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**From:** Wendy Mahoney [GRO]  
**Sent:** Tue 05/04/2016 3:08:37 PM (UTC)  
**To:** martin.smith [GRO]  
**Cc:** Rodric Williams [GRO]  
simon.clarke [GRO]  
harry.bowyer [GRO]  
**Subject:** FW: The Wimbledon Transaction Correction Issue

Martin

I'm covering for Andy Winn at the moment. Please find responses to the first six questions. Questions seven and eight will take slightly longer as I will have to obtain further information from different departments within POL. This could be further delayed due to period end reporting taking place in FSC. I hope this is ok ?

Responses to your original questions in blue text below.

Kind Regards  
Wendy



**Wendy Mahoney**  
Case Review Team Leader

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**From:** Wendy Mahoney **On Behalf Of** Andrew Winn  
**Sent:** 05 April 2016 10:57  
**To:** Wendy Mahoney  
**Subject:** FW: The Wimbledon Transaction Correction Issue



**Wendy Mahoney**  
Case Review Team Leader

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**From:** Martin Smith; **GRO**  
**Sent:** 30 March 2016 12:15  
**To:** Andrew Winn  
**Cc:** Rodric Williams; Simon Clarke; Harry Bowyer  
**Subject:** The Wimbledon Transaction Correction Issue

Dear Andy,

During the bi-weekly conference call on 23<sup>rd</sup> March 2016 you made reference to a branch at Wimbledon and explained that Transaction Corrections had been issued which should not have been so issued and that they had accordingly been "undone". You went on to explain that there was a risk that Transaction Corrections may have similarly been issued to other branches which may have caused losses, possibly going back as far as 2005.

I would be grateful if you could explain:-

1. The precise reason the transaction corrections had been issued to the Wimbledon branch;  
Unpaid cheques held in the stock unit.
2. The value of the transaction corrections in this particular case;  
The value of the original Transaction Correction is £2400.00
3. The effect of those transaction corrections on branch accounting;  
It doubled up the discrepancy from £2400.00 to £4800.00
4. Why the transaction corrections should not have been issued;  
This was a value stock item, this item should have been "adjusted" in branch.
5. How the transaction correction issue was discovered;  
The branch contacted their Franchise Contracts Manager
6. Whether this issue has arisen as a result of a bug in the Horizon system;  
This issue has arisen due to an error in branch and then further confusion in Finance Service Centre regarding the issuing of TC's.
7. Whether this is an isolated incident or this is an issue which has or may have affected other branches.
8. If this issue has affected other branches, the period of time over which transaction corrections may have been wrongly issued and the names of the branches affected.

Many thanks,

Kind regards,

Martin.

Martin Smith

**GRO**

Te **GRO**

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