

Room 102, Royal Mail House, 2 Denby Dale Road, Wakefield. WF1 1AA.
Desk: GRO Mobile: GRO
Email: john.jenkinson@postoffice.co.uk GRO

Driving compliance in a successful business that treats customers fairly

----- Forwarded by John Jenkinson/e/POSTOFFICE on 08/07/2008 18:14 -----

Andrew Keighley

08/07/2008 15:55

To:

cc:

Subject:

John Jenkinson/e/POSTOFFICE@POSTOFFICE.CO.UK

Fw: Paible 1478699

John,

I have had a look at some figures for this office and agree with Steve that it looks decidedly dodgy.

I have attached a report below detailing their cash movements. Those days in red are days when the office has not declared properly and the figures are generated, but as you can see the ONCH (column C) fluctuates dramatically from a few hundred some days to tens of thousands other days and the payments don't account for the large net stock movements.

Certainly in recent weeks the cash holding is inflated every Wednesday for no apparent reason and despite the system requesting the office to return cash every Wednesday, nothing ever is.

I certainly have concerns over this office, the figures are very erratic and certainly warrants further investigation.

Please let me know if you decide to audit the office - though I appreciate that it is pretty remote - and let me know of the outcome.

2

Regards

Andrew Keighley

Retail Cash Manager North
Upper Floors
6-16 New York Street
LEEDS
LS2 7DZ

GRO

----- Forwarded by Andrew Keighley/e/POSTOFFICE on 08/07/2008 15:39 -----

Steven Feather

08/07/2008 10:27

To:

Holmes/e/POSTOFFICE@POSTOFFICE.CO.UK

cc:

Subject:

Andrew Keighley/e/POSTOFFICE@POSTOFFICE.CO.UK

Paible 1478699

Andrew/Clive. Please can you have a look at this office.

John Jenkinson, Risk Reporting Advisor, Compliance Team, Post Office Ltd

Room 102, Royal Mail House, 2 Denby Dale Road, Wakefield. WF1 1AA.
Desk: [GRO], Mobile: [GRO]
Email: john.jenkinson@ [GRO]

Driving compliance in a successful business that treats customers fairly

Andy Bayfield

09/07/2008 16:29

To:

cc:

Collins/e/POSTOFFICE@POSTOFFICE

Subject:

Outlet Intervention Team@POSTOFFICE

John Jenkinson/e/POSTOFFICE@POSTOFFICE, Jason

Collins/e/POSTOFFICE@POSTOFFICE

Fw: Paible 1478699

Pat & Team

please see note on this branch, can you please make contact at your earliest opportunity and ascertain why the branch is not returning money and in fact ordering money, there are a couple of other e-mails that I will forward that give you a greater understanding of the situation, please do not tip off the branch but rather deal with it as a genuine enquiry as to why money has not been returned and larger amounts are being ordered, enquiring as to what is happening locally to warrant more money being paid out.

Can you feedback to myself, John Jenkinson and Jason G Collins the outcome of your enquiries so that we can determine what alternate action might be required in order to rectify the situation.

Any questions please do not hesitate to contact me further e-mails following immediately

Andy
Network Support Manager North
Post Office Ltd
Ground Floor The Guildhall
57 Queen Street Glasgow G1 3AT

Postline: LIW, STD Phone: [GRO] Fax: [GRO] VoiceMail: [GRO] Mobex:
[GRO] Mobile: [GRO]
External Email: andy.bayfield@ [GRO]

Free Personal Banking at your Local Post Office, 24 Million customers a week can't be wrong
----- Forwarded by Andy Bayfield/e/POSTOFFICE on 09/07/2008 16:24 -----

John Jenkinson

08/07/2008 18:16

To:

cc:

McKenzie/e/POSTOFFICE@POSTOFFICE, Alan Stuart/e/POSTOFFICE@P

Bayfield/e/POSTOFFICE@POSTOFFICE

Subject:

Dave Posnett/e/POSTOFFICE@POSTOFF

Helen Rose/e/POSTOFFICE@POSTOFF

Bayfield/e/POSTOFFICE@POSTOFFICE

Fw: Paible 1478699

Please see comments from Retail Cash Team - which further support the initial concerns.

Thank you

John

John Jenkinson, Risk Reporting Advisor, Compliance Team, Post Office Ltd

**Outlet Intervention
Team**

Sent by: David Sears

11/07/2008 15:02

To: John Jenkinson/e/POSTOFFICE@POSTOFFICE, Anc
Bayfield/e/POSTOFFICE@POSTOFFICE
cc:
Subject:

John Jenkinson/e/POSTOFFICE@POSTOFFICE, Anc

Re: Paible 1478699Notes Link

Have spoken to postmaster who was not very forthcoming with information. Asked why he had not sent back cash this week as from cash declared figure on wednesday he seemed to be holding excess cash. He said has not been able to process special delivery's the last few days as horizon system been down. Know there has been problem with Horizon at a lot of offices the last two days. I asked him how much cash he had on hand at moment , to which he replied he was not sure. I asked him to return all excess cash when system is back fully functional and to monitor holdings looking at planned orders and if not agreeing with requests for cash to be sent back to contact cash management with reasons as to why he thinks planned order is incorrect. I explained that excess cash in branches costs post office limited money and is also a security risk to himself and that if had a robbery and had not been sending excess cash back could be held liable.

He also advised me that he is taking on work from an office which is closing next week and so does not at present know what his payments are going to be. Have told him he will need to monitor holdings carefully and adjust with cash management as appropriate. Postmaster was reluctant to give information and as he said system would at present not allow for him to do specials did not ask for numbers of special delivery envelopes he is going to return cash in.

Not sure he will return anything and got feeling he **did** know how much cash he had on hand but did not want to tell. I feel that he may be inflating figures from conversation had with cash management and a audit might be needed as could be threat to po funds. Rang **Antonio Jamasb** from po line service team who said that system hardware problem would have affected this branch but should not have prevented doing a special delivery transaction as it was effecting on-line services. He said that the only thing would have been that office address would not have been verified but didn't think this would have prevented transaction being completed.

David

Outlet Intervention Team
Post Office Ltd

Royal Mail Building, First Floor Admin Block, 98 Sandling Road, Maidstone, Kent, ME14 1AA

East - North Central	GRO
South Central - North West	GRO
South East - London Surrounds	GRO
Scotland & NI - Northern	GRO
Wales & Borders - South West	GRO

John Jenkinson

11/07/2008 14:04

To:
cc:
Subject:

Outlet Intervention Team@POSTOFFICE

Paible 1478699

Please can you provide me with an update in respect of potential problems at the above branch (RE: e-mail from Andy Bayfield). finish up for leave shortly and want to ensure that any action in my absence is followed up by a colleague.

Thank you
John

John Jenkinson rang. They are a tiny island office and have a Hanco ATM. They occasionally receive rems of 3-5K.

As you can see they sometimes declare 10s of thousands and the next day just a few thousand (sometimes hundreds). Their payments don't account for the NSMs. Don't know how much the ATM uses daily.

They were rung earlier in the year for a Cupid call. Said he was short staffed.

This office looks decidedly dodgy. Please can you see if there is anything of use to John.

Thanks

Steven