

13<sup>th</sup> June 2013

Mr R Hutchings  
Burley Post Office  
The Cross  
Burley  
Ringwood  
BH24 4AA

Dear Mr Hutchings

**Re Stock Remittance**

On receipt of your second letter I have discussed your case with the Network. They have asked me to exceptionally, in recognition of your service record, to provide a solution to your problem.

The proposal you suggested is not valid as stamp stocks are not held as value items at Swindon so there was no surplus to offset against.

To correct your stock position I can authorise you on this occasion to remove the stamp books but make no physical despatch. Please do not include any other items in this "phantom" remittance.

I will then ensure no transaction correction is issued to you in respect of this.

Yours sincerely

Andy Winn  
Relationship Manager  
Finance Service Centre  
1 Future Walk  
Chesterfield  
S49 1PF

Cc Branch Support team

## Andrew Winn

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**From:** Nigel Allen  
**Sent:** 11 June 2013 11:42  
**To:** Andrew Winn  
**Cc:** Robert N Atkinson  
**Subject:** RE: Burley 171508 - IN CONFIDENCE

**Importance:** High  
**Sensitivity:** Confidential

Hi Andy

Apologies for the delay in replying

Like you, I don't actually disbelieve the spmr but for two audits to have taken place and this not to be escalated is very concerning.

As you say, none of the options are particularly appealing. I think the first option, i.e. making the spmr pay up, could open up a can of worms. I'm not sure that the spmr is a member of the NFSP, but given that the amount involved represents a significant percentage of his salary, I feel sure he would take this further. This could then put us in the position of trying to defend ourselves against a charge that the auditors didn't do their job properly and could potentially give the NFSP or an MP some useful ammunition!

Option 2 – must admit I don't really understand this, so not really able to comment on the implications.

Option 3 – given the circumstances, I think this is probably going to be the least painful one. The spmr needs to accept that some fault lies with him in not pursuing this and also that he has theoretically been false accounting by declaring stock that isn't there. However, I also think that given the spmr's 36 years service and your comment that his TC/accounting rate is excellent, there should be some recognition of this. We are also as satisfied as we can be that the origin of this error lays with POL i.e. the Stock Centre not sending the stamps out

Before making a decision, it maybe worth getting a copy of calls made to the NBSC – you can get this from the Branch and IT systems email address. This will hopefully show that the spmr did raise this issue via the NBSC as he's said, and would give further credence to his version of events.

Hope this helps. Happy to discuss further if you wish.

Regards

**Nigel Allen** | Contracts Advisor, Central Southern England

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6-16 New York Street, LEEDS, LS2 7DZ

Mobex:

Mobile:

nigel.all

**GRO**

POST  
OFFICE

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**From:** Andrew Winn  
**Sent:** 05 June 2013 16:10

**To:** Nigel Allen  
**Cc:** Robert N Atkinson  
**Subject:** Burley 171508

Hi Nigel

I don't actually disbelieve the branch here but the claim that 2 sets of auditors have recorded missing stock as being present is a bit scary.

Stamps are just pieces of paper at Swindon so there would not have been a surplus at another branch.

I can see 3 options

Pay up – we don't believe you

Create a phantom rem out – branches can now invent 10 year old errors that we have to let them off on because we do not have any information about. Plus Swindon will not pick up a phantom rem so I can rem stamps out and just sell them on my retail side.

Network write off – we believe you and are making a gesture in recognition of long years of accurate accounting – and his TC rate is excellent. However this does leave huge question marks over the audit process.

None are particularly appealing. Thoughts?

**Andy Winn Relationship Manager**



Finance Service Centre, 1 Future Walk, Chesterfield  
S49 1 PF



**GRO**



POST  
OFFICE

**BURLEY POST OFFICE**  
**THE CROSS BURLEY RINGWOOD HAMPSHIRE BH24 4AA**

phone/fax

**GRO**

e-mail rogerhutchings

**GRO**

Andy Winn  
Post Office Relationship Manager  
1st Floor West  
1 Future Walk  
CHESTERFIELD  
S49 1PF

03 June 2013

Dear Mr Winn,

**CORRECTION OF SHORTAGE IN STOCK REMITTANCE**  
**FAD 171 508 9**

Thank you for your letter dated 03 May, in reply to my letter of 26 April.

I am pleased to note that you accept that the discrepancy did occur. I understand that after so long a delay you are unable to confirm that the error was never resolved; however in view of my 36 years service as Postmaster here, I had hoped you might accept my word on that point also.

In general, if POL has to write off stamp stock as obsolete, damaged or lost, there is no real cash loss to POL involved, as the stamps have no actual value until sold to the public, when a liability to give value for the money received is created at the point of sale.

It is also true, since the stamps were never issued to me, that they must have remained in Stores, to be issued to, and sold by, some other office in due course. My apparent shortage must have been balanced by a surplus created elsewhere, wherever these stamps actually went.

It therefore follows that if POL write off this non-existent stock, POL will incur no real loss. On the other hand, if I have to balance my local accounts by paying in real cash for non-existent stock, POL will receive money for nothing, and I will lose about two weeks of my gross salary – more like four weeks of my nett income after expenses.

This might be thought fair if I had lost the stock after delivery through negligence, but is surely not equitable when the error occurred before the remittance ever reached me. Given that the delivery to me also included reissued used phone cards passed off as new, I might even use a harsher term than simple error.

The fact that the auditors nodded through the discrepancy without minuting it is regrettable, but I did explain it to them at the time, as otherwise they would have found my account short by this amount. Having inspected the documentation which I copied to you with my previous letter, their response was to accept my explanation, include the missing stock as present, and to say only that I should approach POL to sort it out.

In short, the original error occurred when the remittance was made up, and was therefore completely outside my control. I agree that this error was compounded by my failure to follow up at the time, but this is the first and only time such a thing has happened here, and it is not surprising that the procedure was a mystery to me, and was not correctly pursued.

In view of all these points, I ask you to reconsider your decision.

Yours sincerely,

**GRO**

Roger Hutchings

Postmaster

Burley, Ringwood.

3<sup>rd</sup> May 2013

Mr R Hutchings  
Burley Post Office  
The Cross  
Burley  
Ringwood  
BH24 4AA

Dear Mr Hutchings

**Re Stock Remittance**

I'm afraid that given the age of the issue you are raising I am not going to be able to assist you. Whilst I do not doubt that there was a remittance discrepancy as you report I cannot tell if the problem was resolved.

Auditors certainly should not accept that a long standing stock shortage is still awaiting resolution. I have looked at the audit reports I can see for 2005 & 2006.

The first records a £4.50 stock shortage with no actions required.  
The second records a stock shortage of £334.17 and that £261.87 of debit transaction corrections were pending at the time. The follow up to the audit stated that no further actions were outstanding.

Unless you are able to produce some documentary evidence to support your assertion that the shortage was carried forward through your audits there is nothing I can do to help. I'm afraid this will leave you with a liability of £600 as your stock levels should be correctly declared.

Yours sincerely

Andy Winn  
Relationship Manager  
Finance Service Centre  
1 Future Walk  
Chesterfield  
S49 1PF

Cc Branch Support team



**BURLEY POST OFFICE**

**THE CROSS BURLEY RINGWOOD HAMPSHIRE BH24 4AA**

phone/fax **GRO**

e-mail rogerhutchings **GRO**

Andy Winn  
Post Office Relationship Manager  
1st Floor West  
1 Future Walk  
CHESTERFIELD  
S49 1PF

26 April 2013

Dear sir,

**CORRECTION OF SHORTAGE IN STOCK REMITTANCE**  
**FAD 171 508 9**

During December 2003, I received a stock remittance which was short of ten books of 100 first class stamps. It also contained a pack of ten £10 phonecards, which on inspection had already been used.

This was immediately reported to Stock Centre, who instructed me to enter the stock remittance as if it were correct, and await further instructions. I now understand that I should have been told to enter the stock, declare a shortage, and move the loss to the suspense account, which would have triggered a correction notice, but I was not told to do that at the time.

After a few days, I received a second remittance containing replacements for the missing/used stock, and I remitted back the phonecards as faulty stock, which left me with the ten books of stamps still short.

No further instructions were ever received, and my stock holding is therefore still wrong.

In audit visits since then, the auditor has been satisfied with the explanation of the apparent stock shortage, but I do need to clear it up, since the books are still held in my stock, now at their current uprated value of £600.00.

NBSC have been unable to advise me what to do, and referred me to Chesterfield, who say they do not have access to records after two years, and suggest I should ask you for assistance.

I enclose copies of the original advice notes, showing the reference number and names of the people I spoke with at the time.

I apologise for the lapse of time involved, but as the error originated at Stock Centre, I have always assumed that sooner or later they would move to clear it up – apparently not.

Please, can you now advise me how to eliminate this long-standing problem?

Yours sincerely,

**GRO**

Roger Hutchings  
Postmaster  
Burley, Ringwood.



REF 55493

FAD: 1715089  
3:50 18/12/2003 CAP:39 BP:01 SU: RA  
emittance in Slip (Auto Distribution)  
Office Copy

RE STOCK CENTRE - HEMEL HEMPSTEAD

15/12/03 22:34:47

SESSION: 1-809836-1

ADVICE NOTE

PAGE: 1

PRODUCT	VOLUME	VALUE
Airletter Single	20	8.40
Airletter Pack	10	23.00
First Day Env	20	5.00
SAS bk 2nd x 12	100	240.00
SAS bk 1st x 6	100	168.00
SAS bk 1st x 12	100	336.00
S/a 2ndx100	20	400.00
PO £1	10	10.00
PO fee £1	10	2.50
PO £9	10	90.00
PO fee £9	10	10.00
PO £10	10	100.00
PO fee £10	10	10.00
PO £20	10	200.00
PO fee £20	10	12.00
PO phonecard £5	10	50.00
PO Holidaycard £10	10	100.00
TV stamp £2	50	100.00
2p stamp	200	4.00
4p stamp	200	8.00
47p Stamp	200	94.00
50p stamp	200	100.00
Stamp Card	20	8.40
S/a 1stx100	10	200.00

SESSION TOTAL 2359.30

\*\*\* END OF REPORT \*\*\*

SIMON WARRINGTON  
YVONNEREQUISITION: 238178  
WORKSHEET: 956447  
TYPE: BHI  
MOVEMENT: 7704000  
C/AREA: PST  
FROM SITE: HEM

e please go to the 'Transactions' screen and select Function  
to the 'Remittances screen, select Funtion Key F1 'In ADC'  
and book in your Value Stock as normal.

in, but at the end of the Cash Account week go to the 'Stock  
e Stock on hand as part of your usual balancing activity using  
en selecting the correct item from the picklist.

OPTION	QUANTITY SUPPLIED	UOM	VALUE
DAY ENV LOCOMOTIVES	20	SGL	5.00
2 CARD CLASSIC LOCOMOTIVE	20	SGL	
CARD CLASSIC LOCOMOTIVES	20	C	8.40
2 TIVE 2P	200	STP	4.00
TIVE 4P	200	STP	8.00
DEFINITIVE 47P	200	STP	94.00
DEFINITIVE 50P	200	STP	100.00
NVI STAMPS 100X1ST S/ADHESIVE	10	S	280.00
NVI STAMPS 100X2ND S/ADHESIVE	20	S	400.00
STP BK NVI 6X1ST CLASS	100	BK	168.00
STP BK NVI 12X1ST CLASS	100	BK	336.00
STP BK NVI 12X2ND CLASS	100	BK	240.00
AEROGRAM DISC PACK OF 6 £2.30	10	PT	23.00
AEROGRAM STANDARD	20	SGL	8.40
POST OFFICE PHONECARD £5	10	C	50.00
POST OFFICE HOLIDAY PHONECARD	10	C	100.00
POSTAL ORDERS £1.00	10	O	10.00

NO

USED!

P50	1	S
SA1ST	10	S
SA2ND	20	S
SB6F	2	PT
SB12F	2	PT
SB12S	2	PT
AGD6	10	PT
AGST	2	PT
POPC C	10	C
POPC 10HOL	10	C

OP: MEEDINPO

NATIONAL SECURE STOCK CENTRE - HEMEL HEMPSTEAD

16/12/03 22:34:47

## ADVICE NOTE

PAGE: 2

CODE: 1715089  
NAME: BURLEY SPSO  
ADDRESS: THE CROSS  
BURLEY  
RINGWOOD, HANTS  
POSTCODE: BH24 4AA

REQUISITION: 238178  
WORKSHEET: 956447  
TYPE: BH1  
MOVEMENT: 7704000  
C/AREA: PST  
FROM SITE: HEM

NSSC USE ONLY			DESCRIPTION	QUANTITY		UOM	VALUE
STOCK CODE	QTY	UOM		SUPPLIED			
			POSTAL ORDERS £9.00	10		O	90.00
			POSTAL ORDERS £10.00	10		O	100.00
			POSTAL ORDERS £20.00	10		O	200.00
TV2	50	STP	TELEVISION SAVINGS STAMPS £2	50		STP	100.00
P4653 E	5	SGL	ORDER FORM BLACK PRINT ENGLISH	5		SGL	
			MILK TOKENS	100		T	

## POSTAL ORDER FEES

## SINGLES

P.O. FEES BAND 1	10	2.50
P.O. FEES BAND 4	20	20.00
P.O. FEES BAND 6	10	12.00

TOTAL FEES 34.50

TOTAL ORDER VALUE 2359.30  
(INCLUDING FEES)

MUST AGREE WITH THE TOTAL OF TABLE STOCK RECEIVED FROM NSSC HEMEL HEMPSTEAD

MESSAGES: FDE CLOCO - \*\* Please do not sell these items before Tuesday 6th January  
- 2004 \*\*  
SC CLOCO - \*\* Please do not sell these items before Tuesday 6th January  
- 2004 \*\*

ADVICE RETENTION PERIOD 12 MONTHS

OP: MEEDINPO

NATIONAL SECURE STOCK CENTRE - HEMEL HEMPSTEAD

16/12/03 22:34:47

## ADVICE NOTE

PAGE: 3

CODE: 1715089  
NAME: BURLEY SPSO  
ADDRESS: THE CROSS  
BURLEY  
RINGWOOD, HANTS  
POSTCODE: BH24 4AA

REQUISITION: 238178  
WORKSHEET: 956447  
TYPE: BH1  
MOVEMENT: 7704000  
C/AREA: PST  
FROM SITE: HEM

## Serial Number Details

STOCK CODE	DESCRIPTION	QTY	SERIAL NUMBERS
P01	POSTAL ORDERS £1.00	10	from: 1585066881 to: 1585066890
P09	POSTAL ORDERS £9.00	10	from: 9041524091 to: 9041524100
P010	POSTAL ORDERS £10.00	10	from: 406786026 to: 406786035
P020	POSTAL ORDERS £20.00	10	from: 646401171 to: 646401180
MTS	MILK TOKENS	100	from: 340370201 to: 340370300

Burley FAD: 1715089  
14:23 23/12/2003 CAP:39 EP:01 GU: AA  
Remittance In Slip (Auto Distribution)  
Office Copy

E STOCK CENTRE - HEMEL HEMPSTEAD

19/12/03 12:51:44

## ADVICE NOTE

PAGE: 1

SESSION: 1-412873-1

PRODUCT	VOLUME	VALUE
S/a 1stx100	10	280.00
PO phonecard £10	10	100.00
SESSION TOTAL		380.00

REQUISITION: 273694  
WORKSHEET: 957203  
TYPE: URG  
MOVEMENT: 7712786  
C/AREA: PST  
FROM SITE: HEM

\*\*\* END OF REPORT \*\*\*

e please go to the 'Transactions' screen and select Function  
to the 'Remittances screen, select Funtion Key F1 'In ADC'  
and book in your Value Stock as normal.

in, but at the end of the Cash Account week go to the 'Stock  
e Stock on hand as part of your usual balancing activity using  
Function Key F11 'Decl Non-Val', and by then selecting the correct item from the picklist.

NSSC USE ONLY						
STOCK CODE	QTY	UOM	DESCRIPTION	QUANTITY SUPPLIED	UOM	VALUE
SAIST	10	S	NVI STAMPS 100X1ST S/ADHESIVE	10	S	280.00
POPC 10	10	C	POST OFFICE PHONECARD £10	10	C	100.00

POSTAL ORDER FEES

SINGLES

TOTAL FEES .00

TOTAL ORDER VALUE 380.00  
(INCLUDING FEES)

MUST AGREE WITH THE TOTAL OF TABLE STOCK RECEIVED FROM NSSC HEMEL HEMPSTEAD

## MESSAGES:

- Please ensure your stock requisition is addressed and posted
  - in a separate envelope to:
  - The Order Processing Department
  - The Post Office
  - Cash Handling & Distribution, National Secure Stock Centre
  - Breakspear House
  - Maylands Avenue
  - Hemel Hempstead
  - Herts, HP2 4SF
- \*\*\*\*\*
- PLEASE ENSURE ALL COLUMNS ON YOUR REQUISITIONS HAVE BEEN
  - ADDED UP CORRECTLY AND THE TOTAL VALUE ENTERED AT THE BOTTOM
- \*\*\*\*\*

ADVICE RETENTION PERIOD 12 MONTHS

## Andy Walker

**From:** Andy Walker  
**Sent:** 24 April 2013 14:48  
**To:** Kay Dolby; Gillian Hoyland  
**Subject:** FW: 171508 - 9

Hello,

This is for info only

andy

Andy Walker | Mails & Stock Team, FSC

1<sup>st</sup> Floor West Block, 1 Future Walk, West Bars, Chesterfield, S49 1PF

**GRO**

POST  
OFFICE

**From:** Andy Walker  
**Sent:** 24 April 2013 14:31  
**To:** Andrew Winn  
**Subject:** 171508 - 9

Hello,

I thought it best to give you a heads-up about this.

The Postmaster of the above office should soon write to you about a stock discrepancy – he reported a shortage of 10 books of 100. The problem is this was 10 years ago and we can't check anything going that far back. He said this was reported to helpline at the time (still has ref no and names) but he never received a TC. The original value was £260 but with price changes it has now become £600.

Regards

andy

Andy Walker | Mails & Stock Team, FSC

1<sup>st</sup> Floor West Block, 1 Future Walk, West Bars, Chesterfield, S49 1PF

**GRO**

POST  
OFFICE

SE Community

2005 78.50 stock diff

no action recorded

2006 261.87 Pending TCs debit

334.17 stock shortage

appeal to rule good



1 Full on up - no action outstanding