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**From:** "Neil Thorneycroft"  **GRO**  
**Sent:** Thur 14/10/2010 10:50:20 AM (UTC)  
**To:** "Sue Muddeman"  **GRO**  
**Subject:** RE: Hightown - 512 323

Sue.

All scratchcards activated on the Camelot terminal must have a Client rem-in on the Horizon terminal for the matching number of scratchcards. The Client rem-in must be made on the same day as the activation. Anything other than that will create an error.

Scratchcard sales are in-house stock management. No TC's are generated against sales figures entered to Horizon.

All TC's have been issued. An £800.00 debit has passed to late accounts.

I've just finished discussing Hightown with Chris Knight. The only thing I could highlight was the number of scratchcard errors which were caused by client rem-in being made a day or so late. They cause a high number of errors but didn't create anything of worry financially, almost all rem-ins have been made to match up with activations. Sales entries were made on a constant near daily basis. Nothing could be found as far as possible missing sales.

She has made 115 stock from January 01<sup>ST</sup> 2008 onwards. An excessively high number for no obvious reason. They total up to a positive stock adjustment of £1760.00.

There is nothing which can be found to explain the figures the Postmaster claims relate to the Lottery.

Hope this helps.

Regards  
Neil

*Neil Thorneycroft*

Neil Thorneycroft  
Lottery Team Leader  
Post Office Ltd  
Chesterfield  
Tel:  **GRO**

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**From:** Sue Muddeman  
**Sent:** 13 October 2010 16:01  
**To:** Adrian Paling; Neil Thorneycroft  
**Subject:** Hightown - 512 323

- Neil – Miss Hall asked
- if she had not remmed the scratchcards in but activated them would this cause a problem.
- And She cuts off her scratchcards on the Weds morning when balancing so not including all the sales for the Weds and wants to know if the problems are being caused by this

Neil – can you also advise please if there have been any further TCs issued

- Adrian - At the audit there was a £400 in stock Miss Hall would like to know how this was made up can you tell me please

Thanks both

Sue

**Sue Muddeman**

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**GRO**



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**GRO**

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