

<b>To:</b>	<b>From:</b>	<b>cc:</b>
Alan Lusher C&SM16 Maidstone	Peter Riches Branch Auditor	Lisa Allen Investigation Manager

**Date:** 03 February 2006

Audit of Post Office® The Grange branch, FAD 103140

An audit of the above office was conducted today 03 February 2006 by myself and Steve Newman.

The result of the audit was a shortage of £14712.11 broken down as follows:

Cash used in self fill ATM.	£5100.00
Shortage in Lottery Instants	£9845.00
Credit stock	£ 14.20
Shortage in postage	£ 0.46
Shortage other Stock	£ 2.22
Surplus in cash	(£ 1.80)
Surplus from previous balance period	(£ 247.97)
<b>Total Shortage</b>	<b>£14712.11</b>

When Mrs Suzanne Palmer the Subpostmistress arrived at the office she immediately informed me that she had used £5100.00 to fill the private ATM in the shop and produced a cash sheet showing where she had recorded this. I informed her that the office would remain closed and at this stage and forewarned you of the problem prior to completing the audit. At this point she explained she it had been her intention to settle by cheque, also that the ATM had only been in for about 4 weeks and was exceeding expectations.

The audit was then undertaken and this revealed a further problem in the fact that she was not processing the Lottery Instants sales through Horizon and the Instants stock on Horizon was overstated by £9845.00. Mrs Palmers' explanation was that this system had been inherited from the previous Subpostmaster who she had worked for prior to taking over the office and she had not realised it was wrong.

The credit was for two specials processed for a customer, this was also recorded on the cash sheet.

The surplus brought forward is unexplained.

The other items are minor stock and cash adjustments.

Following her suspension Mrs Palmer made good the full amount outstanding by cheque which was processed and taken by me for posting.

Peter Riches.

**RETAIL LINE CONCURRENCE**

Postmasters Name ...Mrs S Palmer.

BRANCH.....The grange.

BRANCH FAD CODE.....130 140

AMOUNT £...2520.00

AMOUNT IN WORDS...Twothousand five humdredand twenty pounds only

**\* I CONCUR TO DEDUCTIONS FROM REMUNERATION AS DETAILED BELOW:-**

**\* THE AMOUNT OF £..... TO BE DEDUCTED IN ONE INSTALMENT FROM REMUNERATION.**

**\* AN INITIAL INSTALMENT OF £420.00. FOLLOWED BY 5 INSTALMENTS OF £420.00 . TO BE DEDUCTED FROM REMUNERATION.**

**\* I DO NOT WISH THIS AMOUNT TO BE DEDUCTED FROM THE POSTMASTER'S REMUNERATION FOR THE FOLLOWING REASONS:-**

.....  
.....  
.....  
.....  
.....

\*delete as appropriate

NAME (in block capitals)Carol Ballan .

Signature.....

Signature Head of Area.....

(Only where concurrence is not agreed)

Date.....

To: Claire Watts  
Retail Line Manager

From: Dawn Wall  
Agents Debt Team 3  
Transaction Processing

Date: 06.09.05

**Error Notices cleared by Deduction from Remuneration Concurrence**

**Office The Grange Fad 103140 Amount £720.00**

The above branch has failed to bring to account an error notice(s), details of which are below: -

£720.00 charge -Instant win activation - Week 07/05- 0081

Additional Information –

***The error remains outstanding at week 22.***

Omitted figure of £720.00 on Horizon week 8 lottery activated packs therefore creating a £720.00 charge error.

Postmaster said would bring to account week 22 but did not.

Other debt outstanding –

N/A

We now wish to proceed with deducting £720.00 from the sub postmasters remuneration. In order for us to proceed we require your concurrence. Please sign and return the attached within 07 days to the address below, confirming your agreement. If you disagree please escalate to your Head of Area with a statement proposed further action

**CONCURRENCE GUIDELINES: -**

**Urban branches:** Where the amount is below £400 it is recommended that the amount be taken from remuneration in one instalment.

**Repayments by instalments:** Repayment period should be kept to an absolute minimum e.g. the monthly repayment should be set at a minimum of 25% of the remuneration payable to the postmaster. All repayment periods exceeding 12 months require agreement from your Head of Area.

Regards

Dawn Wall  
Agents Debt Team 3  
First Floor East, No1 Future Walk

Tel: GRO

To: Claire Watts  
Retail Line Manager

From: Dawn Wall  
Agents Debt Team 3  
Transaction Processing

Date: 06.09.05

**Error Notices cleared by Deduction from Remuneration Concurrence**

**Office The Grange Fad 103140 Amount £720.00**

The above branch has failed to bring to account an error notice(s), details of which are below: -

*£720.00 charge -Instant win activation - Week 09/05- 0081*

Additional Information –

***The error remains outstanding at week 22.***

As per telephone conversation 11.07.05. Omitted figure on Horizon week 9 lottery activated packs therefore creating £720.00 charge error notice.

Postmaster said would bring to account week 22 but did not.

Other debt outstanding –

N/A

We now wish to proceed with deducting £720.00 from the sub postmasters remuneration. In order for us to proceed we require your concurrence. Please sign and return the attached within 07 days to the address below, confirming your agreement. If you disagree please escalate to your Head of Area with a statement proposed further action

**CONCURRENCE GUIDELINES: -**

**Urban branches:** Where the amount is below £400 it is recommended that the amount be taken from remuneration in one instalment.

Repayments by instalments: Repayment period should be kept to an absolute minimum e.g. the monthly repayment should be set at a minimum of 25% of the remuneration payable to the postmaster. All repayment periods exceeding 12 months require agreement from your Head of Area.

Regards

Dawn Wall  
Agents Debt Team 3  
First Floor East, No1 Future Walk  
Tel: GRO

To: Claire Watts  
Retail Line Manager

From: Dawn Wall  
Agents Debt Team 3  
Transaction Processing

Date: 06.09.05

**Error Notices cleared by Deduction from Remuneration Concurrence**

**Office The Grange Fad 103140 Amount £360.00**

The above branch has failed to bring to account an error notice(s), details of which are below: -

*£360.00 charge -Instant win activation - Week 10/05- 0081*

Additional Information –

***The error remains outstanding at week 22.***

As per telephone conversation 11.07.05. Omitted figure of £360.00 on Horizon week 10 lottery activated packs, therefore creating £360.00 charge error.

Postmaster said would bring to account week 22 but did not.

Other debt outstanding –

N/A

We now wish to proceed with deducting £360.00 from the sub postmasters remuneration. In order for us to proceed we require your concurrence. Please sign and return the attached within 07 days to the address below, confirming your agreement. If you disagree please escalate to your Head of Area with a statement proposed further action

**CONCURRENCE GUIDELINES: -**

**Urban branches:** Where the amount is below £400 it is recommended that the amount be taken from remuneration in one instalment.

**Repayments by instalments:** Repayment period should be kept to an absolute minimum e.g. the monthly repayment should be set at a minimum of 25% of the remuneration payable to the postmaster. All repayment periods exceeding 12 months require agreement from your Head of Area.

Regards

Dawn Wall  
Agents Debt Team 3  
First Floor East, No1 Future Walk  
Tel: GRO

To: Claire Watts  
Retail Line Manager

From: Dawn Wall  
Agents Debt Team 3  
Transaction Processing

Date: 06.09.05

**Error Notices cleared by Deduction from Remuneration Concurrence**

**Office The Grange Fad 103140 Amount £360.00**

The above branch has failed to bring to account an error notice(s), details of which are below: -

*£360.00 charge -Instant win activation - Week 12/05- 0081*

Additional Information –

***The error remains outstanding at week 22.***

Omitted figure of £360.00 on Horizon week 12 lottery activated packs therefore creating £360.00 charge error notice.

Postmaster said would bring to account week 22 but did not.

Other debt outstanding –

N/A

We now wish to proceed with deducting £360.00 from the sub postmasters remuneration. In order for us to proceed we require your concurrence. Please sign and return the attached within 07 days to the address below, confirming your agreement. If you disagree please escalate to your Head of Area with a statement proposed further action

**CONCURRENCE GUIDELINES: -**

**Urban branches:** Where the amount is below £400 it is recommended that the amount be taken from remuneration in one instalment.

**Repayments by instalments:** Repayment period should be kept to an absolute minimum e.g. the monthly repayment should be set at a minimum of 25% of the remuneration payable to the postmaster. All repayment periods exceeding 12 months require agreement from your Head of Area.

Regards

Dawn Wall  
Agents Debt Team 3  
First Floor East, No1 Future Walk  
Tel: GRO

To: Claire Watts  
Retail Line Manager

From: Dawn Wall  
Agents Debt Team 3  
Transaction Processing

Date: 06.09.05

**Error Notices cleared by Deduction from Remuneration Concurrence**

**Office The Grange · Fad 103140 Amount £240.00**

The above branch has failed to bring to account an error notice(s), details of which are below: -

*£240.00 charge -Instant win activation - Week 13/05- 0081*

Additional Information –

***The error remains outstanding at week 22.***

As per telephone conversation 11.07.05. Horizon week 13 has been understated by £240.00 on lottery activated packs creating a £240.00 charge error. Postmaster said would bring to account week 22 but did not.

Other debt outstanding –

N/A

We now wish to proceed with deducting £240.00 from the sub postmasters remuneration. In order for us to proceed we require your concurrence. Please sign and return the attached within 07 days to the address below, confirming your agreement. If you disagree please escalate to your Head of Area with a statement proposed further action

**CONCURRENCE GUIDELINES: -**

**Urban branches:** Where the amount is below £400 it is recommended that the amount be taken from remuneration in one instalment.

**Repayments by instalments:** Repayment period should be kept to an absolute minimum e.g. the monthly repayment should be set at a minimum of 25% of the remuneration payable to the postmaster. All repayment periods exceeding 12 months require agreement from your Head of Area.

Regards

Dawn Wall  
Agents Debt Team 3  
First Floor East, No1 Future Walk  
Tel:

To: Claire Watts  
Retail Line Manager

From: Dawn Wall  
Agents Debt Team 3  
Transaction Processing

Date: 06.09.05

**Error Notices cleared by Deduction from Remuneration Concurrence**

**Office The Grange Fad 103140 Amount £120.00**

The above branch has failed to bring to account an error notice(s), details of which are below: -

£120.00 charge -Instant win activation - Week 07/05- 0081

Additional Information –

*The error remains outstanding at week 22.*

Horizon week 7 has been understated by £120.00 on lottery activated packs therefore creating a £120.00 charge error notice.

Postmaster said would bring to account week 22 but did not.

Other debt outstanding –

N/A

We now wish to proceed with deducting £120.00 from the sub postmasters remuneration. In order for us to proceed we require your concurrence. Please sign and return the attached within 07 days to the address below, confirming your agreement. If you disagree please escalate to your Head of Area with a statement proposed further action

**CONCURRENCE GUIDELINES: -**

**Urban branches:** Where the amount is below £400 it is recommended that the amount be taken from remuneration in one instalment.

Repayments by instalments: Repayment period should be kept to an absolute minimum e.g. the monthly repayment should be set at a minimum of 25% of the remuneration payable to the postmaster. All repayment periods exceeding 12 months require agreement from your Head of Area.

Regards

Dawn Wall  
Agents Debt Team 3  
First Floor East, No1 Future Walk  
Tel: GRO