart [mailto:GRO]
Sent: 04 January 2012 15:14
To: Andrew Winn
Cc: Lynda Willoughby
Subject: Balance discrepancy, Queen's Ferry Post Office

Dear Andy

Firstly let me wish you a 'Happy New Year', I hope that you enjoyed a well earned break.

Could I ask you please to have a look at the attached correspondence and Horizon print-outs sent in by subpostmaster John Margaron at Queen's Ferry Road Post Office. You will see that he is querying a transaction of a £600 POCA withdrawal. You will see that the horizon system failed midway through the transaction before ultimately indicating that recovery had been successful and instructing "pay customer £600". The subpostmaster made the payment as instructed on the system but has now experienced a shortage which he believes that transaction has contributed to. He has also enclosed the report that shows a zero amount against 'withdraw limit' but indicating £600 paid.

You will note that the customer is not a particularly regular customer and I can see his point entirely about the suggested approach to her.

Could you ensure that the debt recovery process is blocked while this is investigated please Andy.

I look forward to hearing from you.

Regards
Marilyn

Marilyn Stoddart
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