
From: Simon Baker[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=SIMON.BAKER4B1A8EF6-D2E0-4DEC-94EA-591DFA651F2E]
Sent: Fri 21/06/2013 11:26:29 AM (UTC)
To: Ron Warmington [GRO]; Ian Henderson [GRO]
Cc: Lesley J Sewell [GRO]; Susan Crichton [GRO]; Alwen Lyons [GRO]
Subject: two Horizon incidents
Attachment: Receipts Payments.zip
Attachment: Initial report from Gareth LocalSuspense .docx

Ron, Ian

Please find attached documentation regarding the two incidents discussed.

The zip file contains information about the "receipts payments" problem – which impacted 64 branches. Please read these as live documents at the time rather than a summary written two years after the event.

The second report explains a second incident regarding the "local suspense" account. This is current, the document was prepared by Gareth to explain the problem to Post Office.

To me the important point is that the incidents were detected, resolved, and we communicated the problem to sub postmasters. The other reassuring thing to me is that before we understood there was a defect, our support people took the view to write off the losses (in the cases where there were losses) as they didn't have any concrete evidence that the branch had done anything wrong.

I will call on Monday to discuss further after you have had time to digest.

Simon

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The logo consists of a circular emblem with the words "POST OFFICE" in a serif font, set against a background of a stylized horizon line with a sun or moon rising over a wavy sea.