

BARKHAM P.O.

GRO

5 June 2010

Post Office Ltd
Head Office
Old Street
London
EC1

Dear

Mr Smith,

I am writing as a Sub Postmistress who has worked for the Post Office for some 23 years and who has been in charge of this Office for eleven years, since my husband's death. During this time I have had very few problems with the work involved in running the office.

However, all that changed when I moved from my old building into a Portacabin for the duration of the demolition and rebuild of the new shop and office. Almost from the day that my Horizon system was relocated into the Portacabin, my office balances were short by thousands of pounds in each Trading Period.

I flagged up each shortage with the Help Line, particularly after the Christmas 2009 Trading Period when the office was short by some £9000= even though I had only been open for two and a half weeks. No help or advice was forthcoming and so I decided on my own that I would print off transaction logs for every week to enable me to make some sense of these losses. Unfortunately I was unable to go right back to the relocation date but I have logs from 17th November 2009 up until the current week.

By pulling out all cash deposits, withdrawals and remittances daily and then comparing these figures with the ONCH, the cash movements are close to the daily cash figures, sometimes over and sometimes under. These are figures which are generated in the Branch. It is the calculations which are remote from the Branch which appear to be the problem.

I have had an Auditor monitor me at work. He checked my cash, did a cash declaration, watched every transaction for a morning's work. At the end he produced another cash declaration which showed, on Horizon at least, that the office had lost £190=. A week later my office had an official audit. At the end, after he had shown me the figures, he entered them onto the Horizon system, so that both his lap top and my system had the same entries. When he tries to balance the Office system, he found that it had lost £276.76. After spending many hours double checking to ensure that both systems had exactly the same figures, he made no progress and in the end, he had to accept the Horizon figure. Yet another £276.76 loss for my office.

I have photocopied anomalies on my transaction logs which have resulted in Horizon being asked to investigate. To date I have heard nothing except a comment from my Contracts Manager that he has looked at Horizon and there is no problem. Please could you explain why you have Auditors if the Horizon/Fujitsu organisation is able to pronounce itself perfect at every opportunity. I have asked that I be provided with the report from these "investigations" as a courtesy but hold out little hope that it will be forthcoming, if, indeed, one exists.

I am now being requested to forward ALL of my evidence to Post Office Ltd. I have declined but have made it plain that I am happy for Post Office Ltd and Horizon/Fujitsu to view it either at my Office or at my home, but I have stressed that this must happen before my office is moved out of the Portacabin which I believe was the start of this problem.

I sincerely hope that you will be able to intervene in this matter, since I am of the opinion that no-one will actually look at Horizon in an impartial way unless directed by a person of Authority at the top of Post Office Ltd.

Yours sincerely,

GRO

Mrs P.J.Stubbs