

Message

From: Judy Balderson [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=JUDY.BALDERSON1F160450-F87F-457A-A86F-765C0BF12801]
Sent: 12/11/2015 12:38:41
To: Sandra McBride [GRO]
Subject: RE: Closure workaid
Attachments: PO Local Closure Workaid V5 3 Nov 2015.doc; Closure Workaid V5.3 Nov 2015.doc

Hi Sandra

I have amended slightly and attach the two versions.

Is this any clearer? Please let me know as I want the FSA's to understand it otherwise there is no point.

Regards Judy



Judy Balderson
Field Team Leader

Post Office Ltd
Upper Floor Markets Crown
6-16 New York Street
Leeds LS2 7DZ
Tel: GRO

From: Sandra McBride
Sent: 12 November 2015 09:17
To: Judy Balderson
Subject: RE: Closure workaid

Thanks Judy, here is the Local version.

Better to be sure, I only ask as I wouldn't know what it meant but then I don't know much about audits at all!

Regards,

Sandra



Sandra McBride
Network Support Change Advisor

Post Office Ltd,
1st Floor, 67 North Hill,
Colchester, CO1 1BB
GRO (PL GRO)
GRO

From: Judy Balderson
Sent: 12 November 2015 09:04
To: Sandra McBride
Subject: RE: Closure workaid

Hi Sandra

I did try to amend the local version but I cannot download it as it comes up as read only!! Probably me, if you send me a version I will update it . Re £150 I am with four of the team today so I will take a straw poll and amend if necessary

Regards Judy



Judy Balderson

Field Team Leader

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From: Sandra McBride
Sent: 12 November 2015 08:58
To: Warren Hattrell
Cc: Judy Balderson
Subject: RE: Closure workaid

Has the Local version been amended too? Can you send it over please.

Judy – will all the team know what it means by 'if greater than £150 when the trading statement is prepared.'?

Thanks,

Sandra



Sandra McBride

Network Support Change Advisor

Post Office Ltd,
1st Floor, 67 North Hill,
Colchester CO1 1BB
GRO PL GRO

From: Warren Hattrell
Sent: 12 November 2015 06:28
To: Sandra McBride
Cc: Judy Balderson
Subject: FW: Closure workaid

Hi Sandra,

Can you please add the amended workaid to EASE.

Thanks



Warren Hattrell

Field Team Leader, South
C/O Post Office Ltd, 4th Floor,
120 Bark Street, Bolton, BL1 2AX
Mobil: **GRO**

From: Judy Balderson
Sent: 12 November 2015 01:26
To: Warren Hattrell
Cc: Sandra McBride
Subject: Closure workaid

Many apologies Warren but I seem to be bombarded at the moment with issues relating to closures. I presume it could be because we are doing so many at the moment or on this occasion I think it is because at my recent audit workshops I have encouraged FSAs to attempt to recover any shortfall by a credit/debit card payment via FSC as this means the sum is recovered immediately and saves POL the cost of attempting recovery at a later date.

The latest issue relates to, as stated above, a Postmaster paying a shortfall with his debit card direct to FSC. The FSA then was not sure how to deal with the shortfall that obviously remained in the branch but had been made good via FSC. What they should have done of course was to settle the shortfall to FSC either on completion of the trading statement or use their global user to settle as a final account deficit. However to their minds there was no debt as they did not do this, instead they left the deficit at the top of the snap shot and failed to complete a trading statement as this would have required the debt to be settled. They state they did this as there are no instructions what to do for this scenario in the closure workaid. I have managed to resolve the issue on this occasion with FSC but obviously it would have been easier if the correct process had been followed in the first place. I have therefore added this amendment (tracked changed for your ease) and attach for your consideration.

I hope this is OK

Regards Judy



Judy Balderson

Field Team Leader

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