

Message

From: Carol Ballan [GRO]
Sent: 07/02/2013 15:51:54
To: Alan Lusher [GRO]
Subject: FW: 1031406 The Grange Post Office
Attachments: image001.jpg; image002.gif; image003.gif; image004.gif; image005.jpg; image006.gif; image007.jpg; image008.jpg; image009.jpg; image010.jpg

Alan, I need to pick your brains on the matter below please .

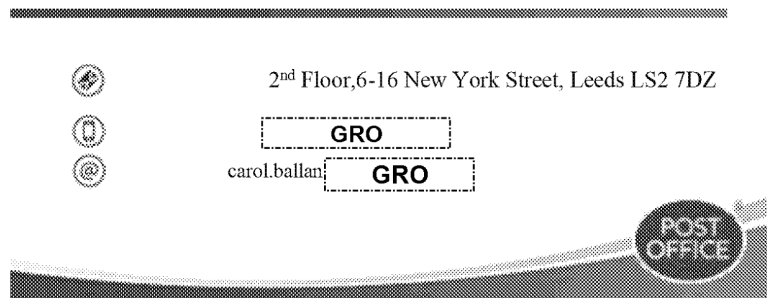
There was an audit there this week and the PM is still carrying this loss, which I'm told you were involved with the initial enquiry . It's recorded on all(not sure how many) the audit reports since 2008 but there's is nothing on the EFC about it

Neil has provided a bit of detail and asked Michael to see if there is anything he can add, but he hasn't come back . Andy Winn was also involved at some point , but nothing seems to have happened .

Any assistance would be appreciated as I think its about time this was resolved especially as he's now looking to go over to a Main

Regards

Carol Ballan -Agent Contract Advisor- Area 8
South East & London Surrounds



From: Neil Thorneycroft
Sent: 06 February 2013 12:09
To: Carol Ballan; Michael D Johnson
Cc: Paul I Smith
Subject: FW: 1031406 The Grange Post Office

Hi Carol,

The only thing I have on this office is the below. Michael Johnson (who sits next to me) took this on board. No idea if we were able to resolve anything.

MICHAEL

Is there anything you can provide for Carol re this office.

Regards
Neil

Neil Thorneycroft | Postal Officer National Lottery

1 Future Walk, CHESTERFIELD, S49 1PF

GRO

neil.thorneycroft@postoffice.co.uk
@postofficenews

GRO



From: Neil Thorneycroft
Sent: 15 October 2012 16:53
To: Andrew Winn
Cc: Alan Lusher; Andy Baker1; Robert N Atkinson; Michael D Johnson
Subject: RE: 1031406 The Grange Post Office

Hi Andy.

The office rings a bell with both me and Michael but we can't remember specifics. Michael will take this query on board for you.

The term stock write-off is displayed on Horizon when a Postmaster has to accept scratchcard TC's. Don't know if this applies to other stock.

Regards
Neil

Neil Thorneycroft
POL BLT (Lottery)
Chesterfield
Tel GRO

From: Andrew Winn
Sent: 15 October 2012 16:16
To: Neil Thorneycroft
Cc: Alan Lusher; Andy Baker1; Robert N Atkinson
Subject: FW: FAD: 1031406 The Grange Post Office

Neil
Now I've read this a bit more carefully I can see he is also talking about 2008 TCs. Can someone do me the Camelot/Horizon exercise so I can show him where the errors are?
Thanks
Andy

From: Andrew Winn
Sent: 15 October 2012 16:11
To: Alan Lusher; Neil Thorneycroft
Cc: Andy Baker1
Subject: FW: FAD: 1031406 The Grange Post Office

Hi
Alan – bit of a memory stretcher this one but can you recall anything about an instruction to “enter as Stock write off”? I don't actually know what is meant by that.

Neil – the tcs from 2008 are not even on the customer account but can you have a quick(ish) check to see if we ever did any analysis on these way be back then? I'm not going to try to justify the TCs – but will have a look to see if I can see any stock adjustments.

Andy – this will not be timing. I'd risk a full 50p wager that he has stock adjusted to get his scratchcards right in OOH but accepted the TCs in AA and not bothered to adjust back down – gain in OOH and no loss, until you come in, in AA.

Andy

From: Andy Baker1
Sent: 15 October 2012 15:35
To: Andrew Winn
Subject: FW: FAD: 1031406 The Grange Post Office

Hi Andy

Please see below email from SPMR Kevin Palmer of The Grange PO [103140]. I tackled this from a scratchcard perspective as I believed that he was overstated by around £1500.00. On contacting him he agreed that he was overstated due to the reasons he details below and the attached PDF's. I think this may be a timing issue prior to PING being rolled out as, if he was late remming in his activations then he would receive an auto TC from Camelot.

If you could have a look and let him/me know how you wish to proceed I would be very grateful [especially in the light of doubts around my tact and diplomacy!]

Many thanks and kind regards

Andy Baker

Risk and Loss Prevention Analyst – Post Office Limited

Ground Floor, West Block, 1 Future Walk, Chesterfield S49 1PF



GRO



GRO



GRO



andy.baker

GRO



From: kp [GRO]
Sent: 08 October 2012 17:17
To: Andy Baker1
Subject: Fwd: FAD: 1031406 The Grange Post Office

Dear Mr Baker, please see the email below and attachment as requested.
Apologies for late response, its been extremely busy here today.

Best Regards
Kevin

-----Original Message-----

From: kp [GRO]
To: andy.baker <andy.baker [GRO]>
Sent: Fri, 5 Oct 2012 13:32
Subject: FAD: 1031406 The Grange Post Office

Dear Mr Baker

Further to our telephone conversation the other day, please find attached a PDF file showing the lottery scratch card error notices received and the paperwork from when the auditors visited.

Background:

(I have run the Post Office here for just over 4 years now (Feb 2008) and have recently agreed to be a Main Post Office with a second site visit due in 2 weeks. Great news.)

When I took over there was 3 days training from a guy called Michael Opebie (ill never forget his name and you'll see why as you read on). He taught me that the Lottery figures were to be put through every Wednesday and NOT daily as I was to find out to my cost. Cut a long story short I had a visit from the Auditors in April 2008 showing the discrepancies for non entry of scratch cards/lottery. This as I thought was normal practice until told otherwise by the Auditors. I had a written warning and a visit from Alan Lusher. As far as I was concerned I wasn't doing anything wrong as I only followed the training given by Michael. The auditors cleared all my stock to the required levels, I had the money on the premises so there was never an issue with that it just hadn't been put on the system. This was all recorded and signed by myself and Alan Lusher. From this date - 9th April 2008 - the scratch card holding figures were correct as audited and signed by myself, see PDF file and dates.

From this date they set me up in an OOH stock unit for Lottery only and showed me how it should be done, daily. To this very day I have only ever used the OOH stock unit for my lottery figures and will continue to do so for ever more. I have only ever used the stock figures from OOH stock unit and based all my figures on these.

However as you can see and have raised, there is a large amount of scratchcards sitting on my AA stock unit, used for everyday transactions in the Post Office. This was a result of an error notice received in July some 3 months AFTER the audit and related to figures from Feb - April 2008. I called straight away when I received this error notice and spoke to Alan Lusher himself, he couldn't understand why I had received this error notice either and told me to enter it as a Stock Write Off as it would be dealt with in house as the Auditors had confirmed my figures and that this error was nothing to concern me. This was over 4 years ago and to this day I have never been able to resolve this issue. I have EVERY bit of paperwork for EVERY day's lottery showing my figures are based on OOH stock levels. If you picked any random date over the last 4 years since that audit I could produce my figures. Since the audit and my warning I vowed I would keep every piece of paperwork, written or verbal as I never wanted that situation again as I love this job.

The PDF files may seem hard to explain on here but basically the dates on the top show when I was audited, when the error noticed arrived, who sent the error notice and when I queried it.

There was another 3 instances of error notices received in and again these were queried due to the fact that all the entries that were meant to be on my system actually were and I have all the paperwork for them too, these dated in April, May and June 2011, a co incidence that I would make an error 3 times in a row over 3 consecutive months, bearing in mind there were no error notices prior too or since. I attach the file showing the cross reference but haven't scanned every transaction at this point.

From the AA stock unit @ 3rd October 2012 and the Trading Period report it shows a discrepancy to my OOH stock of quite a few scratchcards. Any error notice I receive I always drill down before hand and query if I feel it's wrong or make good where necessary. As far as I am concerned there shouldn't be ANY scratchcard figures on AA stock unit.

I hope this can resolve this issue and if you need any further information from me then please do not hesitate to contact me. I am happy to co operate fully. At this moment in time I have 2 members of staff on holiday and have few hands on deck or time, hence the late response for which I apologise.

Best Regards
Kevin