

Nicola McSherry

From: mandy.talbot **GRO**
Sent: 01 December 2006 16:19
To: Stephen Dilley
Subject: Amanda Jane Farry - West End

Paul Dann has come up with some information on the West End Office which suggests that it is merely a case about a postmistress 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 there is no suggestion on the e-mails he has located that HORIZON was said to be to blame in any respect.

E-Mail string to follow.

Mandy Talbot
Dispute Resolution
Company Secretary's Office
Royal Mail Legal Services
148 Old Street
London EC1V 9HQ

GRO

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender and then delete this email from your system.

Nicola McSherry

From: mandy.talbot
Sent: 01 December 2006 16:21
To: Stephen Dilley
Subject: Re: West End 217309

As promised.

Mandy Talbot
Dispute Resolution
Company Secretary's Office
Royal Mail Legal Services
148 Old Street
London EC1V 9HQ

GRO

----- Forwarded by Mandy Talbot/e/POSTOFFICE on 01/12/2006 16:19 -----

Paul Dann

To: Mandy Talbot/e/POSTOFFICE
01/12/2006 15:48 **GRO**
cc:
Subject: Re: West End 217309

Former Agents Debt Team Leader
1st Floor West , No 1 Future Walk, West Bars, CHESTERFIELD, S49 1PF

GRO This email and any attachments are confidential and intended for the addressee (s) only. If you are not the named recipient you must not use, disclose, reproduce, copy or distribute the contents of this communication.

If you have received this is error please contact the sender and then delete this email from your system

----- Forwarded by Paul Dann/e/POSTOFFICE on 01/12/2006 15:48 -----

Lesley Joyce

To: Paul Dann/e/POSTOFFICE
01/12/2006 14:24 **GRO**
cc:
Subject: Re: West End 217309

Lesley J Joyce
Contracts Advisor
Network Area North

GRO

----- Forwarded by Lesley Joyce/e/POSTOFFICE on 01/12/2006 14:23 -----

Alison Donaldson

To: Lesley Joyce/e/POSTOFFICE
01/12/2006 13:56 **GRO**
cc:
Subject: Re: West End 217309

Alison Donaldson

GRO

GRO

Post Office Ltd
Sales and Service

----- Forwarded by Alison Donaldson/e/POSTOFFICE on 01/12/2006 13:56 -----

Joanne Jackson

To: Alison Donaldson/e/POSTOFFICE
16/09/2003 15:09 cc:
Subject: Re: West End 217309(Document link: Alison Donaldson)

GRO

Alison,

I will get it done this week

Jo

Alison Donaldson

To: Liz Morgan/e/POSTOFFICE
16/09/2003 08:27 cc: Joanne Jackson/e/POSTOFFICE
Subject: Re: West End 217309(Document link: Joanne Jackson)

GRO

GRO

Hi

Spoken to smpr who still disputes error. Have asked him to produce a report on how he believes error occurred.

Joanne - when you have finished writing your summary can you please send back all documents to West End as smpr needs these to write his version

Thanks

Alison

----- Forwarded by Mandy Talbot/e/POSTOFFICE on 01/12/2006 16:19 -----

Paul Dann

To: Mandy Talbot/e/POSTOFFICE
01/12/2006 15:49 cc:
Subject: West End

GRO

Former Agents Debt Team Leader
1st Floor West , No 1 Future Walk, West Bars, CHESTERFIELD, S49 1PF

GRO This email and any attachments are confidential and intended for the addressee (s) only. If you are not the named recipient you must not use, disclose, reproduce, copy or distribute the contents of this communication.

If you have received this is error please contact the sender and then delete this email from your system

----- Forwarded by Paul Dann/e/POSTOFFICE on 01/12/2006 15:49 -----

Lesley Joyce

To: Paul Dann/e/POSTOFFICE
01/12/2006 14:25 cc:

GRO

Subject: West End

Lesley J Joyce
Contracts Advisor
Network Area North

GRO

----- Forwarded by Lesley Joyce/e/POSTOFFICE on 01/12/2006 14:25 -----

Alison Donaldson

To: Lesley Joyce/e/POSTOFFICE
01/12/2006 14:01 cc: GRO
Subject: West End

Hi

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

Good Luck

Alison Donaldson

GRO

Post Office Ltd
Sales and Service

----- Forwarded by Mandy Talbot/e/POSTOFFICE on 01/12/2006 16:19 -----

Paul Dann

To: Mandy Talbot/e/POSTOFFICE
01/12/2006 15:48 cc: GRO
Subject: West End SPSO

Former Agents Debt Team Leader

1st Floor West , No 1 Future Walk, West Bars, CHESTERFIELD, S49 1PF

GRO

This email and any attachments are confidential and intended for the addressee (s) only. If you are not the named recipient you must not use, disclose, reproduce, copy or distribute the contents of this communication.

If you have received this is error please contact the sender and then delete this email from your system

----- Forwarded by Paul Dann/e/POSTOFFICE on 01/12/2006 15:48 -----

Lesley Joyce

To: Paul Dann/e/POSTOFFICE
01/12/2006 14:24 cc: GRO
Subject: West End SPSO

Lesley J Joyce
Contracts Advisor
Network Area North

GRO

----- Forwarded by Lesley Joyce/e/POSTOFFICE on 01/12/2006 14:24 -----

Alison Donaldson

To: Lesley Joyce/e/POSTOFFICE **GRO**
01/12/2006 13:57 cc:
Subject: West End SPSO

Alison Donaldson

GRO

Post Office Ltd
Sales and Service

----- Forwarded by Alison Donaldson/e/POSTOFFICE on 01/12/2006 13:57 -----

Sarah Pennington

To: Alison Donaldson/e/POSTOFFICE **GRO**
11/12/2003 11:16 cc: Andrew Price/e/POSTOFFICE **GRO** Alan
Staves/e/POSTOFFICE@POSTOFFICE
Subject: West End SPSO

Alison

Myself, my colleague Alan Staves and my line manager Andrew Price, have all looked through the information sent to us by the Sub- postmaster at West End. We are all agreed that the discrepancy which is 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 it's 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.

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

I hope this enables you to explain the situation to the SPMR.

I will send the cash accounts back to the office today by Special Delivery

Sarah Pennington

Service Support Advisor
Post Office Ltd
Operations

2nd Floor North Wing, Post Office Counters Ltd, Cortonwood Business Park, Cortonwood Drive, BARNSELEY, S73 OTB

GRO

----- Forwarded by Mandy Talbot/e/POSTOFFICE on 01/12/2006 16:19 -----

Paul Dann

To: Mandy Talbot/e/POSTOFFICE **GRO**
01/12/2006 15:49 cc:
Subject: Re: West End SPSO

Former Agents Debt Team Leader

1st Floor West , No 1 Future Walk, West Bars, CHESTERFIELD, S49 1PF

GRO

This email and any attachments are confidential and intended for the addressee (s) only. If you are not the named recipient you must not use, disclose, reproduce, copy or distribute the contents of this communication.

If you have received this is error please contact the sender and then delete this email from your system

----- Forwarded by Paul Dann/e/POSTOFFICE on 01/12/2006 15:48 -----

Lesley Joyce

To: Paul Dann/e/POSTOFFICE GRO
01/12/2006 14:24 cc:
Subject: Re: West End SPSO

Lesley J Joyce
Contracts Advisor
Network Area North

GRO

----- Forwarded by Lesley Joyce/e/POSTOFFICE on 01/12/2006 14:24 -----

Alison Donaldson

To: Lesley Joyce/e/POSTOFFICE GRO
01/12/2006 13:57 cc:
Subject: Re: West End SPSO

Alison Donaldson

GRO

Post Office Ltd
Sales and Service

----- Forwarded by Alison Donaldson/e/POSTOFFICE on 01/12/2006 13:57 -----

Andrew Price

To: Alison Donaldson/e/POSTOFFICE GRO
17/12/2003 08:47 cc:
Subject: Re: West End SPSO

Alison,

I have spoken to our Customer Relations team and they are going to investigate the PM's claim of incorrect advice given by the NBSC in week 11. Their current response time is seven days and they will be in contact during this time. Regarding the postage discrepancy I will try and explain, I haven't got the correct figures but will use 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. I have 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 I could not see any evidence from the cash accounts to support the PM's claim.

Please contact me if you would like to discuss further.

Regards
Andrew

Service Support Team Leader
Network Business Support Centre
Cortonwood Business Park
BARNSELEY
S73 0UF

GRO

----- Forwarded by Andrew Price/e/POSTOFFICE on 17/12/2003 08:06 -----

Sarah Pennington

To: Andrew Price/e/POSTOFFICE
15/12/2003 14:23 cc:
Subject: Re: West End SPSO

GRO

----- Forwarded by Sarah Pennington/e/POSTOFFICE on 15/12/2003 14:16 -----

Alison Donaldson

To: Sarah Pennington/e/POSTOFFICE
15/12/2003 13:14 cc:
Subject: Re: West End SPSO(Document link: Sarah Pennington)

GRO

Sarah

Thanks for all your efforts with this.

Smpr still disputing

Can you explain further

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

He has now involved federation and refuses to accept we cannot identify error!!!

Thanks

Alison

To: Alison Donaldson/e/POSTOFFICE
cc: Andrew Price/e/POSTOFFICE Alan
Staves/e/POSTOFFICE
bcc:
Hard Copy To:

GRO

GRO

GRO

Hard Copy cc:

Date: 11/12/2003 11:16

From: Sarah Pennington

Subject: West End SPSO

Alison

Myself, my colleague Alan Staves and my line manager Andrew Price, have all looked through the information sent to us by the Sub- postmaster at West End. We are all agreed that the discrepancy which is 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 it's 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.

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

I hope this enables you to explain the situation to the SPMR.

I will send the cash accounts back to the office today by Special Delivery

Sarah Pennington

Service Support Advisor
Post Office Ltd
Operations

2nd Floor North Wing, Post Office Counters Ltd, Cortonwood Business Park, Cortonwood Drive, BARNSELY, S73
OTB

GRO

----- Forwarded by Mandy Talbot/e/POSTOFFICE on 01/12/2006 16:19 -----

Paul Dann

To: Mandy Talbot/e/POSTOFFICE
01/12/2006 15:49 cc: **GRO**
Subject: West End SPSO

Former Agents Debt Team Leader
1st Floor West , No 1 Future Walk, West Bars, CHESTERFIELD, S49 1PF

GRO This email and any attachments are confidential and intended for the addressee (s) only. If you are not the named recipient you must not use, disclose, reproduce, copy or distribute the contents of this communication.

If you have received this is error please contact the sender and then delete this email from your system

----- Forwarded by Paul Dann/e/POSTOFFICE on 01/12/2006 15:49 -----

Lesley Joyce
01/12/2006 14:25 To: Paul Dann/e/POSTOFFICE
cc: GRO
Subject: West End SPSO

Lesley J Joyce
Contracts Advisor
Network Area North

GRO

----- Forwarded by Lesley Joyce/e/POSTOFFICE on 01/12/2006 14:25 -----

Alison Donaldson
01/12/2006 13:57 To: Lesley Joyce/e/POSTOFFICE
cc: GRO
Subject: West End SPSO

Alison Donaldson

GRO

Post Office Ltd
Sales and Service

----- Forwarded by Alison Donaldson/e/POSTOFFICE on 01/12/2006 13:57 -----

NBSC Customer
Relations To: Alison Donaldson/e/POSTOFFICE
Sent by: Dorothy cc: GRO
Kiernan Subject: West End SPSO

05/01/2004 13:12

Hi Alison

I am dealing with the complaint that you logged for West End Post Office. I have pulled off the call the PM made on 11/06/03 to NBSC. The question the PM asked was "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 advise. As the incorrect advise was rectified by the tier 2 advisor on the same call we would not class as incorrect advise.

I have looked at all calls in June and my 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.

I hope this is OK for you but if you need anything more I have all the calls printed off so I could fax them to you or just give me ring.

Dorothy

Dorothy Kiernan
Customer Relations Officer

GRO

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender and then delete this email from your system.
