

th May 2013

The Manager
Lower Regent Street Post Office
11 Lower Regent Street
London
SW1Y 4LR

Dear Sir/Madam

Re Branch Discrepancies

You may have been aware of 2 small value unexplained discrepancies that have impacted your branch.

I can confirm that gains of £3.34 declared at TP9 in 2011 and 2012 were not proper to your branch. This problem was created by a specific set of circumstances dating back to an actual loss you made good in 2010 (TP8).

In brief, ~~the stock unit that declared the discrepancy and placed it~~
~~intocleared the TP8 loss from Local Suspense was deleted on or before~~
~~10th December 2010. The related Local Suspense entry should also have~~
~~been removed, but this did not happen.~~
~~A change in archiving strategy meant did not account for this specific~~
~~scenario.~~

The impact of this was that the ~~loss of~~clearance from 2010 was picked up again at the beginning of TP9 the next year in Horizon, and treated as a gain. At the end of TP9 the branch was forced to clear this along with current discrepancies. The Local Suspense ledger in the Post Office Finance System was impacted in the same way.

This ~~was~~ scenario was then repeated at the same point the next year.

Both TP9 discrepancies recorded at your branch were made good. Post Office Ltd will not be looking to recover these gains.

You may not have been aware of these discrepancies but I felt it to be important to make you aware of the problem.

Changes to Horizon in 2011 prevented this problem for stock units deleted after mid-December 2010, and the old Local Suspense entry has now been removed from the system.
~~Archiving rules have been amended to account for a scenario of this type repeating itself.~~

I do apologise for this problem being allowed to occur and impacting your branch.

Yours sincerely

Andy Winn
Relationship Manager,
Product & Branch Accounting
1 Future Walk
Chesterfield
S49 1PF

Cc Branch Support team