

th May 2013

The Manager
Merthyr Dyfan Post Office
Londis Stores
17 Merthyr Dyfan Road
Barry
CF62 9TG

Dear Sir/Madam

Re Branch Discrepancies

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

I can confirm that gains totalling £160.92 declared at both TP9 in 2011/12 and 2012/13 were not proper to your branch. This problem was created by a specific set of circumstances dating back to actual losses you cleared in 2010 (TP8).

In brief the stock unit that cleared the relevant discrepancy was deleted on or before 10th December 2010. The related Local Suspense entry should also have been removed, but this did not happen.

The impact of this was that the loss clearance of 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 scenario was then repeated at the same point the next year.

Both TP9 discrepancies recorded at your branch were resolved at your branch at the time. 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.

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