



Post Office Ltd
148 Old Street
London
EC1V 9HQ



5th July 2013

Mr J Mistry

GRO

Dear Mr Mistry

Re Branch Discrepancies

This letter follows on from telephone conversations between the Post Office Finance Service Centre and yourself regarding certain discrepancies which had been highlighted during branch trading routines at your office. I would like to formally thank you for your assistance in helping us to understand the sequence of events here from your branch perspective. This has helped Post Office Ltd and our suppliers to determine the root cause of the issue and to take action to resolve it.

The purpose of this letter is to summarise the outcomes of this review and to confirm the remaining steps which we will be taking to conclude this incident.

Our investigations have determined that there was an isolated error in the data archiving process in Horizon. In very rare situations of a branch deleting a stock unit at a particular point in time in the month, this conflicted with the archiving process. It led to genuine loss or gain values in the deleted stock unit, in an earlier year, reappearing on their anniversary date in subsequent years.

In summary, one of the stock units in your branch declared a loss of £9,799.88 in December 2010 (Trading Period 9 TP9). The stock unit that declared the discrepancy and placed it into Local Suspense was deleted on or before 10th December 2010.

In the same period, other stock units in your branch reported net gains, leading to a total net loss of £3,463.01 for your office for TP9. You then followed the necessary steps to make good that loss.



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In the normal course of events, the loss you had declared would have moved smoothly through discrepancy accounts into Local Suspense and through to settlement, with no recurrence in future periods. However, due to the isolated system error and its impact when a branch deletes a stock unit, the value of £9,799.88 reappeared in TP10 in the two following years. Where there were other true losses and gains at that time, it appeared as part of the net total.

In the interim, you have declared other gains and losses in the ordinary course of business – a gain of £72.47 in 2012 and a loss £39.57 in 2013. In light of the archiving issue, the net gain from these two matters (£32.90) had been blocked centrally with the other values under investigation.

We will now rectify this by including the £32.90 in your next month's remuneration. This will not be taxable and general advice has been issued to branches regarding the treatment of such non-taxable items on remuneration slips.

In conclusion, we apologise for this incident and for any confusion and concern it may have caused you.

We are pleased to confirm that the technical issue has been resolved and the erroneous loss for your branch has been dealt with.

Yours sincerely

GRO

Rod Ismay
Head of Finance Service Centre
Post Office Limited
1 Future Walk
Chesterfield
S49 1PF

Cc Branch Support team



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5th July 2013

David Cheape



Dear Mr Cheape

Re Branch Discrepancies – Dundas

As a result of central data reviews in the Post Office Finance Service Centre, we have identified a small number of branches whereby a system error in data archiving processes has led to an error in the calculation of losses and gains at your branch.

We apologise for any confusion this matter may have caused and we want to assure that we have subsequently worked with our suppliers to understand the root cause of the issue and to take action to resolve it. You may, however, not have been aware of this matter at the time but we nevertheless felt it important to make you aware of the incident and of its resolution.

The purpose of this letter is to summarise the outcomes of this review and to confirm the remaining steps which we will be taking to conclude this incident.

Our investigations have determined that there was an isolated error in the data archiving process in Horizon. In very rare situations of a branch deleting a stock unit at a particular point in time in the month, this conflicted with the archiving process. It led to genuine loss or gain values in the deleted stock unit, in an earlier year, reappearing on their anniversary date in subsequent years.

In summary, one of the stock units in your branch declared a gain of £5.84 in November 2010 (Trading Period 8 – TP8). The stock unit that declared the discrepancy and placed it into Local Suspense was deleted on or before 10th December 2010.



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In the normal course of events, the gain you had declared would have moved smoothly through discrepancy accounts into Local Suspense and through to settlement, with no recurrence in future periods. However, due to the isolated system error and its impact when a branch deletes a stock unit, the value of £5.84 reappeared in TP9 in the two following years. Where there were other true losses and gains at that time, it appeared as part of the net total.

Both TP9 discrepancies recorded at your branch were of course assigned to nominee and resolved under standard monthly settlement by way of a payment from Post Office Ltd to you. Post Office Ltd will not now however be looking to recover these sums and you may keep these gains.

In conclusion, we apologise for this incident and for any confusion and concern it may have caused you.

We are pleased to confirm that the technical issue has been resolved and the erroneous gains for your branch have been dealt with.

Yours sincerely

GRO

Rod Ismay
Head of Finance Service Centre
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Cc Branch Support team



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5th July 2013

Zubeir Patel

GRO

Dear Zubeir

Re Branch Discrepancies – Bowness Road

This letter follows on from telephone conversations between the Post Office Finance Service Centre and yourself regarding certain discrepancies which had been highlighted during branch trading routines at your office. I would like to formally thank you for your assistance in helping us to understand the sequence of events here from your branch perspective. This has helped Post Office Ltd and our suppliers to determine the root cause of the issue and to take action to resolve it.

The purpose of this letter is to summarise the outcomes of this review and to confirm the remaining steps which we will be taking to conclude this incident.

Our investigations have determined that there was an isolated error in the data archiving process in Horizon. In very rare situations of a branch deleting a stock unit at a particular point in time in the month, this conflicted with the archiving process. It led to genuine loss or gain values in the deleted stock unit, in an earlier year, reappearing on their anniversary date in subsequent years.

In summary, one of the stock units in your branch cleared a loss of £3,186.70 in November 2010 (Trading Period 8 – TP8). The stock unit that cleared the discrepancy was deleted on or before 10th December 2010.

Due to the isolated system error and its impact when a branch deletes a stock unit, the value of £3,186.70 reappeared in TP9 in the two following years – but this time as a gain. Where there were other true losses and gains at that time, it appeared as part of the net total.



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Both the discrepancies recorded at your branch were settled centrally at the time they occurred and, as such, Post Office Ltd paid these sums to you through your pay. We will not now however be looking to recover these sums from you and you may keep these gains.

In conclusion, we apologise for this incident and for any confusion and concern it may have caused you.

We are pleased to confirm that the technical issue has been resolved and the erroneous gains for your branch have been dealt with.

Yours sincerely

GRO

Rod Ismay
Head of Finance Service Centre
Post Office Limited
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Cc Branch Support team



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5th July 2013

Mr A Brook



Dear Alan

Re Branch Discrepancies – Rosyth Terminus

As a result of central data reviews in the Post Office Finance Service Centre, we have identified a small number of branches whereby a system error in data archiving processes has led to an error in the calculation of losses and gains at your branch.

We apologise for any confusion this matter may have caused and we want to assure that we have subsequently worked with our suppliers to understand the root cause of the issue and to take action to resolve it. You may, however, not have been aware of this matter at the time but we nevertheless felt it important to make you aware of the incident and of its resolution.

The purpose of this letter is to summarise the outcomes of this review and to confirm the remaining steps which we will be taking to conclude this incident.

Our investigations have determined that there was an isolated error in the data archiving process in Horizon. In very rare situations of a branch deleting a stock unit at a particular point in time in the month, this conflicted with the archiving process. It led to genuine loss or gain values in the deleted stock unit, in an earlier year, reappearing on their anniversary date in subsequent years.

In summary, one of the stock units in your branch declared a stock unit gain of £36.20 and cleared a branch gain of £77.97 in November 2010 (Trading Period 8 – TP8). The stock unit that declared and cleared the discrepancies was deleted on or before 10th December 2010.



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Due to the isolated system error and its impact when a branch deletes a stock unit, the value of £41.77 (the difference between the values declared and cleared) reappeared in TP9 in the two following years. Where there were other true losses and gains at that time, it appeared as part of the net total.

Both TP9 losses recorded at your branch were assigned to nominee and resolved under standard monthly settlement by way of a payment from you to Post Office Limited. Post Office Ltd will add £83.54 credit to your next statement which will be paid in your next settlement.

In conclusion, we apologise for this incident and for any confusion and concern it may have caused you.

We are pleased to confirm that the technical issue has been resolved and the erroneous loss for your branch has been dealt with.

Yours sincerely

GRO

Rod Ismay
Head of Finance Service Centre
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Cc Branch Support team



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5th July 2013

Lynn Wyatt

GRO

Dear Lynn

Re Branch Discrepancies – Grange Post Office

As a result of central data reviews in the Post Office Finance Service Centre, we have identified a small number of branches whereby a system error in data archiving processes has led to an error in the calculation of losses and gains at your branch.

We apologise for any confusion this matter may have caused and we want to assure that we have subsequently worked with our suppliers to understand the root cause of the issue and to take action to resolve it. You may, however, not have been aware of this matter at the time but we nevertheless felt it important to make you aware of the incident and of its resolution.

The purpose of this letter is to summarise the outcomes of this review and to confirm the remaining steps which we will be taking to conclude this incident.

Our investigations have determined that there was an isolated error in the data archiving process in Horizon. In very rare situations of a branch deleting a stock unit at a particular point in time in the month, this conflicted with the archiving process. It led to genuine loss or gain values in the deleted stock unit, in an earlier year, reappearing on their anniversary date in subsequent years.

In summary, one of the stock units in your branch declared a stock unit gain of 3p and cleared a branch gain of £49.65 in November 2010 (Trading Period 8 – TP8). The stock unit that declared and cleared the discrepancies was deleted on or before 10th December 2010.



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Due to the isolated system error and its impact when a branch deletes a stock unit, the net value of £49.62 reappeared in TP9 in the two following years – but this time as a loss. Where there were other true losses and gains at that time, it appeared as part of the net total.

Both TP9 losses recorded at your branch were assigned to nominee and resolved under standard monthly settlement by way of a payment from you to Post Office Limited. Post Office Ltd will add £99.24 credit to your next statement which will be paid in your next settlement.

In conclusion, we apologise for this incident and for any confusion and concern it may have caused you.

We are pleased to confirm that the technical issue has been resolved and the erroneous loss for your branch has been dealt with.

Yours sincerely

GRO

Rod Ismay
Head of Finance Service Centre
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Cc Branch Support team



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5th July 2013

Mark Matthews

GRO

Dear Mark

Re Branch Discrepancies - Hounslow Post Office

As a result of central data reviews in the Post Office Finance Service Centre, we have identified a small number of branches whereby a system error in data archiving processes has led to an error in the calculation of losses and gains at your branch.

We apologise for any confusion this matter may have caused and we want to assure that we have subsequently worked with our suppliers to understand the root cause of the issue and to take action to resolve it. You may, however, not have been aware of this matter at the time but we nevertheless felt it important to make you aware of the incident and of its resolution.

The purpose of this letter is to summarise the outcomes of this review and to confirm the remaining steps which we will be taking to conclude this incident.

Our investigations have determined that there was an isolated error in the data archiving process in Horizon. In very rare situations of a branch deleting a stock unit at a particular point in time in the month, this conflicted with the archiving process. It led to genuine loss or gain values in the deleted stock unit, in an earlier year, reappearing on their anniversary date in subsequent years.

In summary, one of the stock units in your branch cleared a gain of £113.14 in December 2010 (Trading Period 8 - TP8). The stock unit that cleared the discrepancy was deleted on or before 10th December 2010.



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Due to the isolated system error and its impact when a branch deletes a stock unit, the value of £113.14 reappeared in TP9 in the two following years – but this time as a loss. Where there were other true losses and gains at that time, it appeared as part of the net total.

Both TP9 losses recorded at your branch were assigned to nominee and resolved under standard monthly settlement by way of a payment from you to Post Office Limited. Post Office Ltd will add £226.82 credit to your next statement which will be paid in your next settlement.

In conclusion, we apologise for this incident and for any confusion and concern it may have caused you.

We are pleased to confirm that the technical issue has been resolved and the erroneous loss for your branch has been dealt with.

Yours sincerely

GRO

Rod Ismay
Head of Finance Service Centre
Post Office Limited
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Cc Branch Support team



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5th July 2013

GRO

Dear Mr Moore

Re Branch Discrepancies – Gilford

As a result of central data reviews in the Post Office Finance Service Centre, we have identified a small number of branches whereby a system error in data archiving processes has led to an error in the calculation of losses and gains at your branch.

We apologise for any confusion this matter may have caused and we want to assure that we have subsequently worked with our suppliers to understand the root cause of the issue and to take action to resolve it. You may, however, not have been aware of this matter at the time but we nevertheless felt it important to make you aware of the incident and of its resolution.

The purpose of this letter is to summarise the outcomes of this review and to confirm the remaining steps which we will be taking to conclude this incident.

Our investigations have determined that there was an isolated error in the data archiving process in Horizon. In very rare situations of a branch deleting a stock unit at a particular point in time in the month, this conflicted with the archiving process. It led to genuine loss or gain values in the deleted stock unit, in an earlier year, reappearing on their anniversary date in subsequent years.

In summary, one of the stock units in your branch declared a gain of £11.55 in December 2010 (Trading Period 8 – TP8). The stock unit that declared the discrepancy and placed it into Local Suspense was deleted on or before 10th December 2010.



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In the normal course of events, the gain you had declared would have moved smoothly through discrepancy accounts into Local Suspense and through to settlement, with no recurrence in future periods. However, due to the isolated system error and its impact when a branch deletes a stock unit, the value of £11.55 reappeared in TP9 in the two following years. Where there were other true losses and gains at that time, it appeared as part of the net total.

Both TP9 gains recorded at your branch were made good by you removing cash to the value of the gains at the point of branch trading. Post Office Ltd will not seek to recover these sums and you may keep these gains.

In conclusion, we apologise for this incident and for any confusion and concern it may have caused you.

We are pleased to confirm that the technical issue has been resolved and the erroneous gain for your branch has been dealt with.

Yours sincerely

GRO

Rod Ismay

Head of Finance Service Centre
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Cc Branch Support team



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5th July 2013

Fiona Foden

GRO

Dear Fiona

Re Branch Discrepancies – Merthyr Dyfan

As a result of central data reviews in the Post Office Finance Service Centre, we have identified a small number of branches whereby a system error in data archiving processes has led to an error in the calculation of losses and gains at your branch.

We apologise for any confusion this matter may have caused and we want to assure that we have subsequently worked with our suppliers to understand the root cause of the issue and to take action to resolve it. You may, however, not have been aware of this matter at the time but we nevertheless felt it important to make you aware of the incident and of its resolution.

The purpose of this letter is to summarise the outcomes of this review and to confirm the remaining steps which we will be taking to conclude this incident.

Our investigations have determined that there was an isolated error in the data archiving process in Horizon. In very rare situations of a branch deleting a stock unit at a particular point in time in the month, this conflicted with the archiving process. It led to genuine loss or gain values in the deleted stock unit, in an earlier year, reappearing on their anniversary date in subsequent years.

In summary, one of the stock units in your branch cleared a loss of £160.92 in December 2010 (Trading Period 8 – TP8). The stock unit that cleared the discrepancy was deleted on or before 10th December 2010.



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Due to the isolated system error and its impact when a branch deletes a stock unit, the value of £160.92 reappeared in TP9 in the two following years – but this time as a gain. Where there were other true losses and gains at that time, it appeared as part of the net total.

Both TP9 gains recorded at your branch were made good by you removing cash from the branch. Post Office Ltd will not be looking to recover these sums from you and you may keep the gains.

In conclusion, we apologise for this incident and for any confusion and concern it may have caused you.

We are pleased to confirm that the technical issue has been resolved and the erroneous gain for your branch has been dealt with.

Yours sincerely

GRO

Rod Ismay
Head of Finance Service Centre
Post Office Limited
1 Future Walk
Chesterfield
S49 1PF

Cc Branch Support team



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EC1V 9HQ



5th July 2013

Ben Taylor

GRO

Dear Mr Taylor

Re Branch Discrepancies – Lower Regent Street

As a result of central data reviews in the Post Office Finance Service Centre, we have identified a small number of branches whereby a system error in data archiving processes has led to an error in the calculation of losses and gains at your branch.

We apologise for any confusion this matter may have caused and we want to assure that we have subsequently worked with our suppliers to understand the root cause of the issue and to take action to resolve it. You may, however, not have been aware of this matter at the time but we nevertheless felt it important to make you aware of the incident and of its resolution.

The purpose of this letter is to summarise the outcomes of this review and to confirm the remaining steps which we will be taking to conclude this incident.

Our investigations have determined that there was an isolated error in the data archiving process in Horizon. In very rare situations of a branch deleting a stock unit at a particular point in time in the month, this conflicted with the archiving process. It led to genuine loss or gain values in the deleted stock unit, in an earlier year, reappearing on their anniversary date in subsequent years.

In summary, one of the stock units in your branch cleared a loss of £3.34 in December 2010 (Trading Period 8 – TP8). The stock unit that cleared the discrepancy was deleted on or before 10th December 2010.



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Due to the isolated system error and its impact when a branch deletes a stock unit, the value of £3.34 reappeared in TP9 in the two following years – but this time as a gain. Where there were other true losses and gains at that time, it appeared as part of the net total.

Both TP9 gains recorded at your branch were made good by you removing cash from the branch. Post Office Ltd will not be looking to recover these sums from you and you may keep the gains.

In conclusion, we apologise for this incident and for any confusion and concern it may have caused you.

We are pleased to confirm that the technical issue has been resolved and the erroneous gain for your branch has been dealt with.

Yours sincerely

GRO

Rod Ismay
Head of Finance Service Centre
Post Office Limited
1 Future Walk
Chesterfield
S49 1PF

Cc Branch Support team



Post Office Ltd
148 Old Street
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EC1V 9HQ



5th July 2013

Stewart Waldron

GRO

Dear Stewart

Re Branch Discrepancies – Wardles Lane Post Office

As a result of central data reviews in the Post Office Finance Service Centre, we have identified a small number of branches whereby a system error in data archiving processes has led to an error in the calculation of losses and gains at your branch.

We apologise for any confusion this matter may have caused and we want to assure that we have subsequently worked with our suppliers to understand the root cause of the issue and to take action to resolve it. You may, however, not have been aware of this matter at the time but we nevertheless felt it important to make you aware of the incident and of its resolution.

The purpose of this letter is to summarise the outcomes of this review and to confirm the remaining steps which we will be taking to conclude this incident.

Our investigations have determined that there was an isolated error in the data archiving process in Horizon. In very rare situations of a branch deleting a stock unit at a particular point in time in the month, this conflicted with the archiving process. It led to genuine loss or gain values in the deleted stock unit, in an earlier year, reappearing on their anniversary date in subsequent years.

In summary, one of the stock units in your branch declared a loss of £0.51 in December 2010 (Trading Period 8 – TP8). The stock unit that declared the discrepancy and placed it into Local Suspense was deleted on or before 10th December 2010.



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In the normal course of events, the loss you had declared would have moved smoothly through discrepancy accounts into Local Suspense and through to settlement, with no recurrence in future periods. However, due to the isolated system error and its impact when a branch deletes a stock unit, the value of £0.51 reappeared in TP9 in the two following years. Where there were other true losses and gains at that time, it appeared as part of the net total.

We will now rectify this by including the £1.02 in your next month's remuneration. This will not be taxable and general advice has been issued to branches regarding the treatment of such non-taxable items on remuneration slips.

In conclusion, we apologise for this incident and for any confusion and concern it may have caused you.

We are pleased to confirm that the technical issue has been resolved and the erroneous loss for your branch has been dealt with.

Yours sincerely

GRO

Rod Ismay
Head of Finance Service Centre
Post Office Limited
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Cc: Branch Support team