

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

Post Office Ltd – Network Support

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



Mobex:

GRO



GRO



nigel.allen

GRO

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Andrew Winn

Andrew Winn

10/05/2010 09:10

To: Nigel Allen

GRO

cc:

Subject: Re: Fw: Barkham 212939 - Outstanding

losses

Hi Nigel

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

Nigel Allen

10/05/2010 08:26

To: Andrew Winn/e/POSTOFFICE

GRO

GRO

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

Nigel Allen

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

Sent by: Stephen Saville

NSA HoBD49

To: Nigel Allen/e

GRO

cc:

POL-0153991

E2/56/3

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



GRO



None



stephen.saville

GRO

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