



**Witness Statement**

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

**Statement of** Lisa Jane ALLEN

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

This statement (consisting of three 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 11 day Septembe 2006  
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Further to my statement dated 19 June 2006.

I now produce as item **LJA/10** an extract from the Counter Operations Manual relating to Camelot Scratchcards. This extract details the transaction of the Scratchacards and covers all aspects of accounting. There are five sections contained within this extract and are detailed as follows:

Section 8 – General Information

Section 9 – Receipt and Activation

Section 10 – Counter Procedure

Section 11 – Prize Payment

Signature

Signature witnessed by

## Witness Statement

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

Continuation of statement of Lisa Allen

### Section 12 – Accounting

I have now obtained a Fujitsu Log for The Grange SPSO from 15 to 21 September 2005 that I produce as item **LJA/11**. This log shows all the transactions entered into the Horizon computer system during these dates. I further produce an extract from this log as item **LJA/12**.

An explanation of the headings on **LJA/12** are as follows:

**ID** – The counter position where the transaction took place

**User** – The person who was logged onto the system. SPA004 being Susan Palmer. The user identity is made up of the first letter of your first name followed by the first two letters of your second name and then by a digit.

**SU** – This is the stock unit. In the case of The Grange Post Office there is only one stock unit for the whole office, namely 'AA'.

**Date** – The date the transaction took place.

**Time** – The time the transaction took place although this is different by one hour due to British summer time.

**Session Id** – This is the session number at the counter when the transaction took place.

**Mode** – This is the mode that the computer was in when the error notices were entered. HK standing for House Keeping.

**Product No** – This is the number relating to the type of transaction. A claim error notice is product number 162 and a charge error notice is product number 106.

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

Continuation of statement of Lisa Allen

**Qty** – This is how many of each items there are.

**Sale Value** – This is the monetary amount entered for the transaction.

From item **LJA/12** it can be seen that there are six charge error notices entered by User SPA004 on 20/09/05 between 15:48 hours and 15:49 hours. These six charge error notices that amount to £2520.00 are the liability of the Subpostmistress to pay. During the same session it can be seen that a claim error notice was also entered for £840. At the end of the session it can be seen that the balance owed to Post Office Ltd was £1680.00, not £2500 as claimed at interview on 6 February 2006. Therefore it was the responsibility of Mrs Palmer to pay this amount to Post Office Ltd at the time of entering the error notices on 20 September 2005.

It would appear that Mrs Palmer has taken the cash out of the Post Office relating to the claim error notice but has not paid the £2520 that she owed to Post Office Ltd for the charge error notice.

I have contacted Security at Camelot and there are no records of Mrs Palmer contacting them querying any error notices. Likewise I have contacted both Chesterfield who raise the error notices and the Post Office National Business Service Centre (NBSC), and there are no records of any calls made relating to Camelot Scratchcard or error notices relating to scratchcards.

Signature

Signature witnessed by