

Andrew Winn

By 27/3

18/3 to TM

From: Nigel Allen
Sent: 18 March 2011 10:02
To: Andrew Winn
Cc: Tracy Marshall; Glenis Devlin
Subject: RE: Ferndown 282508 - Loss settled by chq - Spmr dispute
Importance: High
Sensitivity: Confidential

Andy

Thanks for this.

I have discussed this with Tracy Marshall and she has asked whether you could draft a letter to the Mrs Rachpal Athwal, spmr, explaining in as simple terms as possible what happened and why it is now necessary for her to send us another cheque. Mrs Athwal is arguing that she did what the helpline told her to do and as she has already settled the shortage by cheque which has cleared from her bank account, doesn't see now why she should send another one despite the surplus in the branch.

Mrs Athwal and her husband have already challenged the integrity of the Horizon system so it needs to be explained that she has not been disadvantaged by any software problem and that POL took the necessary steps to rectify this as soon as possible.

In view of the sensitive situation at this branch, could you please send the letter to Tracy first and cc to me.

I am off after today for a week so if you need to speak to me, I will be available all day.
In the meantime, I have asked Glenis Devlin to hold the DFR until we have resolved this.

Many thanks

Regards

Nigel Allen

Contracts Advisor - Central Southern England

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Mobext: **GRO**

GRO

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From: Andrew Winn
Sent: 16 March 2011 09:38
To: Nigel Allen
Subject: Ferndown

Nigel

When Horizon on line was delivered it was discovered that the software was misinterpreting the "Make Good Cheque" button as "Settle Centrally".

What should happen:-

- Loss at branch trading declared i.e. cash declaration is lower than Horizon derived total.
- Resolved by "Make Good Cheque".
- Horizon derived cash position moves down to match cash declaration acknowledging that the cash is not there. Cheque value (shown under "Other MOP" on branch trading statement) goes up by value of the cheque.

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- Subpostmaster makes out cheque and places in the till.
- At next end of day cheque listing is produced and contains above cheque.
- All cheques are remmed out as per normal process.
- Cheque clears and debt is resolved.

What was happening:-

- Loss at branch trading declared i.e. cash declaration is lower than Horizon derived total.
- Resolved by "Make Good Cheque".
- Horizon derived cash position moves down to match cash declaration acknowledging that the cash is not there. Horizon interprets as "Settle Centrally" and moves the value to the Customer Account in POLSAP.
- Subpostmaster makes out cheque and places in the till.
- At next end of day cheque listing is produced and does **not** contain above cheque.
- Cheque is introduced to Horizon via a cash/cheque adjustment. This increase the cheque value but decreases the Horizon derived cash total. Therefore if the branch was in a balance position immediately prior to the adjustment they would now have a cash gain equal to the cheque value.
- All cheques are remmed out as per normal process.
- Cheque clears but debt is not resolved.
- Current Agents team pursue settled centrally debt under normal processes.

In this instance the expected actions are clearly seen within our management information system (attached) apart from the cheque being remmed out before the cash/cheque adjustment was made.

On 21st January our Current Agents team talked to Daljinda Athwal (Manager) who was not happy but did confirm the anticipated surplus was there. This is confirmed in the spreadsheet.

The problem has been corrected in late January.

Branches were not formally informed of the problem due to my not being able to obtain a target fix date for the problem.

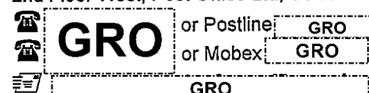
Hope this makes sense.

Andy Winn
Relationship Manager

Product & Branch Accounting

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Report Title

Location	Transaction	Transactio	Stock Un	Employee	Transaction Mode	Transaltem	ID	Item Long Name	Revers	Quantity	Amount
282508	12/01/2011	18:25:08	AA	DAT004	Housekeeping	15	6298	Clear Loss from Lcl Susp	0	1	84.37
282508	12/01/2011	18:25:08	AA	DAT004	Housekeeping	15	6486	Settle centrally	0	-1	-84.37
282508	13/01/2011	09:14:41	AA	DAT004	Remit Out - Processing Centre	12	2	Cheque	0	1	84.37
282508	13/01/2011	09:46:41	AA	DAT004	Stock Adjustment - Positive	16	1	Cash	0	1	84.37
282508	13/01/2011	09:46:41	AA	DAT004	Stock Adjustment - Positive	16	2	Cheque	0	-1	-84.37
282508	19/01/2011	18:11:15	AA	DAT004	Declaration Discrepancy - Pos	17	1	Cash	0	-1	-83.07
282508	19/01/2011	18:11:15	AA	DAT004	Declaration Discrepancy - Pos	17	145	Surplus Discrepancy	0	1	83.07

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