

Message

From: Simon Baker [imceaex-_o=mms_ou=exchange+20administrative+20group+20+28fydibohf23spdl+29_cn=recipients_cn=simon+2ebaker4b1a8ef6-d2e0-4dec-94ea-591dfa651f2e@c72a47.ingest.local]
Sent: 25/04/2013 08:59:50
To: Lin Norbury [lin.norbury@GRO]; Craig Tuthill [craig.tuthill@GRO]
CC: Andrew Winn [andrew.winn@GRO]
Subject: RE: Gurnos post office - Strictly Private and Confidential – Subject to Legal Privilege

Lin/Craig

Is that right? I can't believe that we don't provide this as part of the sub postmaster training – seems like a serious gap?
Simon

From: Andrew Winn
Sent: 25 April 2013 09:52
To: Simon Baker
Cc: Lin Norbury
Subject: FW: Gurnos post office - Strictly Private and Confidential – Subject to Legal Privilege

Strictly Private and Confidential – Subject to Legal Privilege

Hi Simon

There is not a glossary around, I know we are guilty of falling into this trap even though I try to avoid it. We could consider page on "on line help" but I would question how comprehensive and up to date it could be and whether anyone would actually use it.

The trail below is the last communications I've had with Mr Etheridge. It may be useful to ask 2nd Sight which acronyms caused confusion here. I will be happy to try to interpret any acronyms 2nd Sight are struggling with.

It did not help that Mr Etheridge was not the subpostmaster and had no concept of how the post office worked. I would have expected his wife to be able to understand what I was trying to say though. It would be useful to get some feedback as it would help my day job.

Andy

From: Andrew Winn
Sent: 11 March 2013 15:23
To: 'Etheridge, Gareth'
Cc: Colin Burston; Branch Support Team; Robert N Atkinson
Subject: RE: Gurnos post office

Hi Gareth

I'm sorry this is still not clear to you. I made comments below.

Andy

From: Etheridge, Gareth [mailto:getheridge@GRO]
Sent: 11 March 2013 11:23
To: Andrew Winn
Subject: RE: Gurnos post office

Good morning Andrew,

I have attached my last email to Colin Burston, so you can read.

I am still confused, reading your email the £10950 was entered onto the ATM withdrawals obviously this was a mistake due to the fact the ATM was not operational. I know that it was entered, but when I found out about the mistake I contacted J Irish for assistance & all that she would tell us is that we should not have done the transaction but we did. What I need to know is how to get rid of the problem because obviously the money was never dispensed. When you entered to £10,950 ATM dispensed total you will have generated an apparent cash surplus. A cash surplus of £10,895.47 was duly declared and settled centrally – as £10,950 was not proper to you this was an effective loss of £54.53 but the full value of the surplus was transferred to your customer account. The rogue ATM entry was corrected by the issue of a transaction correction for £10,950. This was settled centrally. So the 2 amounts settled centrally effectively net off against one another on your customer account bar the small loss of £54.53. So the ATM error is resolved. The loss will relate to the whole branch's trading balances – not just the ATM. Again we were holding 11050 in the safe & Glenis Devlin told us to enter the amount for the whole office, which we did & she guaranteed us that every thing had corrected itself & we were owed money? Let's assume that when this money was held in the safe unaccounted for, the branch was holding £10,000 in the till. If a cash declaration of £10,000 was made at this point let's also assume the branch was in balance – so there is no discrepancy. If the £11,050 was then added to the till and a new cash declaration of £21,050 is made the branch would have a surplus of £11,050. This did not happen. Glenis asked on more than one occasion for this cash to be declared but no surplus was generated until the one created by the rogue ATM declaration discussed above.

I understand that you go by the debt is real due to confirmation by transaction corrections & branch discrepancies on the spreadsheet but these are the figures we enter & if not correct we need to rectify but we do not get the correct information. every time we settled centrally it was on the advice of Troy Gardener, we held back for the whole 30 days allowed on the last occasion but were then told that we could incur a £2000 penalty for losing information. We calculate the debt based on transaction corrections accepted by a branch and settled centrally and branch discrepancy declarations that have again been settled centrally. If you make transactional errors we will issue transaction corrections to resolve where

possible – as per the ATM error above. If a branch declares their cash incorrectly and creates an error, they will then get an equal and opposite discrepancy when the cash is correctly declared.

On our last audit last week we were told that the office is correct all the problems stem from the ATM. It may well be that the cash shortages stemmed from cash shortages in the ATM. This does not mean the ATM was at fault.

How can we resolve these problems our balance sheets are correct & our ATM sheets are correct. I see no way of resolving these problems bar understanding why this surplus cash was not introduced to Horizon cash stock thus creating the balancing surplus you needed. I understand that several different people have visited your branch in an attempt to resolve your problems. I do not know of anyone who actually saw the surplus unaccounted for cash you claim was held in your safe. This feels extremely odd that people who were looking for surplus cash on site were not informed and shown the cash.

We have now closed the post office until these problems can be rectified.

Regards

*Gareth Etheridge{Plant Manager}
SRCL Bridgend
Telephone No
E-mail getheridge@*

From: Andrew Winn [<mailto:andrew.winn@>**Sent:** 14 December 2010 15:50
To: Etheridge, Gareth
Cc: Colin Burston; Paul Dann
Subject: RE: Gurnos post office

Gareth

I am not sure where you have got your current debt figure from. The figure you have, may have included a debt being recovered from pay. That element has now been cleared. The attached file shows the current total outstanding and how it is made up i.e. transaction corrections in relation to ATM input errors and branch discrepancies declared at branch trading.

There was a value of £10,950 entered onto ATM withdrawals after the ATM ceased to function. This resulted in the transaction correction for that value and will have caused the bulk of the surplus branch discrepancy declared which appeared to effectively off set the outstanding debt.

I have already explained at length of the requirement to ensure all cash, including any surplus cash held in the safe, to be included in your cash declarations. If you hold this surplus cash that is not currently being declared then I would suggest you use this to pay the outstanding amount. If all your cash is being declared then I am afraid it looks like there is a significant debt to be addressed.

To clarify; transaction corrections are issued when Horizon entries do not match up with other supporting information e.g £10,950 entered onto ATM withdrawals when the ATM machine file shows zero.

Branch discrepancies occur when the cash declared at the branch does not agree with what Horizon has been told has happened. So a huge credit discrepancy occurred when you told Horizon that £10,950 had gone out of the branch – whereas it hadn't.

I hope this helps to clarify the value outstanding although I appreciate you will not be happy that the debt is real and confirmed by transaction corrections and branch discrepancies in the spreadsheet above being settled centrally.

Andy Winn
Relationship Manager

From: Etheridge, Gareth [mailto:getheridge@GRO]
Sent: 13 December 2010 12:39
To: Andrew Winn
Subject: Gurnos post office

Andrew,

We need your help badly. We have been told now that we owe another £10230.18, where do these figures come from. We entered the money we had in the safe £11050 Glenis told us that everything would now be cleared. This has not occurred. We have not used the ATM since July & has now been removed how can we owe all this money. I know that I was in the wrong a number of times putting the wrong figures in on the 16.30 & dispensed but our end of week figures always matched up. My wife has had a nervous breakdown due to all of this & is unable to work So could you please help

Gareth Etheridge

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