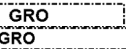



From: "Judi Irish" <judi.irish@
To: "Brian Trotter" <
Subject: RE: Audit Report - 243855 - Lenzie - 2015-07-15
Date: Tue, 04 Aug 2015 08:41:21 +0100

Attachments: image002.png; image003.png; image051.png; image001.png; image012.png; image013.png; image023.png; image024.png; image025.png; image028.png; image029.png; image030.png; image004.jpg; image031.png; image032.png; image033.png; image034.png; image035.png; image036.png; image037.png; image038.png; image039.png; image040.png; image005.png; image041.png; image042.png; image043.png; image044.png; image045.png; image046.png; image047.png; image076.png; image077.png; image078.png; image006.png; image079.png; image080.png; image081.png; image082.png; image083.png; image084.png; image085.png; image086.png; image087.png; image088.png; image007.png; image089.png; image008.jpg; image009.gif; image010.jpg; image050.png

Brian,

The 3121.44 should have been cleared in branch when the rem out was done on 15.07.15. the rem that was not done for 864.75, I will issue via late account if that makes it easier, however, I will have to wait until this office is showing as closed on our system.

Thanks
Judi

Judi Irish
ATM + Cheque Team

2nd Floor West
1 Futura Walk,
Chesterfield



From: Brian Trotter
Sent: 04 August 2015 08:34
To: Judi Irish
Subject: FW: Audit Report - 243855 - Lenzie - 2015-07-15

Judi

Please see email below from the field team regarding cheque adjustments at the above branch. Therefore, can you please confirm that any adjustment can made centrally and the original cheque shortage of £3121.44 will be zeroed?

Thanks

Brian Trotter
Agent Contract Advisor

Upper Floors, Markets Crown Office,
6-16 New York Street,
Leeds, LS2 7DZ



From: Linda McLaughlin
Sent: 03 August 2015 22:19
To: Brian Trotter
Cc: Margaret Guthrie
Subject: RE: Audit Report - 243855 - Lenzie - 2015-07-15

Hi Brian,

As the branch has been cleared and the loss posted to late account the £864.75 will also need to be adjusted by late account department in Chesterfield. There is no value in returning to the branch, the current audit shortage will be reduced by this amount.

Margaret: please can you provide the cash declaration detail to Brian from the reports you obtained on the day.

Thanks
Linda

Linda McLaughlin
Field Team Leader

Brent House,
15 Heron Road
Belfast BT3 9LE



From: Brian Trotter
Sent: 03 August 2015 11:12
To: Linda McLaughlin
Subject: FW: Audit Report - 243855 - Lenzie - 2015-07-15

Hi Linda

Please see email below. If someone from the field goes back to the branch to carry out this instruction below will it clear the loss found at audit and reduce the overall shortage? I also need details of the previous night's cash declaration actual denominations versus the inflated denominations made by GRO

Thanks

Brian



Brian Trotter
Agent Contract Advisor

Upper Floors, Markets Crown Office,
6-16 New York Street,
Leeds, LS2 7DZ

GRO

From: Judi Irish
Sent: 03 August 2015 09:52
To: Brian Trotter
Cc: Paul Kellett
Subject: RE: Audit Report - 243855 - Lenzie - 2015-07-15

Brian,

As discussed by phone, we had received cheques to the value of 3121.44 between 01.07.15 and 10.07.15 that had not been remmed out. These were remmed out on 15.07.15 which cleared those errors.

We are still awaiting 864.75 to be remmed out from 13.07.15 as we have received cheques for this date. However, it looks as if the cheque line has been cleared which must have been done by a stock adjustment so an opposite entry will need to be done in order to rem this amount out.

Could you please arrange for this to be done.

Thanks
Judi



Judi Irish
ATM + Cheque Team

2nd Floor West
1 Future Walk,
Chesterfield

GRO

From: Paul Kellett
Sent: 31 July 2015 09:11
To: Judi Irish
Cc: Brian Trotter
Subject: FW: Audit Report - 243855 - Lenzie - 2015-07-15

Hi Judi,

Would you be able to have a look at Brian's query below please – which Brian would like answering urgently.

Regards,
Paul Kellett | Current Agents Accounting



Post Office Ltd., Financial Service Centre, 1
Future Walk, Chesterfield S49 1PF



GRO Postline: Redacted



paul.kellett@GRO

Description: footer

From: Brian Trotter
Sent: 30 July 2015 16:56
To: Paul Kellett
Subject: FW: Audit Report - 243855 - Lenzie - 2015-07-15

Hi Paul

I was wondering if you could steer this query in the right direction please. The audit report below shows the branch had a large discrepancy in cheques, which looks like they may have been sent out of course or gone missing in the post. Therefore, could you please forward this email to the team that deal with queries of this nature, I would also be interested in finding out what endorsements are being put on the back of cheques accepted at the branch. This is an urgent request as the branch is closed at the moment at the Operator is suspended.

Many thanks

Brian



Brian Trotter
Agent Contract Advisor

Upper Floors, Markets Crown Office,
6-16 New York Street,
Leeds LS2 7DZ
GRO

From: Margaret Guthrie
Sent: 16 July 2015 20:06
To: Gary Groogan; Jamie J Haugh; Brian Trotter
Cc: Linda McLaughlin; Post Office Security; Contract Admin Team; Branch Support Team
Subject: Audit Report - 243855 - Lenzie - 2015-07-15

You have been sent an audit report. Please see the details below.

Financial Audit Tool > Internal Report

The branch below has been audited. The paperwork will be sent to the branch within 48 hours.
If an Event Capture form, or extra report were required then you will have received these separately.

Date of Audit:	Text Box: 15/07/2015	
Branch Code:	Text Box: 243855	Branch Address: Text Box: 118 Kirkintilloch Road
Branch Name:	Text Box: Lenzie	Text Box: Lenzie
SPMR/Operator:	Text Box: GRO	
Phone	Text Box: GRO	Text Box: Glasgow
National Multiple:		Text Box: Strathclyde
Contracts Advisor:		Postcode: Text Box: G66 4LQ
Key Contacts:		
Lead Auditor:		
All Auditors:		

Agent/Operator suspended? Text Box: Yes
Date suspended

Discrepancies

	Office Snapshot	Verified at Audit	Assurance Amount	Cash Difference
Cash on hand	£10,679.80	Text Box: £7,884.00	Text Box: £0.00	Text Box: -£2,795.80
ATM Dispensed			£0.00	
Other MOP (incl. cheques)	£3,151.44	Text Box: £30.00	Text Box: £0.00	Text Box: -£3,121.44
Suspended Session		Text Box: £0.00		Text Box: £0.00
ForEx (Sterling Equivalent)	£3,798.29	£121.72		Text Box: -£3,676.57
Postage 1p-£1	£6,331.62	Text Box: £6,319.43		Text Box: -£12.19
Suspense	Text Box: £0.00	Text Box: £0.00	Text Box: £0.00	Text Box: £0.00
Spoilt Postage Labels	£2.46	Text Box: £2.46		Text Box: £0.00
Santander Cheque Pouches on hand		Text Box: 0		
Stock discrepancies				£220.70
Subtotal	Text Box: £23,961.15	Text Box: £14,355.15	Text Box: £0.00	Text Box: -£9,385.30

Final Trading Position

Todays findings	Text Box: -£9,385.30
Outstanding debt	
TCs not processed	£0.00
TAs not processed / rec'd	
Net discrepancy from snapshot	-£3,054.60
Late Transactions	£1,978.00
Confirmed Pending TC	
Transaction errors revealed	
Total	
Current Trading Position	-£10,423.96

Amounts made good

£0.00	was made good (no 'without prejudice' receipt needed to be issued)
£0.00	was made good by cheque and a 'without prejudice' receipt issued at the time of the audit.
£0.00	was made good by cash and a 'without prejudice' receipt issued at the time of the audit.
£10,423.96	has been sent to 'Late Account' Financial Service Centre and is to be settled in accordance with terms agreed with your Contracts Advisor.
£0.00	was withdrawn at the time of the audit.
£0.00	will be settled centrally as per standard procedure.

Auditor Comments

There were no staff that were unregistered, and no old users on the system.
The following branches were also audited:

Branch Code	Branch Name	Core/Outreach	Result Discrepancy (£)	Made Good (£)
		Text Box: Select...		

.....