

th May 2013

Stewart Waldron
AF Blakemore & Son Ltd
Long Acres Industrial Estate
Rosehill
Willenhall
West Midlands
WV13 2JP

Dear Stewart

Re Branch Discrepancies at Wardles Lane Post Office

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

I can confirm that losses totalling 51p 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 declared in 2010 (TP8).

In brief the stock unit that declared 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 declaration of 2010 was picked up again at the beginning of TP9 the next year in Horizon. 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 of course assigned to nominee and resolved under standard monthly settlement. Post Office Ltd will add £1.02 credit to your next statement and will be included in the next settlement made.

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. I am aware these were only small amounts but felt it was only fair to alert you to the problem and correct our settlement.

Yours sincerely

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

Cc Branch Support team