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**From:** Rod Ismay[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ROD.ISMAYB8406224-7AE7-4FF1-B8E6-F1A8E506F2E5]  
**Sent:** Tue 23/07/2013 4:52:39 PM (UTC)  
**To:** Simon Baker [REDACTED GRO]; Andy Holt [REDACTED GRO]; Angela Van-Den-Bogerd [REDACTED GRO]  
**Subject:** FW: [SPMRs] Stock adjustments

For our discussion tomorrow.

In terms of final response, and in line with other improvement ideas, we would need to write in terms of clarity to a layman here.

However, we can talk from this tomorrow.

In essence Andy is saying that the call was not tackled properly, that we need to address the issues arising, but that it would not have financially disadvantaged the branch and indeed that it would probably have led to the branch wrongly receiving remuneration where not appropriate.

I am in 148 tomorrow. See you tomorrow.

Where will you be in the building?

Thanks, Rod

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**From:** Andrew Winn  
**Sent:** 18 July 2013 14:55  
**To:** Rod Ismay  
**Subject:** FW: [SPMRs] Stock adjustments

Rod

The call related to stamp declarations and not stock adjustments as in Jenny O'Dells case.

The branch was not carrying out the balance period process correctly. However we accept that the explanation given was not as comprehensive as it should have been.

This has highlighted a training requirement in FSC that we need to address. The fact is that outbound calls relating to stock adjustments have been principally to branches doing much higher levels of stock adjustments for no valid reason. In this case I can quite see the process the branch is following is logical but not correct. I'm not aware of any specific communication to branches around stamp declarations. Our focus has been around trying to bring down the huge non-conformance issues around stock adjustments.

As the branch claims they are quite correctly selling 1<sup>st</sup>/2<sup>nd</sup> class, recorded and special delivery stamps at balance periods to align these stamp stocks that have been sold through Other Postage. This generates a cash loss. They are then declaring their Other Postage stock holdings. As sales recorded there include the stamps above the downward revision of stamp holdings do not match up to the Other Postage sales recorded in Horizon. A gain is recorded on committing the stamp discrepancy.

The branch's cash losses and stamp declaration gains are balancing one another each week at an acceptable level.

I believe the statement in the 16/7 e mail dated 14.06 "You get paid the same" is not correct. My understanding (Gill has spoken to HR but we may wish to get written confirmation) is that stamp declarations do not impact remuneration. This will mean that the branch will be paid for the initial sale through Other Postage sales and again

for the "phantom" sales recorded at the period end.

The correct process would be to determine the sales required above and after recording them to carry out an equal value sales reversal in Other Postage – this would produce a cash gain. The stamp declaration should then be carried out and would theoretically balance.

I have sight of a Branch Focus article (issue 46 February 2010) which clarifies how to account for Recorded Signed For sales. I assume the same process type applies for special delivery stamps.

Before we formally respond I would suggest we confirm the remuneration question around stamps declarations and some clarification around best practice from the training team (Sandra McBride). It would be sensible to assure On Line Help as well.

Andy

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**From:** Simon Baker  
**Sent:** 17 July 2013 15:57  
**To:** Andrew Parsons [REDACTED] GRO [REDACTED]; Andrew Winn; Craig Tuthill; Dave Posnett; gareth jenkins [REDACTED]  
[REDACTED] GRO [REDACTED]; Ivan Swepson; Lin Norbury; Rod Ismay; Rodric Williams;  
rosie.gaisford [REDACTED] GRO [REDACTED]  
**Cc:** Andy Holt; Angela Van-Den-Bogerd  
**Subject:** FW: [SPMRs] Stock adjustments

All

Looks like we may have something to discuss on Friday.

Can I ask you all to have a look at the message below and see if you can make sense of it. We will discuss on Friday.

Thanks, Simon

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**From:** ron.warmington [REDACTED] GRO [REDACTED]  
**Sent:** 16 July 2013 19:46  
**To:** Henderson Ian; Bates Alan; Linnell Kay; Simon Baker  
**Subject:** Fwd: [SPMRs] Stock adjustments

Is this perhaps what has been happening to Jenny O'Dell (Spot Review 21). See "I had a phonecall last week from Alex..." From "Rita" in this email trail.

Ron

Sent from my iPhone

Begin forwarded message:

**From:** michael rudkin [REDACTED] GRO [REDACTED]  
**Date:** 16 July 2013 15:27:58 BST  
**To:** Ron Warminton [REDACTED] GRO [REDACTED]; Alan Bates [REDACTED]  
[REDACTED] GRO [REDACTED]  
**Subject:** Fw: [SPMRs] Stock adjustments  
**Reply-To:** michael rudkin [REDACTED] GRO [REDACTED]

----- Forwarded Message -----

**From:** "bowmanjc" [REDACTED] GRO [REDACTED]

**To:** Spm group [REDACTED] **GRO**  
**Sent:** Tuesday, 16 July 2013, 14:06  
**Subject:** Re: [SPMRs] Stock adjustments

Question why have u got to adjust quote 9 RMSF, 10 RMSF large, 1 SD up to 100g. If you sell these through Business Suite in serve customer screen the stock is adjust automatically. You get paid the same.

JBJB</div>

Sent using BlackBerry® from Orange

-----Original Message-----

From: Marguerita Carroll [REDACTED] **GRO**

Sender: SPMRs [REDACTED] **GRO**

Date: Tue, 16 Jul 2013 13:55:18

To: SPMRs [REDACTED] **GRO**

Reply-To: SPMRs [REDACTED] **GRO**

Subject: [SPMRs] Stock adjustments

I had a phonecall last week from Alex at Chesterfield, to tell me that I had been doing stock adjustments on postage when I shouldn't have been, and I needed to do a new reversal and a stock adjustment to fix it. Going back to 1st April the total amount was £885.42. I pointed out that I never do stock adjustments for postage, but sell and reverse as required. The only time I ever use stock adjustment is if I have put a cheque through as cash, when I go to stock adjustment and adjust the cheque figure to correct it. I have checked that my assistant does the same. He said he would send proof.

Got the letter today and there is according to them, an adjustment going through every wednesday, when we balance up. So I printed off a transaction log for the last four wednesdays, and the figures quoted by Chesterfield are being put through as as adjustment by Horizon each week just after rolling over. I phoned Alex, who put me on to his supervisor. I said we count the stamps every week, and sell any that are under and reverse any that are over. This is mainly RMSF and SD stamps, and the odd 1st class or whatever that we have missed. Then I declare stamps and cash, and roll over. The system then produces this stock adjustment. She said that doing a stamp declaration is the same as doing a stock adjustment. So I have a discrepancy showing for every week since 1st April. She says my stamps and cash should balance before I roll over each week, or else the system produces a discrepancy. She said lots of offices are in the same situation at the moment.

So what am I doing wrong?

E.g 10 July printed a stock on hand report. Other postage is £413.52.

Counted all the items on the report, short 1 1st class stamp, 9 RMSF, 10 RMSF large, 1 SD up to 100g.

Put through a sale for all the stamps I am short, total £104.32.

Declared stamps, total £515.24.

Declared cash and currency, rolled over at 17.45.

Transaction log shows the following at 17.46:

DD Postage stamp 1 101.72

DD Surplus disc 1- 101.72-

£101.72 is the difference between the other postage figure before sales and declaration, and after, (e.g £413.52 + £101.72 = £515.24)

This is the figure that Chesterfield want me to reverse then stock adjust.

I have a figure like this for every week since 1st April.

Should I do what they say, and if so what am I doing wrong?

Thanks,

Rita

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[Non-text portions of this message have been removed]

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