



24th October 2012



Mr K Palmer  
The Grange Post Office  
105 London Road  
Rayleigh  
SS6 9AX

Dear Mr Palmer

### Re Lottery Scratchcards

Andy Baker has asked me to investigate and respond to the points you have raised in your e mail of 8<sup>th</sup> October. I'm sorry to learn that incorrect scratchcard holdings have been declared at your branch for such a long time.

It is important to understand what an auditor does in a branch. They will run a balance snapshot report which produces a view of the branch's status at that point. The auditor will then compare actual holdings of cash and stock against the balance snapshot.

Back in April 2008 they determined that Horizon was recording 8,728 more scratchcards more than was physically on hand. Horizon scratchcard holdings were then adjusted down to actual levels. This created a cash shortfall on Horizon which was cleared through cash held in the safe – presumably through sales that had not been recorded on Horizon.

Horizon records at the time of audit would only show scratchcards that had been remmed in on Horizon. The auditors would not have assured all the Camelot activations against Horizon remittances. This exercise is carried out in Product & Branch Accounting. The transaction correction you refer to was issued to correct a number of discrepancies between activations and remittances – see attached sheet.



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As these scratchcards were not physically held in your branch it feels reasonable to assume they had been sold, but the sales had not been recorded on Horizon.

The transaction correction will have been accepted in AA stock unit. This replicates the missed remittances and created a stock balance. As they were not physically there but had been sold, the sale should have been recorded on Horizon. This would have corrected your scratchcard stock position but would of course have required the cash from the sales to be input to the Horizon cash to remain in a balanced position.

As this was not carried out in 2008 the incorrect stock has remained on Horizon and does need to be corrected now.

I can only see one scratchcard transaction correction being issued in 2011 (others have possibly been archived). I've also sent the activations/remittances recorded over the relevant period to illustrate why this transaction correction (September 2011) needed to be issued.

Alan Lusher would not know why a transaction correction would have been issued. He does not agree that he would have told you that it would be resolved in house and was nothing to concern you.

The transaction corrections have been issued because Horizon remittances have not been recorded to align to Camelot activations. I have no reason to suggest they were not correct to be issued. To instigate a further investigation I would need to see Horizon remittance slips that align to Camelot activations e.g. remittances totalling £720 as opposed to the £480 in my records on 25<sup>th</sup> or 26<sup>th</sup> February 2008.

I can't see any documentation relating to 3<sup>rd</sup> October 2012 and am not sure if any investigation is needed here.

I hope this has clarified why audit sign off does not mean that transaction correction will not be subsequently issued. I have also covered off the reason why scratchcard stock will be held on your AA stock unit.

I am afraid the stock levels do need correcting as described above.  
Whilst I appreciate this will be painful, the cash should already have been  
in the branch back in 2008 when the sales were made.

Yours sincerely

Andy Winn  
Relationship Manager  
Product & Branch Accounting  
1 Future Walk  
Chesterfield  
S49 1PF

Cc Branch Support team  
Alan Lusher  
Andy Baker

## 103140 activations

Profit Ctr	Doc..Date	Type	LC amnt
103140	21.02.2008	CAMELOT	240
103140	21.02.2008	CAMELOT	120
103140	21.02.2008	HORIZON	-120
103140	21.02.2008	HORIZON	-120
103140	21.02.2008	HORIZON	-120
103140	22.02.2008	CAMELOT	120
103140	22.02.2008	HORIZON	-120
103140	23.02.2008	CAMELOT	120
103140	23.02.2008	HORIZON	-120
103140	25.02.2008	CAMELOT	120
103140	25.02.2008	CAMELOT	120
103140	26.02.2008	CAMELOT	240
103140	26.02.2008	CAMELOT	240
103140	26.02.2008	HORIZON	-120
103140	26.02.2008	HORIZON	-120
103140	26.02.2008	HORIZON	-120
103140	26.02.2008	HORIZON	-120
103140	27.02.2008	CAMELOT	120
103140	27.02.2008	CAMELOT	120
103140	27.02.2008	HORIZON	-120
103140	27.02.2008	HORIZON	-120
103140	28.02.2008	CAMELOT	120
103140	28.02.2008	HORIZON	-120
103140	29.02.2008	CAMELOT	120
103140	29.02.2008	CAMELOT	120
103140	29.02.2008	HORIZON	-120
103140	29.02.2008	HORIZON	-120
103140	01.03.2008	CAMELOT	120
103140	01.03.2008	HORIZON	-120
103140	02.03.2008	CAMELOT	240
103140	03.03.2008	CAMELOT	120
103140	03.03.2008	HORIZON	-120
103140	03.03.2008	HORIZON	-120
103140	03.03.2008	HORIZON	-120
103140	05.03.2008	CAMELOT	240
103140	05.03.2008	CAMELOT	240
103140	05.03.2008	HORIZON	-120
103140	05.03.2008	HORIZON	-120
103140	05.03.2008	HORIZON	-120
103140	05.03.2008	HORIZON	-120
103140	07.03.2008	CAMELOT	120
103140	07.03.2008	CAMELOT	120
103140	07.03.2008	HORIZON	-120
103140	07.03.2008	HORIZON	-120
103140	08.03.2008	CAMELOT	120
103140	08.03.2008	CAMELOT	120
103140	08.03.2008	HORIZON	-120
103140	08.03.2008	HORIZON	-120
103140	10.03.2008	CAMELOT	360
103140	10.03.2008	CAMELOT	120
103140	10.03.2008	HORIZON	-120
103140	10.03.2008	HORIZON	-120
103140	10.03.2008	HORIZON	-120



103140 10.03.2008	HORIZON	-120
103140 11.03.2008	CAMELOT	120
103140 11.03.2008	CAMELOT	120
103140 12.03.2008	CAMELOT	120
103140 12.03.2008	HORIZON	-120
103140 13.03.2008	CAMELOT	120
103140 13.03.2008	CAMELOT	120
103140 13.03.2008	HORIZON	-120
103140 13.03.2008	HORIZON	-120
103140 14.03.2008	CAMELOT	120
103140 14.03.2008	HORIZON	-120
103140 15.03.2008	CAMELOT	120
103140 15.03.2008	CAMELOT	120
103140 15.03.2008	CAMELOT	120
103140 17.03.2008	CAMELOT	240
103140 17.03.2008	HORIZON	-120
103140 17.03.2008	HORIZON	-120
103140 17.03.2008	HORIZON	-120
103140 17.03.2008	HORIZON	-120
103140 17.03.2008	HORIZON	-120
103140 17.03.2008	HORIZON	-120
103140 19.03.2008	CAMELOT	240
103140 19.03.2008	CAMELOT	120
103140 19.03.2008	HORIZON	-120
103140 19.03.2008	HORIZON	-120
103140 19.03.2008	HORIZON	-120
103140 20.03.2008	CAMELOT	120
103140 20.03.2008	HORIZON	-120
103140 22.03.2008	CAMELOT	240
103140 22.03.2008	CAMELOT	240
103140 25.03.2008	CAMELOT	120
103140 25.03.2008	CAMELOT	120
103140 25.03.2008	CAMELOT	120
103140 25.03.2008	HORIZON	-120
103140 25.03.2008	HORIZON	-120
103140 25.03.2008	HORIZON	-120
103140 26.03.2008	CAMELOT	120
103140 26.03.2008	CAMELOT	240
103140 26.03.2008	HORIZON	-120
103140 26.03.2008	HORIZON	-120
103140 26.03.2008	HORIZON	-120
103140 27.03.2008	CAMELOT	120
103140 27.03.2008	HORIZON	-120
103140 28.03.2008	CAMELOT	120
103140 28.03.2008	HORIZON	-120
103140 29.03.2008	CAMELOT	240
103140 29.03.2008	HORIZON	-120
103140 29.03.2008	HORIZON	-120
103140 31.03.2008	CAMELOT	120
103140 31.03.2008	CAMELOT	120
103140 31.03.2008	HORIZON	-120
103140 02.04.2008	CAMELOT	480
103140 02.04.2008	CAMELOT	120
103140 02.04.2008	CAMELOT	120
103140 02.04.2008	HORIZON	-120
103140 02.04.2008	HORIZON	-120
103140 02.04.2008	HORIZON	-120

103140 02.04.2008	HORIZON	-120
103140 02.04.2008	HORIZON	-120
103140 02.04.2008	HORIZON	-120
103140 03.04.2008	CAMELOT	240
103140 03.04.2008	HORIZON	-120
103140 03.04.2008	HORIZON	-120
103140 04.04.2008	CAMELOT	120
103140 04.04.2008	CAMELOT	120
103140 04.04.2008	HORIZON	-120
103140 04.04.2008	HORIZON	-120
103140 07.04.2008	CAMELOT	120
103140 07.04.2008	CAMELOT	120
103140 07.04.2008	HORIZON	-120
103140 07.04.2008	HORIZON	-120
103140 09.04.2008	CAMELOT	240
103140 09.04.2008	CAMELOT	120
103140 09.04.2008	HORIZON	-120
103140 10.04.2008	HORIZON	-120
103140 10.04.2008	HORIZON	-120
103140 11.04.2008	CAMELOT	240
103140 11.04.2008	CAMELOT	120
103140 11.04.2008	HORIZON	-120
103140 11.04.2008	HORIZON	-120
103140 11.04.2008	HORIZON	-120
103140 12.04.2008	CAMELOT	480
103140 12.04.2008	CAMELOT	120
103140 12.04.2008	HORIZON	-120
103140 12.04.2008	HORIZON	-120
103140 12.04.2008	HORIZON	-120
103140 12.04.2008	HORIZON	-120
103140 12.04.2008	HORIZON	-120
103140 13.04.2008	CAMELOT	120
103140 13.04.2008	CAMELOT	120
103140 13.04.2008	HORIZON	-120
103140 13.04.2008	HORIZON	-120
103140 16.04.2008	CAMELOT	240
103140 16.04.2008	CAMELOT	120
103140 16.04.2008	CAMELOT	120
103140 16.04.2008	HORIZON	-120
103140 16.04.2008	HORIZON	-120
103140 16.04.2008	HORIZON	-120
103140 16.04.2008	HORIZON	-120

## 103140 activations

Branch code	Transaction date	Type	Amount £
103140	24.06.2011	Camelot	400.00
103140	27.06.2011	Camelot	160.00
103140	27.06.2011	Camelot	320.00
103140	27.06.2011	Camelot	400.00
103140	27.06.2011	Horizon	-200.00
103140	27.06.2011	Horizon	-200.00
103140	27.06.2011	Horizon	-200.00
103140	27.06.2011	Horizon	-200.00
103140	27.06.2011	Horizon	-160.00
103140	27.06.2011	Horizon	-160.00
103140	27.06.2011	Horizon	-160.00
103140	10.07.2011	Camelot	160.00
103140	10.07.2011	Camelot	320.00
103140	10.07.2011	Camelot	400.00
103140	11.07.2011	Horizon	-200.00
103140	11.07.2011	Horizon	-200.00
103140	11.07.2011	Horizon	-160.00
103140	11.07.2011	Horizon	-160.00
103140	15.07.2011	Camelot	160.00
103140	15.07.2011	Camelot	180.00
103140	15.07.2011	Camelot	320.00
103140	16.07.2011	Horizon	-160.00
103140	16.07.2011	Horizon	-160.00
103140	16.07.2011	Horizon	-160.00
103140	16.07.2011	Horizon	-180.00
103140	17.07.2011	Camelot	400.00
103140	18.07.2011	Horizon	-160.00
103140	18.07.2011	Horizon	-160.00
103140	18.07.2011	Horizon	-160.00
103140	18.07.2011	Horizon	-200.00
103140	18.07.2011	Horizon	-200.00
103140	18.07.2011	Camelot	160.00
103140	18.07.2011	Camelot	320.00
103140	21.07.2011	Camelot	200.00
103140	22.07.2011	Camelot	160.00
103140	22.07.2011	Camelot	200.00
103140	24.07.2011	Horizon	-160.00
103140	24.07.2011	Horizon	-160.00
103140	24.07.2011	Horizon	-160.00
103140	24.07.2011	Horizon	-200.00
103140	24.07.2011	Horizon	-200.00
103140	24.07.2011	Camelot	320.00
103140	04.08.2011	Camelot	320.00
103140	04.08.2011	Camelot	320.00
103140	04.08.2011	Camelot	200.00
103140	06.08.2011	Horizon	-200.00
103140	06.08.2011	Horizon	-160.00
103140	06.08.2011	Horizon	-160.00

103140	06.08.2011	Horizon	-160.00
103140	06.08.2011	Horizon	-160.00
103140	06.08.2011	Camelot	160.00
103140	06.08.2011	Camelot	400.00
103140	06.08.2011	Camelot	160.00
103140	08.08.2011	Horizon	-200.00
103140	08.08.2011	Horizon	-160.00
103140	08.08.2011	Horizon	-200.00
103140	08.08.2011	Horizon	-160.00
103140	26.08.2011	Camelot	400.00
103140	26.08.2011	Camelot	180.00
103140	27.08.2011	Horizon	-160.00
103140	27.08.2011	Horizon	-180.00
103140	27.08.2011	Horizon	-160.00
103140	27.08.2011	Horizon	-160.00
103140	27.08.2011	Horizon	-200.00
103140	27.08.2011	Horizon	-200.00
103140	27.08.2011	Camelot	160.00
103140	27.08.2011	Camelot	320.00
103140	04.09.2011	Camelot	160.00
103140	04.09.2011	Camelot	200.00
103140	05.09.2011	Horizon	-160.00
103140	05.09.2011	Horizon	-200.00

Difference between Camelot and Horizon postings

200.00

**Andrew Winn**

**From:** Alan Lusher  
**Sent:** 16 October 2012 14:15  
**To:** Andrew Winn  
**Cc:** Andy Baker1; Neil Thorneycroft  
**Subject:** RE: FAD: 1031406 The Grange Post Office

*Assumed's previous complaint  
 correctly - not so from evidence  
 4/16/8 SAN £15,600 scratchcards  
 ... Cash P → less - cash in  
 safe*

Hi Andy,

I certainly recall visiting this branch following an audit there on 8<sup>th</sup> April 2008. The only problem was with lottery accounting and the lottery money, totalling £16,800 was in the private safe, separated from the other retail cash and waiting for transfer into the Post Office safe. I issued a formal written warning on 10<sup>th</sup> April 2008. The matter was memorable because Kevin Palmer managed every other aspect of the branch very well and was devastated to find himself in a position of potential loss of contract. My notes are annotated with an "emotional break" which occurred when I announced to Mr Palmer that I would not be suspending his contract. I am therefore not at all surprised that he has kept every bit of paperwork for every day's lottery transactions since.

I have no record of the TC referred to, but would not have given specific instruction – other than to accept it and query it. I believe that the term "stock write-off" is displayed when a Scratchcard TC is accepted – but I did not deal with the following query itself. I did arrange additional training for Mr Palmer on lottery accounting which took place in June 2008.

Hope this helps?

Regards

**Alan Lusher** | Contracts Advisor



13-17 Thorpe Road, Norwich, NR1 1AA

**GRO**

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**From:** Andrew Winn  
**Sent:** 15 October 2012 16:12  
**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

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**Risk and Loss Prevention Analyst – Post Office Limited**  
Ground Floor, West Block, 1 Future Walk, Chesterfield S49 1PF



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**From:** kp7bm [GRO]  
**Sent:** 08 October 2012 17:17  
**To:** Andy Baker1  
**Subject:** Fwd: FAD: 1031406 The Grange Post Office

**Andrew Winn**

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**From:** Michael D Johnson  
**Sent:** 23 October 2012 12:08  
**To:** Neil Thorneycroft; Andrew Winn  
**Subject:** RE: FAD: 1031406 The Grange Post Office  
**Attachments:** 103140.XLS

Hi Andrew , please see attached for your information , this shows data for a transaction correction for £1080.00. stock credit which may be a major issue in the stock problem at the office , this was apparently received after an audit and reading further from the email from the Post Office this goes on to say that Alan Lusher told the Postmaster that it would be dealt with 'in house' and 'this error was nothing to concern me'. As far as i'm concerned the transaction correction was correct and the stock levels should have been reduced again after accepting the transaction correction on Horizon some four years ago ,

Cheers ,  
Michael

Michael Johnson  
The Lottery Team  
Post Office Limited  
1 Future Walk  
Chesterfield S49 1PF

**GRO**

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**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: FAD: 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

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**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

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**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



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**From:** kp7bml [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:** kp7bml [GRO]  
**To:** andy.baker1  
**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 wasnt 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 hadnt 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 days 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 havent 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 its wrong or make good where necessary. As far as I am concerned there shouldnt 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

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: kp7bml <

**GRO**

To: andy.baker

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 wasnt 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 hadnt 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 couldnt 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 days 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 havent 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 its wrong or make good where necessary. As far as I am concerned there shouldnt 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



All Agrees !!!

Week 8

ночь

mark 10

Week 11

Need long date range  
The Orange

Week 8.

Week 9.

маек 10

## LOTTERY SALES &amp; PRIZE EVIDENCE.xls

PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	27.05.2011	-£	269.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	27.05.2011	-£	96.90	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	28.05.2011	-£	238.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	28.05.2011	-£	466.30	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	29.05.2011	-£	46.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	29.05.2011	-£	58.90	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	30.05.2011	-£	84.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	30.05.2011	-£	75.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	31.05.2011	-£	143.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	31.05.2011	-£	574.90	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	01.06.2011	-£	72.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	01.06.2011	-£	104.80	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	02.06.2011	-£	123.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	02.06.2011	-£	151.80	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	03.06.2011	-£	111.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	03.06.2011	-£	78.40	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	04.06.2011	-£	307.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	04.06.2011	-£	111.30	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	05.06.2011	-£	70.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	05.06.2011	-£	122.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	06.06.2011	-£	129.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	06.06.2011	-£	118.30	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	07.06.2011	-£	141.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	07.06.2011	-£	52.20	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	08.06.2011	-£	156.00	✓
PRIZE PAYMENTS	FAD- 103140 CAMELOT TERMINAL	08.06.2011	-£	79.40	✓

week 10  
(cont.)



ALL TRANSACTIONS ENTERED ON HORIZON  
AS PER THIS SHEET !!!

ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	07.04.2011	£	191.00	✓	week 3
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	08.04.2011	£	907.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	09.04.2011	£	1,501.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	10.04.2011	£	102.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	11.04.2011	£	328.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	12.04.2011	£	418.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	13.04.2011	£	1,194.00	✓	week 4
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	14.04.2011	£	289.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	15.04.2011	£	880.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	16.04.2011	£	1,626.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	17.04.2011	£	85.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	18.04.2011	£	274.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	19.04.2011	£	271.00	✓	week 5
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	20.04.2011	£	1,016.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	21.04.2011	£	420.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	22.04.2011	£	384.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	23.04.2011	£	1,349.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	24.04.2011	£	81.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	25.04.2011	£	54.00	✓	week 6
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	26.04.2011	£	482.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	27.04.2011	£	962.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	28.04.2011	£	237.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	29.04.2011	£	286.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	30.04.2011	£	1,576.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	01.05.2011	£	54.00	✓	week 7
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	02.05.2011	£	171.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	03.05.2011	£	597.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	04.05.2011	£	794.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	05.05.2011	£	302.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	06.05.2011	£	767.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	07.05.2011	£	1,428.00	✓	week 8
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	08.05.2011	£	207.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	09.05.2011	£	353.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	10.05.2011	£	816.00	✓	
ON-LINE SALES	FAD CODE -	103140 CAMELOT TERMINAL	11.05.2011	£	925.00	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	07.04.2011	-£	149.00	✓	week 3
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	07.04.2011	-£	119.10	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	08.04.2011	-£	286.00	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	08.04.2011	-£	92.30	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	09.04.2011	-£	108.00	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	09.04.2011	-£	260.20	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	10.04.2011	-£	64.00	✓	week 4
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	10.04.2011	-£	155.50	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	11.04.2011	-£	129.00	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	11.04.2011	-£	141.90	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	12.04.2011	-£	166.00	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	12.04.2011	-£	176.60	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	13.04.2011	-£	84.00	✓	week 5
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	13.04.2011	-£	183.30	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	14.04.2011	-£	367.00	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	14.04.2011	-£	234.50	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	15.04.2011	-£	135.00	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	15.04.2011	-£	185.20	✓	
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	16.04.2011	-£	193.00	✓	week 6
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	16.04.2011	-£	221.00	✓	

PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	17.04.2011	-£	64.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	17.04.2011	-£	263.60	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	18.04.2011	-£	264.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	18.04.2011	-£	88.20	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	19.04.2011	-£	166.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	19.04.2011	-£	87.50	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	20.04.2011	-£	167.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	20.04.2011	-£	137.30	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	21.04.2011	-£	200.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	21.04.2011	-£	211.30	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	22.04.2011	-£	69.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	22.04.2011	-£	24.20	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	23.04.2011	-£	64.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	23.04.2011	-£	571.90	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	24.04.2011	-£	50.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	24.04.2011	-£	157.20	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	25.04.2011	-£	164.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	25.04.2011	-£	35.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	26.04.2011	-£	145.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	26.04.2011	-£	104.90	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	27.04.2011	-£	209.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	27.04.2011	-£	211.10	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	28.04.2011	-£	192.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	28.04.2011	-£	113.70	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	29.04.2011	-£	128.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	29.04.2011	-£	46.90	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	30.04.2011	-£	201.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	30.04.2011	-£	245.30	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	01.05.2011	-£	24.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	01.05.2011	-£	116.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	02.05.2011	-£	42.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	02.05.2011	-£	129.20	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	03.05.2011	-£	104.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	03.05.2011	-£	118.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	04.05.2011	-£	134.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	04.05.2011	-£	176.90	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	05.05.2011	-£	109.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	05.05.2011	-£	138.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	06.05.2011	-£	108.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	06.05.2011	-£	98.40	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	07.05.2011	-£	230.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	07.05.2011	-£	295.30	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	08.05.2011	-£	72.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	08.05.2011	-£	169.70	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	09.05.2011	-£	90.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	09.05.2011	-£	112.60	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	10.05.2011	-£	153.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	10.05.2011	-£	166.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	11.05.2011	-£	86.00	✓
PRIZE PAYMENTS	FAD CODE -	103140 CAMELOT TERMINAL	11.05.2011	-£	126.90	✓

week 4

week 5.

week 6.

sib 291.30

week 7.

ok - thanks!



ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	19.05.2011	160	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	19.05.2011	400	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	22.05.2011	160	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	22.05.2011	180	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	22.05.2011	160	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	23.05.2011	160	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	23.05.2011	200	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	26.05.2011	160	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	26.05.2011	160	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	26.05.2011	160	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	27.05.2011	200	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	28.05.2011	200	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	29.05.2011	160	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	30.05.2011	200	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	31.05.2011	180	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	31.05.2011	200	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	31.05.2011	320	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	31.05.2011	160	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	04.06.2011	160	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	04.06.2011	400	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	07.06.2011	320	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	07.06.2011	180	✓
ACTIVATIONS	FAD -	103140 CAMELOT TERMINAL	08.06.2011	200	✓

25<sup>th</sup> May £50 s/cords

↳ sold 24

↳ £26 s/cords @ 26/5.

on 26<sup>th</sup> May activated 32 s/cords

= 26 + 32 = 58 s/cords - Agrees to snapshot.

↳ 26/5 sold 25 s/cords

↳ = 33 s/cords @ £5 on 27/5.

on 27<sup>th</sup> May snapshot = 33 s/cords.

we sold 33 that day - Friday 27<sup>th</sup> May.

The Grange FAD: 1031406  
15:04 09/04/2008 TP:12 RP:01 SU:00H  
Transfer In Slip - Office Copy

SESSION: 2-2061093-1  
Source SU:AA Dest SU:00H

PRODUCT	VOLUME	VALUE
Instant's E1	209	
Instant's E2	156	
Instant's E5	16	

SESSION TOTAL 0.00

\*\*\* END OF REPORT \*\*\*

The Grange FAD: 1031406  
15:05 09/04/2008 TP:12 RP:01 SU:00H  
Declared Cash - Office Copy

USER : KPA005 DECLARATION ID : 02

DESCRIPTION	VOLUME	AMOUNT
-------------	--------	--------

TOTAL 0.00

\*\*\* END OF REPORT \*\*\*

These slips  
completed  
with Auditor.

The Grange FAD: 1031406  
15:01 09/04/2008 TP:12 RP:05 SU: AA  
Transfer Out Slip - Office Copy

SESSION: 2-2061054-1  
Source SU:AA Dest SU:00H

PRODUCT	VOLUME	VALUE
Instant's E1	209	
Instant's E2	156	
Instant's E5	16	

SESSION TOTAL 0.00

Transfer:  
Cash and stock in this summary  
have been transferred to me

Signature

**GRO**

Time 3:05pm AM/PM

\*\*\* END OF REPORT \*\*\*



The Grange FAD: 1031406  
15:04 09/04/2008 TP:12 RP:01 SU:00H  
Transfer In Slip - Office Copy

SESSION: 2-2061054-1  
Source SU:AA Dest SU:00H

PRODUCT	VOLUME	VALUE
Instant's E1	209	
Instant's E2	156	
Instant's E5	16	

SESSION TOTAL 0.00

\*\*\* END OF REPORT \*\*\*



Post Office Ltd.  
Your Receipt

The Grange  
105 London Road  
Rayleigh  
Essex  
SS6 9AX

VAT REG No. 243 1700 02  
09/04/2008 16:07  
SESSION : 2-2061288-1

Instants £1		43.00
43	1.00	
Instants £2		112.00
56	2.00	
Instants £5		55.00
11	5.00	
TOTAL DUE TO POST OFFICE		210.00
Cash	FROM CUSTOMER	210.00
BALANCE		0.00

Thank You

The Grange FAR: 1031406  
16:11 09/04/2008 TP:12 RP:05 SU:AA  
Transfer In Slip - Office Copy

SESSION: 1-4263428-1  
Source SU:00H Dest SU:AA

PRODUCT	VOLUME	VALUE
Cash	1	210.00
SESSION TOTAL		210.00

\*\*\* END OF REPORT \*\*\*

The Grange FAR: 1031406  
16:11 09/04/2008 TP:12 RP:01 SU:00H  
Declared Cash - Office Copy

USER : KPA005 DECLARATION ID : 02  
DESCRIPTION VOLUME AMOUNT

TOTAL		0.00
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\*\*\* END OF REPORT \*\*\*

The Grange FAR: 1031406  
16:09 09/04/2008 TP:12 RP:01 SU:00H  
Transfer Out Slip - Office Copy

SESSION: 2-2061295-1  
Source SU:00H Dest SU:AA

PRODUCT	VOLUME	VALUE
Cash	1	210.00
SESSION TOTAL		210.00

Transfer:  
Cash and stock in this summary  
have been transferred to me

Signature

**GRO**

Time . . . . . AM/PM

\*\*\* END OF REPORT \*\*\*



15:05

The Grange FAD: 1631406  
15:05 09/04/2008 TP:12 RP:01 SU:00H  
Balance Snapshot - Office Copy

\*\*\*\*\*Discrepancies in this Account\*\*\*\*\*  
\*Discrepancy OVER 0.00 \*  
\*Discrepancy SHORT 0.00 \*  
\*  
\*Nett discrepancy 0.00 \*  
\*  
\*Excess Cash Removed 0.00 \*  
\*Cash Shortage Made Good 0.00 \*  
\*  
\*Nett Cash Adjustment 0.00 \*  
\*  
\*\*\*\*\*  
VALUE ITEMS & NOP VOLUME VALUE  
TOTAL VALUE ITEMS & NOP 0.00

RECEIPTS	VOLUME	VALUE
Balance B/Fud		0.00
Transfers In		0.00
REMITTANCES IN		0.00
Discrepancy OVER Transferred		0.00
Discrepancy SHORT Resolved		0.00
TOTAL RECEIPTS		0.00
PAYMENTS	VOLUME	VALUE
Transfers Out		0.00
REMITTANCES OUT		0.00
Discrepancy SHORT Transferred		0.00
Discrepancy OVER Resolved		0.00
Total Stock & NoP		0.00
Nett discrepancies		0.00
TOTAL PAYMENTS		0.00
Balance C/Fud		0.00

STOCK VOLUMES	VOLUME
Instants E1	209
Instants E2	156
Instants E5	16

\*\*\* END OF REPORT \*\*\*

16:12 1625

The Grange FAD: 1631406  
16:12 09/04/2008 TP:12 RP:01 SU:00H  
Balance Snapshot - Office Copy

\*\*\*\*\*Discrepancies in this Account\*\*\*\*\*  
\*Discrepancy OVER 0.00 \*  
\*Discrepancy SHORT 0.00 \*  
\*  
\*Nett discrepancy 0.00 \*  
\*  
\*Excess Cash Removed 0.00 \*  
\*Cash Shortage Made Good 0.00 \*  
\*  
\*Nett Cash Adjustment 0.00 \*  
\*  
\*\*\*\*\*  
VALUE ITEMS & NOP VOLUME VALUE  
TOTAL VALUE ITEMS & NOP 0.00

RECEIPTS	VOLUME	VALUE
Balance B/Fud		0.00
Instants E1	43	43.00
Instants E2	56	112.00
Instants E5	11	55.00
NOT LOT INSTANT WIN GAM		210.00
Transfers In		0.00
REMITTANCES IN		0.00
Discrepancy OVER Transferred		0.00
Discrepancy SHORT Resolved		0.00
TOTAL RECEIPTS		210.00
PAYMENTS	VOLUME	VALUE
Transfers Out		210.00
REMITTANCES OUT		0.00
Discrepancy SHORT Transferred		0.00
Discrepancy OVER Resolved		0.00
Total Stock & NoP		0.00
Nett discrepancies		0.00
TOTAL PAYMENTS		210.00
Balance C/Fud		0.00

STOCK VOLUMES	VOLUME
Instants E1	166
Instants E2	109
Instants E5	5

\*\*\* END OF REPORT \*\*\*



E600009818812542008

08/07/08 Nat Lot €1  
Instant win

Date recd	08/09/08
In/Credit	Credit
Quantity	1080
Client Ref	Camelot

This transaction correction has been issued for the difference between camelot activations and RWS entered into horizon for scratchcards have been understated in Pounds 1080.00 from 21-02-2008 to 16-04-08

This transaction correction will increase your stock of scratchcards. Thank you

James Dent

**GRO**

25/2 → Nov 31st

25/2  
26/2240  
480  
72026/2  
25/2480  
240 Nov

The Grange FAD: 1931406  
14:56 06/07/2000 TP:03 BP:04 SD: AB  
Balance Snapshot - Office Copy

\*\*\*\*\*Discrepancies in this Account\*\*\*\*\*  
\*Discrepancy OVER 0.00 \*  
\*Discrepancy SHORT 2.27 \*  
\*Nett discrepancy 2.27- \*  
\*Excess Cash Removed 0.00 \*  
\*Cash Shortage Made Good 0.00 \*  
\*Nett Cash Adjustment 0.00 \*

\*\*\*\*\*  
VALUE ITEMS & NOP VOLUME VALUE  
Cash 64626.93  
Cash 64626.93  
NOP 64626.93  
Euro 1203.60  
US Dollar 989.29  
Fon Currency Sterling Equ 2193.09  
BUREAU DE CHANGE 2193.09  
Postage stamp 5786.48  
Other Postage Items 5786.48  
POSTAGE 5786.48  
TOTAL VALUE ITEMS & NOP 72806.50

RECEIPTS	VOLUME	VALUE
Balance B/Fwd		55055.44
Eus dep gte S60	10	26697.90
Transcash	12	349.98
AIRB DEPS/TRANSCASH		26957.89
ASL Pers Chg Dep	5	0.00
Anglian Water	2	10.00
POLC	2	0.00
POLC	2	1.00
One (al ))	1	27.42
J L Thomson	1	3.58
SMDC	1	10.00
allpay.net	32	1302.00
HomePhone	1	32.85
BS Pay Plan	1	10.00
BS Electric	2	70.00
Playstation	5	375.00
Novus Gas	1	20.00
1 Person	1	20.00
HANWEB	1	10.00
HANWEB	2	284.53
Books to Swipe	4	35.00
PD Instant Saver	2	606.00
Barcode Cash Dep	4	6100.00
Northern Budget	1	20.00
Affinity Card TV	1	60.00
Liverpool Pynt	1	5.70
ASL ChangeSiving	3	360.00
NatiOn Debit Rec	1	20.00
InvAcc Non BC	1	130.00
InvAcc App	1	20.00
InvAcc Barcode	4	561.64
USA Dollar TC No	1	0.00
Euro TC No	1	0.00
Brit Gas Reg pay	3	108.00
Adv Pay Solution	1	50.00
Coarse Full	1	25.00
Coarse 1 Day	2	7.00
Co-op Bank	1	7.00
Budget Barnth	1	40.00
Budget Payment	5	93.00
Energy Payment	4	58.00
AP Others		11352.63
Siemens Metering	11	94.00
AP Smart Quantum		94.00
PD Sale	15	528.63
Postal Order Sales		528.63
AUTOMATED PAYMENTS		11975.26
Post Label SU	1	0.81
Post Label A	71	439.63
Post Label SD	41	232.35
Post Label SP	18	197.54
Post Label PS	2	54.56
Post Label SD9	1	10.30
Post Label IL	10	10.00
Post Label ILL	77	77.56
Post Label IDV	145	928.00

AGENCY CASH WITHDRAWAL WITH PIN	37058.54
Maestro 12	263.53
Visa Debit 20	353.87
Electron 1	12.54
DEBIT CARD ONLINE PAYMENTS	630.34
Mastercard 3	97.32
CREDIT CARD ONLINE PAYMENTS	97.32
Maestro 2	2183.97
Visa Debit 1	50.13
BUREAU DEBIT ONLINE PAYMENTS	2154.10
Mastercard 1	566.07
BUREAU CREDIT ONLINE PAYMENTS	666.07
NBAI Item RM 489	1405.20
RM SUMMARY	1405.20
NBAI Item Pforce 2	54.58
PF SUMMARY	54.58
Transfers Out	397.82
Rea Out Data Cen	1052.77
REMITTANCES OUT	1052.77
Discrepancy SHORT Transferred	0.00
Discrepancy OVER Resolved	0.00
Total Stock & MoP	72806.50
Nett discrepancies	2.27
TOTAL PAYMENTS	119747.34

Balance C/Fwd	72806.77
---------------	----------

STOCK VOLUMES	VOLUME
---------------	--------

Euro Tchq	2050
USA Tchq	4000
First Day Env	10
Bond Mini	6
N Ireland Mini	7
Cathedrals Mini	7
Birds Pres Pck	2
Army Pres Pck	2
LWF 07 PP	2
Lanc & York PP	1
N Ireland PP	2
Insects PP	1
Cathedrals P Pck	1
Carry On PP	1
Air Displays PP	10
1st class stamp	767
1st class Large	1189
2nd class stamp	1751
2nd class Large	1814
Airletter Single	42
World 300g	9
Europe 300g	19
Europe 500g New	20
World 500g New	20
S/a 2ndx100	31
50 x 2nd Large	10
S/a 1stx100	31
50 x 1st Large	7
Special 1st	75
Special 72p	56
Special 50p	59
Special 48p	122
Special 46p	82
Special 69p	70
Special 50p	65
Special 81p	50
SAS bk 1st x 12	309
SAS bk 2nd x 12	524
SAS bk 1st x 6	57
1st Large x 4	100
2nd Large x 4	336
PG Phoncard £10	3
PG Phoncard £20	13
Postal Orders	130
Gift Voucher	2
Rad-course 00/08	195
Rad-course 07/08	25
Rad-sea 07/08	10
Rad-sea 08/09	10
Instantants £1	1080
Saving Stamp £5	277

\*\*\* END OF REPORT \*\*\*

stock  
w/o ??

could not  
settle  
centrally as

per Alan  
Lester.

Not gone on com  
stock unit. phoned Alan Lester  
2.40pm 8/7/08

The Grange                      FAG: 1031496  
 14:51 06/07/2000              TP:03 DP:04 SU:00H  
 Balance Snapshot - Office Copy

\*\*\*\*\*Discrepancies in this Account\*\*\*\*\*  
 \*Discrepancy OVER                      0.00 \*  
 \*Discrepancy SHORT                     0.00 \*  
 \*     \*  
 \*Nett discrepancy                       0.00 \*  
 \*     \*  
 \*Excess Cash Removed                   0.00 \*  
 \*Cash Shortage Made Good               0.00 \*  
 \*     \*  
 \*Nett Cash Adjustment                   0.00 \*  
 \*     \*  
 \*\*\*\*\*  
 VALUE ITEMS & NOP      VOLUME      VALUE  
 -----  
 TOTAL VALUE ITEMS & NOP                      0.00

RECEIPTS	VOLUME	VALUE
Balance B/Fwd		0.00
Nat lot gain	25	2588.00
Lottery Bonus		2588.00
OTHER RECEIPTS		2588.00
Instants £1	305	305.00
Instants £2	192	384.00
Instants £5	43	215.00
NAT LOT INSTANT WIN GRN		904.00
Transfers In		148.70

Row In Client	0.00
REMITTANCES IN	0.00
Discrepancy OVER Transferred	0.00
Discrepancy SHORT Resolved	0.00
TOTAL RECEIPTS	3640.70

PAYMENTS	VOLUME	VALUE
Nat lot cash prize	14	1570.00
NATIONAL LOTTERY PRIZES		1570.00
Transfers Out		2069.90
REMITTANCES OUT		0.00
Discrepancy SHORT Transferred		0.00
Discrepancy OVER Resolved		0.00
Total Stock & Nap		0.00
Nett discrepancies		0.00
TOTAL PAYMENTS		3640.70

Balance C/Fwd	0.00
---------------	------

STOCK VOLUMES	VOLUME
Instants £1	418
Instants £2	114
Instants £5	17
*** END OF REPORT ***	



ENV CB 2193

Post Office Ltd  
if undelivered please return to

PLEASE  
AFFIX  
STAMP  
HERE

---

Error Notice £1080  
Scratchcards 8/7/08.

Not Agreed. Called Alan Lusher  
he said settle centrally, couldn't  
had to w/o. 1080 now on  
stock unit AA

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The Grange  
20:06 09/04/2008 TP:12 FAD: 1031406  
Trial Balance - Office Copy BP:01 SU:00H

\*\*\*\*\*Discrepancies in this Account\*\*\*\*\*  
\*Discrepancy OVER 0.00 \*  
\*Discrepancy SHORT 0.00 \*  
\*  
\*Nett discrepancy 0.00 \*  
\*  
\*Excess Cash Removed 0.00 \*  
\*Cash Shortage Made Good 0.00 \*  
\*  
\*Nett Cash Adjustment 0.00 \*  
\*  
\*\*\*\*\*  
VALUE ITEMS & NOP VOLUME VALUE  
TOTAL VALUE ITEMS & NOP 0.00

RECEIPTS	VOLUME	VALUE
Balance B/Fwd		0.00
Nat lot game	6	888.00
Lottery Games		888.00
OTHER RECEIPTS		888.00
Instants E1	62	62.00
Instants E2	65	130.00
Instants E5	17	85.00
NAT LOT INSTANT WIN GAM		277.00
Transfers In		0.00
Ran In Client		0.00
REMITTANCES IN		0.00
Discrepancy OVER Transferred		0.00
Discrepancy SHORT Resolved		0.00
TOTAL RECEIPTS		1165.00

PAYMENTS	VOLUME	VALUE
----------	--------	-------

Nat lot cash pze	2	239.00
NATIONAL LOTTERY PRIZES		239.00
Transfers Out		926.00
REMITTANCES OUT		0.00
Discrepancy SHORT Transferred		0.00
Discrepancy OVER Resolved		0.00
Total Stock & NOP		0.00
Nett discrepancies		0.00
TOTAL PAYMENTS		1165.00
Balance C/Fwd		0.00

STOCK VOLUMES	VOLUME
Instants E1	147
Instants E2	151
Instants E5	23

EXAMINATION  
Drawer examined and cash and stock found  
as shown in this summary

Signature **GRO**  
Time . . . . . AM/PM

TRANSFER  
Cash and stock in this summary have been  
transferred to 08

Signature **GRO**  
Time . . . . . AM/PM

\*\*\* END OF REPORT \*\*\*

7:10pm

The Branch FAD: 1931406  
 19:11 09/04/2008 TP:12 BP:01 AU:00H  
 Balance Snapshot - Office Copy

\*\*\*\*\*Discrepancies in this Account\*\*\*\*\*  
 \*Discrepancy OVER 0.00 \*  
 \*Discrepancy SHORT 0.00 \*  
 \*  
 \*Nett discrepancy 0.00 \*  
 \*  
 \*Excess Cash Removed 0.00 \*  
 \*Cash Shortage Made Good 0.00 \*  
 \*  
 \*Nett Cash Adjustment 0.00 \*  
 \*  
 \*\*\*\*\*  
 VALUE ITEMS & NOP VOLUME VALUE

TOTAL VALUE ITEMS & NOP 0.00

RECEIPTS	VOLUME	VALUE
Balance B/Fwd		0.00
Instants #1	43	43.00
Instants #2	56	112.00
Instants #5	11	55.00
NAT LOT INSTANT WIN GAM		210.00
Transfers In		0.00

Rem In Client		0.00
REMITTANCES IN		0.00
Discrepancy OVER Transferred		0.00
Discrepancy SHORT Resolved		0.00
TOTAL RECEIPTS		210.00

PAYMENTS	VOLUME	VALUE
Transfers Out		210.00
REMITTANCES OUT		0.00
Discrepancy SHORT Transferred		0.00
Discrepancy OVER Resolved		0.00
Total Stock & Map		0.00
Nett discrepancies		0.00
TOTAL PAYMENTS		210.00

Balance C/Fwd 0.00

STOCK VOLUMES	VOLUME
Instants #1	165
Instants #2	160
Instants #5	29
*** END OF REPORT ***	



INSTANT SUMMARY  
TODAY

WED09 APR 08 19:37:53  
RETAILER NO. 240287

2 SALES	£	240.00
22 PRIZES	£	134.00
RETURNS	£	0.00
COMMISSIONS	£	0.00
<b>BALANCE</b>	<b>£</b>	<b>106.00</b>

100-01351776-04631  
VOID NOT FOR SALE

The Grange FBO: 1031406  
19:59 09/04/2008 TP:12 BP:01 SU:00H  
Transfer Out Slip - Office Copy

SESSION: 2-2061676-1  
Source SU:00H Best SU:00

PRODUCT	VOLUME	VALUE
Cash	1	716.00
<b>SESSION TOTAL</b>		<b>716.00</b>

Transfer:  
Cash and stock in this summary  
have been transferred to me

Signature **GRO**

Time . . . . . AM/PM

\*\*\* END OF REPORT \*\*\*



Post Office Ltd.  
Your Receipt

The Grange  
105 London Road  
Rayleigh  
Essex  
SS6 9AX

VAT REG No. 243 1700 02  
09/04/2008 19:58  
SESSION : 2-2061661-1

Nat Tot game		
1 @ 665.00		665.00
Nat Tot game		
1 @ 122.00		122.00
Nat Tot game		
1 @ 46.00		46.00
Nat Tot game		
1 @ 1.00		1.00
Nat Tot game		
1 @ 27.00		27.00
Nat Tot cash pze		
1- @ 105.00		105.00
Nat Tot game		
1 @ 27.00		27.00
Instant £1		
19 @ 1.00		19.00
Instant £2		
9 @ 2.00		18.00
Instant £5		
6 @ 5.00		30.00
Nat Tot cash pze		
1- @ 134.00		134.00
<b>TOTAL DUE TO POST OFFICE</b>		<b>716.00</b>
Cash	FROM CUSTOMER	716.00
BALANCE		0.00

Thank You

THE NATIONAL LOTTERY

ON-LINE SUMMARY  
TODAY

WED09 APR 08 19:37:29  
RETAILER NO. 240287

214 LOTTO	£	565.00
42 TBALL	£	122.00
0 XMAS GAME	£	0.00
0 LOT EXTRA	£	0.00
23 HOTPICKS	£	46.00
1 DLY PLAY	£	1.00
18 DREAM NUM	£	27.00
0 VOUCHERS	£	0.00
0 PROMOTION	£	0.00
13 PRIZES	£	105.00
0 NAT 0 FRZ	£	0.00
0 CANCELS	£	0.00
0 NAT 0 CNC	£	0.00
COMMISSION	£	0.00
<b>SUB TOTAL</b>		<b>756.00</b>

EUROMILLIONS SUMMARY

9 SALES	£	27.00
0 CANCELS	£	0.00
0 PRIZES	£	0.00
EST. COMMISSIONS	£	0.00
EST. BALANCE	£	27.00
<b>TOT. EST. BALANCE</b>		<b>783.00</b>

VOID NOT FOR SALE

E5	$22 + 1$	$=$	$\boxed{23}$	$= 23$
E2	$58 + 2$	$=$	$\boxed{59}$	$\} = 151$
	$49 + 1$	$=$	$\boxed{50}$	
	$41 + 1$	$=$	$\boxed{42}$	
E1	$43 + 2$	$=$	$\boxed{45}$	$= 147$
	$23 + 2$	$=$	$\boxed{25}$	
	$14 + 2$	$=$	$\boxed{16}$	
	$9 + 2$	$=$	$\boxed{11}$	
	$48 + 2$	$=$	$\boxed{50}$	

E5	23
E2	151
E1	147

E1	$166 - 147 = 19 \times 1 = 19$
E2	$160 - 151 = 9 \times 2 = 18$
E5	$29 - 23 = 6 \times 5 = 30$
	<u>67</u>