

**M138 Doc 012**

(Email from Jaqueline Whitham, dated 08/02/07)

Dear Neil

I in the debt recovery section of P & BA and so could only report to you TC's that have already been issued.

However part of my duty includes the deduction from remuneration process and so I do have a little knowledge of the office. I can confirm that a TC relating to Lottery has been issued and settled centrally for a credit of £22,778.40. Unfortunately, this credit was eaten into by a Lottery debit TC for £34,028.00.

**The debt at the office currently stands at £16,042.67** although this is reducing monthly due to deductions being made from remuneration. I recently had a conversation with the Lottery Team and they have confirmed that no further TC's are due to be issued.  
(Email to Jaqueline Whitham & Dawn Wall, dated 19/12/06)

Jackie/Dawn

With reference to my recent visit to the above branch to discuss the various discrepancies at the above branch. There were a number of points raised which I hope you can help with some clarification/advice.

Mr Moir had been visited last year by David Round, a member of the Area Team. David, who had been helping the branch during the early days following their appointment advised the Subpostmaster that there were some transaction corrections coming to them which were in their favour. Although unsure of the exact amount (he thinks around £1600) the errors related to problems they had when processing cheques. To date, Mr Moir has not received this. **Would it be possible to find out what has happened to this refund and update the branch?**

Mr Moir has not been provided with any evidence relating to the £4000 inward remittance error. As it was in the early days following appointment, the phone call from the Remittance Centre to advise them that they hadn't accounted for the delivery was accepted without question. They were apparently talked through how to enter the amount into Horizon without the normal barcode scan. The branch has been unable to find any remittance advice for the amount, which as far as they can tell was not an order they had placed. I am told by the branch that there are regular mistakes in deliveries between themselves and a nearby branch of Winlaton (394329). Mr Moir has suggested that this may be another instance of the branches getting mixed up. **If you can provide the date and evidence to support this error it may be possible to shed some light on how such a small branch could "lose" an amount equivalent to the remittance.**

Although, I have no previous knowledge of the branch, it would appear that the branch has been naive in accepting all the above without question and without any supporting evidence. As things stand, they will end up paying half of their remuneration back to cover these repayments, which would certainly effect the viability of the branch.

**Brian Trotter**  
25/01/2007 15:17

To: Neil Barnard/e [GRO]  
cc:  
Subject: Winlaton Mill

240107

Neil

As far as I can see to date we have not received any documentary evidence from the spmr stating that he is not liable for the loss of £1463.07. I therefore have two options 1. You have one last go at recovering the money. 2. I write to the spmr and invite him to a fact finding interview to explain why he is still refusing to repay. In you opt for 1. can you let me know how things progress.

Thanks

Brian

Contract Advisor

Area Contracts

Upper Floors

The Market DMB

6/16 New York Street

Leeds LS2 7DZ

Mobile [GRO] External E-Mail brian.trotter [GRO]

201206

Dear Neil

I have some information regarding your point No 2.

The Transaction Correction was issued in January and the Postmaster requested further evidence. The evidence was being sent separately in the Post but evidence was sent again 22.02.2006.

The proof of delivery was clearly signed by the name of "Moir". Speaking to the duty holder it would appear that Mr Moir accepted that he had the delivery but was going to send in proof that this had been remmed in. We have never received this to date.

Both the Cash Centre and Chesterfield experienced difficulty in getting hold of Mr Moir despite leaving messages.

Although the proof of delivery has been sent twice I could arrange for it to be sent again. But if the question is to when Mr Moir remmed in the cash he will need to provide this evidence to us.

Please let me know if you require any further information.

Thanks

Jackie

GRO

Dear Tracy and Dave

I am not sure who the relevant duty holder is so could you please pass this on for me.

Could you please see below comments 1 (Cheques) and 2 (Rems) and check to see if you can help with the queries.

Thanks

Jackie

DFR Duty

GRO

----- Forwarded by Jacqueline Whitham/e/POSTOFFICE on 20/12/2006 08:58 -----

**Neil Barnard**

19/12/2006 21:39

To: Jacqueline Whitham/e/ [GRO],

Dawn Wall/e/ [GRO]

cc: Brian Trotter/e/ [GRO]

Subject: Winlaton Mill (395329) transaction error query

Jackie/Dawn

With reference to my recent visit to the above branch to discuss the various discrepancies at the above branch. There were a number of points raised which I hope you can help with some clarification/advice.

Mr Moir had been visited last year by David Round, a member of the Area Team. David, who had been helping the branch during the early days following their appointment advised the Subpostmaster that there were some transaction corrections coming to them which were in their favour. Although unsure of the exact amount (he thinks around £1600) the errors related to problems they had when processing cheques. To date, Mr Moir has not received this. **Would it be possible to find out what has happened to this refund and update the branch?**

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**and evidence to support this error it may be possible to shed some light on how such a small branch could "lose" an amount equivalent to the remittance.**

Although, I have no previous knowledge of the branch, it would appear that the branch has been naive in accepting all the above without question and without any supporting evidence. As things stand, they will end up paying half of their remuneration back to cover these repayments, which would certainly effect the viability of the branch.

Any help on this would be gratefully accepted.

Thanks

Neil

Business Development Manager  
Network - Community (North)  
Post Office Ltd

6 Boscombe Drive, Wallsend, Tyne & Wear, NE28 9DW

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041206

Brian

I've made a tentative arrangement with the son of the Subpostmaster (currently off sick) to drop in at the branch on Wednesday afternoon, however, I thought I would come back to you to clarify some concerns I have about this.

During the conversation with the son of the Subpostmaster, it appears that they have no argument against the payment of the latest shortages, however, the earlier discrepancy of @ £4000 is the one they dispute. It appears that the branch was informed of a remittance that hadn't been accounted for, and being new to the Post Office were talked through how to process through Horizon without scanning the advice notice. The result was a discrepancy in the following balance.

I was told that the branch has not signed any agreement for deduction from remuneration for repayment, which certainly used to be a requirement in the days I last got involved with this sort of thing. The branch would like the opportunity to search for the paperwork relating to the cash delivery and get some help in investigating what has gone wrong. At this stage I'm not sure who would help them, as I would certainly struggle.

Does the Subpostmaster not have to agree to the repayments anymore? I was told that Horizon doesn't give you the option to reject the error if disputed, and I haven't the up to date knowledge to question this.

I'll let you know how I get on when I visit, but if you have any thoughts or guidance on the subject, they would be gratefully received.

Regards

Neil

Business Development Manager  
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**Brian Trotter**  
27/11/2006 15:02

To: Neil Barnard/e/ [GRO]  
Cc Jacqueline Whitham/e/ [GRO]  
Subject: DFR- Concurrence

Neil

Please see the attached, I think this warrants further investigation. Can you contact the branch advise that because a debt is already be repaid this new debt will need to settled in full immediately. If the branch is not in a position to repay I may have to consider their contractual position.

Thanks

Brian  
Contract Advisor  
Area Contracts  
Upper Floors  
The Market DMB  
6/16 New York Street  
Leeds LS2 7DZ

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----- Forwarded by Brian Trotter/e/ [GRO] on 27/11/2006 14:59 -----

**Jacqueline Whitham**  
24/11/2006 14:10

To: Brian Trotter/e/ [GRO]  
cc:  
Subject: DFR- Concurrence

Dear Brian

I forgot to mention in my previous e mail below that Winlaton Mill are already repaying an amount from deduction for another outstanding debt that has been settled centrally. The repayments are November £315.89 followed by a further 10 instalments of £400.00 per month (December to September 2007).

Please do not hesitate to contact me if you require any further information.

With thanks

Jackie

GRO

----- Forwarded by Jacqueline Whitham/e/[GRO] on 24/11/2006 14:07 -----

**Jacqueline Whitham**

24/11/2006 11:53

To: Brian Trotter/e/[

GRO

cc:

Subject: DFR- Concurrence

Dear Brian

Please find attached concurrence forms that are for outstanding debt which has been settled centrally and remains outstanding.

If you have any queries relating to the above please do not hesitate to contact either myself on the number below or Dawn Wall on [GRO]

With thanks

Jackie

GRO