

Mr Mike Wakley  
Post Office Limited  
Celtic Court  
Tremaines Road  
BRIDGEND  
CF31 1TZ

Alan Bates  
The Wool Post  
Craig-y-don Post Office  
Queens Road  
LLANDUDNO  
LL30 1AZ

16<sup>th</sup> April 2003

**Reference: Losses and Gains**

Dear Mr Wakley

~~I am in receipt of your letter dated 14<sup>th</sup> April 2003 confirming our conversation regarding~~  
losses and gains at our office which have always been rolled over since the installation of  
Horizon. I appreciate that you may well have been unaware of this practice at the office but can  
assure you many others Post Office staff knew of it.

My comments regarding this were well documented in a number of letters to Post Office  
Counters Limited such as that dated 19<sup>th</sup> December 2000 to my then Retail Line Manager,  
Gerry Hayes, which like all letters was sent recorded delivery.

The problem with rolling over the losses and gains is that I presume I would be accepting  
liability for them which is something that I have pointed out in writing to you since the  
introduction of Horizon here, I am unable to do until such time as I am able to access the data  
that I am being asked to be responsible for. As I have written previously "The totally  
inadequate report system has been made so complex it lacks the ability to interrogate the  
system when you know the information is inside", if I am unable to access the data to check  
items it is totally unreasonable to expect me to accept the liability from uncheckable data.

~~Yours~~ sincerely

**GRO**

Alan Bates, Subpostmaster Craig-y-Don Post Office