

From: Rachelle Shimwell [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=RACHELLE.SHIMWELL8E95D5B7-DCFA-4BE0-9892-5B07B086A302]
Sent: Fri 07/03/2014 8:37:30 AM (UTC)
To: Andrew Winn GRO
Subject: RE: 418458

Andy

Yes that fine. I will try and run a Royal Mail sales report on Monday and see if there are any unusual sales.

Thanks

Rachelle Shimwell | FSC- Mails and Stock Team

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From: Andrew Winn
Sent: 07 March 2014 08:22
To: Rachelle Shimwell
Cc: Jacqui Swinney; Elaine Ridge; Frank Martin; Gillian Hoyland
Subject: RE: 418458

Rachelle

I think this is not resolved as yet. Shall we try to get some time next week to determine what we can do. It may be as simple as, in the absence of stock adjustments/stamp declarations, we can conclude that the only way the branch can hold correct stock levels would be by recording phantom sales?

Andy

From: Rachelle Shimwell
Sent: 07 March 2014 07:59
To: Andrew Winn
Subject: FW: 418458

Andy

Please see below.

Thanks

Rachelle Shimwell | FSC- Mails and Stock Team

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From: Jacqui Swinney
Sent: 06 March 2014 17:57
To: Rachelle Shimwell
Cc: Frank Martin
Subject: RE: 418458

Hi Rachelle,

Thanks for the information.

The whole issue is not my expertise, and I could only act on the spread sheets which were sent to me. It is a shame your one was not sent out when we originally requested information. I spent hours comparing the spread sheets and calculating!
We have your contact number now should there be future errors.

You are correct that the branch when balancing was remming in instead of reversing to correct the figures. This has been going on since the end of August 2013.

There has been remms from November reversed out in January, so this added to the confusion. The manager also remmed in incorrect figures which added to the loss. A relief postmaster thought he would help and reversed other figures out, just adding to the issues. By the time the office requested help, five months of continuous errors had taken place. We can only get limited information from the Horizon, and once the office has completed the Trading Statement, we are unable to correct the errors.

It is a relief to know it is now being resolved.

Kind regards

J Swinney | Field Support Advisor, South England

Post Office Ltd 4th Floor 120 Bark Street
BOLTON BL1 2AX

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From: Rachelle Shimwell
Sent: 03 March 2014 13:58
To: Elaine Ridge; Jacqui Swinney
Cc: Andrew Winn; Andy Walker; Frank Martin; Peter C Wilkinson; Branch Support Team; Gillian Hoyland
Subject: 418458

Elaine/Jacqui

Please see attached spread sheet.

- On the first tab called 'Incorrect remittances', this shows where the branch have created a 'phantom rem' that doesn't exist from Swindon. If you look at most of them they seem to be odd amounts whereas Swindon only despatches in round. This also shows what affect it would have on the branch if they adjusted the stock to correct.
- On the second tab called 'Difference', this highlights where the branch have remmed in but doesn't match the Swindon despatch. This also shows what affect it would have on the branch if they adjusted the stock to correct.
- On the tabs 'Balances out', this is possibly where the branch have incorrectly remmed in and then completed a rem reversal to put the stock correct.
- The tab 'Corrected remittances', this is where Swindon despatches match off with what the office have remmed in.
- On the last tab 'Not remmed in' this only has 4 items that have not been remmed in and also shows you the value of the stock.

The branch have settled a loss of **£7738.72** centrally but if the offices had adjusted all the errors to correct there should be a loss of **£8627.57**. Has the Postmaster put sales through instead to correct the stock and if so do we know what date?

Many thanks

Rachelle Shimwell | FSC- Mails and Stock Team

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