

Phil Ashley
26/08/2008 16:06

To: Mandy Talbot/e/ [GRO] Biddy
Wyles/e/ [GRO]
cc: Gill Matthews/e/ [GRO]
Subject: Fw: Comm's to branches - legal clearance?

Mandy/Biddy,

Not sure if you are the right people to contact regarding this.

Basically, we recently suffered a software glitch within the Horizon system which resulted in various over/under payments (both actual and virtual) to certain (but definitely not all) PO Branches.

We are trying to come up with suitable wording to use in explaining these over/under payments and how we intend on correcting them, and were wondering if you are the right legal people to run this past first?

The proposed wording is in Andy Winn's original email at the bottom of this chain.

I am in meetings for most of tomorrow and Thursday, but would like to have a chat with one or both of you at some point Thursday or Friday of this week to explain the original problem in more detail and see if the proposed wording is OK

If you are not the right people to run this past, could you give me some idea as to who I should be contacting for legal advice on the proposed comm's below?

regards

Phil
Branch IT Advisor
Branch IT Services
Service Delivery
Post Office Ltd

GRO

----- Forwarded by Phil Ashley/e/POSTOFFICE on 26/08/2008 15:58 -----

Shaun P White
15/08/2008 09:27

To: Andrew Winn/e/ [GRO]
cc: Phil Ashley/e/ [GRO]
Subject: Re: Fw: Coms to branches - legal clearance?

Andy

Thanks for the information, Phil Ashley is now leading on this. We had a meeting yesterday and discussed getting legal involved but didn't have any names, so this will really help.

Thanks

Shaun
Shaun P White
Post Office Ltd
Service Delivery IT Services
Branch IT Advisor
Dearne House
Corton Wood Drive
Brampton
S73 0UF

Settlement.
Fujitsu. Blair / Sarah.
letter

GRO

Andrew Winn

Andrew Winn
15/08/2008 09:11

To: Shaun P White/e/POSTOFFICE
cc:
Subject: Fw: Coms to branches - legal clearance?

GRO

Shaun

We are not planning to send anything but guess legal could comment on conversations.

Andy

----- Forwarded by Andrew Winn/e/POSTOFFICE on 15/08/2008 09:09 -----

Rod Ismay
14/08/2008 21:55

To: Andrew Winn/e/
cc:
Subject: Re: Coms to branches - legal clearance?

GRO

Hi Andy - before anyone sends any comms anywhere please can you get confirmation that Mandy Talbot / Biddy Wyles in Legal have seen and are OK with proposed wording.
Thanks, Rod

Andrew Winn

Andrew Winn
06/08/2008 09:28

To: Shaun P White/e/
cc: <gill.matthews@
<jane.a.smith@
<martin.knights@
<richard.p.benton@
<phil.ashley@
Ismay/e/
Subject: Coms to branches

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Shaun

I think we still do not have clear sign up around who will be communicated to. My understanding is that the business only wants to contact branches who have reported the discrepancy or who have suffered financial loss by making good an inflated amount. Multiple Partners will also need to be contacted due to the nature of how debts are recovered. Communication will also be by phone as opposed to writing.

This accepts the risk that other branches may raise this issue with POL at a later date.

In terms of communication script I would have thought something on the lines of:-

Singleton make good loss - "Your branch received a software change to Horizon. This has caused a stock unit discrepancy to be calculated incorrectly and as a result you have made good a loss of £.... whereas the correct loss/gain should have been £....

Post Office Ltd need to compensate you for your loss and will send you a cheque for the above amount. Can I confirm the required name on the cheque (not POL) and the address to which it should be sent.

entity w whom in contract.

The software error has been corrected and our IT supplier assure us there is no further impact upon your branch."

Singleton make good gain (where helpline has been contacted) - "Your branch received a software change to Horizon. This has caused a stock unit discrepancy to be calculated incorrectly and as a result you have made good a gain of £.... whereas the correct loss/gain should have been £....

Post Office Ltd do not intend to attempt to recover this gain.

The software error has been corrected and our IT supplier assure us there is no further impact upon your branch."

Singleton settle centrally (where helpline has been contacted) - "Your branch received a software change to Horizon. This has caused a stock unit discrepancy to be calculated incorrectly and as a result you have settled centrally a loss/gain of £.... whereas the correct loss/gain should have been £....

Post Office Ltd will adjust your customer statement to reflect the correct figure of £.....

The software error has been corrected and our IT supplier assure us there is no further impact upon your branch."

Multiple partner - "Your (name) branch received a software change to Horizon. This has caused a stock unit discrepancy to be calculated incorrectly and as a result you have assigned to nominee a loss/gain of £.... whereas the correct loss/gain should have been £....

Post Office Ltd need to correct this loss/gain. Your statement will be adjusted to reflect this.

The software error has been corrected and our IT supplier assure us there is no further impact upon your branch."

There is no communication planned for **Crown Offices**.

I think we should aim to keep this as short and sweet as possible.

Cheers
Andy

GRO