
From: Dave Hulbert [GRO]
Sent: Mon 16/07/2012 4:52:47 PM (UTC)
To: Marilyn Stoddart [GRO]
Subject: Re:

Marilyn

You're right to raise this and I'll get someone to look into it and explain to me what happened. I'll get back to you in a day or two depending on whether this is complex or simple.

Regards

Dave

[GRO]

Service Management,
Post Office Ltd

----- Original Message -----

From: Marilyn Stoddart [GRO]
Sent: Monday, July 16, 2012 06:00 PM
To: Dave Hulbert
Subject:

Hi Dave

Please can you see the scanned correspondence sent on behalf of the subpostmaster at Pipeland Road Post Office regarding issues around the recovery process following the Horizon outage on Monday 9th.

You will see that the receipt that was ultimately recovered by approaching the customer after the event show that £126.96 was paid to the customer, but the recovery receipt shows a 0 balance and that the 'recovery failed'. I cannot understand why the first call to the helpline indicated that all would be sorted out but the advice on the follow up call a day later indicated that as the customer had left the counter with the receipt then the subpostmaster would be liable. You will appreciate that this would suggest that the subpostmaster should prevent the customer leaving the office until Horizon is back up and the recovery process complete!!

I would be interested to hear your comments and clarification of the position and the helpline script.

Regards

Marilyn

Marilyn Stoddart
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