# Redacted

From: Nigel Allen [mailto:nigel.allen

**Sent:** 10 May 2010 15:35

To: Andrew Winn

Subject: Re: Fw: Barkham 212939 - Outstanding losses

**GRO** 

Andy

What is this £25k of returned cash on 5 Jan? Has this been properly recorded on the Horizon system? Was it received back at the Cash Centre?

Regards

Nigel Allen

Contracts Advisor - South West England

E2/56/1

# Post Office Ltd – Network Support

| NSA Maidstone, Royal Mail Building.<br>Kent. ME14 1AA  | , 1 <sup>st</sup> Floor Admin Block, 98 Sandling  | Road, Maidstone,                              |
|--|---|---|
| Mobex: GRO   |   |   |
| GRO  |   |   |
| nigel.aller GRO  |   |   |
| Confidential Information: This intended recipient (s) and may Any unauthorised review, use, not the intended recipient, pleasopies of the original message Andrew Winn | contain confidential and privile<br>disclosure or distribution is pro<br>use contact me by reply e-mail | eged information.<br>ohibited. If you are     |
| Andrew Willin  | A 1 1877  |   |
|  | Andrew Winn   | To: Nigel Allen GRO cc:                       |
|  | 10/05/2010 09:10  | Subject: Re: Fw: Barkham 212939 - Outstanding |
|  |   | losses  |
| ï Nigel  |   |   |

## H

We are aware of the problems at this branch. The letter suggests she has done all the checks we (& NBSC) would have suggested. There is not a lot of value I can add as there is nothing recorded that would account for the different losses.

There are no transaction corrections that account for the losses or that should have compensated for them. She has already checked her transactional records and can see nothing so it is unlikely that customers are suddenly going to start alerting us to strange deposits into their accounts.

What may or may not be interesting is a £1K TC issued recently for a cash shortage in a rem to the cash centre. One would have thought with the issues involved that a mistake like this would not have been made without realising. It is possible they did realise once the rem had gone but smacks of carelessness at least.

If there is anything specific to investigate I am happy to. It may be worth getting something in writing from Fujitsu to confirm there is nothing that could have failed to have polled/ software anomalies that will come back to bite us.

Andy

Nigel Allen

E2/56/2 POL-0153991

|  | Ni | gel | Al | lei |
|--|----|-----|----|-----|
|--|----|-----|----|-----|

10/05/2010 08:26

| To: Andrew Winn/e/POSTOFFICE | GRO |
|------------------------------|-----|
| GRO                          |     |
| oo.                          |     |

cc:

Subject: Fw: Barkham 212939 - Outstanding losses

### Andy

Please see letter below from spmr of the above branch.

We currently have a series of large unexplained losses which the spmr is blaming on Horizon but according to Fujitsu there are no software issues at the branch.

I have discussed this with Lin Norbury and she has suggested I forward this to you for further investigation. A special audit was requested on 29 Apr and I'm just waiting for the date.

Thanks

### **NSA/OFS**

My email of 29 Apr refers. Any news on the special audit?

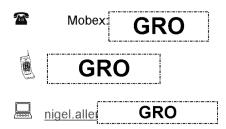
| Regards |  |
|---------|--|
|         |  |
|         | to de la constante de la const |

### Nigel Allen

Contracts Advisor - South West England

### Post Office Ltd - Network Support

NSA Maidstone, Royal Mail Building, 1<sup>st</sup> Floor Admin Block, 98 Sandling Road, Maidstone, Kent. ME14 1AA



**Confidential Information:** This e-mail message is for the sole use of the intended recipient (s) and may contain confidential and privileged information. Any unauthorised review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact me by reply e-mail and destroy all copies of the original message.

---- Forwarded by Nigel Allen/e/POSTOFFICE on 10/05/2010 08:19 ----

NSA HoBD49

Sent by: Stephen Saville

To: Nigel Allen/e GRO

E2/56/3

Subject: Barkham 212939 - Letter received 04/05/2010

04/05/2010 13:24

| Hi Nigel,   |
|---|
| Please find attached a copy of the letter received today from Pam Stubbs at Barkham 212939.   |
|   |
|   |
| Regards   |
| Stephen Saville   |
| Branch Support  |
| Post Office Ltd - Network   |
| Upper Floors Markets Crown Office, 6-16 New York Street, Leeds, LS2 7DZ   |
| <b>GRO</b>  |
| None  |
| stephen.saville GRO   |
| Confidential Information: This e-mail message is for the sole use of the intended recipient (s) and may contain confidential and privileged information. Any unauthorised review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact me by reply e-mail and destroy all copies of the original message. |
|   |

>>>> Barkham 212939 - Letter received 04052010.pdf attachment was removed from this email <<<<

POL-0153991 E2/56/4