

th May 2013

Mr D Moore
Gilford Post Office
26 Mill Street
Gilford
Craigavon
BT63 6HQ

Dear Mr Moore

Re Branch Discrepancies

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

I can confirm that gains totalling £11.55 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 gains you declared in 2010 (TP8).

In brief the stock unit that cleared the gain of this value 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 declaration of the gain 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 made good at the point of branch trading. Post Office Ltd will not seek 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