

Received 22<sup>nd</sup> October  
2013  
(mail)

**Taylor  
Rushby**  
CHARTERED ACCOUNTANTS

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32 Crouch Street  
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CO3 3HH

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GL54 1HR

Email: info: **GRO**  
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Tel: **GRO**  
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Your ref: M009  
Our ref: B036

21st October 2013

Dear Sirs

**Post Office mediation scheme - Mr V. K. Bajaj**

We are writing in support of our client, Mr Bajaj, and his claim against the Post Office. The points below are listed in accordance with your ten key questions.

1] The main cause of our client's loss has been failures of the Horizon system. In particular there have been cases of errors appearing on balance reports produced by the system of which some have been resolved by the Post Office and others have had to be cleared by Mr Bajaj sending money to the Post Office to cover apparent shortfalls of cash. These errors were compounded by the inability of the Post Office to correct or investigate fully errors reported. The Post Office should have a log of all the calls made. A list of 'notable instances' prepared by Mr A N Bajaj (father of the claimant) is appended to this letter.

2] Incidents are first recorded in August 2004 and continued until May 2006 when Mr Bajaj ceased to be the Post master at Torquay Road, Chelmsford.

3] Our client reported the incidents either through the Horizon helpline and to area or regional managers. A list of some of the meetings is included on the appendix and copies of some logged calls, printed on 16th November 2006, are also enclosed.

4] Many of the issues were not satisfactorily resolved at the time, giving rise to the losses now being claimed, or were resolved by the Post Office without explanation to our client.

5] The monetary value of the losses are the amounts declared in Mr Bajaj's business accounts - £5,321 in the period ended 31st May 2005 and £10,938 in the period ended 31st August 2006 - plus legal costs incurred in this matter with Tolhurst Fisher LLP of £2,731.25. The total losses are £18,990.

Director: Nick Taylor FCA

Taylor Rushby Limited  
Registered in England and Wales  
Company Number: 07160667



6,7] Our client was not subject of any action as he was able to send money to the Post Office to cover any apparent shortages.

8] The errors can only be explained by the existence of inherent problems in the Horizon system which have been widely reported by other Post Masters.

9] Our client did request assistance from the area manager who was unable to explain the errors that had appeared. Correspondence was then sent to the regional manager and also through our client's Member of Parliament, Simon Burns. Our client also engaged solicitors, Tolhurst Fisher, from whose copy letter of June 2007 and bill of June 2008 it can be seen were involved in considerable amounts of correspondence.

10] No assistance was provided whatsoever.

Further to your additional points requesting more information:

1] Copies of some phone call logs are enclosed.

2] The Christmas Cards and Postage issues are the same as the philatelic items the stock value for which dropped from £1,440 in week 15 (06/07/05) to £498.48 in week 16 (13/07/05) without explanation.

3] The missing cheques of £22,000 are presumed to have been resolved at the Post Office. The discrepancy had disappeared in later reports but no explanation was received from the Post Office. The figure of £3,800 is assumed to be a part of the £4,320.56 shortfall that was paid to the Post Office by our client.

4] The £2,555.91 shortfall in November 2005 was paid to the Post Office by our client.

Enclosed with this letter are the following:

- Noted instances of failures prepared by Mr A N Bajaj and annotated by us to provide additional clarification of amounts.
- Copy of letter and bill from Tolhurst Fisher LLP.
- Copy of accounts prepared by Messrs Lall Ondhia, Chartered Certified Accountants and Registered Auditors, showing the losses declared.
- Copies of letters published on this matter.
- Copies of helpline call logs printed in November 2006.
- Other Horizon reports and contemporaneous memoranda from the period of losses.

We would be very pleased to answer any further questions you may have. It should be noted that, due to the length of time that has elapsed since these problems occurred, not all the original paperwork is still available.

Yours faithfully

**GRO**

TAYLOR RUSHBY

Notable instances (Horizon Malfunction) – No action taken by Post Office Ltd, in spite of complaints through helpline and to the managers in writing.

- 1) 18.8.2004 System showed £20,000 surplus - for no reason - reported, but no action by PO Ltd.
- 2) December 2004 – Miss D South stated that £22,000 worth of cheques were missing. Again Horizon fault, it went on multiplying when declared time and again. It ought to have stopped stating already declared. Miss South promised to get the mistake rectified. The actual figure of £3800 worth of cheques had already been received by the clearing office. She was transferred by end of December so nothing was done. Even if for instance, the cheques had been lost in the post, then how is the Postmaster liable.
- 3) 26.1.2005 Auditors visited and recorded £4320.56 as shortage (It included it appears the sum of £3800, cheques incorrectly on Horizon system missing) The audit was told but no action taken and no subsequent response. No copy of audit report was supplied. It may be worth noting that cheques are always counted as cash. *Shortage paid to PO*
- 4) Week 15 6.7.2005 Philatelic items £1440.00 as stock.
- 5) 13.7.2005 Week 16 (Balance) Mandy Lawless Area Manager attended and noted that computer showed £18106.18 for cash overflow for the week, when on the balance sheet it appeared £21395.00 the cash in pouches figures. The mistake was located by the Manager but no action taken. In spite of that, £3500 had to be paid as shortage. Also in week 16 the philatelic items had been reduced from £1440.00 of week 15 to £498.98 without any reason. Again Horizon's fault, thus, £941.52 went missing in the balance sheet. Copies of the above accounts were supplied to the Area Manager on spot and subsequently sent to Post Office Ltd solicitors as well. The Area Manager reported (A note on the log-that Horizon faulty). But no action taken to rectify the situation, either by the Area Manager or by Horizon System management *£3530.62*
- 6) 21.9.2005 Mandy Lawless phoned at about 1pm that Fujitsu had been notified about shortages and complaints. But no subsequent remedial action taken or notified. *Shortage paid to PO £3001.76*
- 7) 17.11.2005 The system showed an error of £2555.91 as shortage for no apparent reason, tried to contact Area Manager Mandy Lawless but without success. *No response from AM*
- 8) 18.11.2005 As per log we discussed the problem with the helpline but no response.
- 9) 14.12.2005 £345 of postage disappeared from the system without any reason as nothing has been remitted to Post Office Ltd. Copy of balance sheet with the post office; no action and no response.

Note: For each and above date there is an entry in the log supplied by M/s Hugh James, Post Office Ltd solicitors. It appears that they just acted as a transit post without bothering to look at the logs. Had they spent some time to scrutinise the log sheets, then the question of receipts would not have arisen because the copies of the weekly accounts are already with the Post Office and have subsequently been supplied to the Area Manager and through our own solicitors.

It appears that Post Office solicitors are bent upon dilatory tactics knowing fully well of Horizon faults as an inefficient system. Nobody can claim that any system is infallible.

To show the breakdown and inefficiency of the Horizon system, the following logs are worth notice

1. 2<sup>nd</sup> February 2005, counter printer jammed.
2. 17<sup>th</sup> March 2005, printer not printing.
3. 19<sup>th</sup> July 2005, complaint about special stamps missing, advised by helpline to do all the normal checks to see if P.M. can find an error building up each week.
4. 20<sup>th</sup> July 2005, caller sent back £34,000, snapshot shows £44,000. Difference of £10,000.
5. 21<sup>st</sup> July 2005 P.M. wanted to speak to John Archer regarding Horizon system.
6. 22<sup>nd</sup> July 2005, P.M. says his balance continuously shows the wrong amount. N.B.S.C. P.M. is doing transaction correctly. All needs to go through N.B.S.C. tier 2 before we can investigate.
7. 25<sup>th</sup> July 2005, spoke to helpline about Horizon system, P.M. referred to NBSC, the call needs to go tier 2 before investigation.
8. Lisa Coldicott: P.M. states that he keeps having cash discrepancy and he has called in several times.
9. 16<sup>th</sup> November 2005, P.M. states that he is having problems with branch trading (4 weekly balance date)
10. 25<sup>th</sup> November 2005 "Maidstone area intervention office" P.M. has numerous losses over months, he has made them good, he has £3000 shortage this month. She (Mandy Lawless manager) claims that the system is wrong.

Since 25<sup>th</sup> November 2005, Post Office Ltd has refused to do any checks, least of it having tried even once to check the Horizon system in this office. In spite of evidence and statement from their Area Manager Mandy Lawless, log H144068

(15) The office has an ongoing problem with losses, which P.M. made good, it is now in the hands of the solicitors. HSH will not do any checks.

4<sup>th</sup> March 2006, (Post Office was closed between 4.12am and 6.27am as per log)  
(Problem critical event received for nod. No repeat events detected after re-boot early in the morning.

Note: This re-boot was done from the Post Office side early in the morning without the knowledge of the Postmaster till to date. Figures could have been lost or incorrectly entered.

Two audits during 2005 and 2006

26.1.2005 – No copy of the report given to P.M. No breakdown of the shortages supplied.

8<sup>th</sup> May 2006 – surprised at audit figures supplied after 2 months. The breakdown of shortages is inexplicable. The audit report was proved wrong and incorrect by the relief sub Post Master who found £653.50 as surplus in the cash account, and left in a separate plastic coin bag, the day he left - to the auditors. This shows the unreliability, untrustworthiness and bland auditors reports. It was on this auditors' report of 8<sup>th</sup> May, the Post Master was suspended and is still on suspension. His resignation still has not been accepted, so he is legally entitled to his wages till Post Office determines the question of his employment or in the alternative, accepts his resignation as valid as from 1<sup>st</sup> June 2006.

I think that Post Office Ltd and their solicitors had been given enough time, evidence and opportunity to come to mediation during the last two years and settle the whole matter, but it seems they are persistent in dilatory tactics. I sincerely hope that they come to their senses, failing which there would be no option, but to file proceedings against Post Office Ltd at their risks and cost.

Yours Sincerely,

**GRO**

A. N. BAJAJ.

List of known post-masters with "HORIZON" trouble.

- 
1. Mr. V.Bhatt----- **GRO**
  - 2 J.Margaret Taylor-----Vervan P.O.Vervan-Truro-TR2 5QA.
  3. Sue Trusdale ----- **GRO**
  - GRO**
  4. Mr S.Jones-----Woodham P.O. County Durham. DL5 4UE.
  5. Raj Bilku-----Bow Burn P.O. Durham.
  6. Mr. V.K.BAJAJ -----Torquay Road P.O. Chelmsford. Essex.CM1 6NF.
  7. Graham Ward-----P.O. Riven-hall---Colchester, Essex.
  8. Mike Rigby-----Barrow ford-P.O. 110/112-Gisdurn Rd., Rigby. BBN EKO
  9. John Cance-----Pen-wort Hill P.O. Preston.
  10. Dawn Bruce----- Small bridge P.O.
  11. Harjinder Singh-----C/O Wood fines Solicitors-LLP.
  - 12 Carshalton P.O.'s claim settled for £4000.00. to keep quiet.
  13. H.N.Thomas -----Gaerwen P. O. Holyhead.
  14. Dave:- Ferry Hill P.O. ferryhill, Co. Durham.
  15. Mr. Glazer – Cherry William P.O. 4- Croft lane, LN3 4JE.
  16. Lee Castleton-----the defendant in the present case.

e-mail: sblake: GRO  
Your Ref:  
Our Ref: SMB/aw//BAJAJ  
Date: 11 June 2007  
(Dictated 7<sup>th</sup> June 2007)  
Telephone: GRO  
Direct Fax: GRO

Mr V K Bajaj

**GRO**

Dear Mr Bajaj,

**Re : The Post Office Limited**

Thank you for your 7<sup>th</sup> June letter. I would draw your attention, for future reference, to the fact that my fax number is GRO. I anticipate that you may have encountered some difficulty attempting to fax your letter to me as you inadvertently appear to have used our telephone number.

I note that you are sorry that Angela Noonan has now left. Unfortunately, she used to live quite near to the office but she recently moved away and she found the journey into work to be quite difficult. She has, therefore, moved to a more local firm. I trust that you will not, however, encounter any difficulties as a result of Angela's departure as I confirm that I have familiarised myself fully with the file and, indeed, shall be pleased to act on your behalf in connection with this most interesting matter.

I have noted the efforts to which you have gone in taking on the Post Office not only on your own behalf but on behalf of other Sub-Postmasters and I do hope that you continue the fight on your own behalf having been so successful on behalf of others.

As far as time spent by Angela is concerned, I confirm that, to-date she has in fact sent 56 letters. You will appreciate that, of course, not only has Angela corresponded with yourself she has also corresponded with the solicitors on behalf of the Post Office and with one or two solicitors acting on behalf of other Sub-Postmasters. In addition, she has recorded 5 hours and 42 minutes on the telephone and I note that she met with you on three occasions: 7<sup>th</sup> December 2005 (engaged 42 minutes); 25<sup>th</sup> January 2006 (engaged 1 hour) and 26<sup>th</sup> April 2006 (also engaged 1 hour). I do appreciate, of course, with the passage of time it is easy to forget how much work has been undertaken but I can assure you that a considerable amount of work has, in fact, been undertaken on your behalf and indeed the correspondence file runs into two volumes. I also confirm that the fees relate to work carried out exclusively on your behalf. Work on behalf of Mr Bilku has been recorded separately and I also note that no work has been undertaken on your behalf since Angela's 19<sup>th</sup> February letter apart from a couple of chasing letters but that you have subsequently confirmed that you no longer require the matter to be chased, being content to see how matters with Mr Bilku progressed.

# TOLHURST FISHER LLP

 SOLICITORS

Trafalgar House, Nelson Street  
Southend-on-Sea, Essex SS1 1EF  
Telephone: GRO  
DX 2811 Southend  
www.tolhurstfisher.com

INVOICE No.

DATE: 19 June 2008  
SMB/aw/BAJ4-3

Mr. V K Bajaj

GRO

**Re: The Post Office Limited**  
**(24th August 2005 to 19th June 2008)**

TO this firm's professional charges for acting on your behalf during in connection with the above matter during the above period. To include all correspondence sending 58 letters (engaged in correspondence 7 hours and 36 minutes); all telephone attendances (engaged on the telephone 6 hours); attending you on 7th December 2005 to take your instructions and advise (engaged 42 minutes); attending you on 25th January 2006 to take your instructions and advise (engaged 1 hour) and attending you on 26th April 2006 to take your further instructions and advise (engaged 1 hour). To include perusal of your papers; all correspondence with the Post Office; subsequently receiving your instructions to take no further action pending outcome of other claims against the Post Office.

VAT at 17½% on same  
Total  
Less : received on account  
Total Due

2,750	00
481	25
£3,231	25
£500	00
<b>£2,731</b>	<b>25</b>

**THIS IS NOT/A VAT INVOICE**

GRO

VAT REGISTRATION NO. 250 6382 73

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Chelmsford Office: Marlborough House, Victoria Road South, Chelmsford, Essex CM1 1LN. Telephone: GRO

**KUMAR ENTERPRISE**  
**Profit and Loss Account**  
**for the period from 1 June 2005 to 31 August 2006**

	2006	2005
	£	£
<b>Sales</b>	18,463	15,128
Cost of sales	7,516	6,411
<b>Gross profit</b>	<u>10,947</u>	<u>8,717</u>
<b>Other income/profits</b>	<u>46,622</u>	<u>47,314</u>
<b>Expenses</b>		
Employee costs	5,364	9,078
Premises costs	22,038	14,304
Repairs	800	635
General administrative expenses	1,753	1,901
Motor expenses	3,179	2,257
Legal and professional costs	3,678	3,150
Post Office Shortages	10,938	5,321
Other finance charges	674	229
Depreciation and loss/(profit) on sale	1,745	1,574
Other expenses	99	153
	<u>50,268</u>	<u>38,602</u>
<b>Profit</b>	<u>7,301</u>	<u>17,429</u>

# Editor's Corner

# The Post Office® Replies

**Peter Fishwick, Upton Heath Post Office, Chester** told us of his frustration when V11 documents are presented early.

DVLA do need to ensure that these reminders are available to customers who choose to license from the earliest opportunity and given the volume of documents produced, Royal Mail are authorised to commence delivery to customer addresses from the 8th of the month.

However, the good news is that DVLA are planning to bring forward the first date of licensing from the 15<sup>th</sup> of the month, possibly to the 12<sup>th</sup> in 2006, and do not intend to bring forward the delivery instructions. This should have a positive effect in reducing the volume of customers who attempt to re-license early and help to flatten out the traditional month end peak for re-licensing.

**Mrs N K Seghal, Leamington Post Office, Newcastle upon Tyne** had experienced problems with E Top-up.

The period for reversing an E Top-up or E-voucher transaction, is set by the networks. The reason that the window is quite short, is to limit fraud. If a customer leaves the counter, a reversal should not be attempted as the customer could have accessed the credit, in which case, the

reversal would not be honoured by the network. If a customer has asked for the wrong voucher, they should be referred to their network to deal with the enquiry. We are in discussion with all network operators to ensure that they deal with customers appropriately.

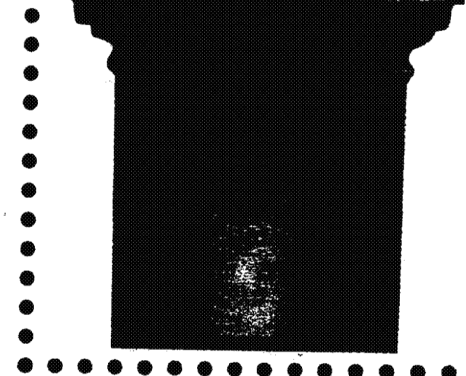
**V K Bajaj, Torquay Road Post Office, Chelmsford** has had problems with Horizon and certain transactions.

Post Office Ltd and all our suppliers are keen to support the network. A Branch Issues Manager from Fujitsu will be visiting the branch to explain how the balancing process works in Horizon and provide any on the spot advice.

**T J Andrews, Charing Post Office, Ashford** was concerned that the new Branch Trading system would lead to more errors by putting stock on the Horizon system by volume and not value.

The change to stock by volume was made to mirror other retail organisations. Post offices no longer need to undertake a revaluation when prices change. The stock item now only attracts a value when sold or adjusted.

It would not be possible to re-introduce the value without significant development costs. This is because products are linked to different transaction types e.g. rem in,

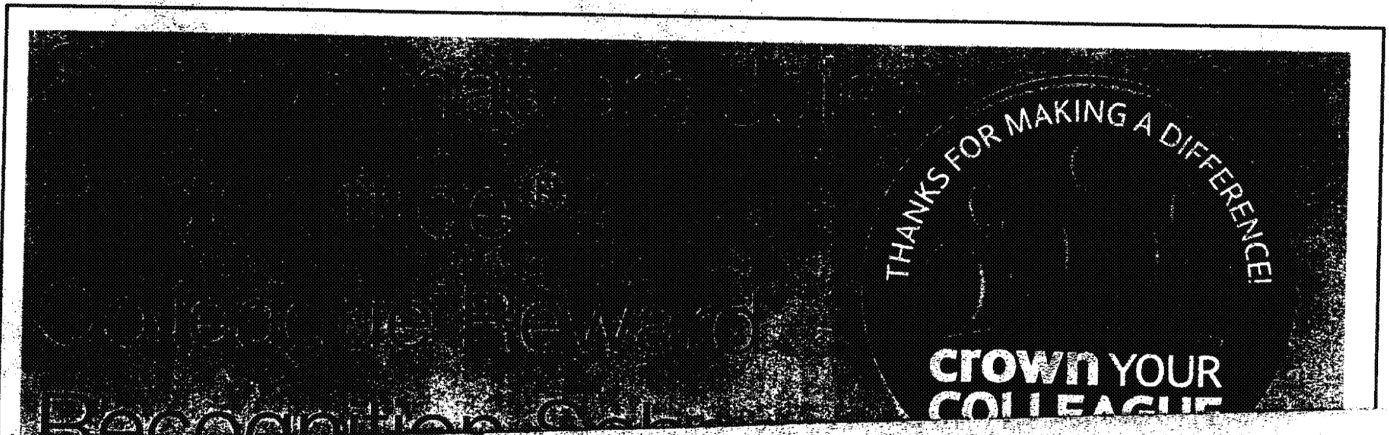


rem out, sell etc. and all types have to have the same attributes. The volume of each line on the advice note should be checked against the physical product and the pick list item on Horizon to ensure accurate input.

And finally, replies to this month's letters will be in the January 2006 edition of *The Subpostmaster*.

Merry Christmas and A Happy New Year.

**John Rattle**  
Stakeholder Manager  
Post Office Ltd



grandparents or legal guardians. All prizes are free of UK Income Tax and Capital Gains Tax, and you don't need to declare them on your tax return. No interest is payable. Instead all eligible Bonds take part in a monthly prize draw. Please ask in branch for full terms and conditions before you invest. \*At the time of printing.

# Editor's Corner

# The Post Office® Replies...

**V K Bajaj, Torquay Road PO, Chelmsford** had a number of questions regarding the Restrictions policy.

If a subpostmaster genuinely has no control over the private business transacted on the same premises and a restricted product is being sold on the private business, then Post Office Ltd will re-evaluate the continuing suitability of those premises as a Post Office® branch.

The enforcement and waiver policy circulated to all subpostmasters and franchisees clearly states what waivers are available and what the conditions are for them. 'Own-brand' waivers are available for certain products, subject to strict and stretching criteria being met. While it may be the case that large operators are most likely to have own-brand products, the own-brand waiver reflects the large investment it takes to deploy these products. Agents who have made significant investment in their own-brand products cannot be said to be free-riding on Post Office Ltd investment or the Post Office® brand.

Our network of agency Post Office® branches is wide and very diverse, ranging from tiny part time rural outlets to huge seven day a week branches in very expensive

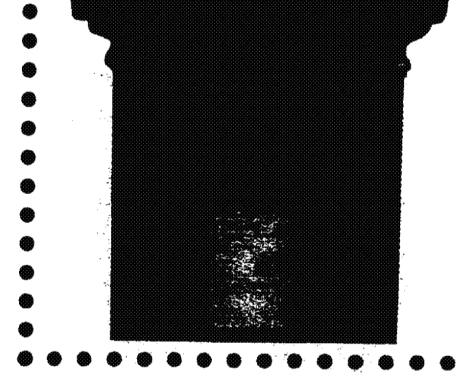
locations. We need a full range of partners to maintain that network, from the dedicated independent through to the large corporate retailer. The Restrictions policy is designed to enable us to support this network.

**David P Smith, Holsworthy PO, Devon** had experienced problems with Horizon when performing a currency transaction.

Having investigated Mr Smith's circumstances there was no fault found in terms of the Horizon system creating discrepancies. In this case, it is quite possible that the wrong session ID was used to perform the reversal. Three session ID's are created for Bureau transactions. If you select the right session ID (ending with a -2 eg. 1-53940-2) when reversing a transaction, this will reverse the transaction and margin values, which is correct. If one of the other session IDs is selected, ie. ending with a -3, this will only reverse the transaction value and not the margin.

And finally, **Graham Johnson, East Herringthorpe PO, Rotherham** has concerns with the changes in the electricity prepayment market.

There are many changes that are taking place in the electricity prepayment market, one



of them being a movement away from tokens to smart keys. The development of Post Office® Paystation has made it commercially viable to develop key charging capability, on the Paystation terminal. Key charging through Paystation will be available early in 2006 and British Gas has signed up to use this service when launched.

**John Rottle**  
Stakeholder Manager  
Post Office Ltd

# Well Dressed Winner in Crown Your Colleague

SUBPOSTMASTER, January 2006 - 7

# Your letters

Letters to the Editor should be addressed to:  
The Editor, Dolwyddelan Post Office, Castle Terrace,  
Dolwyddelan, Gwynedd, LL25 0NJ.  
email: [afoste@btinternet.com](mailto:afoste@btinternet.com)

## Go to specsavers

SIR - Who is being shortsighted in promoting Direct Debit payment for the new Post Office® products being advertised? I appreciate this is the way firms and utilities are forcing people to go.

However, no doubt the Post Office® appreciates that by encouraging Direct Debit it's not getting people into the post offices and therefore we are unable to promote further products. TV and newspaper advertising is only competing with other firms selling the same products. We have lost the personal touch.

As with other Post Office® products they come into the market too late. Selling to subpostmasters and staff might satisfy the Post Office® but does not keep a sub post office open.

Mrs M W Biston  
Brecks Post Office  
Rotherham

## Branch Trading

SIR - By coincidence I received the November edition of *The Subpostmaster* the same morning as my first remittance under Branch Trading. Having assessed the qualities of this new system it was most interesting to read the comments of T J Andrews and I concur completely.

To now read the response of John Rattle on behalf of the Post Office® is most illuminating. Is the Post Office® really assessing and specifying software on the basis of its comparability with that of other

many years as an itinerant contract programmer (including a period programming the predecessor to Horizon, ECCO) before becoming a subpostmaster, I cannot believe it would take more than four or five man weeks to make the necessary changes to this programme to make our life so much simpler.

I look forward to hearing John Rattle's comments on this.

Clive Rigby  
Earby Post Office  
Barnoldswick

## Horizon problems

SIR - I read with interest V K Bajaj's letter in the November edition of *The Subpostmaster*. Snap! We also have had several unexplained losses over the last two years. We also got the same story from the Post Office®: "Just pay up". When it first happened I took it up with my local Branch Secretary who had had no other reports of this so we assumed it was just us and paid up.

Since our last big loss about four months ago I have been taking a 5 copy receipt of every transaction, even if we only sell a 1p stamp, so that if needs be we can check the Horizon system. So far so good, nothing has gone wrong. Now I do not know if the simple act of producing a receipt makes the Horizon system work properly or whether it's just luck, but it's worth a try.

Tom Hedges  
Hogsthorpe Post Office  
Skegness

were fully aware of this and took this as a challenge to build on the other products and the retail side.

If anyone is so disinterested and disillusioned with the Post Office® why do you not sell up and get a salaried job? Many of us have the skills to be able to gain employment elsewhere. It may be difficult to sell the business, but it is not impossible. So all of you out there who do not want to work for the Post Office® why not sell?

In future why not have a rule that to get a letter printed on this page it must be finished on a positive note.

Thomas Smith  
Trebanos Post Office  
Swansea

Editor: Your last remark is a good idea and all letters are welcome.

## Commercial opportunities

SIR - Please could I ask if you could publish the following information for me.

The East Kent Branch of the Federation is holding its next Branch meeting at 7:30pm on 17 January 2006 at the Territorial Army base, Sturry Road in Canterbury.

I would like to invite members from other Branches to join us and take advantage of listening to and speaking with Rod Stevens, the Commercial Director of the National Federation of SubPostmasters. Rod has numerous business and commercial offers that will help to make our post offices more profitable and is willing to assist with any problems that we may have.

If you need any further information or require directions to the Territorial Army Base, please write to me at Chilham Post

that I was responsible with no explanation.

I find it inconceivable that these safes are not covered by Post Office Ltd - if this is the case it may deter other offices taking the open plan route and in the long term it may be more commercial if a screen is reintroduced over the open plan positions.

I would appreciate if Post Office Ltd could explain fully as to why these safes are not covered.

Malcolm Sharp  
Mumbles Post Office  
Swansea

## A rap for the Editor

SIR - I would like to respond to two points made in the letters page of the last issue. I felt that they were dismissed rather sarcastically without the serious issue being addressed.

Firstly, sick pay. You say that self employed people never get sick pay, which is quite correct. However, what I do not understand is, if we are not entitled to any benefits, WHY do we pay Class 1 contributions? A big issue is always made of the fact that we are not employees of the Post Office® yet we pay Employee's NI contributions.

Secondly, eBay. I really do not think anyone is complaining about eBay and the business it brings. For most of us it brings far more into our coffers than any new product the Post Office® has dreamt up. The problem is postage labels. One day soon, I swear the printer will be in the picturesque pond opposite my office! It prints out so slowly it would be quicker if it was clockwork, but the worst thing is the failure rate.

At the end of the last trading period I had

SUBPOSTMASTER, December 2005 - 7

# Your letters

Letters to the Editor should be addressed to:  
The Editor, Dolwyddelan Post Office, Castle Terrace,  
Dolwyddelan, Gwynedd, LL25 0NJ.

## Post Office Ltd cheek

SIR - Check this out for Post Office® cheek:  
I telephoned the helpline to ask if I could take a Gibraltar £5 note and I was told I could and to REM it out as an unusable note.

Error notice arrived with the return of the note. I telephoned to complain and am told that while they do have a record of my call, (I have call reference number and name of helpline assistant) they do not have a record of the answer I was given, therefore my complaint was not proven and I need to pay! I am of course refusing. Typical of the Teflon coated cowboys I have come to believe we work for. Stinks doesn't it?

**Janet Groundsell**  
Meadow Road Post Office  
Isle of Wight

## Branch Trading

SIR - This little community post office does not change to Branch Trading until week 32 but, from what I can see at present, there is one area which puzzles me - The Transactions Report.

We are now expected to enter onto Horizon miscellaneous transactions such as Special Deliveries, Airsure, Home Shopping returns, etc. as soon as we serve the customer. This new method requires 4 or 5 screen changes before these can be recorded. Try doing that when there is a queue trying to post mail before collection time!

How is it that some transactions eg. Bureau de Change Pre Order appear automatically on the transactions report as soon as they are entered, yet others have to be entered individually, manually and pronto? Is it really beyond the capability of Horizon technology to record all the required items automatically when they are sold, just as it does with Bureau etc?

And why on earth do we continue to have to waste time and paper inserting 'zero' transactions for parcel traffic every week? I am still trying to understand the logic of that.

On the positive side, the new Branch Trading calendar looks like an improvement on the last

## Horizon shortages

SIR - I read with interest Mr Bajaj's letter in the November issue. I have also had mysterious deficiencies including one of £1,000.

I have also discovered one of the black holes where the money goes! On Wednesday 22 September I sold 1055 Euros for £750.64, for which the customer paid by debit card. Having used the Streamline machine, I accidentally finished the transaction to cash (the multitude of useless sales prompts may have contributed). To correct the error I reversed the whole transaction as an existing transaction, and put it through correctly as a streamline debit card transaction.

At the close of business I had 1055 Euros more than the system said, so I adjusted the stock accordingly. My balance for that week was short by £30 so I put it in.

At some time in the next 24 hours, my brain connected £30 short with the "turn" on a sale of £750.46 worth of currency. Investigation showed this to be correct, the actual figure is £32.87, which I had been charged twice as the original reversal had only reversed the cash and not reinstated the Euros.

I reported this to the helpline, ref H142 68443, which was unable to do anything. I have spoken to many Post Office® officials in many different offices who all agree that something has gone wrong, but no one knows how to put it right. The really disturbing thing is that several of these officials have admitted that mine is not an isolated case but so far nothing has been done.

How many other black holes are there in the system, removing money from subpostmasters' accounts without them knowing?

**David P Smith**  
Holsworthy Post Office  
Devon

years without a day off sick and I'm sure I am not alone.

We do not receive a pension and are therefore reliant on getting a decent price for our businesses when we sell them on at retirement but this is being eroded by the changes brought upon us by Government making post offices much harder to sell.

We also have glitches in the system which causes problems with Horizon. I had a two week break in my supply meaning that I lost about £50 in my salary plus however much was lost from the retail side because people did not come through the door for a fortnight. BT denies responsibility although it was the BT broadband supply which failed and the Post Office® also denies responsibility.

**P A Watkins**  
Cilgerran Post Office  
Cardigan

## Rewards for being healthy

SIR - I'm disgusted with the story on the front page of the Courier. I and many other subpostmasters have worked for years without taking any sick leave. Why should postmen be bribed to do a normal working week? The total amount of the "share out" £6,803,186 should make Royal Mail ashamed.

**Mrs R James**  
Framfield Post Office  
Uckfield

*Editor: Mrs. James, we all know that self employed people cannot afford to be sick. Anyway, if we had the inducement POL would never cope with the cash they would have to pay out.*

## The mountain still grows

SIR - On the subject of waste, the letter from Margaret Boston in the November issue echoes the views of many of us. Yet the

## Christmas woe frustrations

SIR - I do wonder whether those responsible for implementing procedures and services we offer have ever served on the counter or have any comprehension of what our customers want and our counter procedures. I was under the impression that all new products, procedures and services were either tested or researched, to make sure whatever was introduced would be operationally efficient or in public demand.

The idea of selling High Street gift vouchers would have been a winner. That was until I read in the instructions for issue, "Ensure your customer is aware of the £1.50 fee". As far as my office is concerned I won't be selling any because of this exorbitant fee. I have asked friends, family and many of my customers, none would be prepared to pay the £1.50 fee, in fact many thought I was joking.

The self adhesive Xmas stamps are very popular, the overseas destinations, Europe and the rest of the world zones 1 and 2 each have their own dedicated stamp at the 20 and 40gm weight steps. Except for the zone 1 weight step at 40gms. Where is the £1.05p stamp? Probably the second biggest seller for overseas letters at Christmas and all the year round.

I estimate that 70% of my overseas mail posted goes to zone 1, I expect most offices would be the same. So where is the £1.05p stamp? Are you telling me nobody could work out that this value would be in constant demand all the year round - it's hardly rocket science! This is an amazing anomaly. Do those responsible for the stamp values work part time?

I am considering this Xmas having seats and magazines put in the public area of my office, similar to doctors and dentists waiting rooms for my customers to wait patiently behind eBay customers with all their packets and parcels as donkey Smartpost plods on printing labels. Hopefully I won't end up with any customers who have turned to skeletons whilst waiting! Most give up and walk out as they watch yet another pile of packets appear from a bag for posting. I do consider the actual principal of Smartpost is great, like a Rolls Royce; pity its run on a moped engine.

Call Details **GRO**

*Tel QJAY 29 to*

Post Office Account NWB01 Archive4.1 on hshpowermart2

PH4PatNWB01 on msdc01poadb02

dunksa 30/06/06



Call **GRO**

©2002 Fujitsu Services Limited

Status: Closed	Opened: Tue 17 August 2004 09:55	Affected Site: 140114
Severity: 3 B	Closed: Tue 17 August 2004 10:04	FAD/Path Code: 140114
Customer: I039		No. Counters: 3
Priority: 0	Local / Intermediate / Remote: L	CSR/Team: GB082227 / HSH5
<b>Caller Details</b>		
Caller: pm	Phone: GRO	Site: 140114
Title: Relief	Login:	Department:
	Caller ID:	Location:
<b>Call Problem Details</b>		
Product Type:	Call Type: S	ProbType: SD06
Problem Text: pm has a frozen screen on node 2.		Problem:
<b>Call Closure Details</b>		
Closed: 17/08/04 10:04	Cause: C21	Repair: RC8
Text: Call Close by Anthony Vasse: caller hung up after refusing to do any further checks.		Resolution: RS14
<b>Call Asset Details</b>		
Asset ID:	Description:	Serial No:
Product: Riposte	Description:	Server Name:
OTI Reference:	Counter Affected: 2	Associated Reference:
<b>Call Activity Log</b>		
OPEN	Tue 17 August 2004 09:53 by GB082227 / HSH5 New call taken by Anthony Vasse: pm has a frozen screen on node 2.	Saved: Tue 17 August 2004 09:55
Advice	Tue 17 August 2004 09:56 by GB082227 / HSH5 no critical events on tivoli.	Saved: Tue 17 August 2004 09:56
MODIFY	Tue 17 August 2004 09:59 by GB082227 / HSH5 Call information modified by Anthony Vasse Title: from 'pm' to 'Relief'	Saved: Tue 17 August 2004 09:59
Advice	Tue 17 August 2004 09:59 by GB082227 / HSH5 the relief is not sure where the pmc and pin nos can be found.	Saved: Tue 17 August 2004 09:59
Training	Tue 17 August 2004 10:00 by GB082227 / HSH5 walked pm through a reboot of node 2.	Saved: Tue 17 August 2004 10:00
Training	Tue 17 August 2004 10:01 by GB082227 / HSH5 the relief refused to co operate any further and put the phone down.	Saved: Tue 17 August 2004 10:01
CLEAR	Tue 17 August 2004 10:03 by GB082227 / HSH5 caller hung up after refusing to do any further checks.	Saved: Tue 17 August 2004 10:03
CLOSE	Tue 17 August 2004 10:04 by GB082227 / HSH5 Call Close by Anthony Vasse: caller hung up after refusing to do any further checks.	Saved: Tue 17 August 2004 10:04

Call Details **GRO**

Post Office Account NWB01 Archive4.1 on hshpowermart2

PH4PatNWB01 on msdc01poadb02

dunksa 30/06/06



Call **GRO**

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Status:	Closed	Opened:	Fri 20 August 2004 10:15	Affected Site:	140114
Severity:	3 B	Closed:	Fri 20 August 2004 10:19	FAD/Path Code:	140114
Customer:	I039			No. Counters:	3
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk952350 / HSH6
Caller Details					
Caller:	Carol	Phone:	GRO	Site:	140114
Title:	Postmistress	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT03	Call Type:	N	ProbType:	ND02
Problem Text:	Joel NBSC- Pm has no online services,				
Call Closure Details					
Closed:	20/08/04 10:19	Cause:	CB4	Repair:	R75
Text:	Call Close by Jordan Edgar: online services down due to gateway being switched off, advised to power up gateway to resolve, ref offered				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	H-13453364
Call Activity Log					
OPEN	Fri 20 August 2004 10:13 by uk952350 / HSH6 New call taken by Jordan Edgar: Joel NBSC- Pm has no online services,			Saved: Fri 20 August 2004 10:15	
OPEN_CALL_TS	Fri 20 August 2004 10:16 by uk952350 / HSH6 Open Calls Troubleshoot (Affected Site:140114)			Saved: Fri 20 August 2004 10:16	
Information	Fri 20 August 2004 10:18 by uk952350 / HSH6 gateway is on please insert pmmc screen			Saved: Fri 20 August 2004 10:18	
Advice	Fri 20 August 2004 10:19 by uk952350 / HSH6 Advised to reboot			Saved: Fri 20 August 2004 10:19	
CLEAR	Fri 20 August 2004 10:19 by uk952350 / HSH6 advised to power up gateway			Saved: Fri 20 August 2004 10:19	
CLOSE	Fri 20 August 2004 10:19 by uk952350 / HSH6 Call Close by Jordan Edgar: online services down due to gateway being switched off, advised to power up gateway to resolve, ref offered			Saved: Fri 20 August 2004 10:19	

Call Details **GRO**

Post Office Account NWB01 Archive4.1 on hshpowermart2

PH4PatNWB01 on msdc01poadb02

dunksa 30/06/06



Call **GRO**

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Status:	Closed	Opened:	Fri 20 August 2004 11:05	Affected Site:	140114
Severity:	4 A	Closed:	Fri 20 August 2004 11:48	FAD/Path Code:	PATH039
Customer:	PATHWAY			No. Counters:	3
Priority:	99	Local / Intermediate / Remote:	L	CSR/Team:	GB082484 / SMC4
Caller Details					
Caller:	Davinder Rai	Phone:	GRO	Site:	140114
Title:	hsh	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT03	Call Type:	P	ProbType:	PN01
Problem Text:	Fad non polling, please investiage.				
Call Closure Details					
Closed:	20/08/04 11:48	Cause:	CG1	Repair:	RB1
Text:	Call Close by Clair Dowsett: Unable to reboot, site closed today				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	
Call Activity Log					
OPEN	Fri 20 August 2004 11:03 by uk952604 / HSH7 New call taken by Davinder Rai: Fad non polling, please investiage.			Saved: Fri 20 August 2004 11:05	
OPEN_CALL_TS	Fri 20 August 2004 11:07 by uk952604 / HSH7 Open Calls Troubleshoot (Affected Site:140114)			Saved: Fri 20 August 2004 11:07	
Contacted	Fri 20 August 2004 11:10 by uk952604 / HSH7 contacted po - pm is not in till monday - spoke to pm's father - who states that he is not able to reboot as he dont know how,			Saved: Fri 20 August 2004 11:10	
Advice	Fri 20 August 2004 11:12 by uk952604 / HSH7 advised pm that i can walk him through the reboot process - pm did not quite understand what i was saying, as he was not fluent in english.			Saved: Fri 20 August 2004 11:12	
Access Times	Fri 20 August 2004 11:15 by uk952604 / HSH7 0900 - 1730 mon - fri closed for lunch 1300 - 1400			Saved: Fri 20 August 2004 11:15	
REASSIGN	Fri 20 August 2004 11:19 by uk952604 / HSH7 Call # E-0408200467 was Reassigned from Davinder Rai, Group HSH7 to Group SMC4			Saved: Fri 20 August 2004 11:19	
OPEN_CALL_TS	Fri 20 August 2004 11:48 by GB082484 / SMC4 Open Calls Troubleshoot (Affected Site:140114)			Saved: Fri 20 August 2004 11:48	
CLEAR	Fri 20 August 2004 11:48 by GB082484 / SMC4 Unable to reboot, site closed today			Saved: Fri 20 August 2004 11:48	
CLOSE	Fri 20 August 2004 11:48 by GB082484 / SMC4 Call Close by Clair Dowsett: Unable to reboot, site closed today			Saved: Fri 20 August 2004 11:48	

HOME Post Office Account NWB01 Archive4.1 on hshpowermart2

PH4PaINWB01 on msdc01poadb02

dunksa 30/06/06



Call: **GRO**

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Status:	Closed	Opened:	Fri 20 August 2004 18:22	Affected Site:	140114
Severity:	3 B	Closed:	Fri 20 August 2004 22:40	FAD/Path Code:	PATH022
Customer:	PATHWAY			No. Counters:	3
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	GB083727 / SMC1

Caller Details

Caller:	Darren Dutton	Phone:	GRO	Site:	140114
Title:	SMC	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	Call Type:	S	ProbType:	SD11	Problem:
Problem Text:	Critical event received for node H14011400101 on the 20-08-04 @ 16:04:40. Classification = NT_Error, Source = KMRX, RiposteCloseMessagePort.				

Call Closure Details

Closed:	20/08/04 22:40	Cause:	C21	Repair:	R70	Resolution:	RS02
Text:	Call Close by Steve Sherdel: Node rebooted and monitored. Closing call.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	PATICLX365/400B	Description:		Server Name:	
OTI Reference:		Counter Affected:	1	Associated Reference:	

Call Activity Log

OPEN	Fri 20 August 2004 18:21 by uk082476 / SMC1	Saved: Fri 20 August 2004 18:22
	New call taken by Darren Dutton: Critical event received for node H14011400101 on the 20-08-04 @ 16:04:40. Classification = NT_Error, Source = KMRX, NTID = 786. Event text reads, 'KMRX Riposte Error 1722. The RPC server is unavailable. (0x6BA) RiposteCloseMessagePort.'	
OPEN_CALL_TS	Fri 20 August 2004 18:22 by uk082476 / SMC1	Saved: Fri 20 August 2004 18:22
	Open Calls Troubleshoot (Affected Site:140114)	
REASSIGN	Fri 20 August 2004 18:23 by uk082476 / SMC1	Saved: Fri 20 August 2004 18:23
	Call # E-0408201231 was Reassigned from Darren Dutton, Group SMC1 to Group SMC1	
KEL Ref No.	Fri 20 August 2004 18:23 by uk082476 / SMC1	Saved: Fri 20 August 2004 18:23
	MWRIGHT1245K	
Information	Fri 20 August 2004 18:23 by uk082476 / SMC1	Saved: Fri 20 August 2004 18:23
	This error means that riposte may have failed for some reason. Check the event logs for the reason. If the error occurs during a reboot of the counter or agent server then ignore the error for 5 minutes. Riposte can take a while to validate its license. But if the error occurs and Riposte fails to reload, gather the evidence listed below, raise a call through to the SSC then reboot the counter	
CLEAR	Fri 20 August 2004 22:39 by GB083727 / SMC1	Saved: Fri 20 August 2004 22:39
	Node rebooted and monitored. Closing call.	
CLOSE	Fri 20 August 2004 22:40 by GB083727 / SMC1	Saved: Fri 20 August 2004 22:40
	Call Close by Steve Sherdel: Node rebooted and monitored. Closing call.	

Call Details: **GRO**

HOME Post Office Account NWB01 Archive4.1 on hshpowermart2

PH4PatNWB01 on msdc01poadb02

dunksa 30/06/06



Call: **GRO**

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Status:	Closed	Opened:	Mon 23 August 2004 16:56	Affected Site:	140114
Severity:	3 B	Closed:	Mon 23 August 2004 17:01	FAD/Path Code:	140114
Customer:	I039			No. Counters:	3
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk952761 / HSH7

Caller Details

Caller:	mr bajaj	Phone:	GRO	Site:	140114
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD08	Problem:	
Problem Text:	manual call logged : pm is rebooting and has the lost pmmc activated						

Call Closure Details

Closed:	23/08/04 17:01	Cause:	C21	Repair:	R80	Resolution:	RS14
Text:	Call Close by Nicola Aitken: manual call logged : pm is rebooting and has the lost pmmc activated, advised pm to cancel and carry on as normal, pm has entered card and pin and is happy to continue						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	Riposte	Description:		Server Name:	
OTI Reference:		Counter Affected:	3	Associated Reference:	2008490008

Call Activity Log

OPEN	Mon 23 August 2004 16:54 by uk952761 / HSH7	Saved: Mon 23 August 2004 16:56
	New call taken by Nicola Aitken: manual call logged : pm is rebooting and has the lost pmmc activated	
Information	Mon 23 August 2004 16:58 by uk952761 / HSH7	Saved: Mon 23 August 2004 16:58
	manual call logged : pm is rebooting and has the lost pmmc activated	
Advice	Mon 23 August 2004 16:58 by uk952761 / HSH7	Saved: Mon 23 August 2004 16:58
	advised pm to cancel and carry on as normal	
Information	Mon 23 August 2004 16:59 by uk952761 / HSH7	Saved: Mon 23 August 2004 16:59
	pm has entered pmmc and pin and is hppy to continue, ref offerd	
CLEAR	Mon 23 August 2004 16:59 by uk952761 / HSH7	Saved: Mon 23 August 2004 16:59
	manual call logged : pm is rebooting and has the lost pmmc activated, advised pm to cancel and carry on as normal, pm has entered card and pin and is happy to continue	
CLOSE	Mon 23 August 2004 17:01 by uk952761 / HSH7	Saved: Mon 23 August 2004 17:01
	Call Close by Nicola Aitken: manual call logged : pm is rebooting and has the lost pmmc activated, advised pm to cancel and carry on as normal, pm has entered card and pin and is happy to continue	

Date: 22-Aug-2005  
Title: Cash Account

From# Post Office Ltd

MBS 336 - Cash Account Week 22 Balancing - 22 August 2005

Due to a major system failure that affected the whole of Royal Mail Group, it is vital that your week 22 Cash Account is completed between Tuesday 23 August and Monday 29 August 2005.

**DO NOT BALANCE AND PRODUCE WEEK 22 CASH ACCOUNT TODAY.**

If you do not understand this message call NBSC on 0845 601 1022, selecting option 3.

Date: 05-Aug-2005  
Title: Automated Payments

From# Post Office Ltd

MBS 323 - Automated Payment report and Cash Declaration screen - 05 August 2005

As a result of the current Horizon upgrade, the first time that each stock unit produces a daily Automated Payments [AP] report it will include all transactions completed since the last Cash Account balance and may take longer to produce.

After the first report is produced and cut-off following the upgrade, all future daily AP reports will only contain the transactions for that day as normal. This will not duplicate or affect AP transactions undertaken during the current CAP.

Also when logging onto the Horizon system, after the upgrade, you may be asked to make a cash declaration, even though you had made a declaration on the previous day. Please declare the appropriate cash figures again, this request will only occur when you first log-on after the upgrade and will not appear on subsequent days.

If you do not understand this message please contact NBSC on **GRO** selecting option 3.

Date: 18-Aug-2005  
Title: Redirections

From# Post Office Ltd

MBS 335 - Business and Social Redirections - 18 August 2005

Please advise customers that due to a systems failure within Royal Mail, applications for Business and Social Redirections may not be processed within the normal five-day period.

It is hoped that the systems will be back in full operation by close of business Monday 22 August. This will be confirmed by Memoview on Monday.

Please note Royal Mail Collections and Deliveries are not in any way affected by this systems failure.

If a customer does not want to proceed with an application once you have given them this information please refer them to Royal Mail Customer Helpline **GRO**

If you do not understand this message call NBSC on **GRO** selecting option 3.

Emergency Payment.  
Recd. £90.00 grant

Card no. 633 64110 6421 5966

as the entire computer system  
broke down at the P.O.

12.17pm.



**GRO**

note/  
Memo: - 14/12/2005

The shortage of £345.00 postage had disappeared on the computer which was in the previous 4 wks. period. For no apparent reason & so had more than £1000.00 shortage. Overall, the computer had come up over £1300.00 without any apparent reason. This shows that the soft ware is defective, a further proof.

**GRO**

Copy to Angela Noonan.

Date: 19-Jan-2006  
Title: SmartPost

From: Post Office Ltd

MBS 015 - Quantity function button in SmartPost  
- 19 January 2006

Using the quantity function button in Smartpost.

The recent Horizon update has caused a problem with the quantity function within Smartpost, which has meant accurate revenue data is not being captured on postage labels produced.

Until further notice do not use the quantity button on Smartpost transactions which will be settled to postage labels. Please input these postage label transactions individually.

We are working with Fujitsu to remedy this as soon as possible, and will advise with another Memoview when the quantity button can be used again for Smartpost transactions being settled to postage labels.

Smartpost transactions using the quantity button that are settled to postage stamps are not affected.

All calls previously made to NBSC on this will now be closed.

If you require further information about this message please contact the NBSC on **GRO** and select option 3.

Re: 19-Jan-2006  
Title: SmartPost  
From: Post Office Ltd  
MBS 015 - SmartPost - Special Delivery 5kg - 19 January 2006  
Special Delivery 5kg  
SmartPost is currently displaying the wrong compensation level for Royal Mail Special Delivery 5.00kg when the item value is less than 50 pounds.  
This error is due to be corrected on Thursday 19 January. Until then, if the item being sent is worth up to 50 pounds, enter the item value in SmartPost as 0, still in the customer's receipt (METS) with the correct value of the item and despatching it.  
If you have a query about this Memoview, please contact NBSC on ..... selecting option 3.