

Memo



To: John Gibson
Cc
Date: 03 June 2003
From: Steve Bradshaw

Subject: Lisa Margaret Brennan

John

Please find enclosed the amended schedule booklet, statement from me and a statement from Kate Rosenthal (the branch manager at Huyton post office). In Kate's statement she confirms that the stock issued was CC and not HH for weeks 40 to 42. Also in Kate's original statement she has covered the process for paying a pension and allowance voucher and the office procedure for accounting these vouchers. Also enclosed are the papers that were used in the post office discipline procedure.

I am now in the process of putting together the group vouchers were the amount has been over stated. I have noticed that for week 46, 2 x £25.85 vouchers are in the bundle of which one has been claimed correctly and one has been overstated by £100. However these 2 vouchers belong to the same person. One voucher is the last one in one book and one voucher is the first one in the new book. The inference is :

1. She has performed two transactions by paying out £25.85 from the old book, then £125.85 from the new book.
1. Or if it has been one transaction of 2 vouchers and is a genuine error and £125.85 had been inputted, then the customer would have received £251.70.

Either way the clerk would realise that the amount of £125.85 is not correct, because she has to obtain the new book and scan it out as being receipted to the customer.

Do you wish me to obtain if possible a statement from this customer or a print out of her payment record from the Department for Works and Pensions?

I have enclosed a copy of the two vouchers and the print out.

Steve



GRO

Mobile

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Fax

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