

Summary of West End Post Office Scenario

This is a case about a postmistress (PM) who had lost the original error notice demanding a copy of the same at a time when POL no longer had a copy of the same.

According to Paul Dann there is no suggestion on the e-mails he has located that HORIZON was said to be to blame in any respect.

11.06.03 – PM made call to NBSC asking: "HOW ARE POL CHEQUES REMMED OFF THE SYSTEM".

Tier 1 advisor told the PM to reverse the rem out as a voucher to CRU however the call was passed to a tier 2 advisor that gave the PM the correct advice.

As the incorrect advice was rectified by the tier 2 advisor on the same call the advice would not be classed as incorrect.

Dorothy Kiernan looked at all calls in June and her colleagues have looked at his cash account and cannot find any problems with a POL cheque.

The problem seems to be linked to reversals: One call I pulled off dated 11/06/03 the advisor asked the PM to print a transaction log to check if any transactions had been duplicated the PM told the advisor that the same transaction was showing 8 times he was advised to reverse out the ones not relevant.

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Sarah Pennington, Alan Staves and Andrew Price all looked through the information sent by the Sub-postmaster at West End. They all agreed that the discrepancy being carried from week 11/03 was not caused by an error in remittances, of a POCL cheque or a voucher to CRU.

If a POCL cheque is remmed into the system and then a voucher to CRU is remmed out, this would set the system cash figure back to its original level and would not cause a mis-balance. If then the SPMR pays the pensions out and settles to cash, but gives the POCL cheque to the nursing home staff, the system will have a gain of the amount of the cheque.

They also noticed a large discrepancy in postage, which could be an underlying factor in the discrepancy the office still has.

Andrew Price explaining, using figures from memory as an example-:

Week 11 - postage declaration £5,000.

Week 12 - Remittance in of postage £1700, however the postage dec was around £7,800.

Week 13 - postage dec £5,000.

Although over the three weeks this created and corrected a discrepancy it is a concern, unless there's a genuine reason for this, around the figures the PM is using to balance. He highlighted the above declarations and remittance on the cash accounts that have been returned.

The PM claimed that his original discrepancy was due to a POCL cheque, however he could not see any evidence from the cash accounts to support the PM's claim.

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Don't know how much good info will be - found remedy feedback which won't send but amount was for £1564.03 relating to home cheques he claims he was given wrong info to process. Made good week 45 - 2004

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Area Intervention Manager Visit Logs to the Ferryhill branch on 13.05.05 and 11.10.05 show:

13.05.05:

- Ongoing losses at branch of £100 per week.
- Suggests staff training issues may be to blame.

11.10.05:

- SPMR made good her losses every week.
- She did not know how they had arisen, but knew that she was responsible for at least one (£250 for Nat Savings for which she had not yet received an error notice).
- Her husband, David Farry – SPMR at West End, was also incurring losses.