

Message

From: Simon Baker [GRO]

on behalf of Simon Baker [GRO]

GRO

GRO

Sent: 22/07/2013 15:33:49

To: Andrew Winn [GRO]; Rod Ismay [GRO]

CC: Angela Van-Den-Bogerd [GRO]; Andy Holt [GRO]

Subject: FW: [SPMRs] Stock adjustments

Andy/Rod

In thinking how to progress this. I think the next step, once you have put something down in writing, is to review it with myself and Angela.

If you are ok with this, I will set up a dial-in with the four of us.

Simon

From: Simon Baker

Sent: 22 July 2013 16:05

To: 'Jenkins Gareth GI'

Cc: Andrew Winn; Newsome Pete; Andy Holt; Rod Ismay [GRO]

Subject: RE: [SPMRs] Stock adjustments

Andy, Rod

Can you pick this up with Gareth if you want to take up his suggestion. Are you going to put a report together to position\explain this?

Simon

From: Jenkins Gareth GI [GRO]

Sent: 22 July 2013 08:37

To: Simon Baker

Cc: Andrew Winn; Newsome Pete; Andy Holt

Subject: RE: [SPMRs] Stock adjustments

Simon,

Since the call on Friday was cancelled, I thought I should drop you an email with what I was going to suggest.

Is it possible to find out the exact date and time that this issue occurred (together with the Branch)?

It sounds like it was fairly recent and if it is within the last 4 weeks we can pull back detailed logs from the Branch of exactly what the SPMR did which gives a more complete picture than the archive records or the info in Credence / POL SAP.

If you want this progressed, then please let me know asap, since time may be running out.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
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Please consider the environment - do you really need to print this email?

From: Andrew Winn; GRO
Sent: 17 July 2013 16:56
To: Simon Baker
Cc: Andrew Parsons; Andrew Winn; Craig Tuthill; Dave Posnett; Jenkins Gareth GI; Ivan Swepson; Lin Norbury; Rod Ismay; Rodric Williams; rosie.gaisford; GRO
Subject: RE: [SPMRs] Stock adjustments

Hi
I think this is a FSC issue at this point.

Rod – Gill is going to pull me some more detail and we will look at it tomorrow.

Andy

From: Simon Baker
Sent: 17 July 2013 15:57
To: Andrew Parsons; GRO; Andrew Winn; Craig Tuthill; Dave Posnett; gareth jenkins; GRO; Ivan Swepson; Lin Norbury; Rod Ismay; Rodric Williams; rosie.gaisford; GRO
Cc: Andy Holt; Angela Van-Den-Bogerd
Subject: FW: [SPMRs] Stock adjustments

All

Looks like we may have something to discuss on Friday.

Can I ask you all to have a look at the message below and see if you can make sense of it. We will discuss on Friday.

Thanks, Simon

From: ron.warmington; GRO
Sent: 16 July 2013 19:46

To: Henderson Ian; Bates Alan; Linnell Kay; Simon Baker
Subject: Fwd: [SPMRs] Stock adjustments

Is this perhaps what has been happening to Jenny O'Dell (Spot Review 21). See "I had a phonecall last week from Alex..." From "Rita" in this email trail.

Ron

Sent from my iPhone

Begin forwarded message:

From: michael rudkin [GRO]
Date: 16 July 2013 15:27:58 BST
To: Ron Warminton [GRO] Alan Bates
[GRO]
Subject: Fw: [SPMRs] Stock adjustments
Reply-To: michael rudkin [GRO]

----- Forwarded Message -----

From: "bowmanic" [GRO]
To: Spm group [GRO]
Sent: Tuesday, 16 July 2013, 14:06
Subject: Re: [SPMRs] Stock adjustments

Question why have u got to adjust quote 9 RMSF, 10 RMSF large, 1 SD up to 100g. If you sell these through Business Suite in serve customer screen the stock is adjust automatically. You get paid the same.

JB JB</div>

Sent using BlackBerry® from Orange

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

From: Marguerita Carroll [GRO]
Sender: SPMRs [GRO]
Date: Tue, 16 Jul 2013 13:55:18
To: SPMRs [GRO]
Reply-To: SPMRs [GRO]
Subject: [SPMRs] Stock adjustments

I had a phonecall last week from Alex at Chesterfield, to tell me that I had been doing stock adjustments on postage when I shouldn't have been, and I needed to do a new reversal and a stock adjustment to fix it. Going back to 1st April the total amount was £885.42. I pointed out that I never do stock adjustments for postage, but sell and reverse as required. The only time I ever use stock adjustment is if I have put a cheque through as cash, when I go to stock adjustment and adjust the cheque figure to correct it. I have checked that my assistant does the same. He said he would send proof.

Got the letter today and there is according to them, an adjustment going through every wednesday, when we balance up. So I printed off a transaction log for the last four wednesdays, and the figures quoted by Chesterfield are being put through as as adjustment by Horizon each week just after rolling over. I phoned Alex, who put me on to his supervisor. I said we count the

stamps every week, and sell any that are under and reverse any that are over. This is mainly RMSF and SD stamps, and the odd 1st class or whatever that we have missed. Then I declare stamps and cash, and roll over. The system then produces this stock adjustment. She said that doing a stamp declaration is the same as doing a stock adjustment. So I have a discrepancy showing for every week since 1st April. She says my stamps and cash should balance before I roll over each week, or else the system produces a discrepancy. She said lots of offices are in the same situation at the moment.

So what am I doing wrong?

E.g 10 July printed a stock on hand report. Other postage is £413.52.

Counted all the items on the report, short 1 1st class stamp, 9 RMSF, 10 RMSF large, 1 SD up to 100g.

Put through a sale for all the stamps I am short, total £104.32.

Declared stamps, total £515.24.

Declared cash and currency, rolled over at 17.45.

Transaction log shows the following at 17.46:

DD Postage stamp 1 101.72

DD Surplus disc 1- 101.72-

£101.72 is the difference between the other postage figure before sales and declaration, and after, (e.g £413.52 + £101.72 = £515.24)

This is the figure that Chesterfield want me to reverse then stock adjust.

I have a figure like this for every week since 1st April.

Should I do what they say, and if so what am I doing wrong?

Thanks,

Rita

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[Non-text portions of this message have been removed]

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