

Eileen Almond

10/01/2007 12:54

To:

cc:

Subject:

Elaine Ridge/e/POSTOFFICE

Re: West Byleet FAD 12602

Hi Elaine

The reply below was sent to you on 4th December by Steve Douglas.
The only change from what Steve has said is that the Mail Baseline will cease at the end of January.

Regards

Eileen

Have you tried the Post Office Ltd. HR Help Site yet? Please click on the link below for access to the site, 24 hours a day 7 days a week.

<http://domino.point/HRINTRAL.NSF/vwPageLookup/POL-HR%20Help%20POL%20Homepage?OpenDocument&noframes>

----- Forwarded by Eileen Almond/e/POSTOFFICE on 10/01/2007 12:52 -----

From: Date: 04/12/2006 13:18
sent by: P&OS Remuneration Support
Stephen Douglas

Subject: Re: West Byleet FAD 126023

Elaine,

The net remuneration for the past twelve months has been:

| | |
|-------|----------|
| Dec05 | £6514.28 |
| Jan06 | £5925.12 |
| Fab06 | £8267.67 |
| Mar | £6326.63 |
| Apr06 | £5834.67 |
| May06 | £5619.12 |
| Jun06 | £5384.75 |
| Jul06 | £4185.65 |
| Aug06 | £4683.17 |
| Sep06 | £4232.87 |
| Oct06 | £3875.47 |
| Nov06 | £4420.34 |

The current Core Tier is £22300.00 p.a. and sales paid for period ended November 06 £54847.30. The current Mail Baseline of £1985.76 p.a. will cease this month.

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Regards

Steve

Date: 04/12/2006 12:32
From: David Hodgson
Subject: West Byleet FAD 126023

----- Forwarded by David Hodgson/e/POSTOFFICE on 04/12/2006 12:33:44 -----

Elaine Ridge
01/12/2006 16:12 **To:** Agent_Recruitment_Suppor
cc:
Subject: West Byleet FAD 126023

Could you please provide me with the current remuneration for this office and the amounts she has received for the last year on a monthly basis after deductions

Thanks
Elaine

----- Forwarded by Elaine Ridge/e/POSTOFFICE on 01/12/2006 16:10 -----

Paul Dann
01/12/2006 15:23 **To:** Elaine Ridge/e/POSTOFFIC
cc:
Subject: West Byleet FAD 126023

Elaine

I have a few concerns regarding the office above as the amount of debt on the customer account is increasing by quite large values each month, the current amount outstanding at the office is £28,191.03 which includes the amount being recovered from remuneration. The total losses at the office since branch trading is £38,294.93.

2 weeks ago 3 TC were sent to the office regarding national Lottery

£10,208.00 Charge
£13,166.50 Charge
£4,032.80 Claim

The two charges have been settled centrally and the claim has been made good, there is also another £5k worth of National Lottery TC's still to be issued to the office.

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Please see attached spreadsheet showing the outstanding amounts at this office

cheers
Paul

Former Agents Debt Team Leader

1st Floor West, No 1 Future Walk, West Bars, CHESTERFIELD, S49 1PF

Postline: GRO STD Phone: GRO

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>>> 126023.xls attachment was removed from this email <<<

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To: Elaine Ridge
Contracts Advisor

From: Mrs S Misra
Post Office® West Byfleet branch

*I will/~~not~~ be attending the interview on 9 January at 10.30

* Delete as appropriate

Signed:

GRO

Date:

13 Dec 2006

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Revised 2 June 2005

Action points

| Visit No/date | Action | By Whom | Comments |
|-------------------|---|---|----------|
| Visit 2 7.2.06 | Clean and generally tidy up secure area and post office area Clean screens inside and out at least weekly By 21/2/06 then on going | PM | |
| | Foreign currency holdings Discussed – should be approx 1- 2 times weekly sales at time of visit 8 times Cancel standing order 4 days before due return excess – Must not give out \$100 bills which have been take in. | PM | |
| | Contact helpline about getting new manual card impression machine for pre-order debit/ credit card | PM | |
| | COA Still Out standing Lighting – ceiling tiles need replacing and bulbs | PM | |
| | Exterior under windows needs repainting. All by end of March | | |
| | Introduce Visitors log – and or office log for recording anyone who goes into secure are also for logging problems/ customer complaints etc. | PM | |
| | Parcel hatch needs servicing – does not lock and anyone could jump into to get into PO area Contact number on security check list 0- cost down to PM | PM ASAP - keep record of request and who you spoke to. | |
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Revised 2 June 2005

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Request for Ad-Hoc Training

| Training Delivery Team to complete: | |
|--|--|
| Request received: 25/07/05 | Trainer: MICHAEL OPEBIYI |
| Date(s) allocated: WED 27 JULY & WED 03 AUGUST 2005 | Retail Line Informed: 26/07/05 |
| Field Trainer to complete overleaf. | |

| To be completed by the Field Trainer for Ad-hoc Training requested | |
|---|----------------|
| Confirm topic cover/not covered | Actions |
| 1. | |
| 2. | |
| 3. | |
| 4. | |
| 5. | |
| 6. | |

Agent to complete:-

I confirm that I have received training on the above.

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Request for Ad-Hoc Training

| | |
|--|--|
| <p>Retail Line to Complete Please email to Training Delivery Team via Lotus Notes</p> | |
| <p>Outlet name: West Byfleet Outlet address: 14 Station Approach West Byfleet Surrey KT14 6NG</p> | <p>FAD code: 126023 Outlet half day: Days to be avoided:</p> |
| <p>Phone number: GRO GRO</p> | |

Agents name: Mrs Mishra

| | |
|---|---|
| <p>Ad-Hoc Training Required (Please be as specific as possible. ie NS&I New Accounts)</p> | |
| 1. Balancing procedures | 4. |
| 2. | 5. |
| 3. | 6. |
| Retail Line Contact Alan Ridoutt Date: 25/7/05 | Retail Line Phone Number: GRO |
| Address for return of completed form: By e-mail to Alan Ridoutt | |

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Confidential

Mrs S Misra
Postmaster
Post Office®, West Byfleet branch
14 Station Approach
West Byfleet
SURREY
KT14 6NG

08 December 2006

Dear Mrs Misra

**Re: Concerns regarding office
balances**

I have recently been contacted regarding concerns to do with the results of the office balance at Post Office® West Byfleet branch.

I would therefore like to invite you in to discuss this matter further, I have arranged for a personal interview to take place on Tuesday 9 January 2007 at 10.30am at Bromley Area office, 3 East Street Bromley BR1 1AA.

Please bring any relevant evidence that you feel may be of help. You may be accompanied by a friend, who must be a fellow subpostmaster, a registered Sub Post Office® branch assistant, a Royal Mail Group employee or an official/representative of the National Federation of Subpostmasters.

Please confirm that you will be attending by signing and returning the attached acknowledgement slip.

Yours Sincerely

GRO

Elaine Ridge

Contracts Advisor
Commercial offices South East England

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Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss
5A(3)(a)
and 5B, MC Rules 1981, r 70)

Statement of GARETH IDRIS JENKINS

Age if under 18 Over 18 (If over 18 insert 'over 18')

This statement (consisting of pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 8 day of February 2010

Signature

I have been employed by Fujitsu Services, working on the Post Office Account, formally ICL Pathway Ltd, since 1996 as a Customer Solutions architect, involved in many aspects of design and implementation of the computer system known as Horizon. This is a computerised accounting system used by Post Office Ltd.

I have been asked if issues found at Callender Square Post Office in Falkirk could have caused the discrepancies in the case of SEEMA MISRA. At this stage, I am not aware of the details of the problems in Callender Square Post Office in Falkirk. However I expect to be able to find out the details of that case and also to compare the failing scenarios with the detailed logs that are to be extracted for the SEEMA MISRA case and should then be able to make it clear if the scenario is relevant.

I have been asked to make comments on the 3rd Interim Technical expert's report to the Court prepared by Charles Alastair McLachlan, a Director of Amsphere Consulting Ltd.

I have listed below the statement contained within the above mentioned report in *italics* and recorded my comment beneath in **bold**. For ease I have retained the original number reference.

1.2.1 Source of problem – End to end EPOSS transaction flow: the equipment failure user guide provided identifies at subsection 14 a process for identifying lost EPOSS

Signature

Signature witnessed by

CS011 (Side A)

Version 3.0 11/02

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of GARETH IDRIS JENKINS

transactions. The implication is that EPOSS transactions can be lost due to equipment failures. Without access to the sub post office data records and the intermediate data records in the end to end process it will not be possible to identify the extent to which this may explain the accounting discrepancies.

No request has been made to Fujitsu for any data relating to this branch. The logs would show any equipment failures and replacement which might possibly relate to lost transactions.

1.2.2 Source of problem – Poor integration: the helpdesk reports provided in Andy Dunks 2nd statement identify a series of problems with the network, printer and the pin terminal. It has not been possible to test whether this could give rise to inconsistent data capture and transmission at the sub post office.

Not sure what this is about. What exactly is required?

1.2.3 Source of problem – systems issues causing incomplete/inconsistent processing of transactions between sub post office and central systems: the reports provided in Andy Dunks 2nd statement identify a number of cases in which the user was required to 're-boot' the terminal. It has not been possible to test whether this could give rise to inconsistent data records in the sub post office.

Again without examining the logs it isn't possible to progress this.

1.3 Hypothesis: Errors in operator data entry are not properly reconciled by the Post Office finance function or by the Horizon system: without access to the system files it is not possible to determine whether this is the case.

Again what is being requested? I've not seen any logs and I don't believe that they have been requested so how can this be progressed without them?

1.3.1 Source of problem – lack of reconciliation of EPOSS transactions end to end:

Signature

Signature witnessed by

CS011A

Version 3.0 11/02

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Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of **GARETH IDRIS JENKINS**

without access to the system data files it is not possible to determine whether this is the case.

What is being requested?

1.3.2 Source of problem – lack of reconciliation of other transactions end to end:

without access to the system data files it is not possible to determine whether this is the case.

Agreed, so the Logs need to be retrieved and examined.

There is no reason to believe that the information in this statement is inaccurate because of the improper use of the computer. To the best of my knowledge and belief at all material times the computer was operating properly, or if not, any respect in which it was not operating properly, or was out of operation was not such as to effect the information held on it. I hold a responsible position in relation to the working of the computer.

Signature

CS011A

Signature witnessed by

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