
From: Ian Henderson[irh[REDACTED] GRO]
Sent: Fri 19/07/2013 4:37:12 PM (UTC)
To: 'Simon Baker'[REDACTED] GRO
Cc: Susan Crichton[REDACTED] GRO; Alwen Lyons[alwen.lyons[REDACTED] GRO];
Andy Holt[REDACTED] GRO; 'Ron Warmington'[REDACTED] GRO
Subject: Current list of thematic issues

Simon

This is the current list of 14 thematic issues:

1. Transaction anomalies following communication or power failures
2. Transactions or Transaction Corrections not entered by the Sub-postmaster or staff
3. Transaction anomalies associated with ATMs
4. Transaction anomalies associated with Scratch Cards
5. Transaction anomalies associated with MVL
6. Transaction anomalies associated with Bank / GIRO / Cheques
7. Transaction anomalies associated with Stamps or Postage Labels
8. Hardware issues e.g. printer problems, PIN pads and touch screens
9. Failure to follow correct procedures
10. Training and Support issues including Helpline and Audit
11. Limitations in the Transaction Audit Trail available to Subpostmasters
12. Process issues at the end of each Trading Period
13. The contract between the Post Office and Subpostmasters
14. The lack of an outreach investigations function

With best wishes

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