POL00448632

Post Office Board Agenda (CCRC meeting)

Date:	Thursday 10 June 2021	Time	15:00 – 16:30 hrs	Location	Microsoft Teams Meeting/ Finsbury Dials

Present		Other Attendees	
• Tim Parker (Chairman)	• Zarin Patel (NED)	• Ben Foat (General Counsel)	• Richard Taylor (Group Corporate Affairs and Communications Director)
• Nick Read (CEO)	• Carla Stent (NED)	• Rodric Williams (Head of Legal – Dispute Resolution & Brand)	• Veronica Branton (Company Secretary)
• Tom Cooper (NED)	• Ken McCall (SID)	• Alan Watts (Herbert Smith Freehills)	• Declan Salter (GLO Director)
• Lisa Harrington (NED)	• Elliot Jacobs (NED)	• Nick Vamos (Peters & Peters Solicitors LLP)	• Richard Bussell (Linklaters)
• Saf Ismail (NED)	• Alisdair Cameron (CFO)		

Apologies: N/A

Join Microsoft Teams Meeting
GRO United Kingdom, London (Toll)
Conference ID: 320 102 417#

Agenda Item		Action Needed	Lead
1.	**Welcome and Conflicts of Interest**	Noting	Chairman
2.	**Minutes and Matters arising** Minutes from 20th & 25th May 2021	Approval	Chairman
3.	**Post Conviction Claims**		Alan Watts
3.1	**Update**	Noting	
3.2	**Strategy**	Decision	
3.3	**Standstill agreement**	Approval	
4.	**Historical Shortfall Scheme: Test case materials** Tranche 2 1. 000173_Julie Walker 2. 000366_Julie Walker 3. 000190_Janice L Watson 4. 001210_Rajesh Kumar Takyar 5. 001383_Priyavanda Patel Tranche 3 1. 000246_Prabhjot Kaur Sandhey 2. 001119_Brian Robert Meacher 3. 000602_Frank Alexander MacDonald 4. 000596_Thomas Patrick Smith	Approval	Alan Watts

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	5. 001315_Paul Curnock 6. 000213_Richard Charles Shepherd		
5.	**Any Other Business** Discussion on funding commitment from BEIS for the proposed interim payments	Noting	All Richard Bussell

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2.1

POST OFFICE LIMITED BOARD MEETING

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MINUTES OF A CCRC MEETING OF THE BOARD OF DIRECTORS OF POST OFFICE LIMITED HELD ON THURSDAY 20 MAY 2021 AT 20 FINSBURY STREET, LONDON EC2Y 9AQ BY CONFERENCE CALL AT 15.00 HRS[1]

Present:	
Tim Parker	Chairman **(TP)**
Ken McCall	Senior Independent Director **(KM)**
Tom Cooper	Non-Executive Director **(TC)**
Carla Stent	Non-Executive Director **(CS)**
Nick Read	Group Chief Executive **(NR)**
Zarin Patel	Non-Executive Director **(ZP)** (from 16:15 hrs)
In attendance:	
Veronica Branton	Company Secretary **(VB)**
Ben Foat	Group General Counsel **(BF)**
Rodric Williams	Head of Legal – Dispute Resolution & Brand **(RWI)**
Patrick Bourke	Head of Policy and Government Relations **(PB)**
Declan Salter	Historical Matters Director **(DS)**
Lucie Lambert	General Counsel – UKGI **(LL)**
Alan Watts	Herbert Smith Freehills **(AW)**
Nick Vamos	Peters & Peters Solicitors LLP **(NV)**

Apologies: Alisdair Cameron (Group Chief Finance Officer) and Lisa Harrington (Non-Executive Director)

Agenda Item **Action**

1. Welcome and Conflicts of Interest

A quorum being present, the Chairman opened the meeting. The Directors declared that they had no conflicts of interest in the matters to be considered at the meeting in accordance with the requirements of section 177 of the Companies Act 2006 and the Company's Articles of Association.

2. Minutes and Matters Arising

The Board **APPROVED** the minutes of the Board meeting held on 13th May 2021.

The Board **NOTED** the action log.

Nick Read provided an update on the decision to make the Horizon IT Inquiry a statutory inquiry, which was announced in Parliament on 19th June 2021. We would receive an update on what was going to happen between June and September 2021 in advance of the publication of the interim report and plans leading to publication of the final report in autumn 2022; we also expected to hear when the oral hearings would be held. October 2022 seemed an ambitious deadline for completing the final report. The Judge had reported that he was pleased with POL's level of commitment in supporting the Inquiry's work and our disclosure of documents. The Minister could choose whether or not to publish the interim report but there would be pressure for him to do so. The Justice for Sub-Postmasters (JFSA) group had said they would participate now that the Inquiry was statutory.

Tom Cooper noted that there would be more emphasis on the past and the Royal Mail Group period. The questions the Inquiry would address were not changing but the tools were and it would become a more legalistic process.

3. Post-Conviction Claims

[1] Participation in the meeting was entirely via Microsoft Teams from participants' personal addresses. In such circumstances the Company's Articles of Association (Article 64) require that the location of the meeting be deemed as the chairman's location. However, it was not deemed appropriate to record personal addresses on the Company record. As such, the Registered Office is recorded as the meeting location.

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2.1

3.1 Strategy

[redacted]

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2.1

[redacted]

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2.1

[redacted]

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2.1

[redacted]

To do: TC/ AW/ DS

Zarin joined the meeting

TC noted that the Board needed not only to look at the test cases but also the numbers to as they applied to the £153m provision. Declan Salter reported that his team would be providing these figures.

It was **AGREED** that a Board meeting would be convened on 25th May 2021 to discuss the test cases and any further evidence and information required to inform the Board's thinking on how cases should be presented to the Independent Panel.

Action: VB

3.2 Update on interim payments

The payment of interim payments was discussed and it was noted that it was difficult to defend payments to those Crown Court cases POL had not opposed solely on grounds of the public interest test; however, we should not set too many criteria around payments. We needed to strike the right balance and these payments should be substantial. The sums and the potential for including an element for legal fees were discussed in detail. It was noted that different claimants' circumstances were very different but that these Sub-postmasters had waited a very long time for justice.

The Board **APPROVED** an interim payment sum of £100k which should not specify a segment to cover any legal costs. The payments should apply to all claimants who cases had been overturned but not to those Crown Court cases which POL had not opposed solely on public interest grounds.

4. Historical Shortfall Scheme

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4.1 Potential routes of challenge to the Scheme

The paper was **NOTED.**

4.2 Rate of interest

The Board **APPROVED** the application of a flat rate of 3.45% interest to Historical Shortfall Scheme settlement offers.

4.3 Further discussion on the proposed amendment to the Terms of Reference

[redacted]

5. Any Other Business

Formal approval to establish a Board Committee

The Board **APPROVED** the establishment of a Board Committee to oversee historical matters. The Committee would in due course replace the weekly Board CCRC meetings with the Board updated on decisions via the Historical Matters report. The Terms of Reference for the Committee would be produced and the Board would need to consider membership of the Committee.

PREN: Barclays Bulk Cheque Processing Contract Extension

The Board **APPROVED** the non-compliant extension of the contract for cheque processing for a further 6 months from 30th June 2021 to allow for the completion of the Bulk Cheque Processing procurement. This additional time was required to allow for the current tender to be re-issued to include bank volumes during the banking framework 3 period following recent negotiations with the banks.

There being no further business the Chairman declared the meeting closed at 16:30 hrs.

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Chairman Date

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2.2

POST OFFICE LIMITED BOARD MEETING

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MINUTES OF A CCRC MEETING OF THE BOARD OF DIRECTORS OF POST OFFICE LIMITED HELD ON TUESDAY 25 MAY 2021 AT 20 FINSBURY STREET, LONDON EC2Y 9AQ BY CONFERENCE CALL AT 11.00 HRS[1]

Present:	
Tim Parker	Chairman **(TP)**
Tom Cooper	Non-Executive Director **(TC)**
Carla Stent	Non-Executive Director **(CS)**
Zarin Patel	Non-Executive Director **(ZP)**
Nick Read	Group Chief Executive **(NR)**
In attendance:	
Veronica Branton	Company Secretary **(VB)**
Ben Foat	Group General Counsel **(BF)**
Rodric Williams	Head of Legal – Dispute Resolution & Brand **(RWI)**
Richard Taylor	Group Corporate Affairs and Communications Director **(RT)**
Declan Salter	GLO Director **(DS)**
Chris Manamley	Historical Matters Business Unit **(CM)**
Nick Vamos	Peters & Peters **(NV)** (until item 3.)
Alan Watts	Herbert Smith Freehills **(AW)**

Apologies: Ken McCall (Senior Independent Director), Lisa Harrington (Non-Executive Director) and Al Cameron (Chief Finance Officer)

Agenda Item **Action**

1. Welcome and Conflicts of Interest

A quorum being present, the Chairman opened the meeting. The Directors declared that they had no conflicts of interest in the matters to be considered at the meeting in accordance with the requirements of section 177 of the Companies Act 2006 and the Company's Articles of Association.

2. Matters Arising - revisit decision on interim payments for Crown Court cases

[redacted]

[1] Participation in the meeting was entirely via Microsoft Teams from participants' personal addresses. In such circumstances the Company's Articles of Association (Article 64) require that the location of the meeting be deemed as the chairman's location. However, it was not deemed appropriate to record personal addresses on the Company record. As such, the Registered Office is recorded as the meeting location.

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[redacted]

3. **Panel Packs for the first six test cases to be provided to the Independent Panel for the Historical Shortfalls Scheme**

[redacted]

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[redacted]

TP noted that it was highly likely that there would be applicants who were not satisfied with their claim settlement and this would be the focus of attention rather than those applicants who were satisfied. Declan Salter noted that we had already received some complaints in relation to the Scheme. DS added that if we did not remove the cap we would have to set up another POL Panel to consider these claims. TC advised that he thought that BEIS had stipulated that they would only fund claims approved by the Panel.

TC raised the issue of shortfalls being identified following investigation. If the sum of IRRELEVANT shown in the graph circulated on 24th May 2021 was a reasonable estimate that would not be material but he would like to go through the numbers with Chris Manamley. CS thought it would be preferable to lift the cap imposed on the Independent Panel if the numbers were reasonable and to have a quid pro quo in respect of the payment of surpluses if this were compatible with the findings of the judgment. CM explained that we would need a better data set to have confidence in the numbers. Nick Read questioned offsetting surpluses against claims given the historical Imbalance of power between POL and applicants as this could lead to us having to make judgements which we were not trusted to make by those affected.

To do: TC/ CM

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2.2

3.1 [redacted]

3.2 [redacted]

Action: AW

3.3. [redacted]

To do: AW

3.4 [redacted]

3.5 [redacted]

3.6 [redacted]

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2.2

[redacted]

Action: AW

Action: AW

4. Present the anticipated financial impact in light of these 6 test cases

The financial analysis was noted.

5. Any Other Business

There being no further business the Chairman declared the meeting closed at 12:15 hrs.

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Chairman Date

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Post Office Limited Board CCRC Actions as at 08.06.2021

REFERENCE	ACTION	ACTION OWNER	DUE DATE	STATUS	OPEN/CLOSED
Board (CCRC) Meeting 24 September 2020					
8. Potential claims against Fujitsu	[redacted]	Alan Watts		[redacted]	Open
Board (CCRC) Meeting 18 March 2021					
5. Civil liability update	[redacted]	Alan Watts		Will come back to Board in 2-3 weeks' time.	Open and Ongoing
Board (CCRC) Meeting 29 April 2021					
5. Potential Future Appellants (PFAs): update on 40 new appeals and decision on extension for service of Respondent's Notices	[redacted]	Ben Foat			Open
Board (CCRC) Meeting 06 May 2021					
3. Improvement Delivery Group (IDG) Update and preparation for the Inquiry **a)**	To consider having half a dozen Postmaster champions who could help validate the changes made from their perspective.	Dan Zinner/ Richard Taylor	Monthly Board update on IDG progress in June 2021	The Postmaster engagement team is in the process of pulling a list together of around 40 key PM Influencers. Regional Manager Forums are held monthly to actively facilitate direct feedback. Co-creation sessions with PMs, following the consultation, have already worked with postmasters to generate improvements to the Drop & Go services from the initial sign up process, to providing better information and support in how to use the service	To Close

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Post Office Limited Board CCRC Actions as at 08.06.2021

REFERENCE	ACTION	ACTION OWNER	DUE DATE	STATUS	OPEN/CLOSED
3. Improvement Delivery Group (IDG) Update and preparation for the Inquiry b)	To consider and confirm how we were remediating complaints in a timely fashion.	Dan Zinner/ Gareth Clark	Monthly Board update on IDG progress in June 2021	Update included in paper submitted to the Board meeting on 03rd June (Annex C).	To Close
3. Improvement Delivery Group (IDG) Update and preparation for the Inquiry c)	To provide an example of the Branch Trading Statement.	Dan Zinner/ Gareth Clark	Monthly Board update on IDG progress in June 2021	Update included in paper submitted to the Board meeting on 03rd June (Annex A).	To Close
3. Improvement Delivery Group (IDG) Update and preparation for the Inquiry d)	DZ invited board directors to send any questions they had following further reflection to him, Gareth Clark and Jeff Smyth. The team would come back with some examples of what settling centrally looked like now.	Dan Zinner/ Gareth Clark	Monthly Board update on IDG progress in June 2021	Update included in paper submitted to the Board meeting on 03rd June.	To Close
3. Improvement Delivery Group (IDG) Update and preparation for the Inquiry e)	- For the IDG Inquiry support material to show the historical position and the current position side-by-side. - To have a decision tree approach with examples at each point of the decision tree.	Dan Zinner/ Gareth Clark	Monthly Board update on IDG progress in June 2021	Update included in paper submitted to the Board meeting on 03rd June (Annex B).	To Close
3. Improvement Delivery Group (IDG) Update and preparation for the Inquiry f)	[redacted]	Jeff Smyth	Monthly Board update on IDG progress in June 2021	[redacted]	Open
3. Improvement Delivery Group (IDG) Update and preparation for the Inquiry g)	To include the "top of the pyramid" headline issues where we needed to explain how the most egregious failings of the historical prosecutions had been rectified.	Dan Zinner/ Gareth Clark	Monthly Board update on IDG progress in June 2021	Update included in paper submitted to the Board meeting on 03rd June.	To Close
3. Improvement Delivery Group (IDG) Update and preparation for the Inquiry h)	To arrange for the Board to some of the systems actually running, for example, what happened at a month end now compared with what used to happen.	Dan Zinner/ Gareth Clark	Monthly Board update on IDG progress in June 2021	Update included in paper submitted to the Board meeting on 03rd June.	To Close
3. Improvement Delivery Group (IDG) Update and preparation for the	To commission external assurance on the key systems and processes in addition to the assurance we had already sought on	Dan Zinner/ Gareth Clark	Monthly Board update on IDG progress in June	The timing and nature of the additional assurance activity is closely aligned with the Inquiry timescales. We already use our own	To Close

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Post Office Limited Board CCRC Actions as at 08.06.2021

REFERENCE	ACTION	ACTION OWNER	DUE DATE	STATUS	OPEN/CLOSED
Inquiry **i)**	conformance with the Judgments.		2021	Internal Audit team (supported by Deloitte) to review all completed improvements and will set out a plan for any required additional assurance to meet the new Inquiry timescales in the coming month. Of note, the GLO conformance work is also underpinning the overall assurance of completed actions and is due to complete in June 21.	
Board (CCRC) Meeting 13 May 2021					
3.1 Historical Shortfall Scheme: Decision-making **a)**	[redacted]	Declan Salter/ Alan Watts			Open
3.1 Historical Shortfall Scheme: Decision-making **b)**	TC asked how we demonstrated the financial difference in settlement offers depending on which level of investigation was carried out. DS would provide more information and analysis for the Board on the "L123" proposals and noted that this was not a one-off decision for the Board.	Declan Salter			Open
3.1 Historical Shortfall Scheme: Decision-making **c)**	DS was asked to provide the figures requested to help the Board consider the L123 proposal further and the work with test cases should continue to help inform this view.	Declan Salter		Paper provided for the Board (CCRC) meeting on 25h May 2022.	To close
3.1 Historical Shortfall Scheme: Decision-making **d)**	[redacted]	Alan Watts			Open
3.1 Historical Shortfall Scheme: Decision-making **e)**		Declan Salter/ Alan Watts		Paper provided for the Board (CCRC) meeting on 20th May 2022.	To close

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Post Office Limited Board CCRC Actions as at 08.06.2021

REFERENCE	ACTION	ACTION OWNER	DUE DATE	STATUS	OPEN/CLOSED
	[redacted]				
3.2 Post-Conviction Claims a)		Alan Watts		Paper provided for Board (CCRC) meeting on 20th May 2022	To close
3.2 Post-Conviction Claims b)		Legal Team		The Board reached a decision on interim payments at the meeting held on 25th May 2021.	To close
Board (CCRC) Meeting 20 May 2021					
3.1 Post-Conviction Claims: Strategy	It was AGREED that a Board meeting would be convened on 25th May 2021 to discuss the test cases and any further evidence and information required to inform the Board's thinking on how cases should be presented to the Independent Panel.	Veronica Branton		Meeting took place on 25th May to discuss 6 test cases.	To Close
Board (CCRC) Meeting 25 May 2021					
3.2 William Michael Penney	[redacted]	Alan Watts			Open
3.6 Asif Latif a)		Alan Watts			Open
3.6 Asif Latif b)		Alan Watts			Open

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Post Office Limited Board CCRC Actions as at 08.06.2021

REFERENCE	ACTION	ACTION OWNER	DUE DATE	STATUS	OPEN/CLOSED
	[redacted]				

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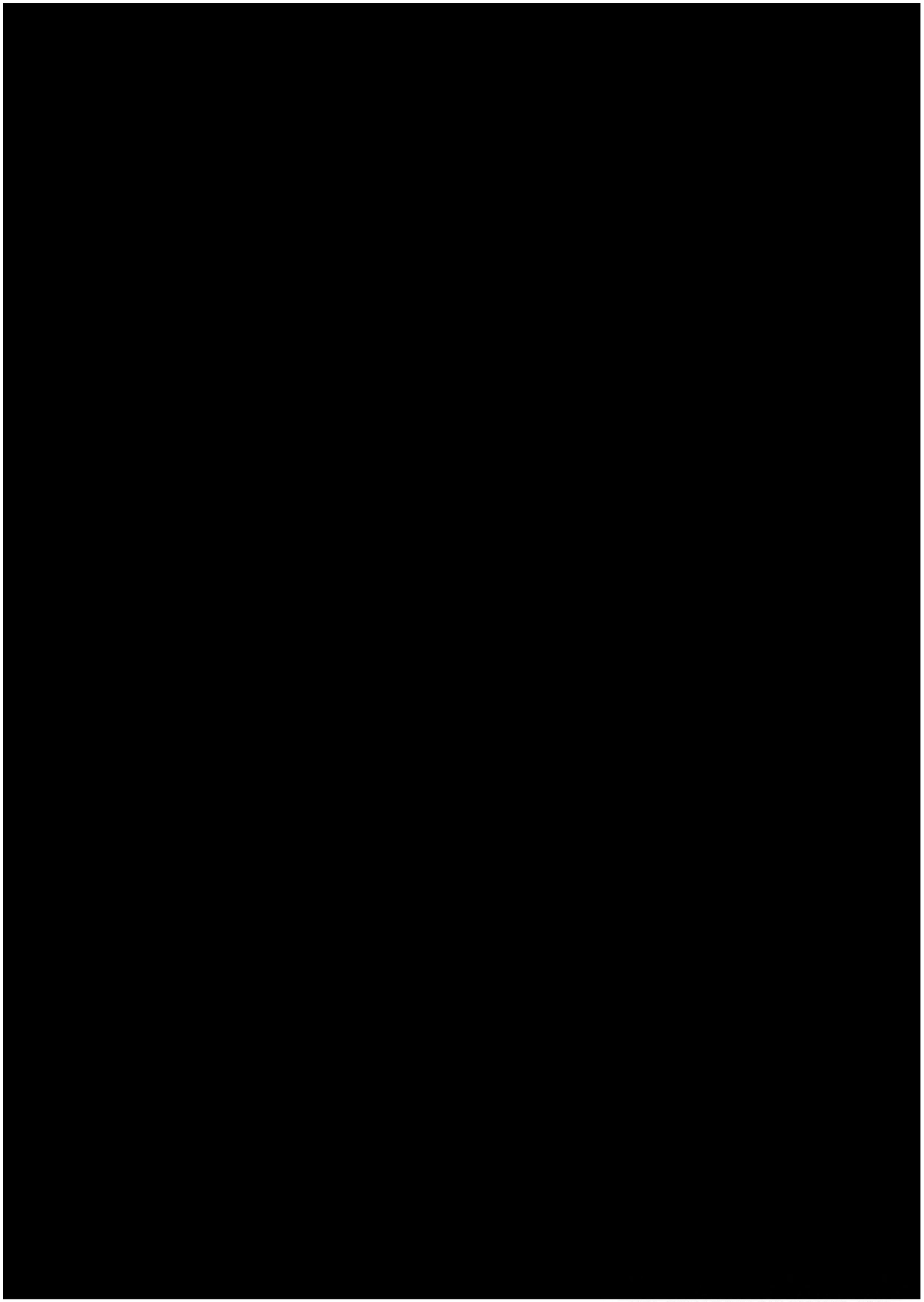

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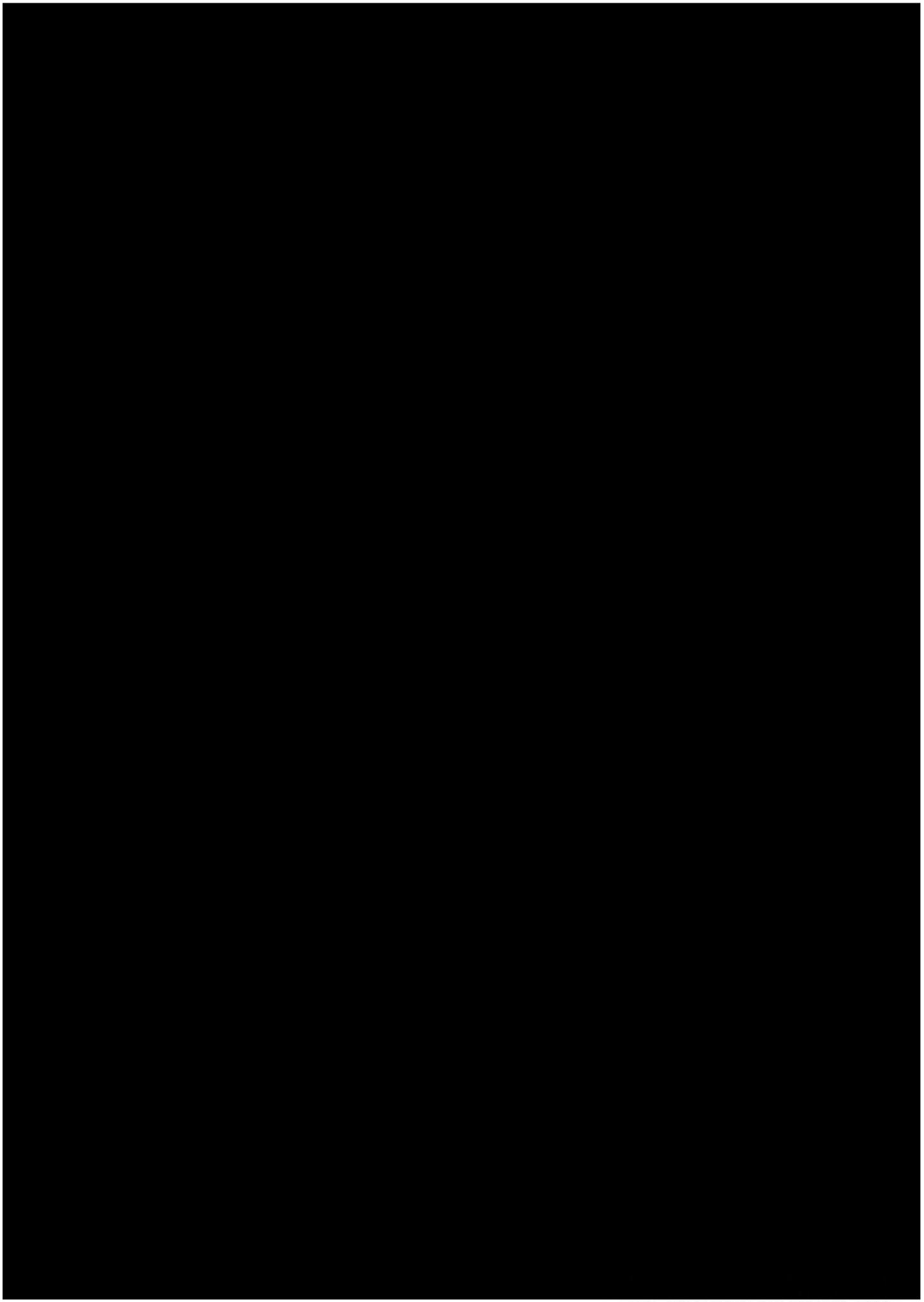

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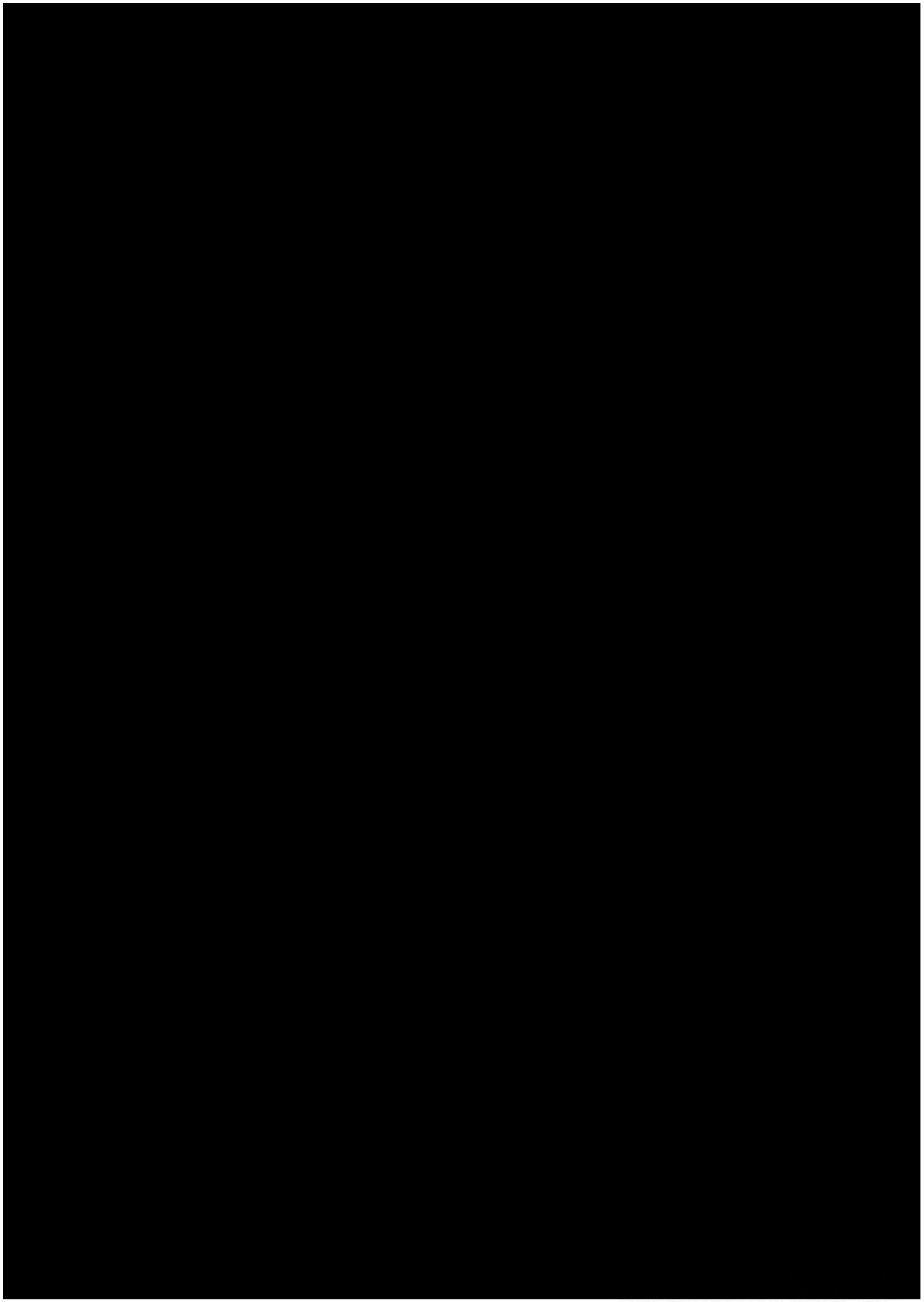

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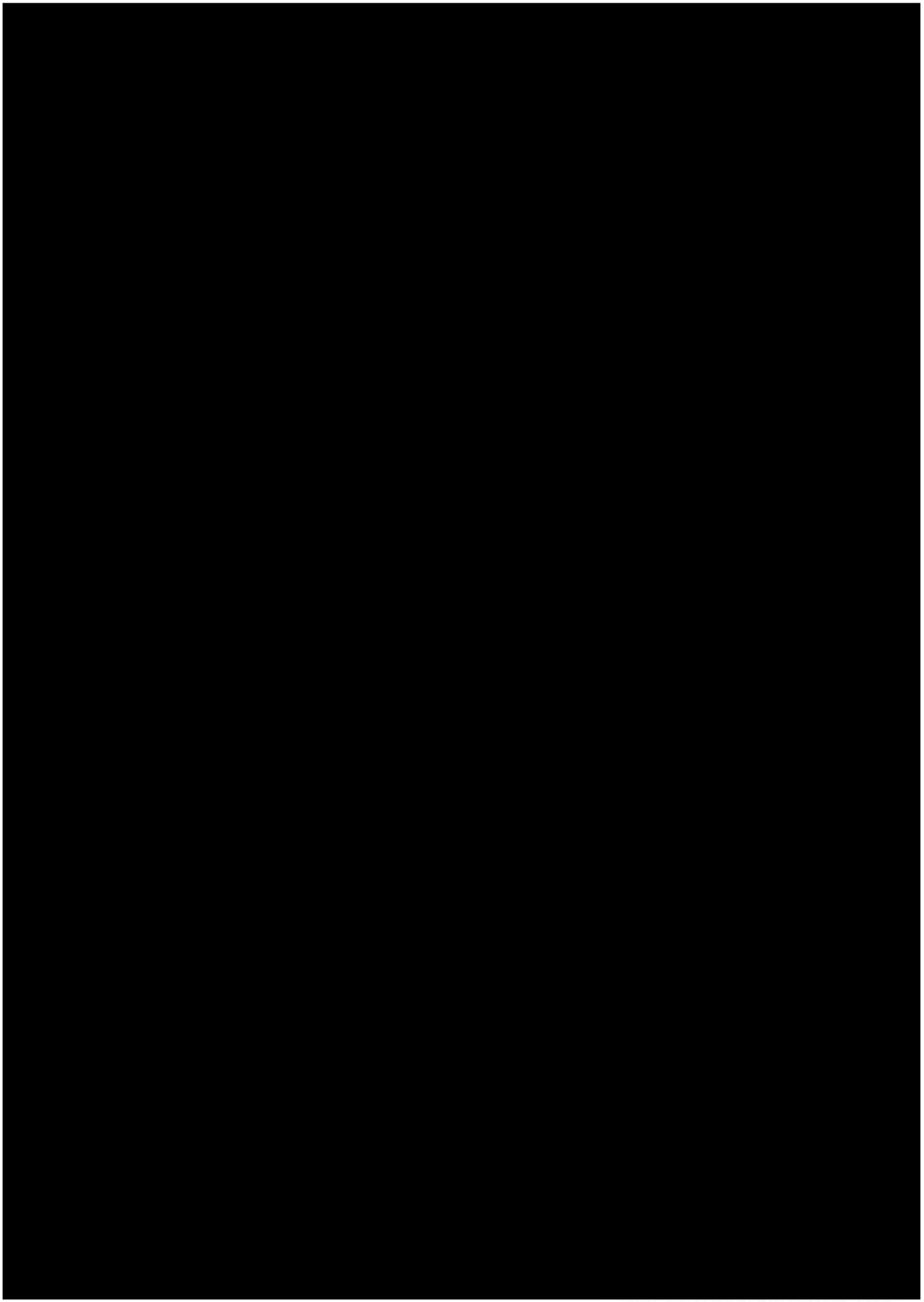

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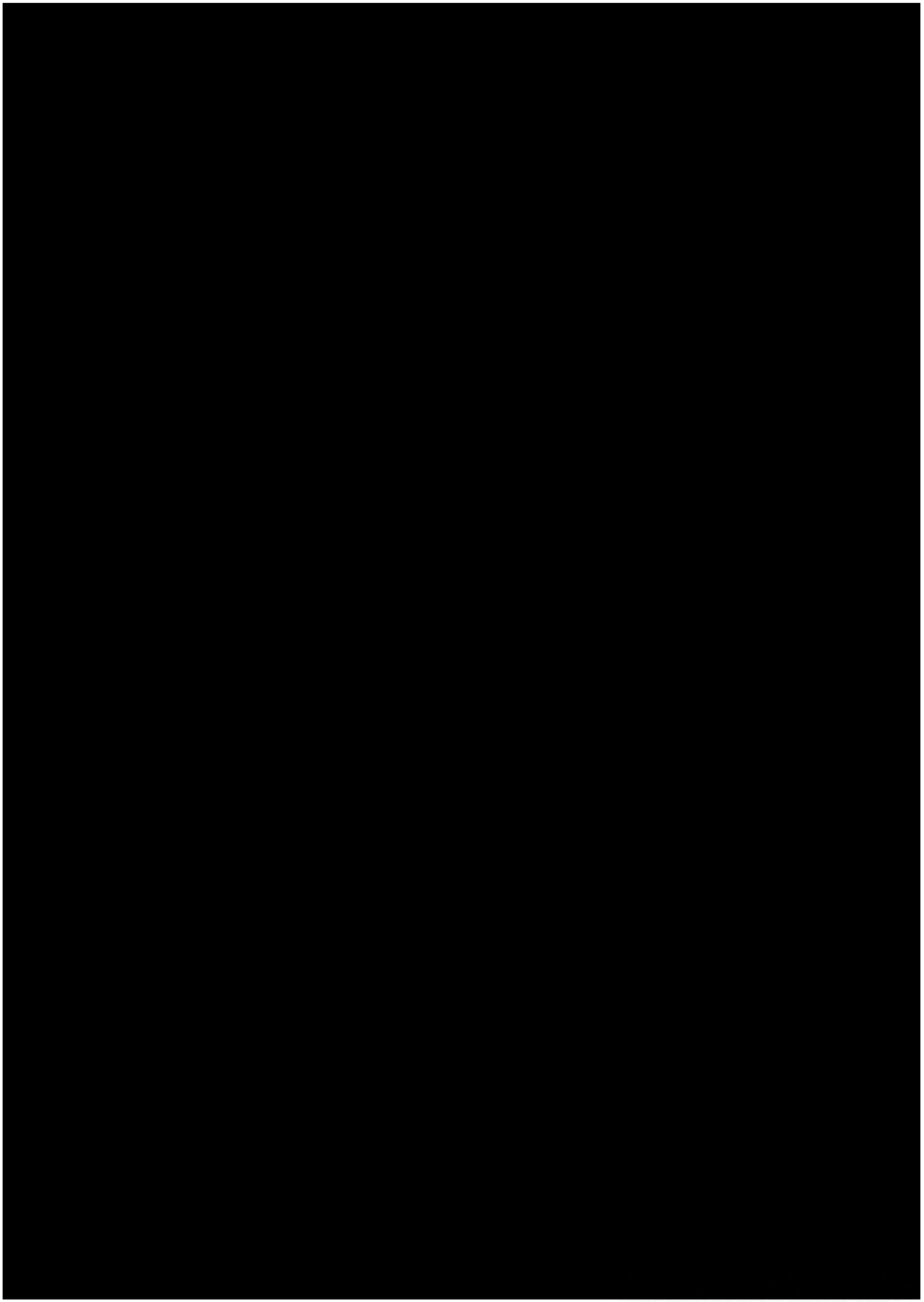

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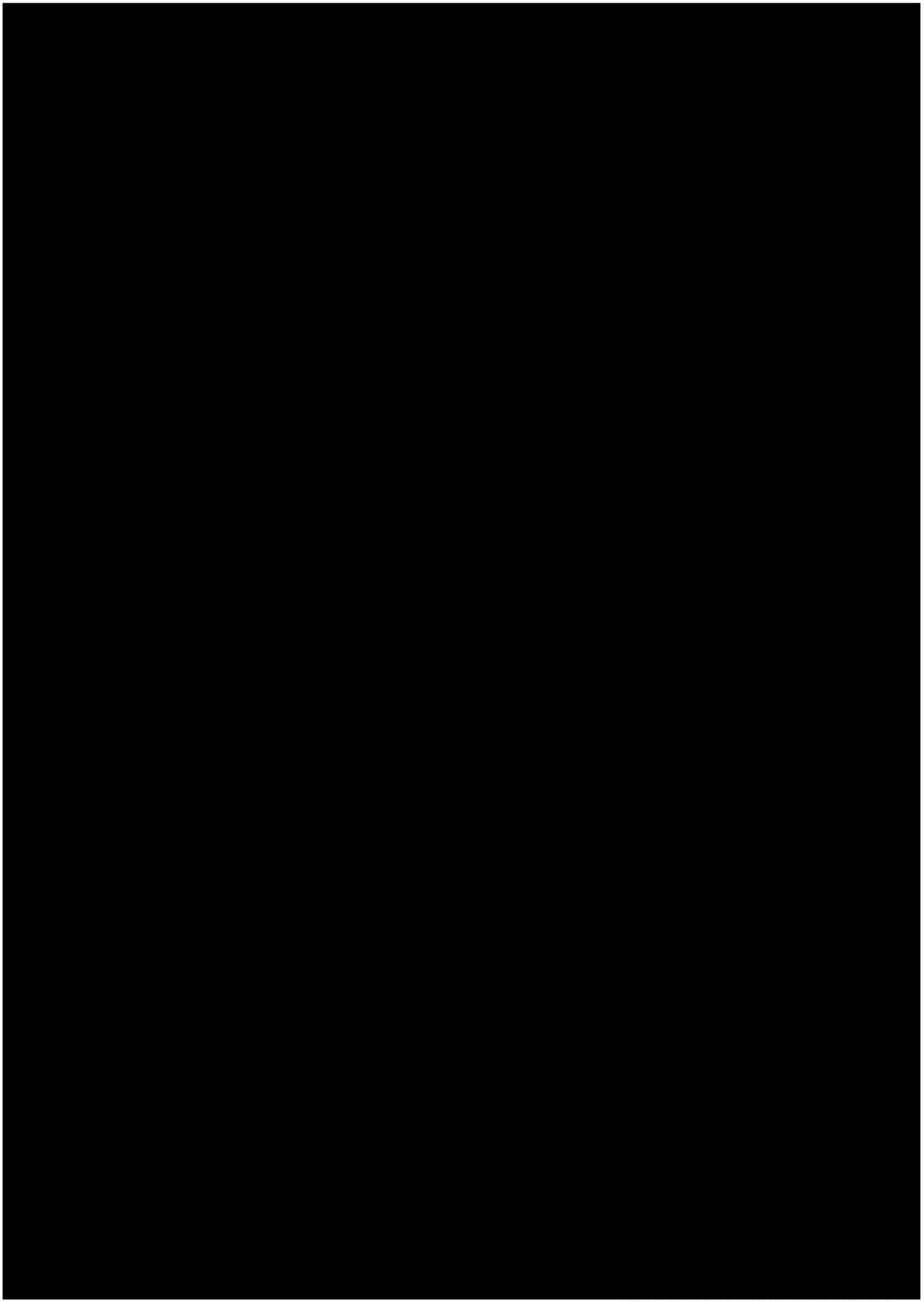

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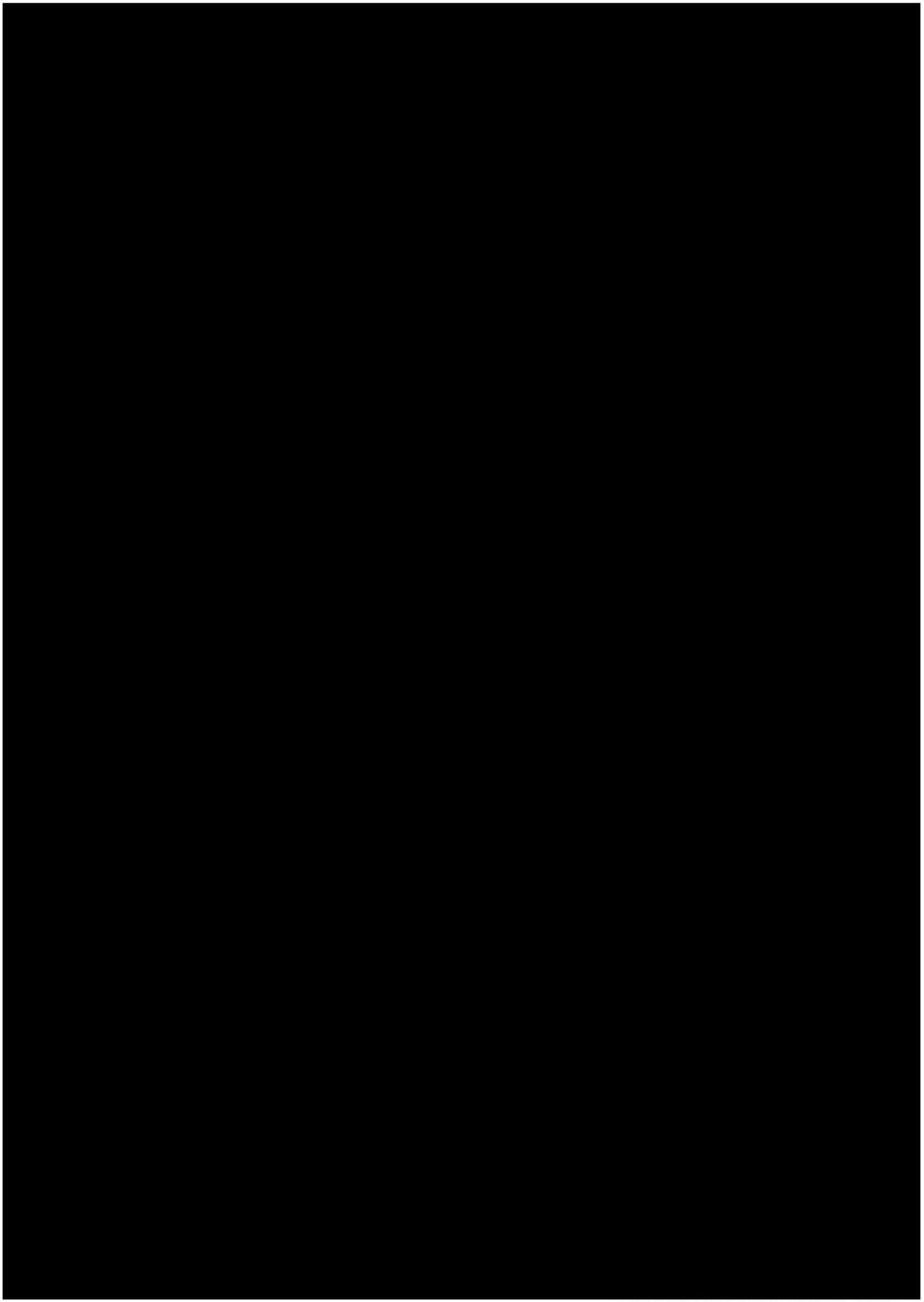

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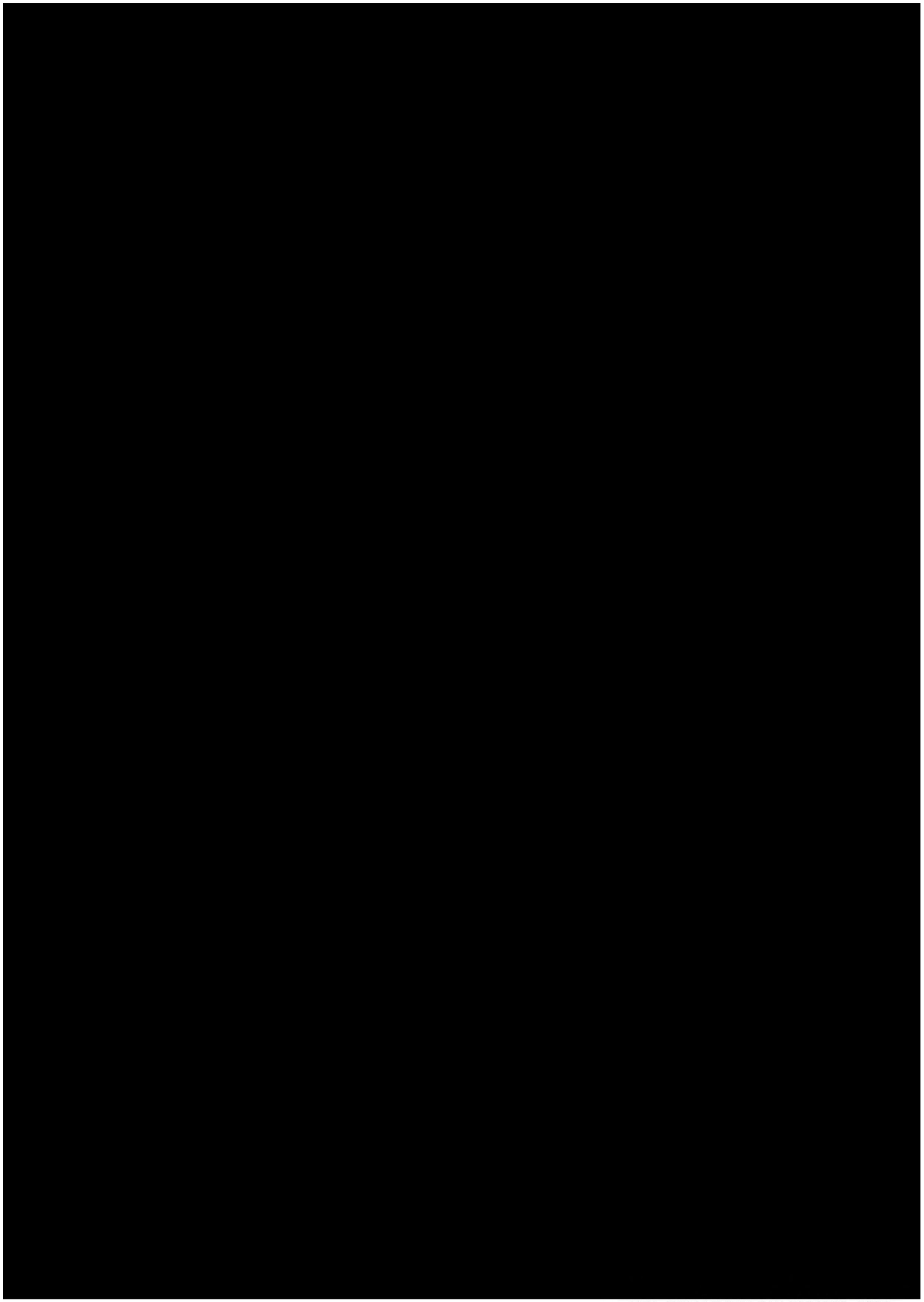

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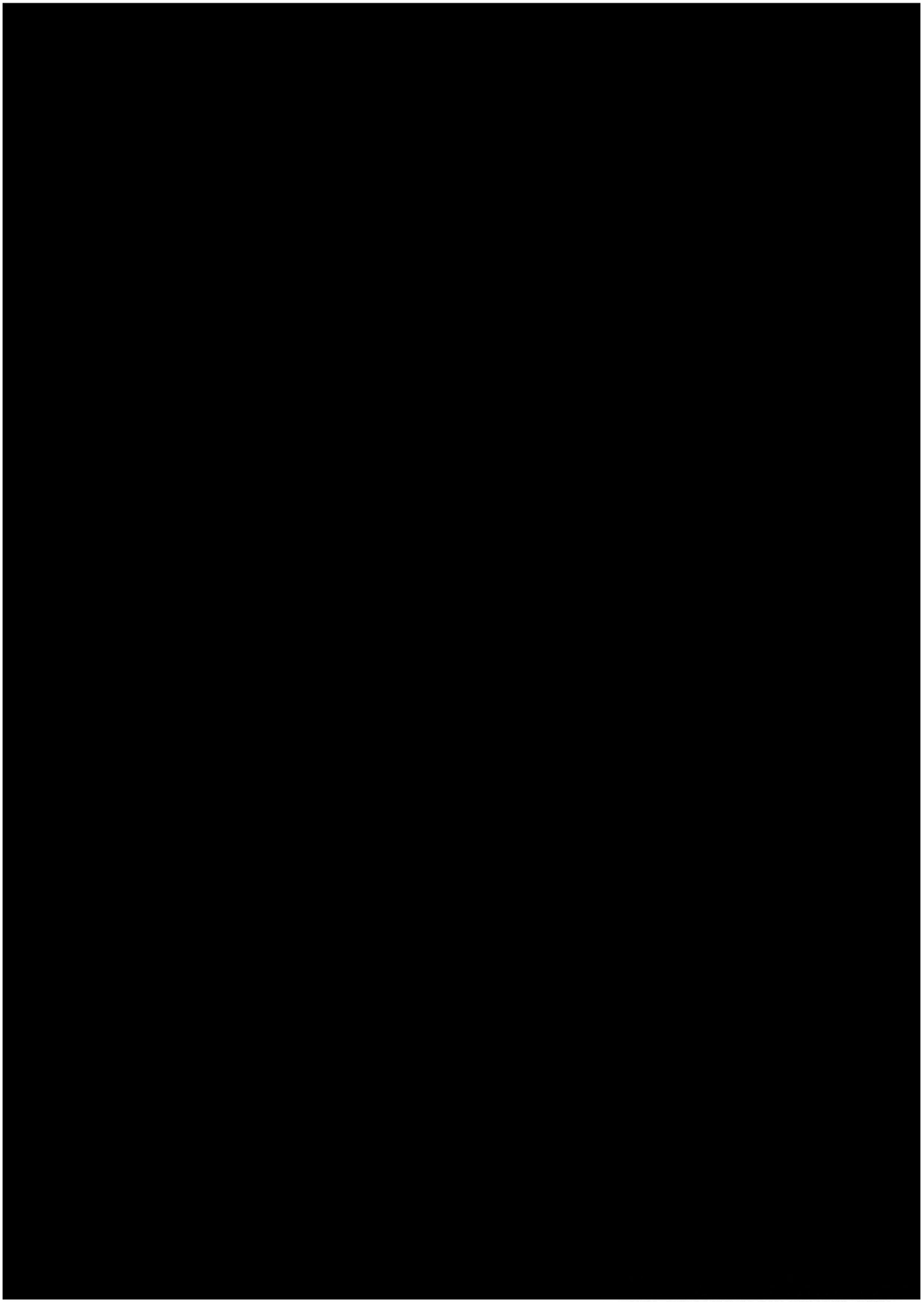

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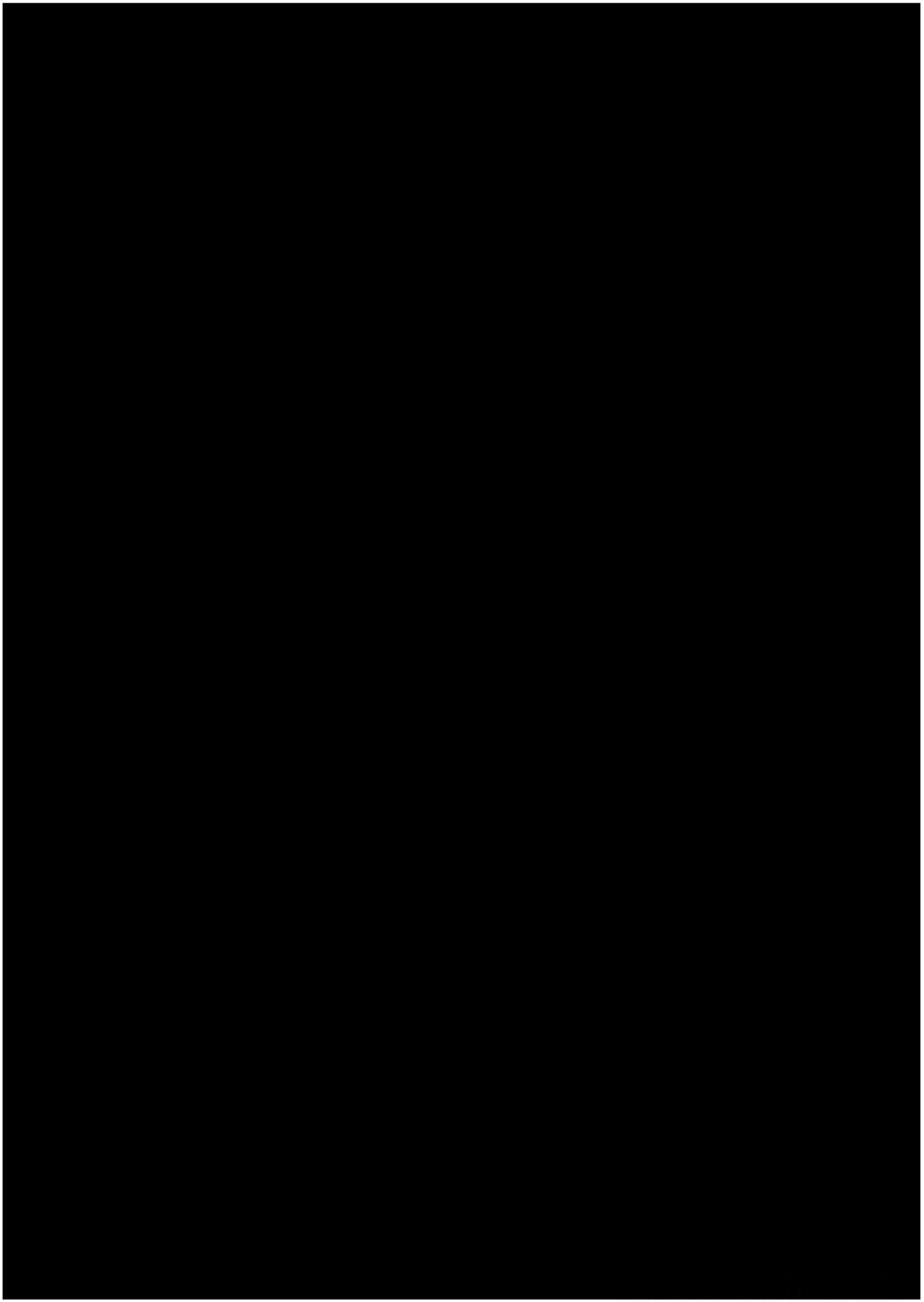

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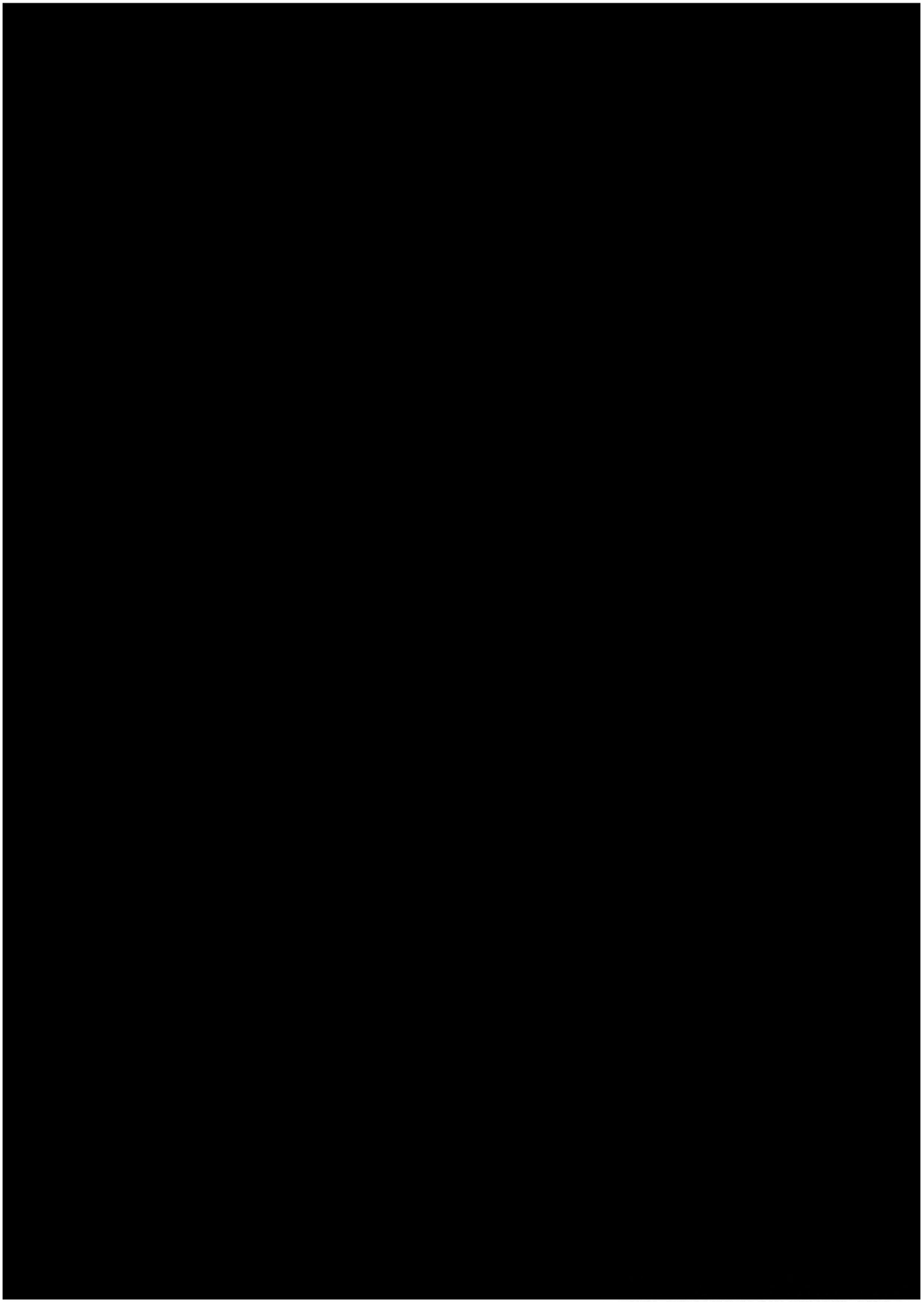

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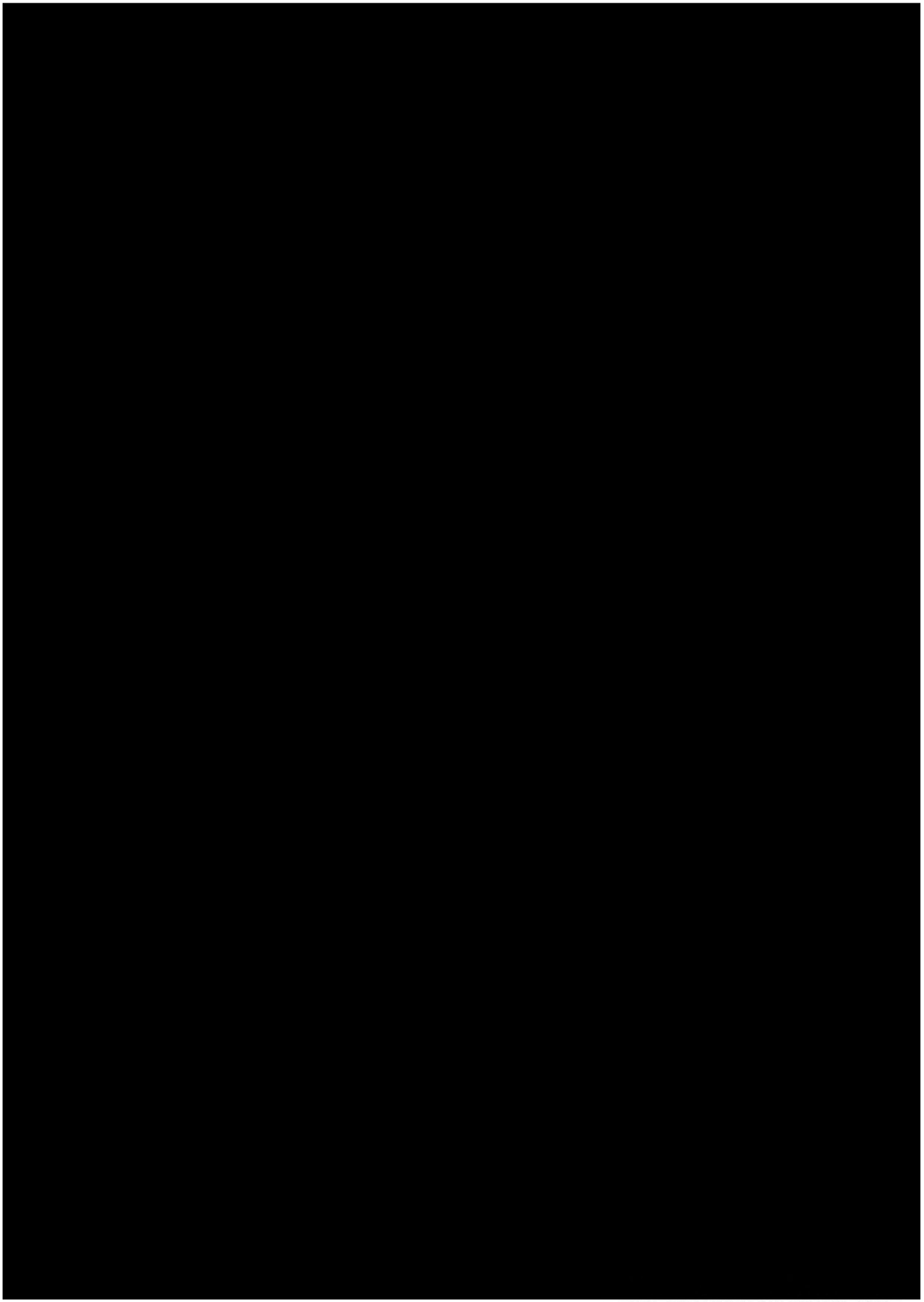

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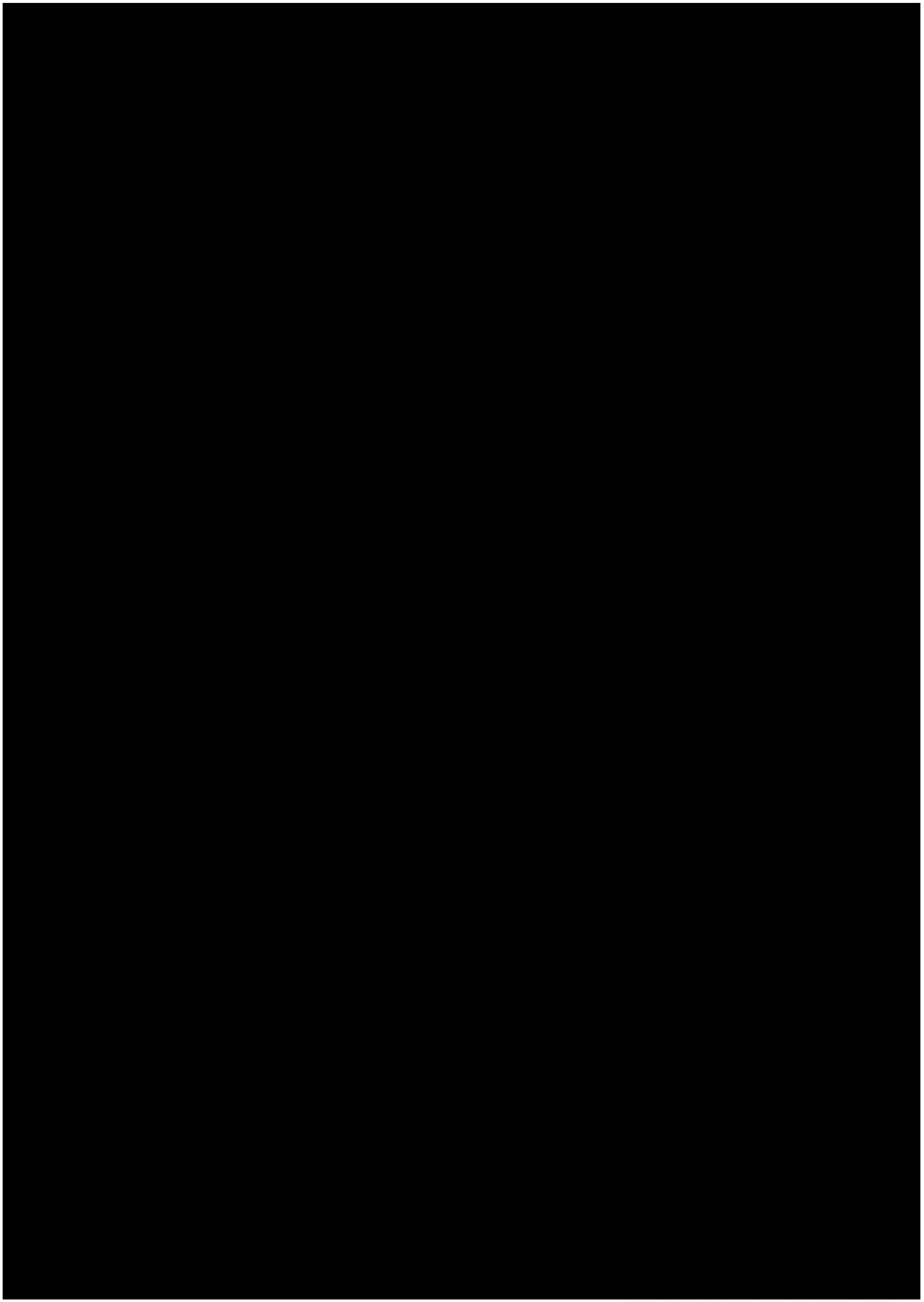

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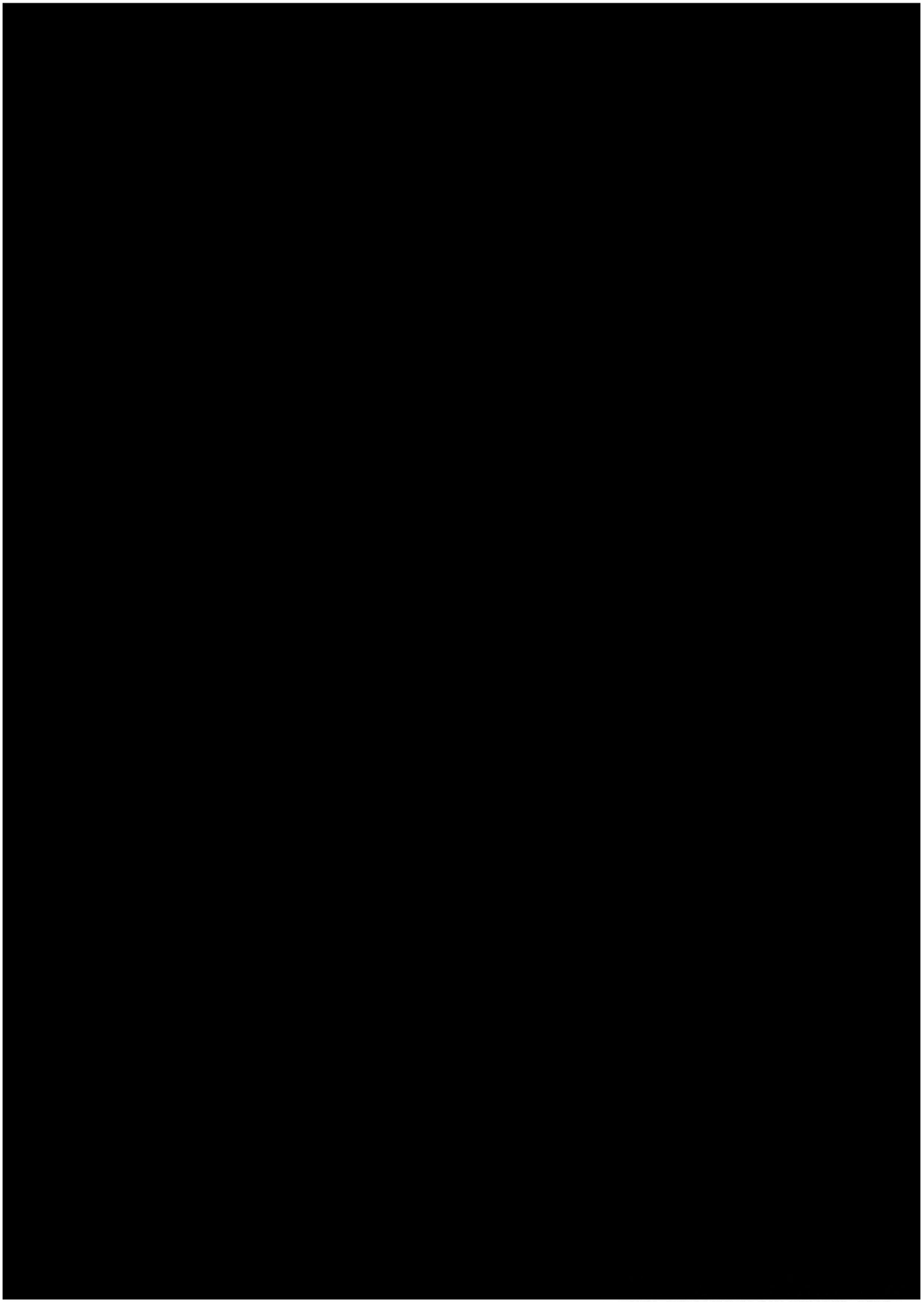

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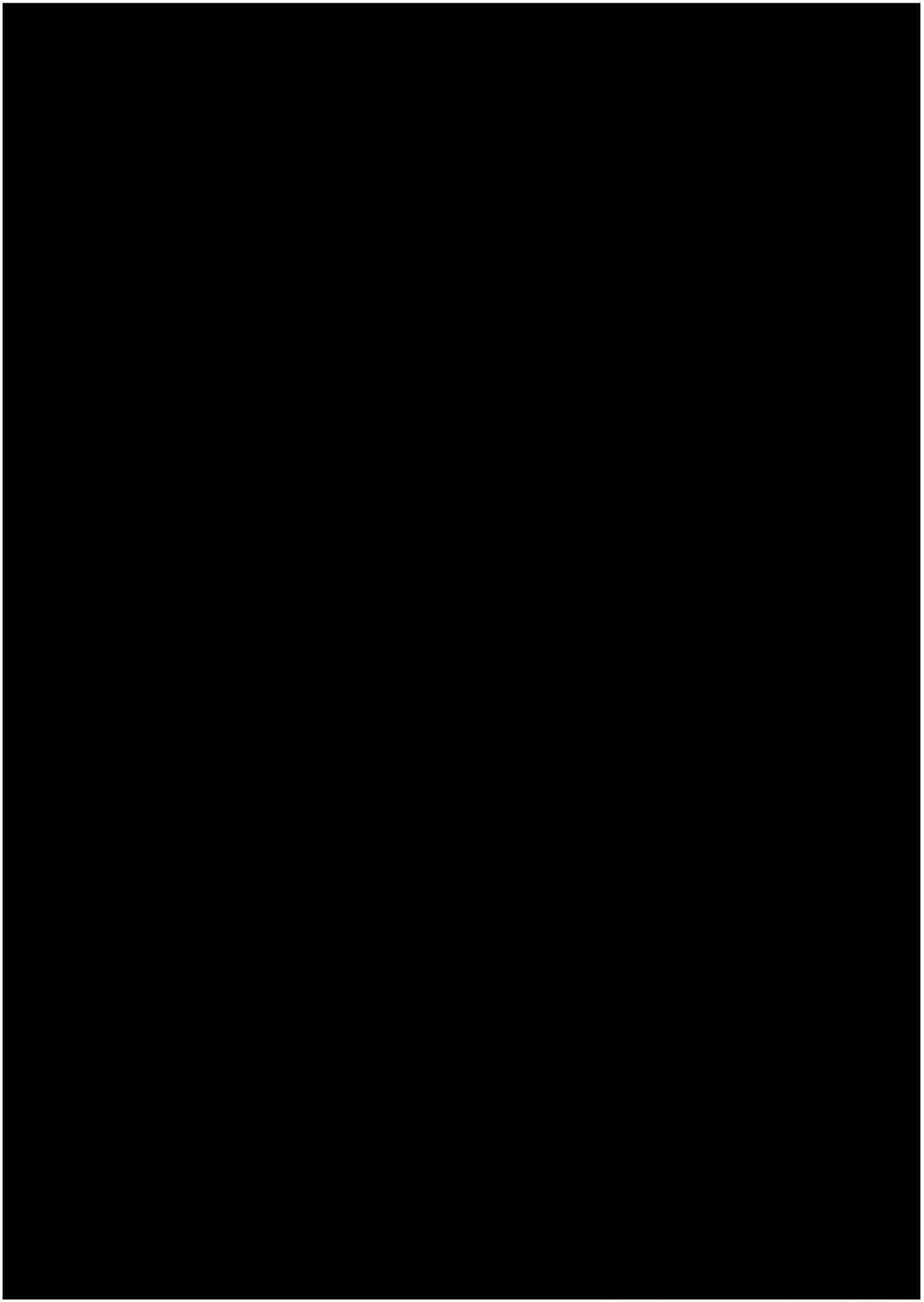

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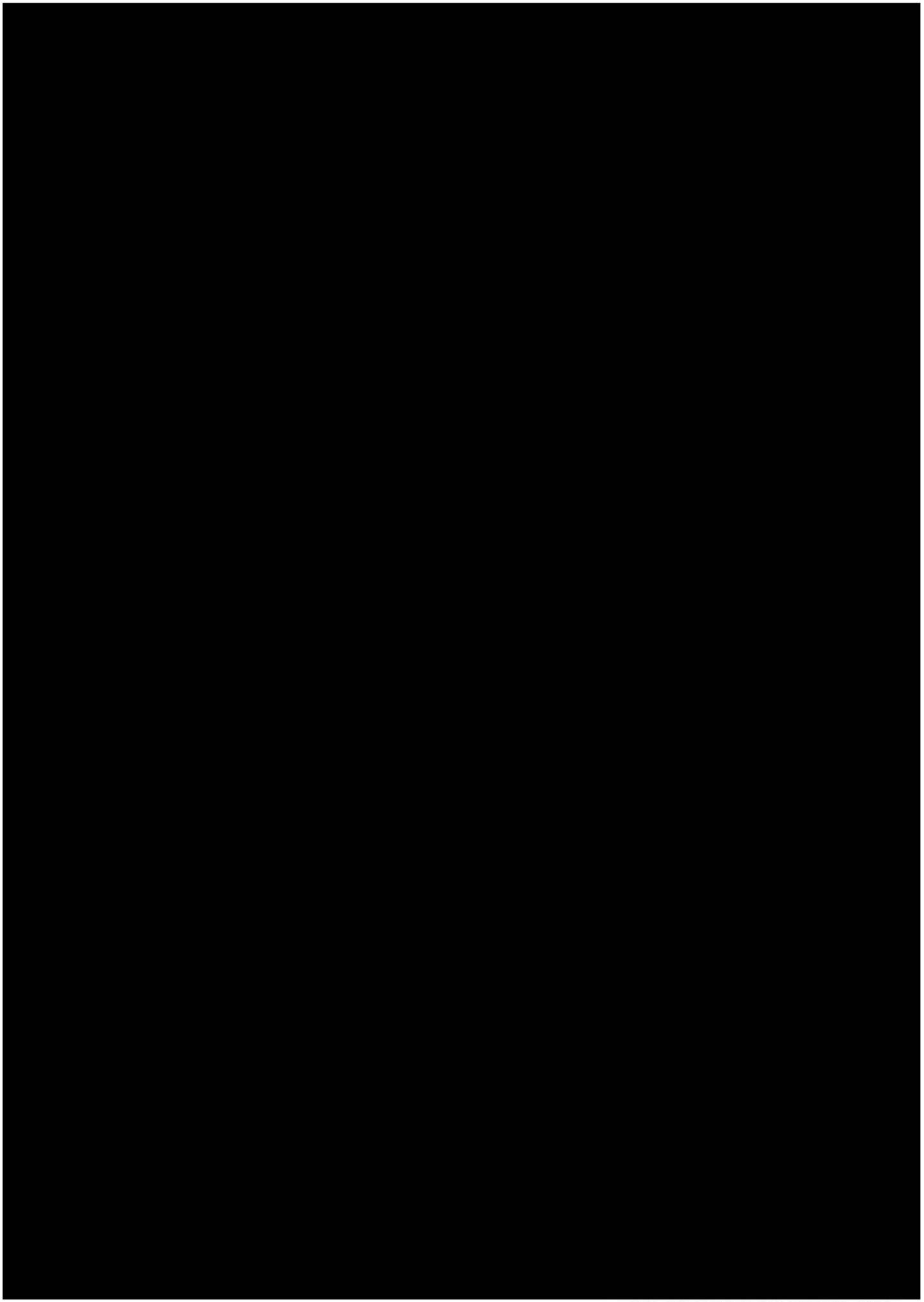

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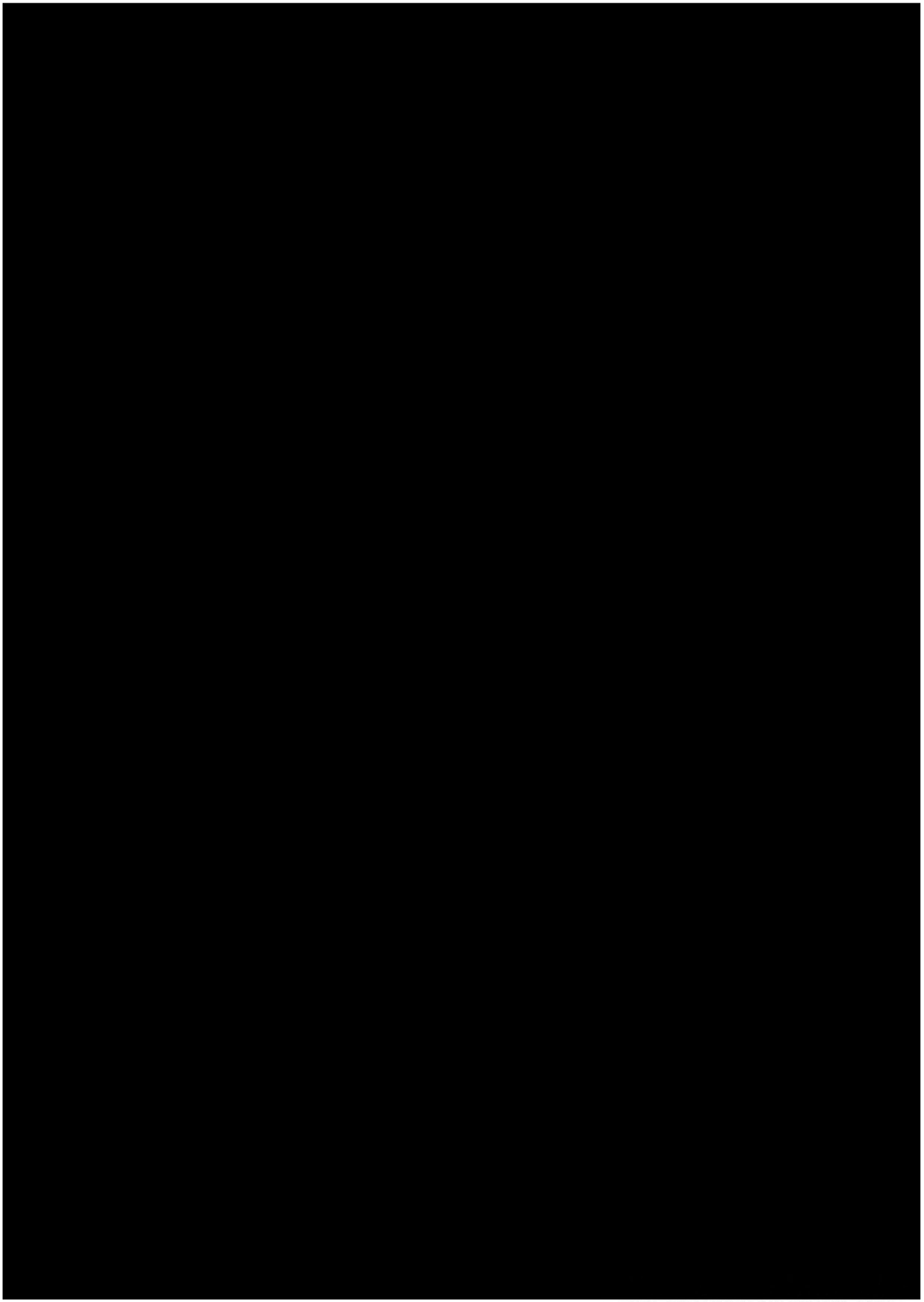

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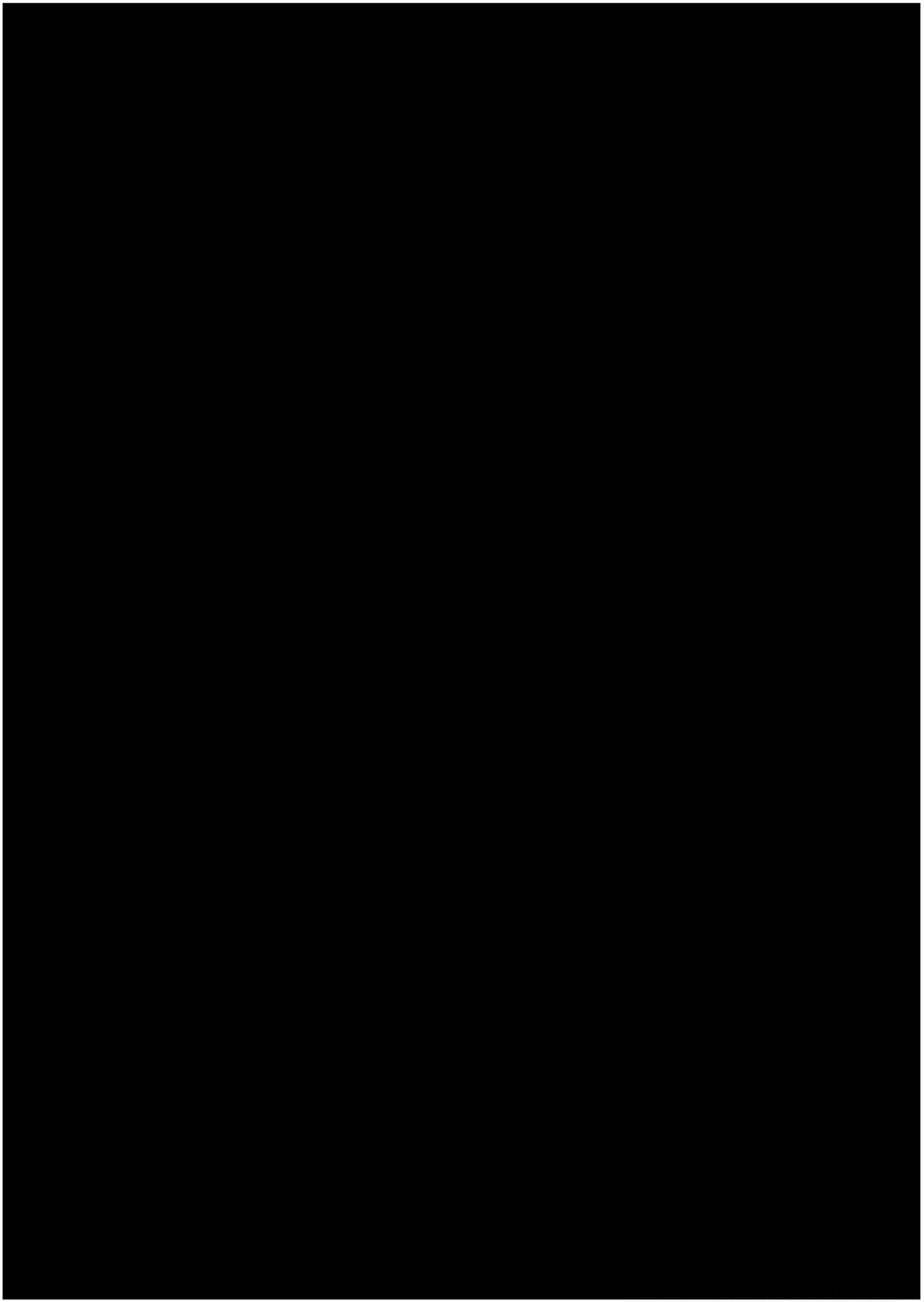

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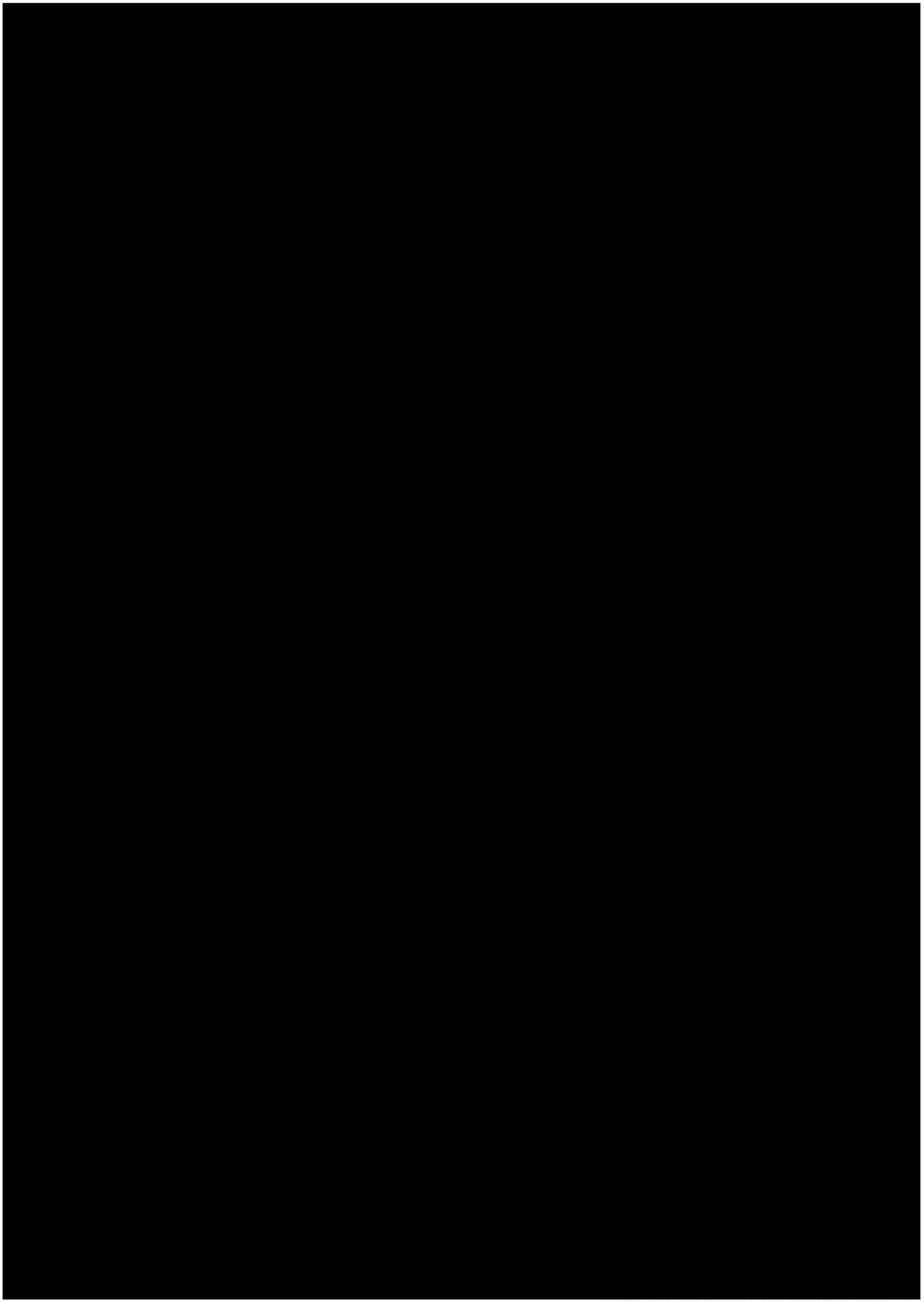

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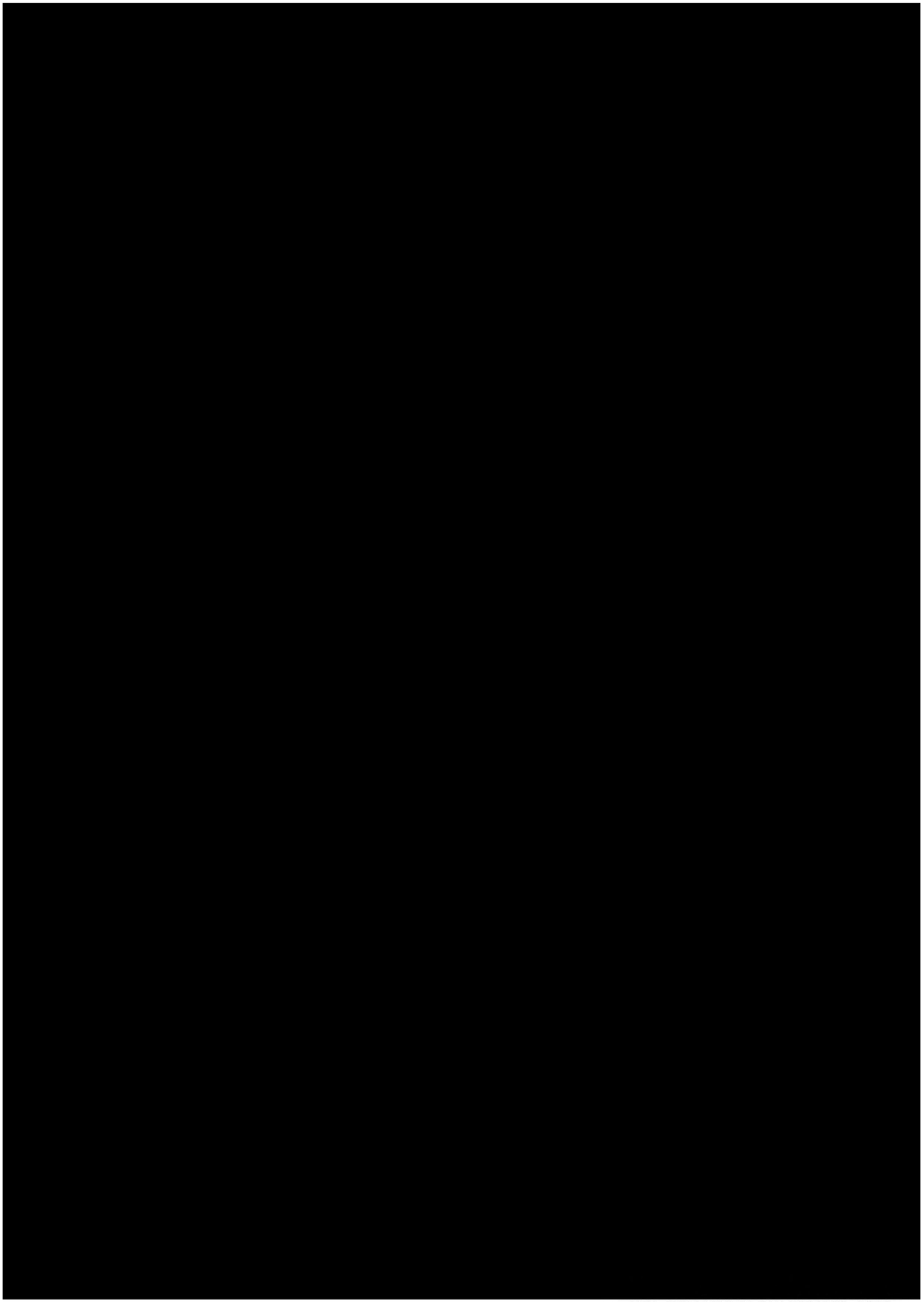

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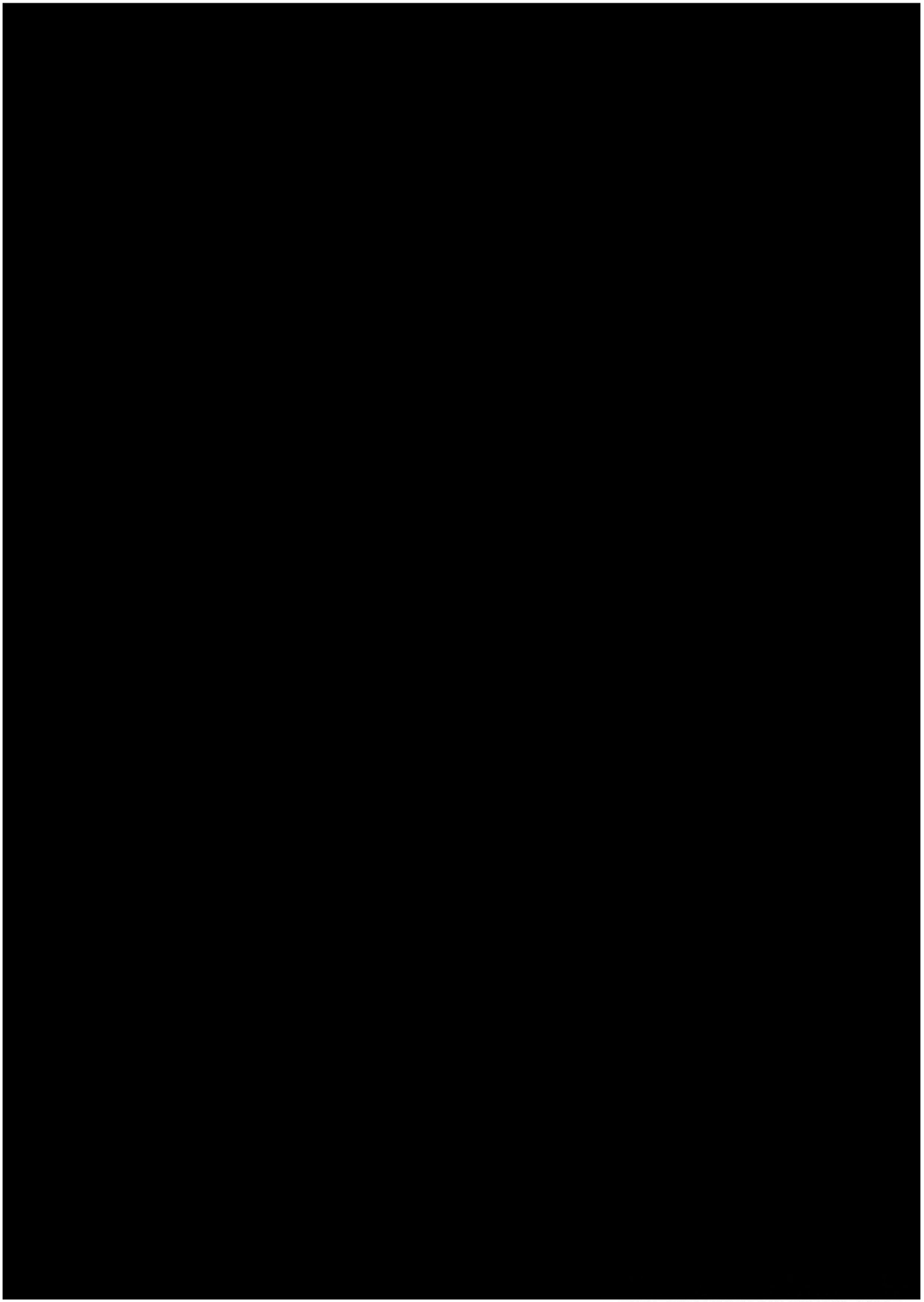

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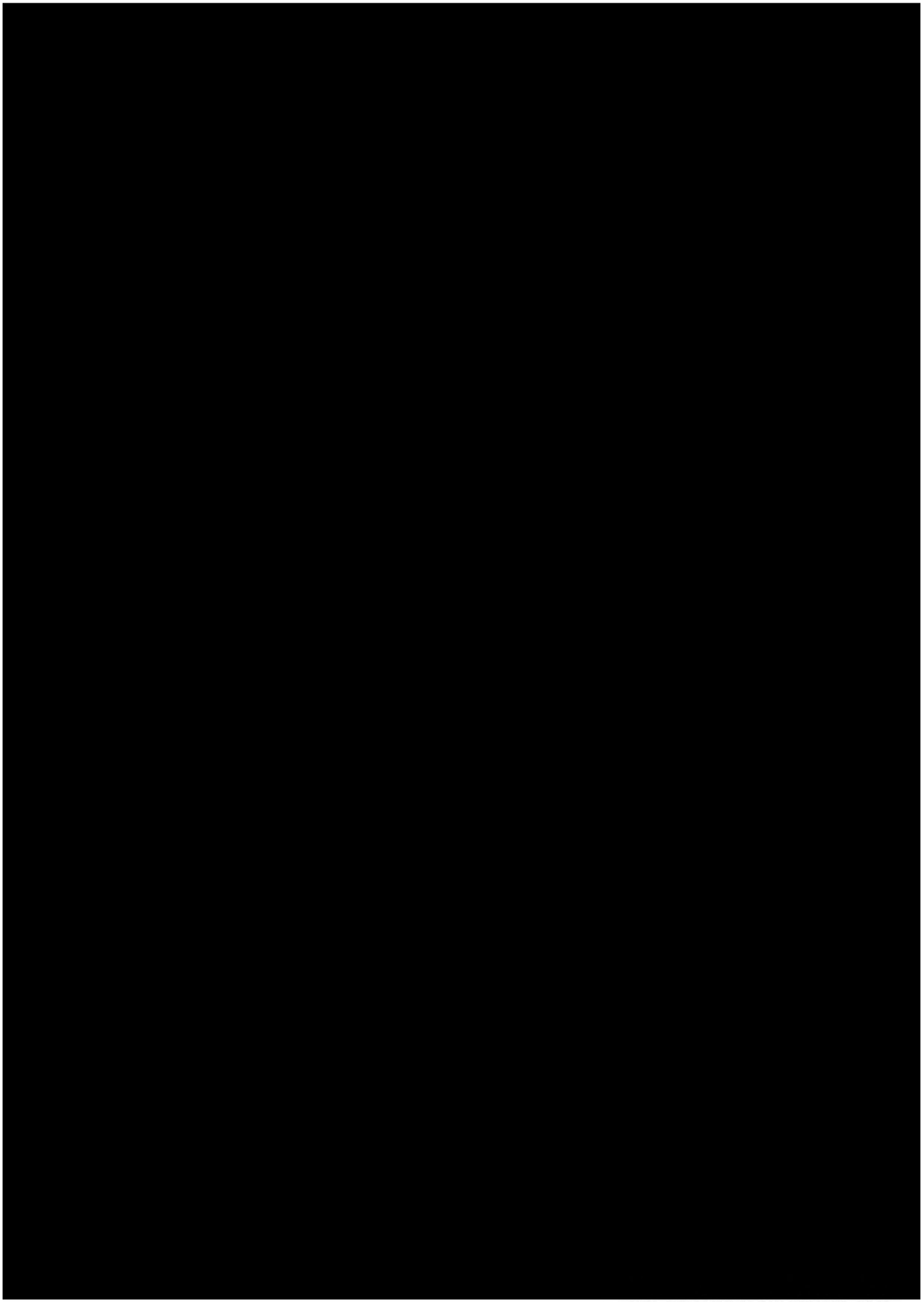

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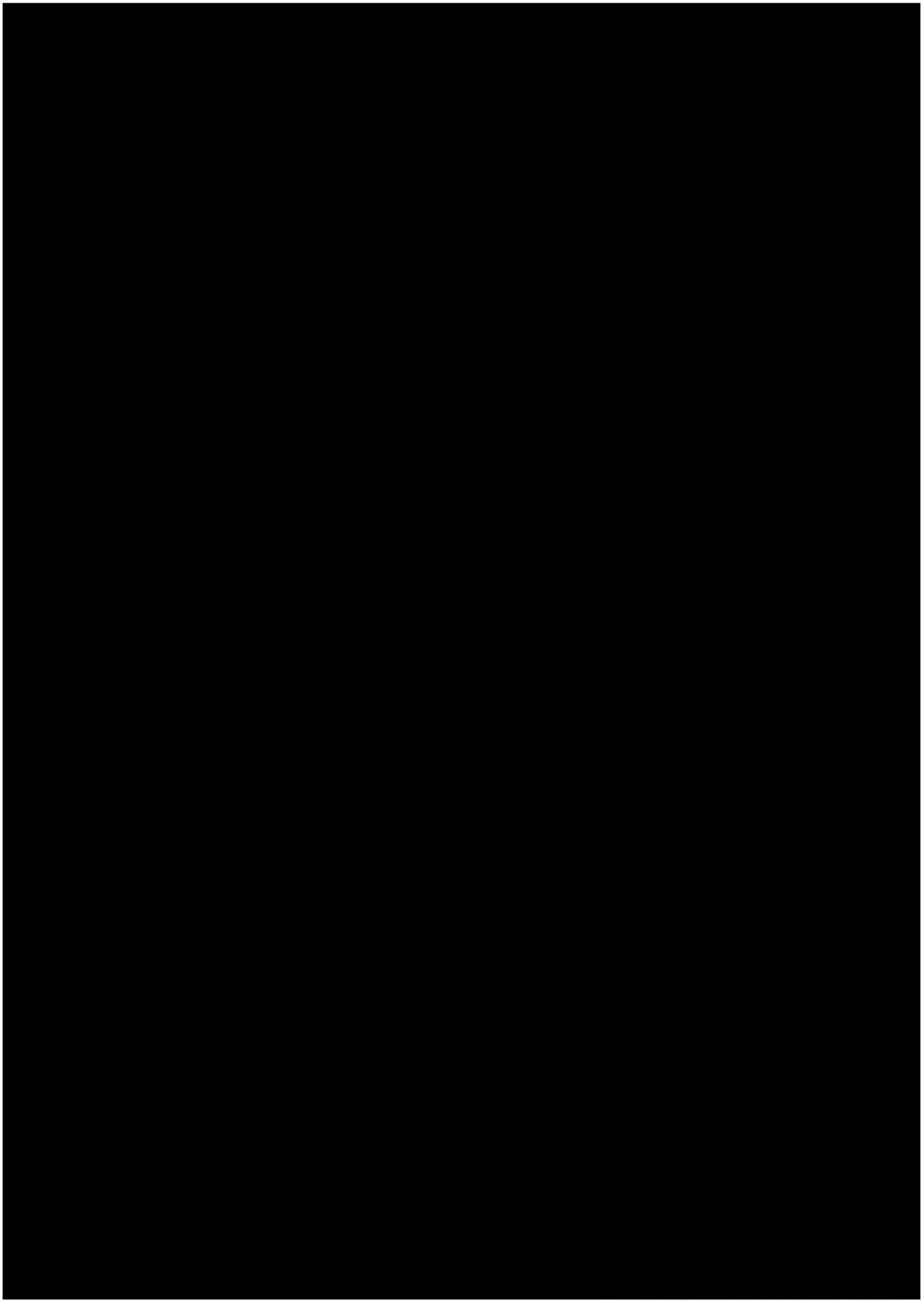

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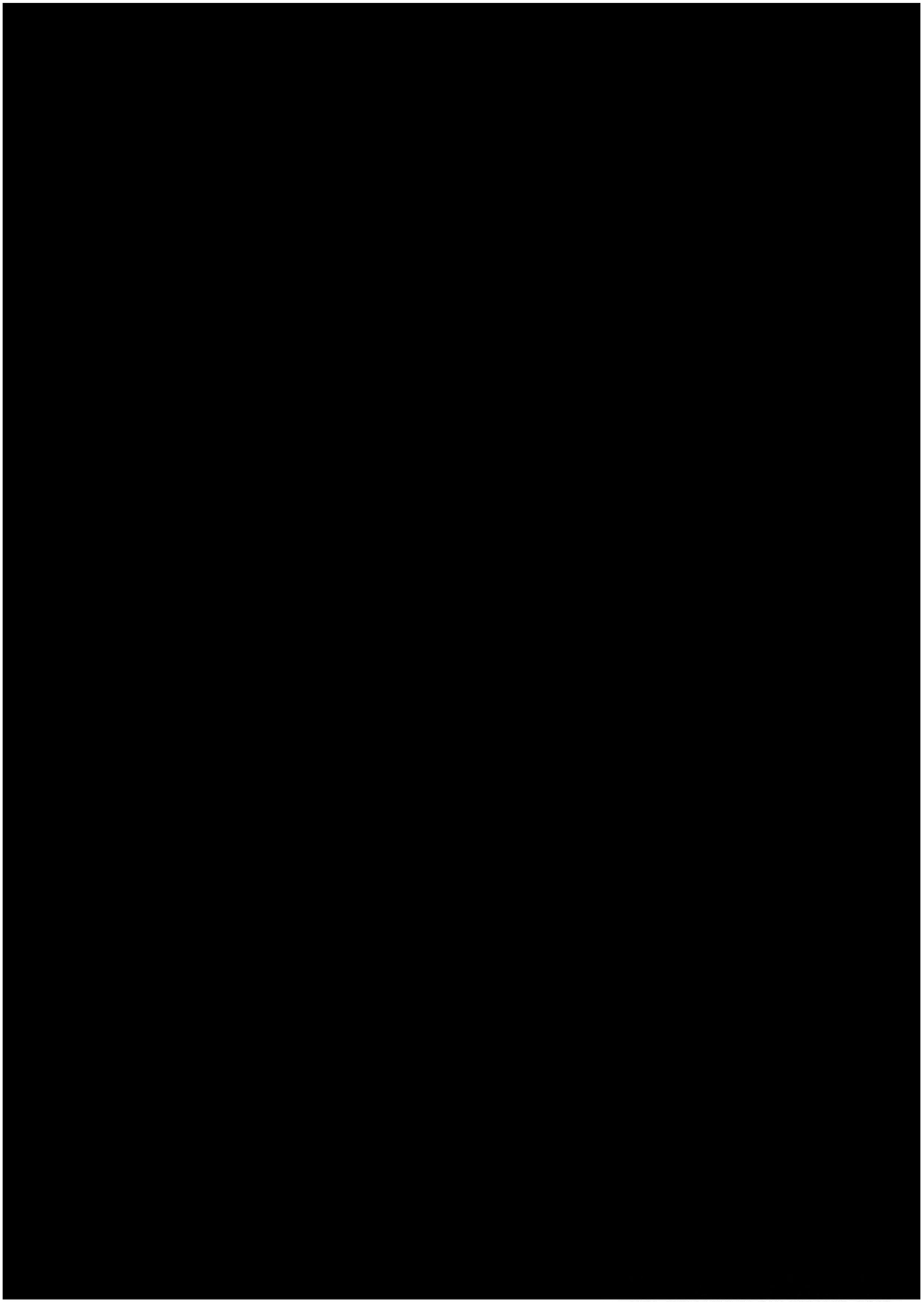

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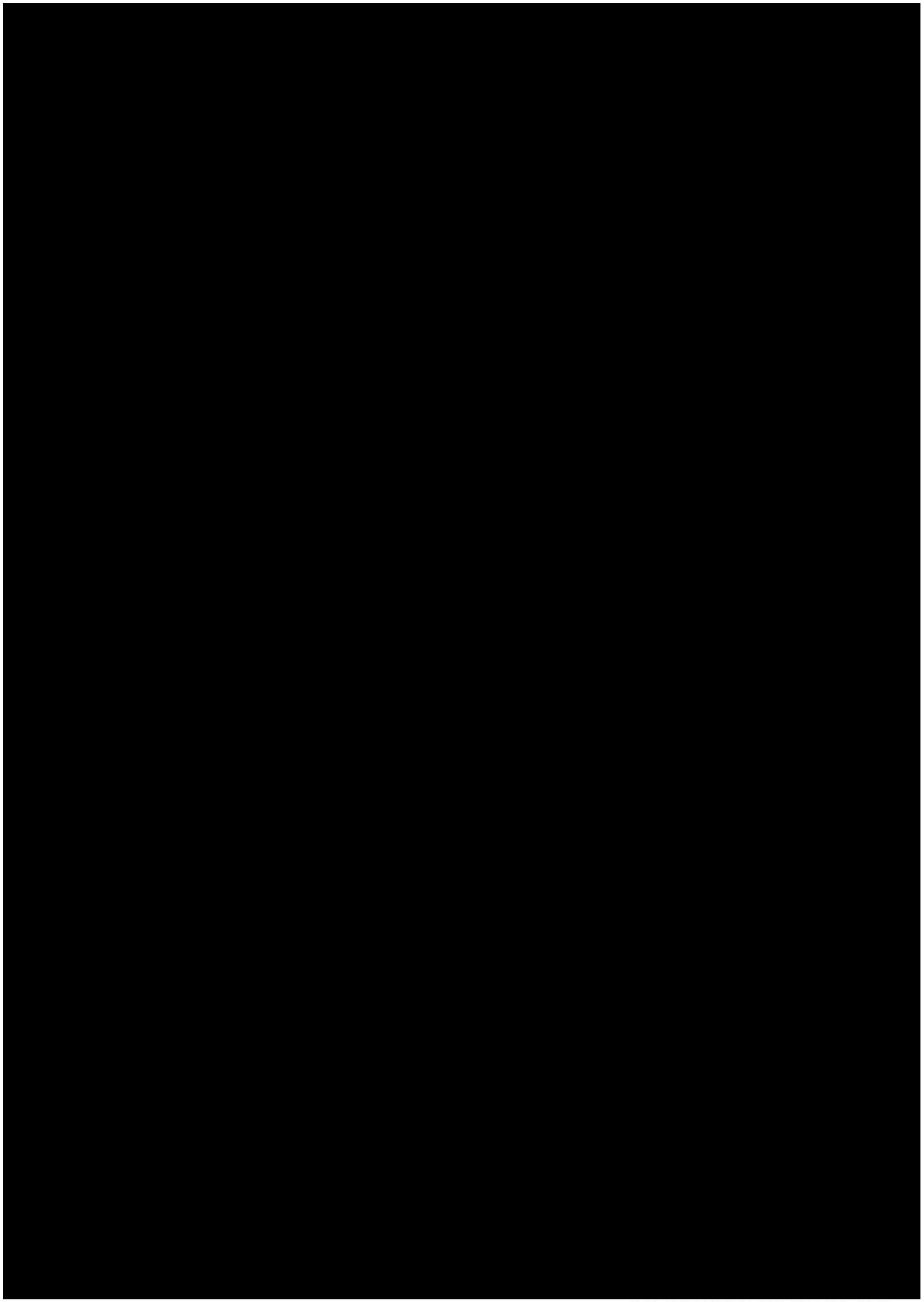

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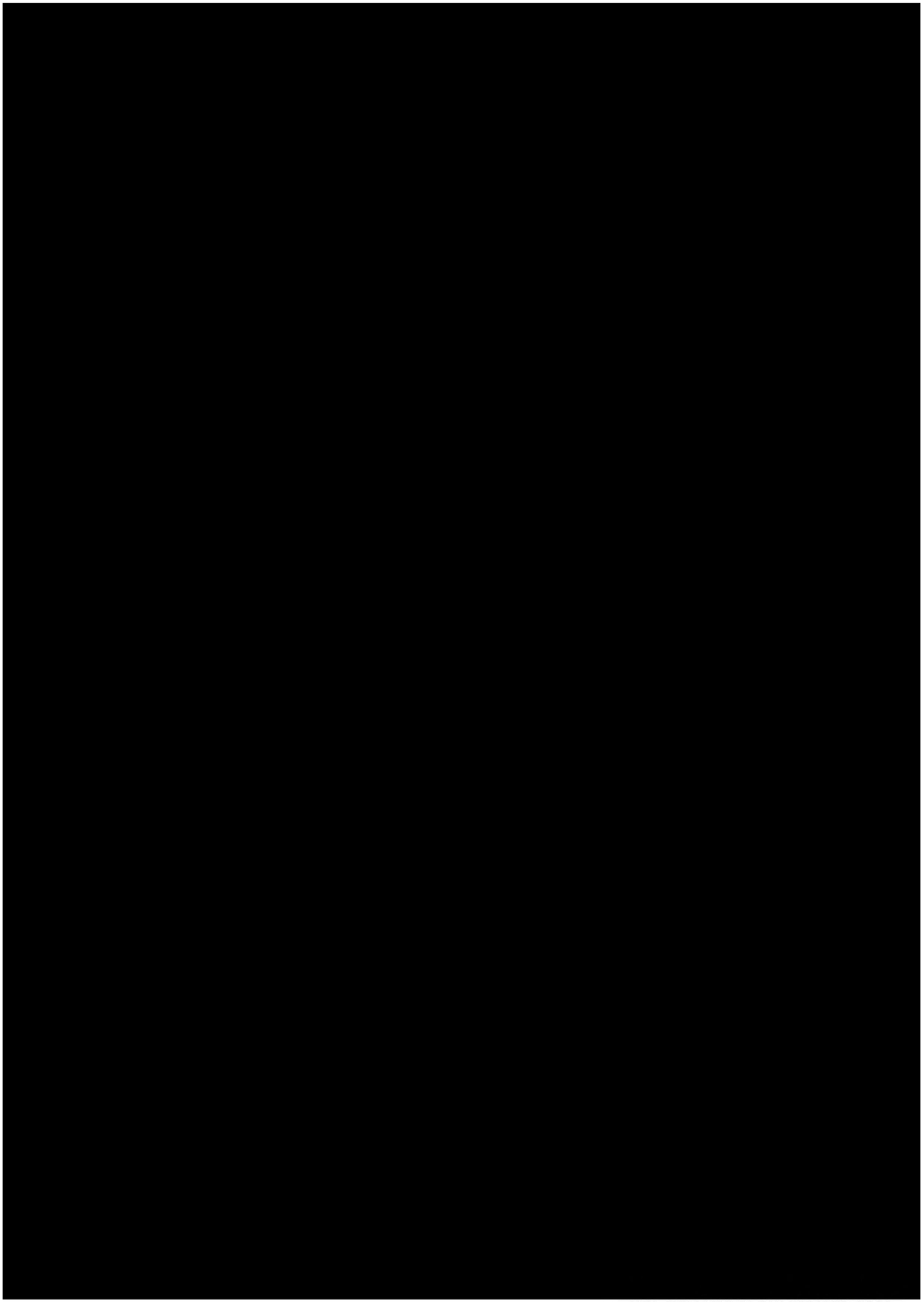

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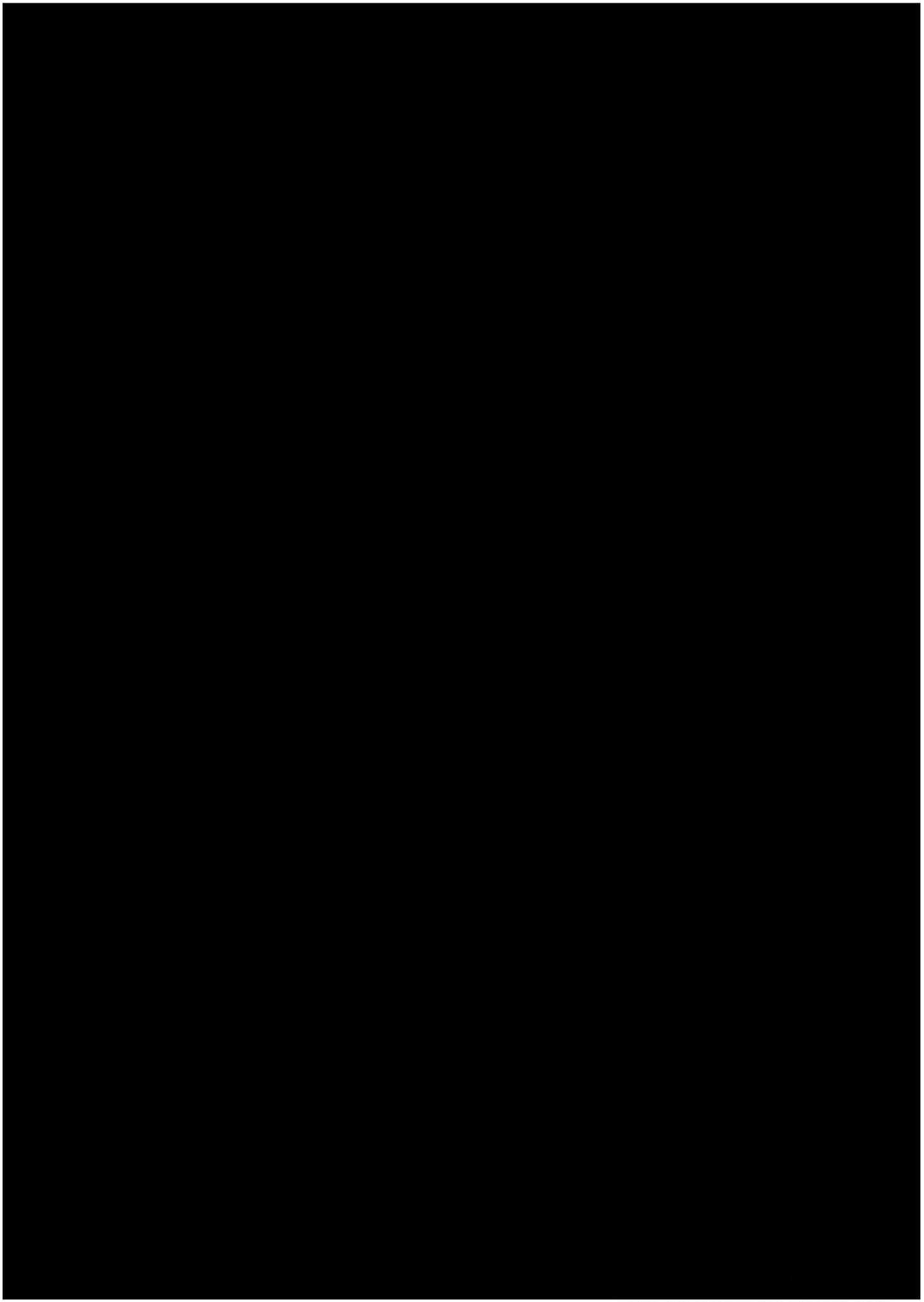

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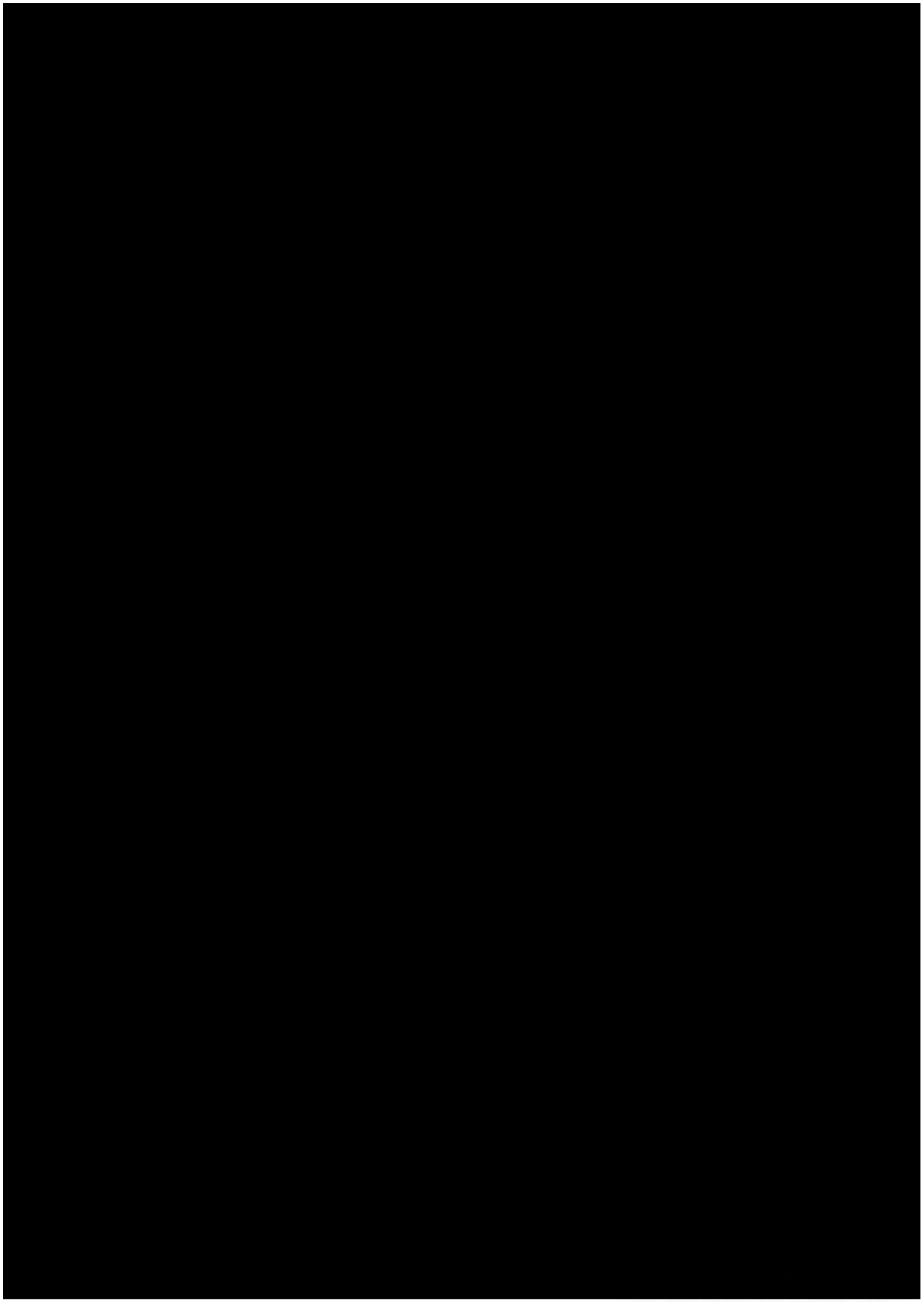

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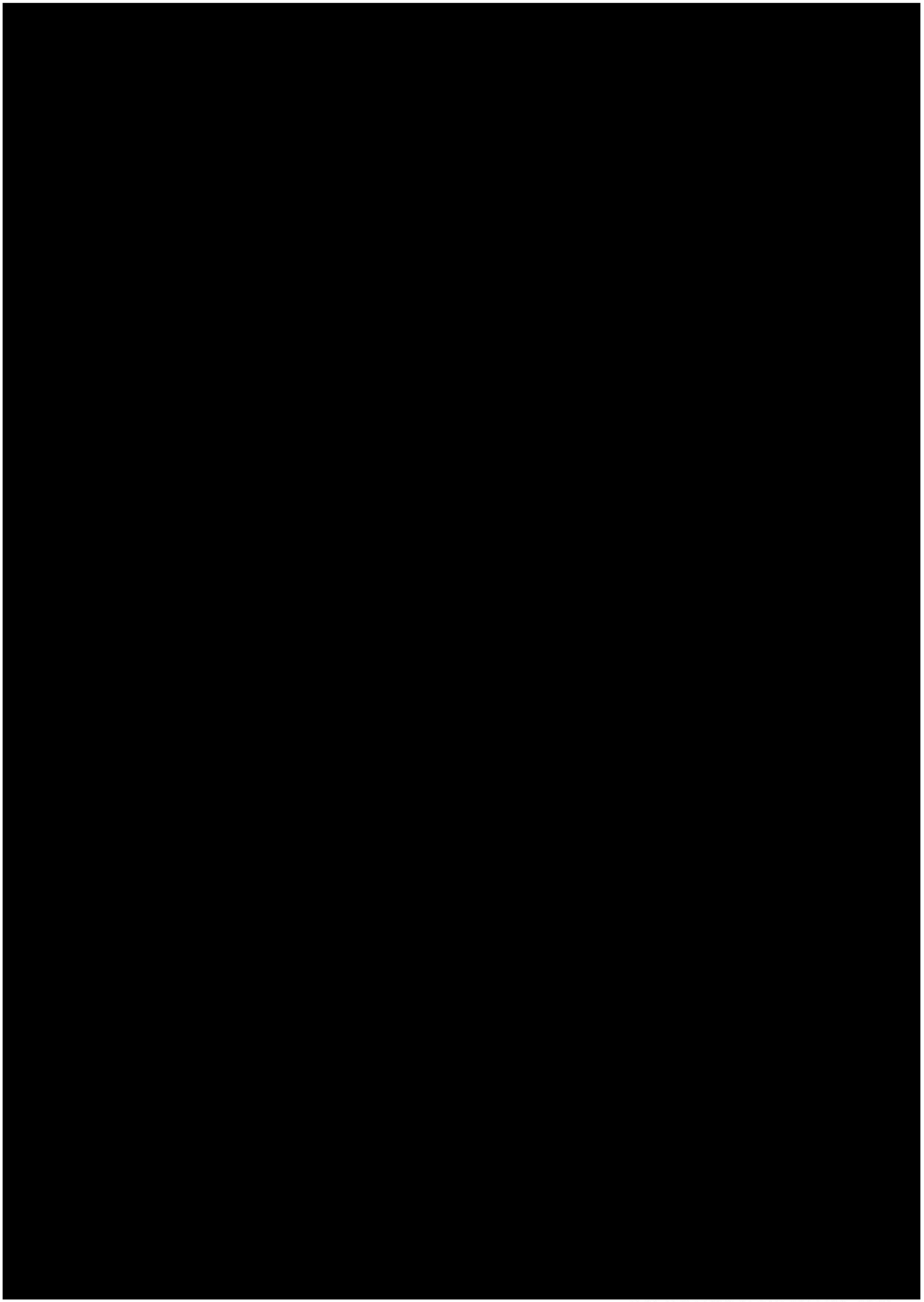

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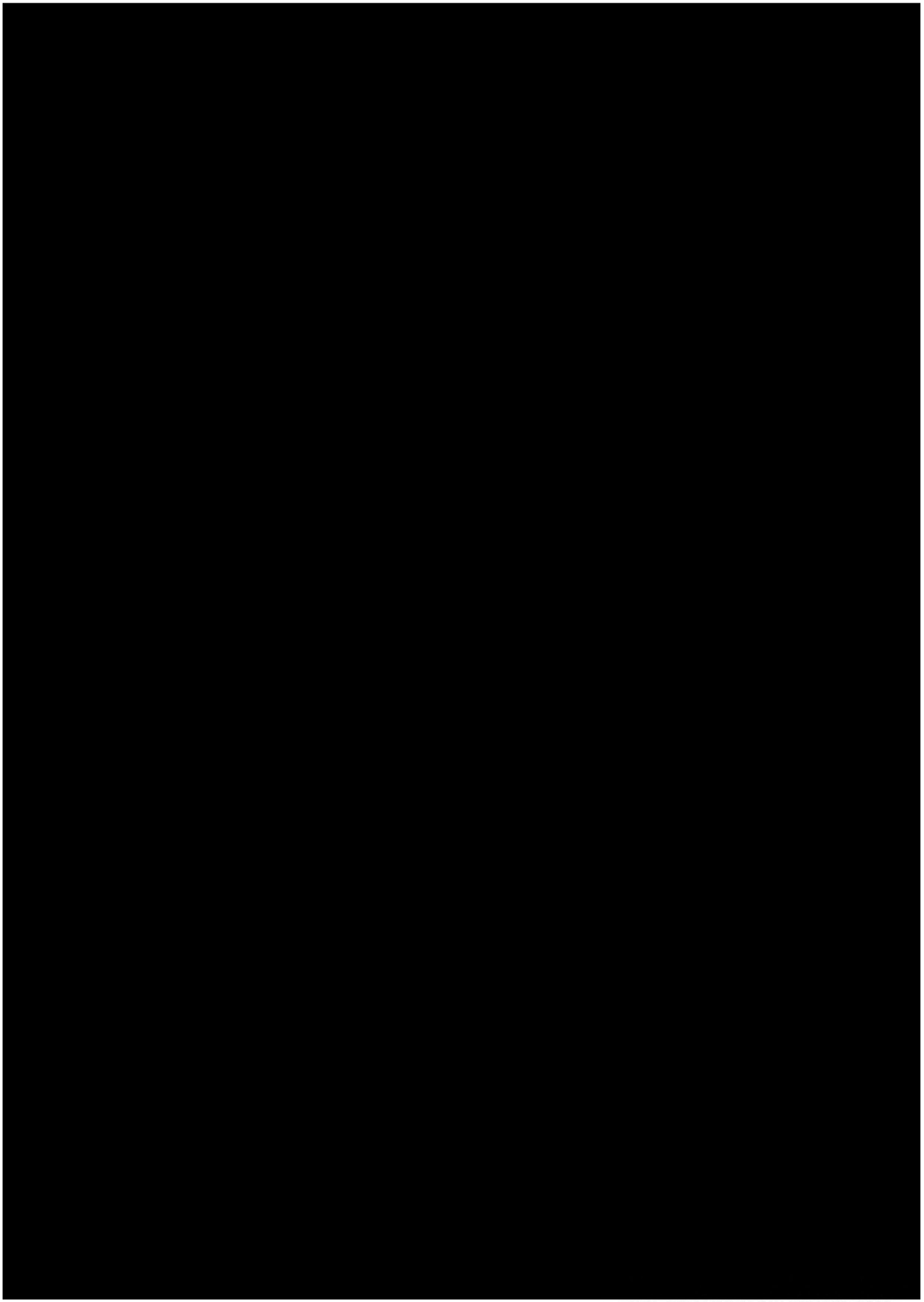

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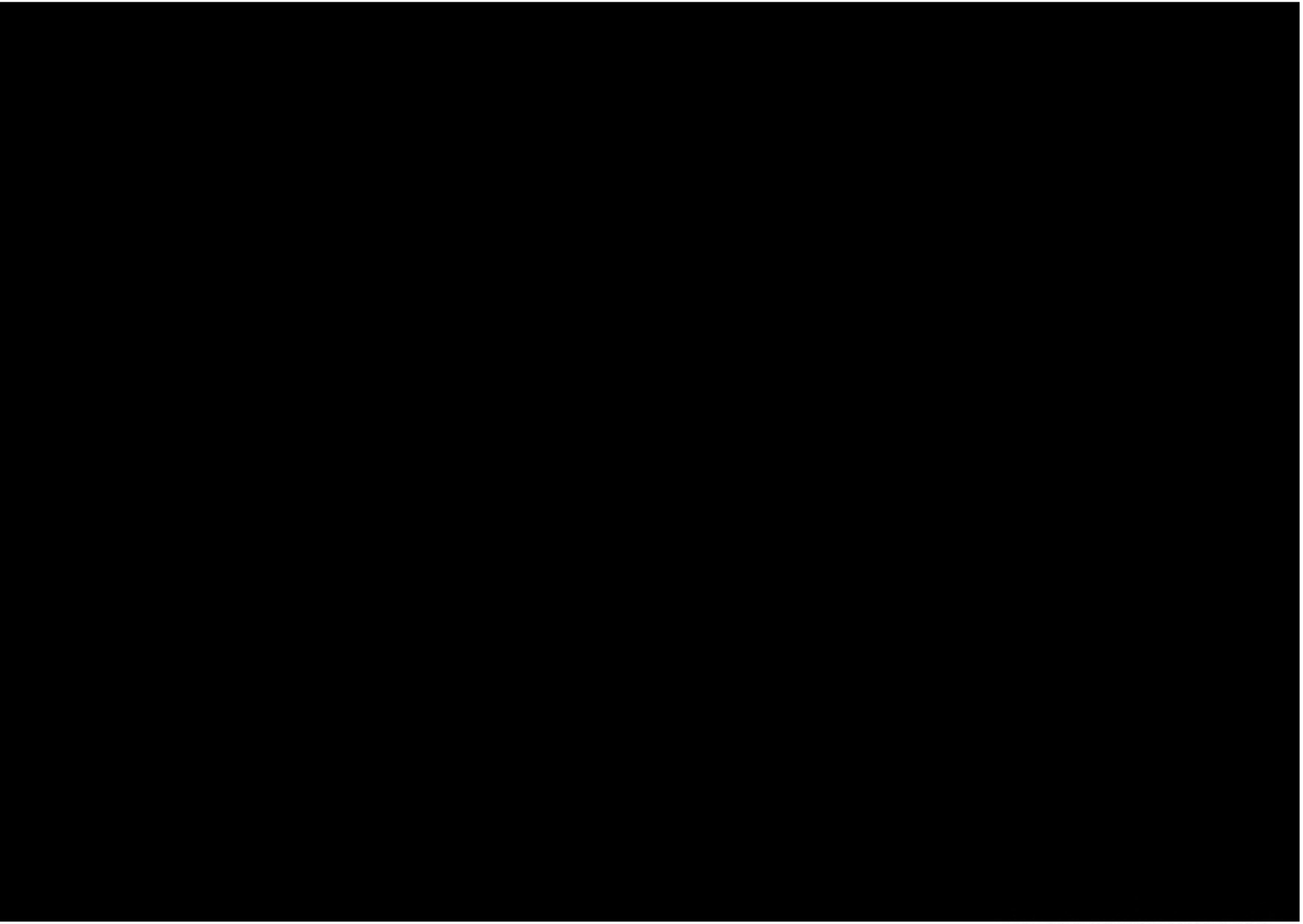

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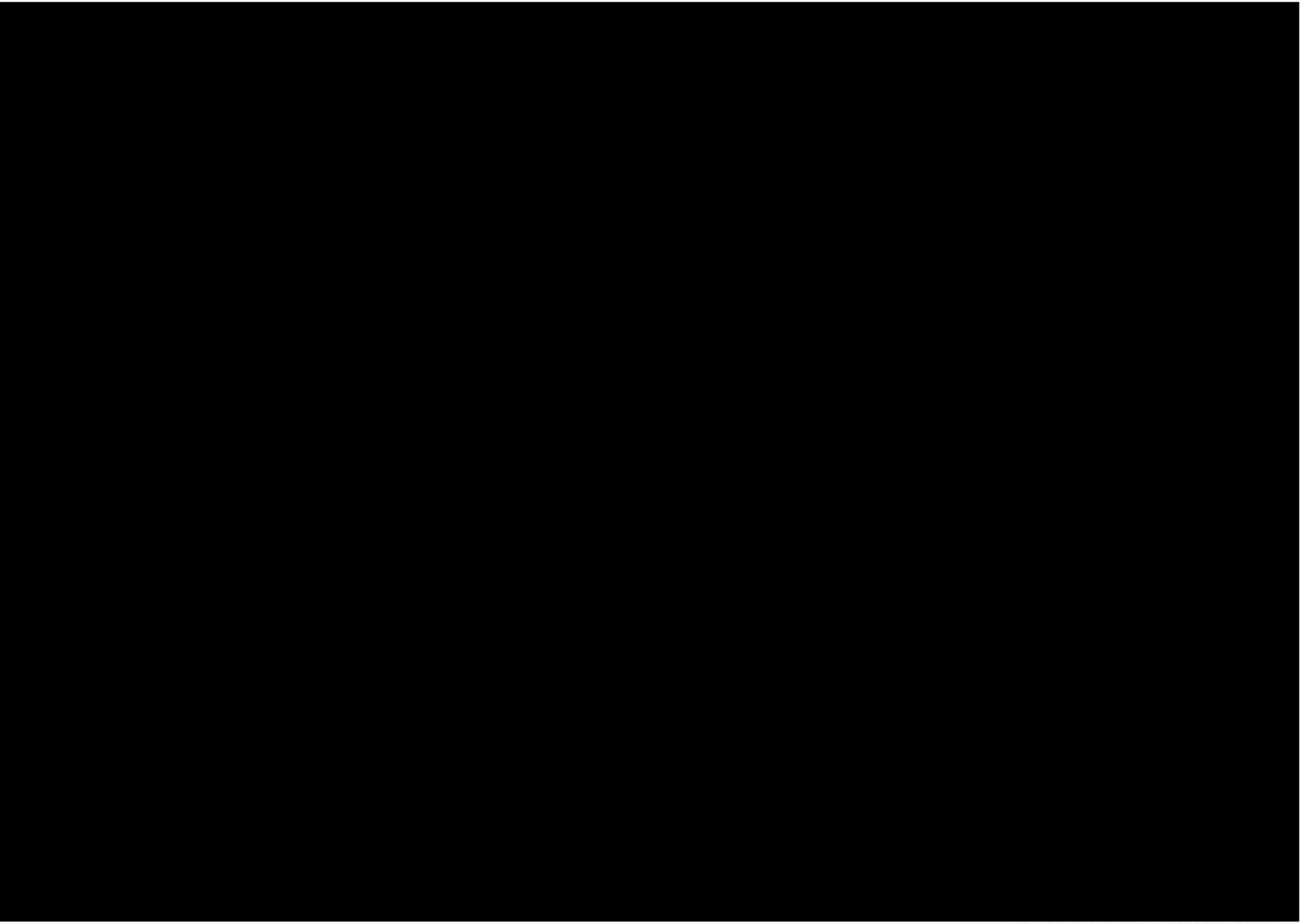

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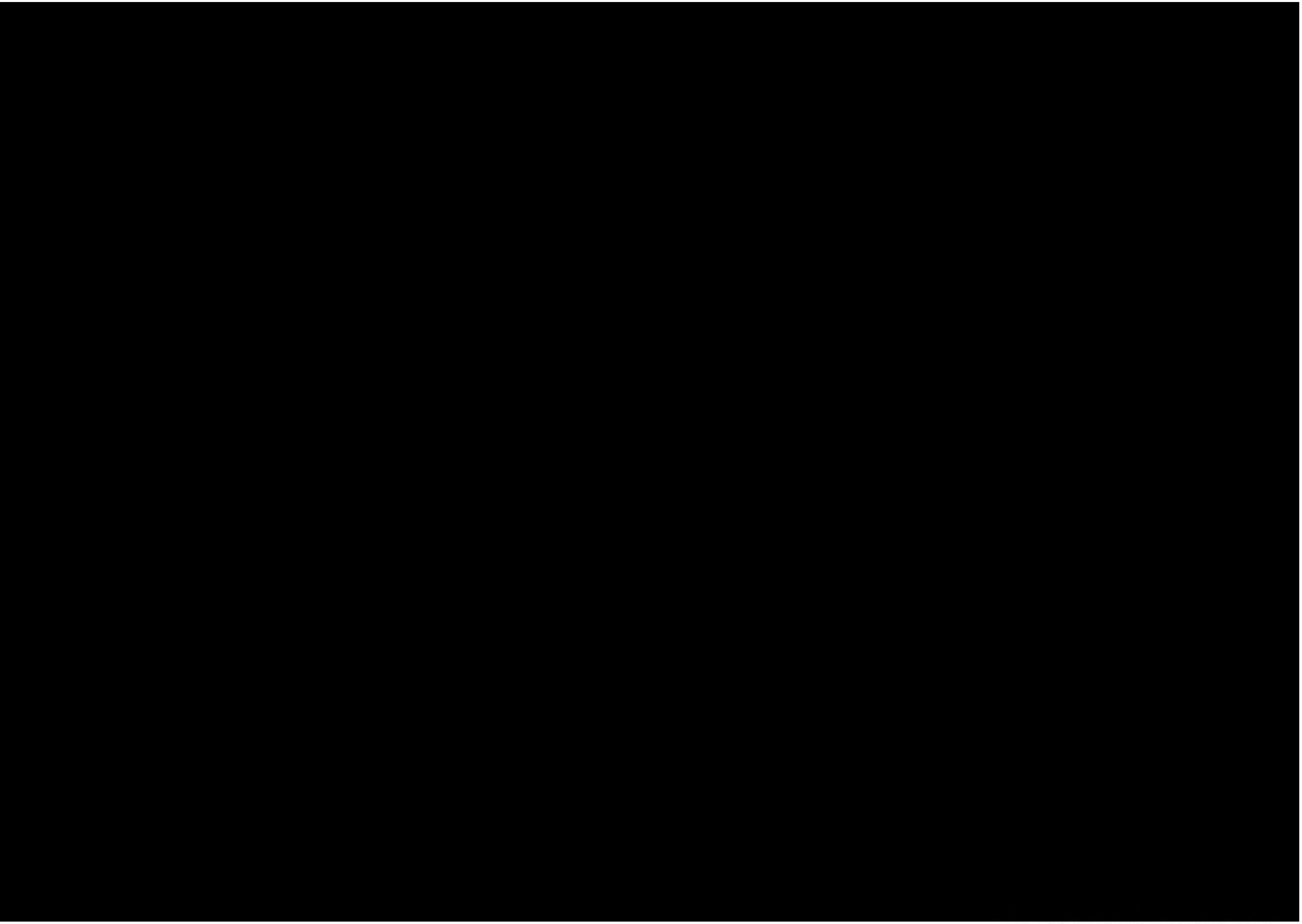

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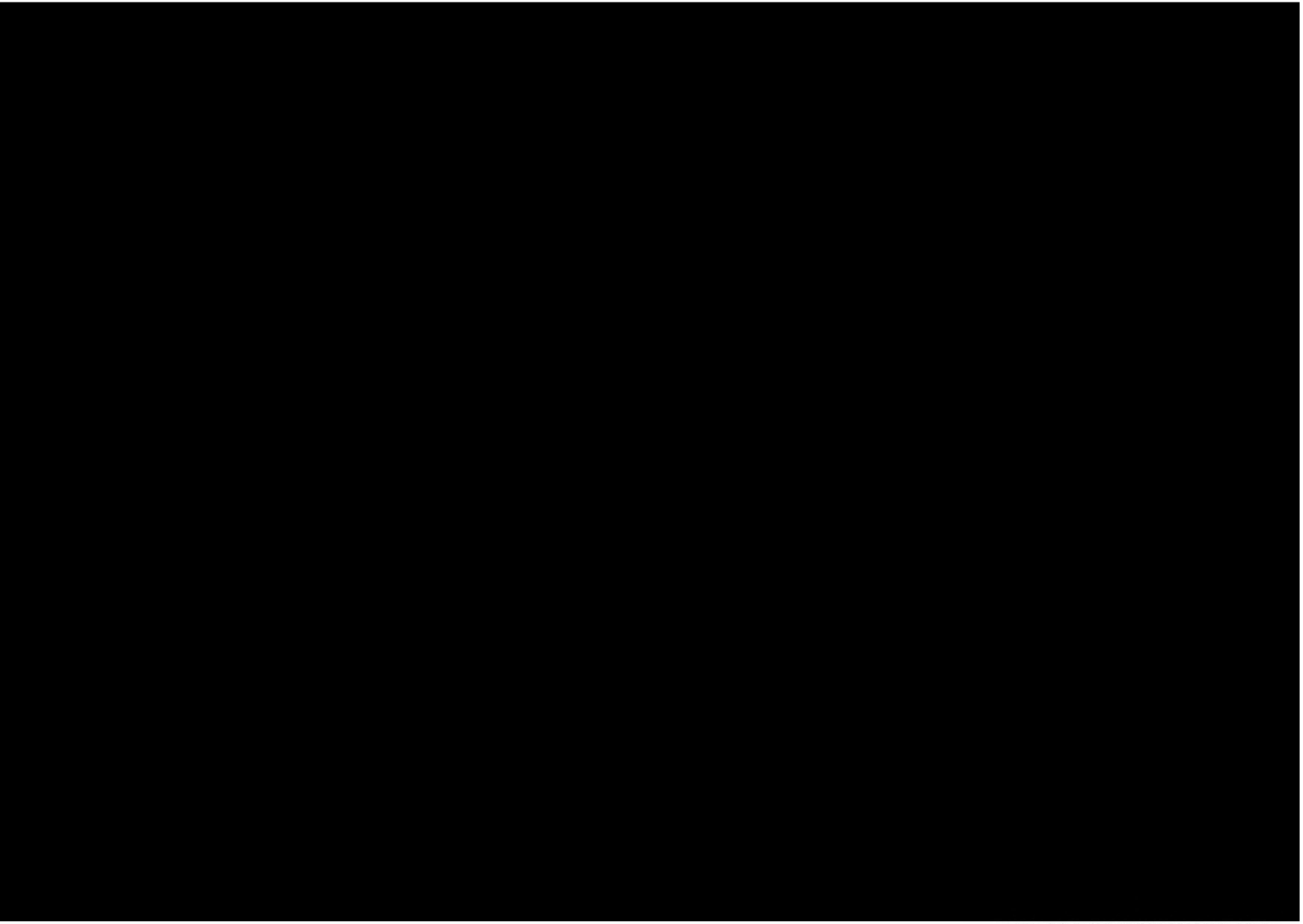

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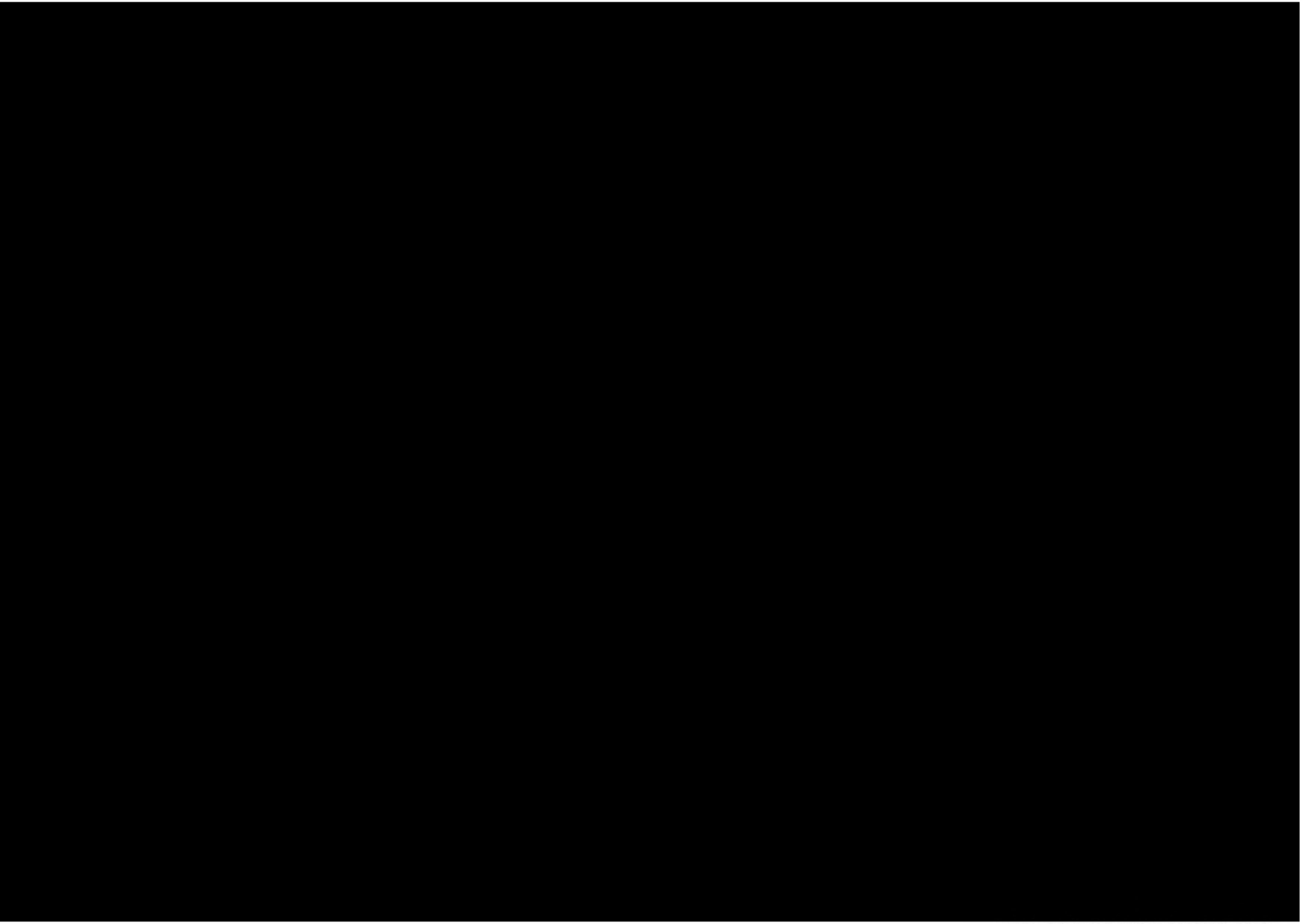

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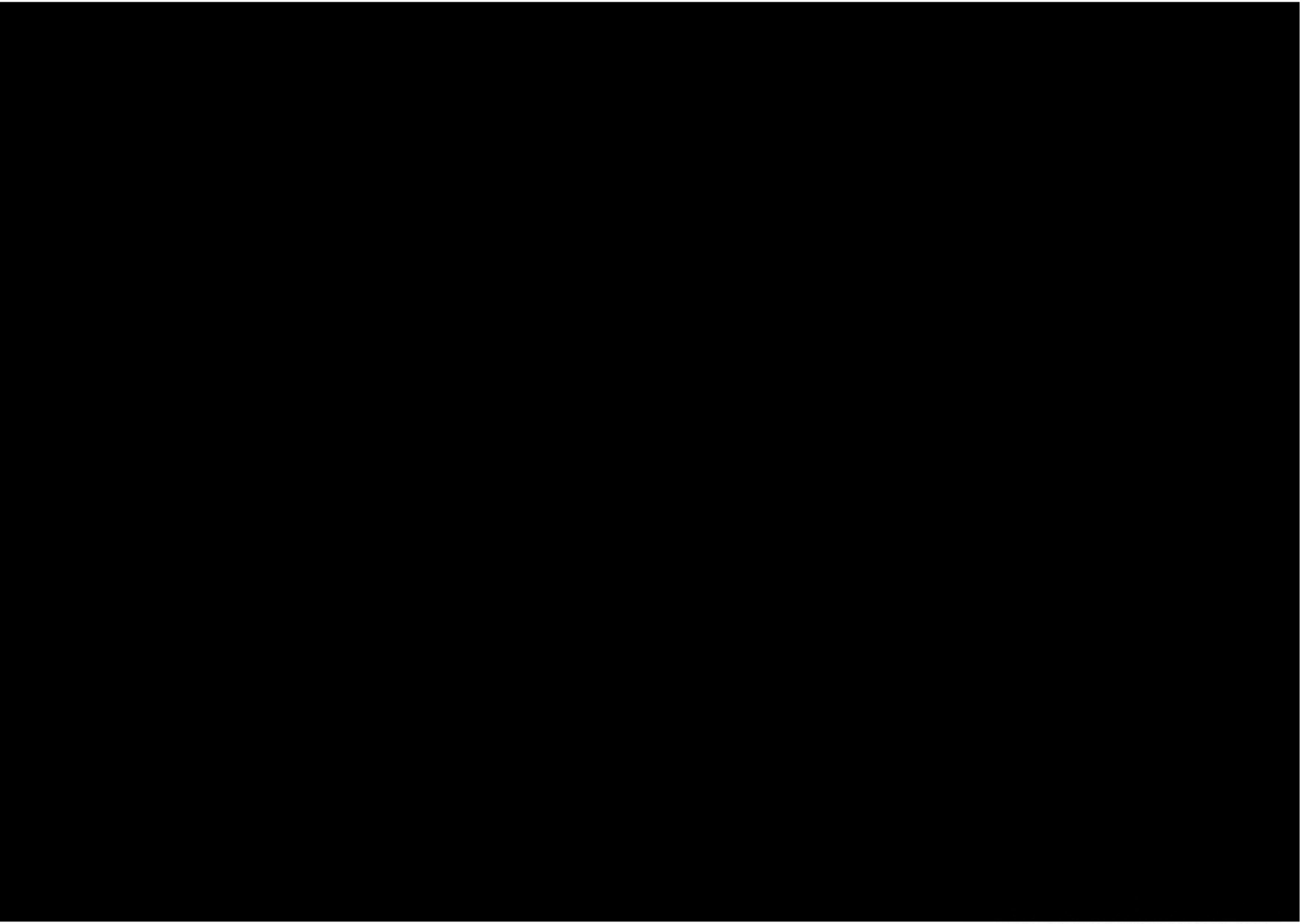

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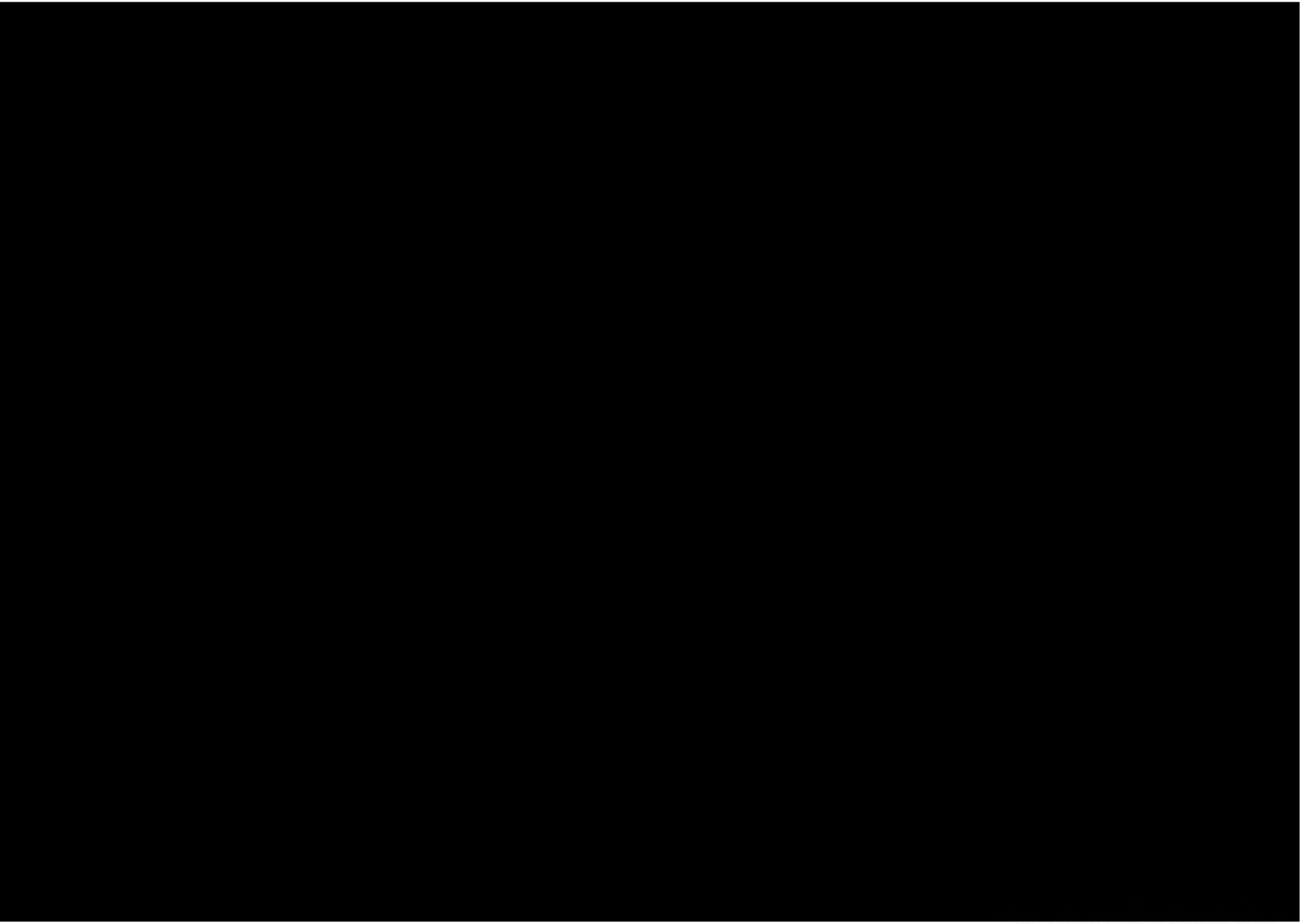

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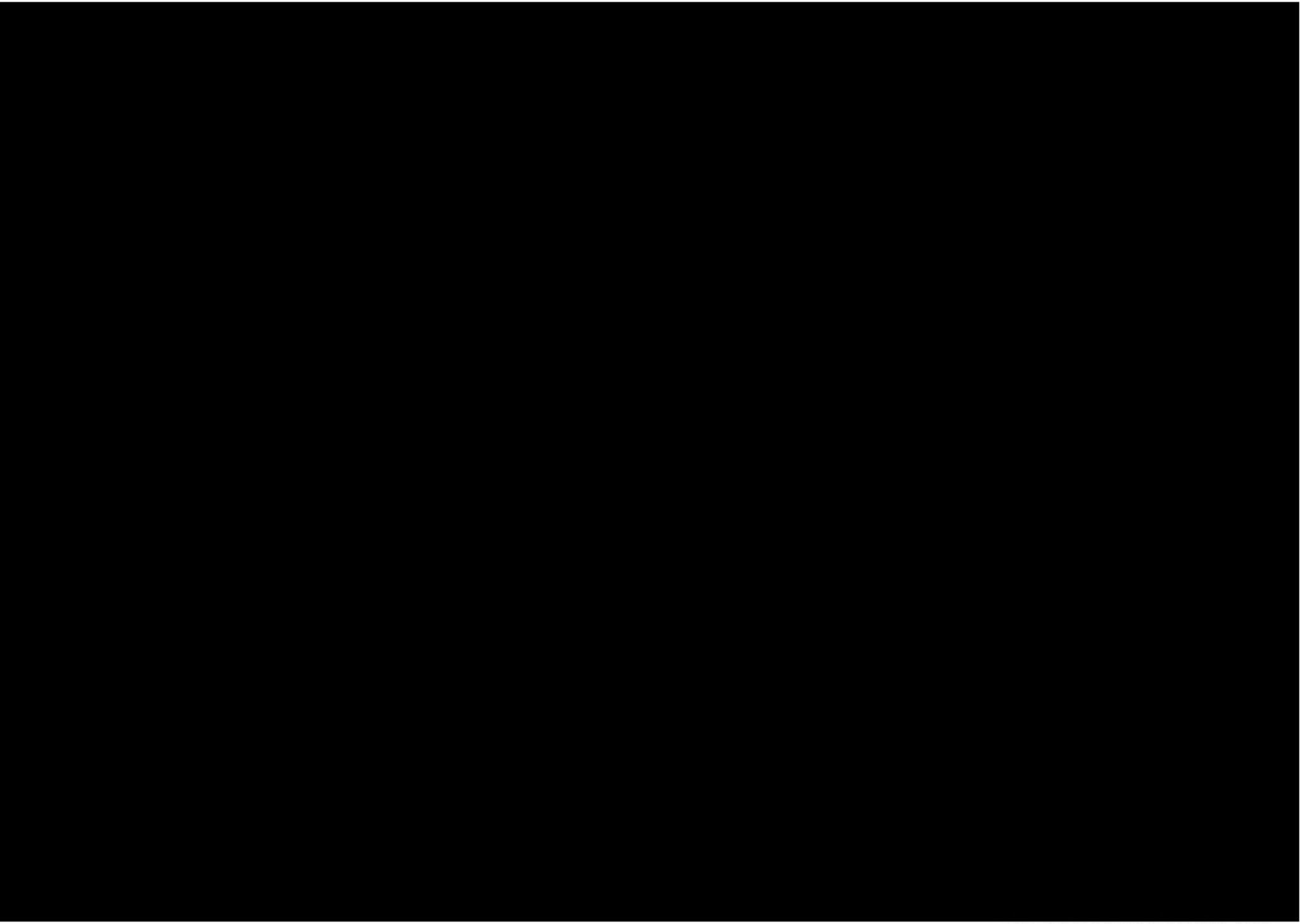

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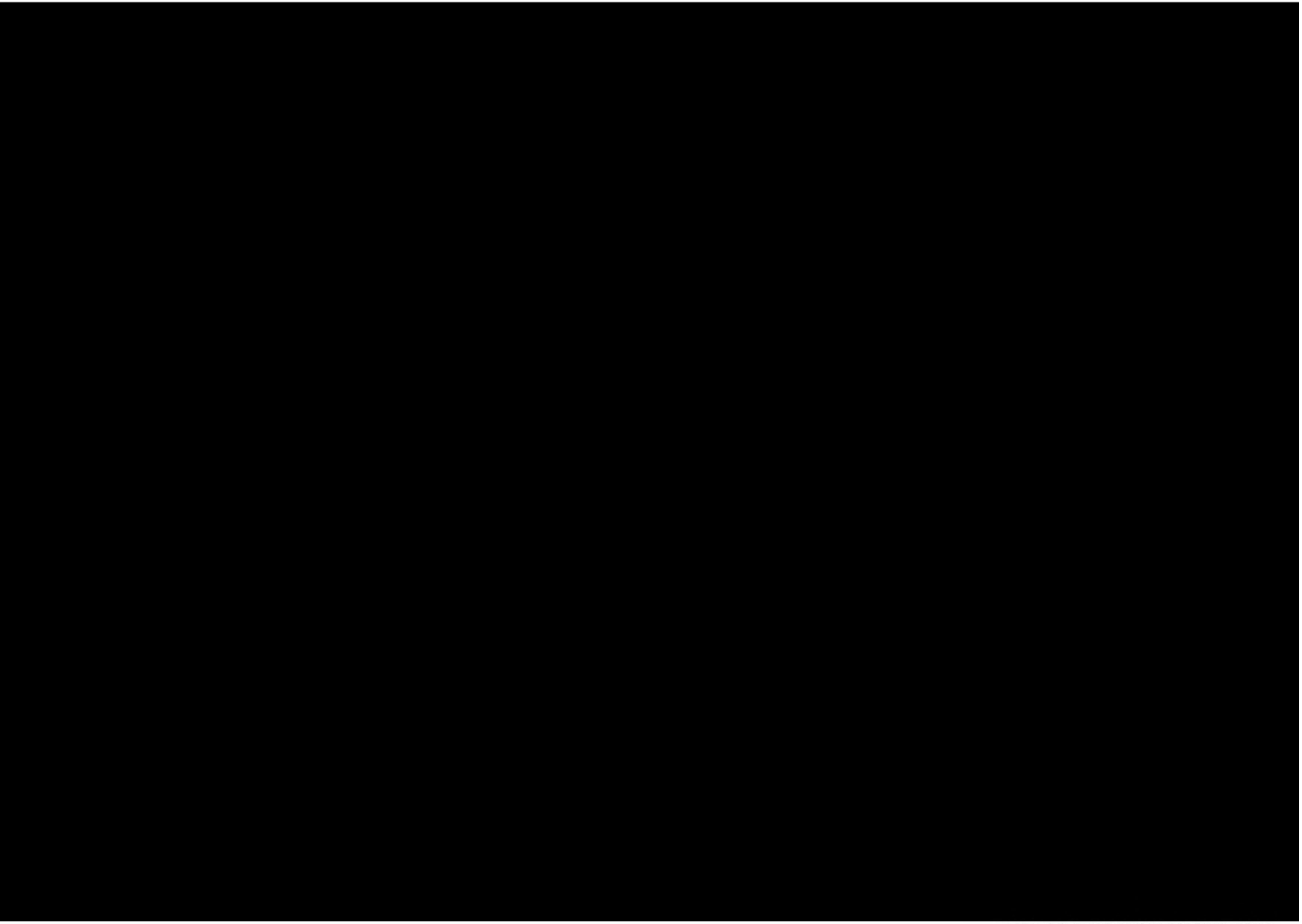

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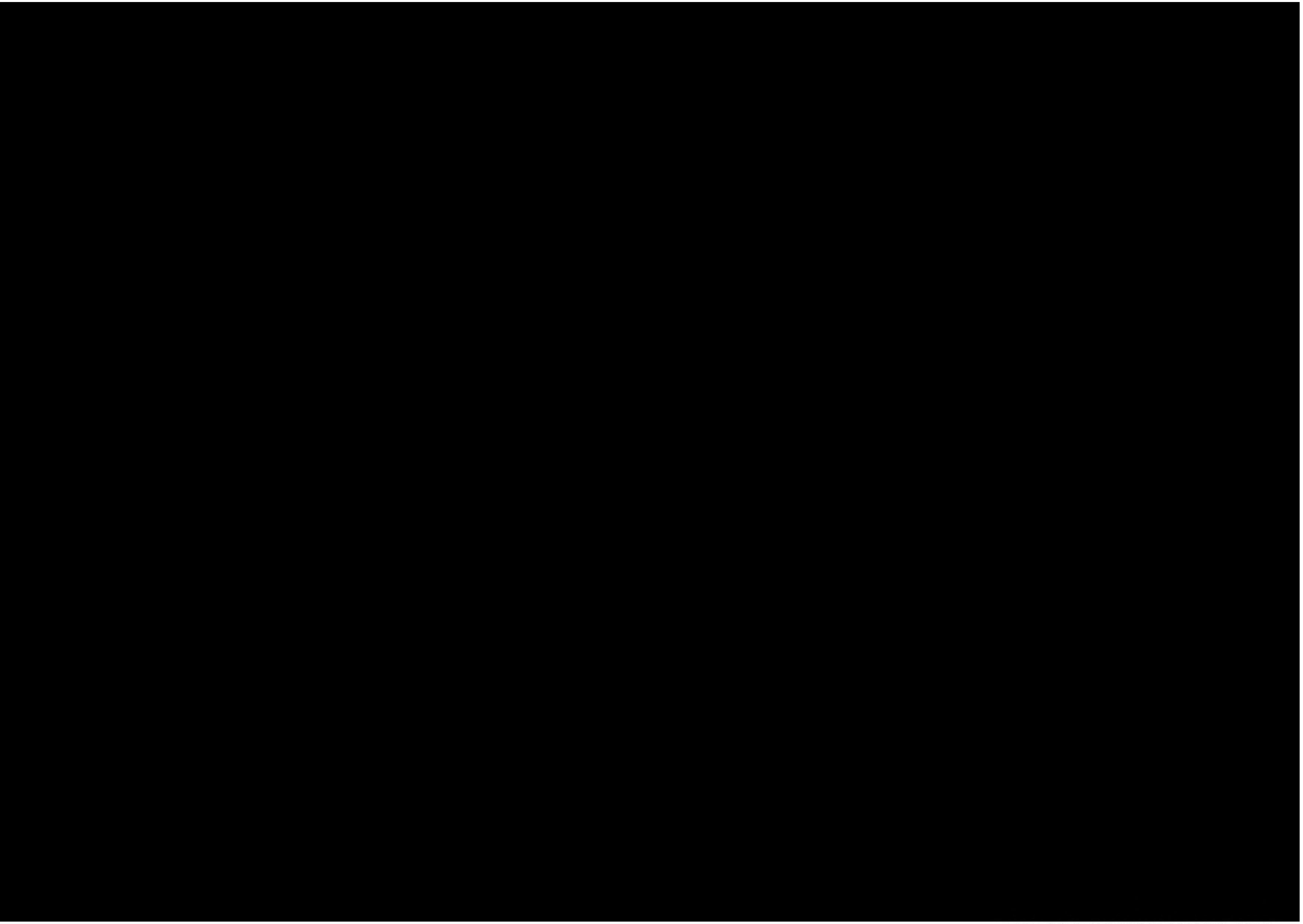

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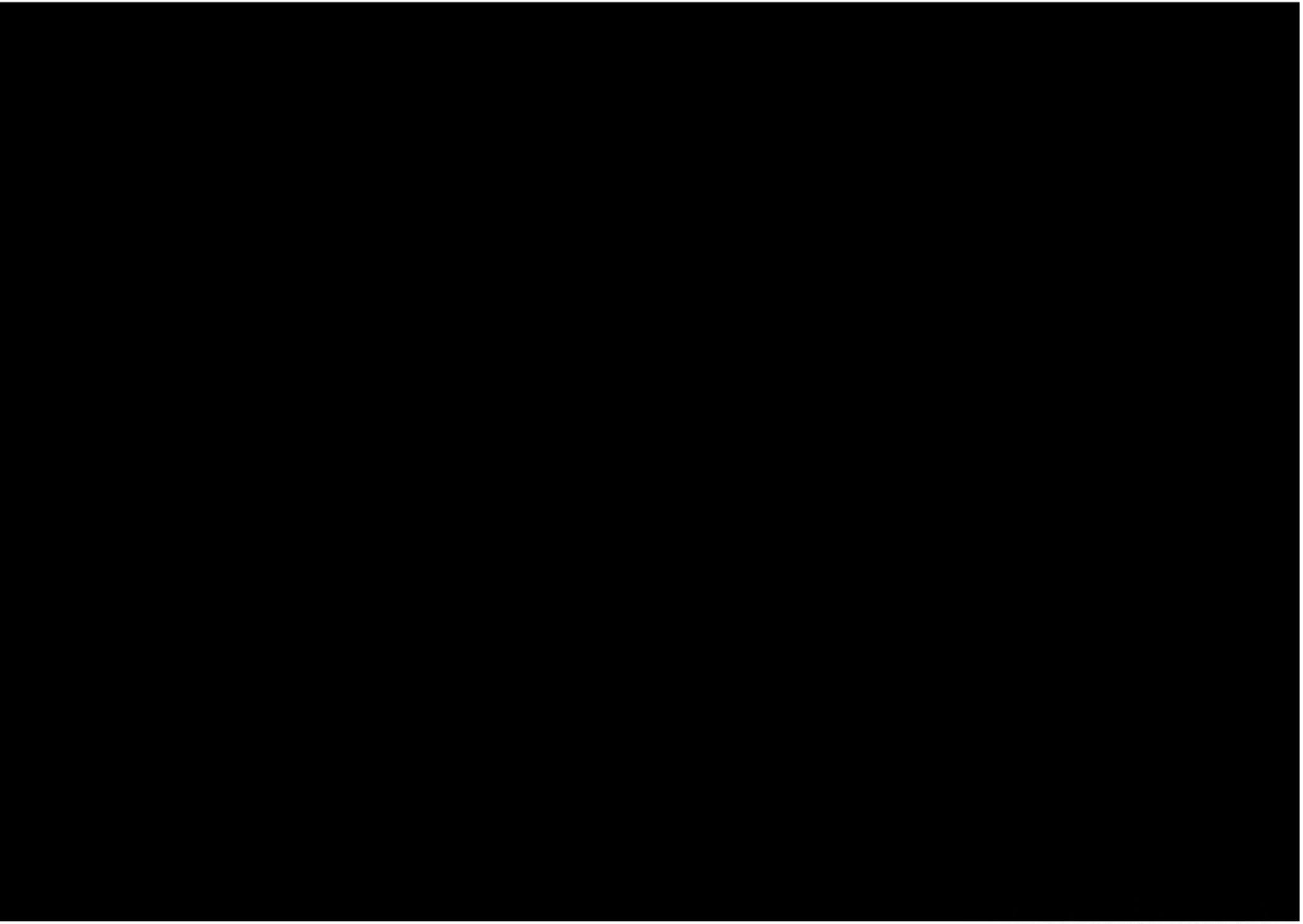

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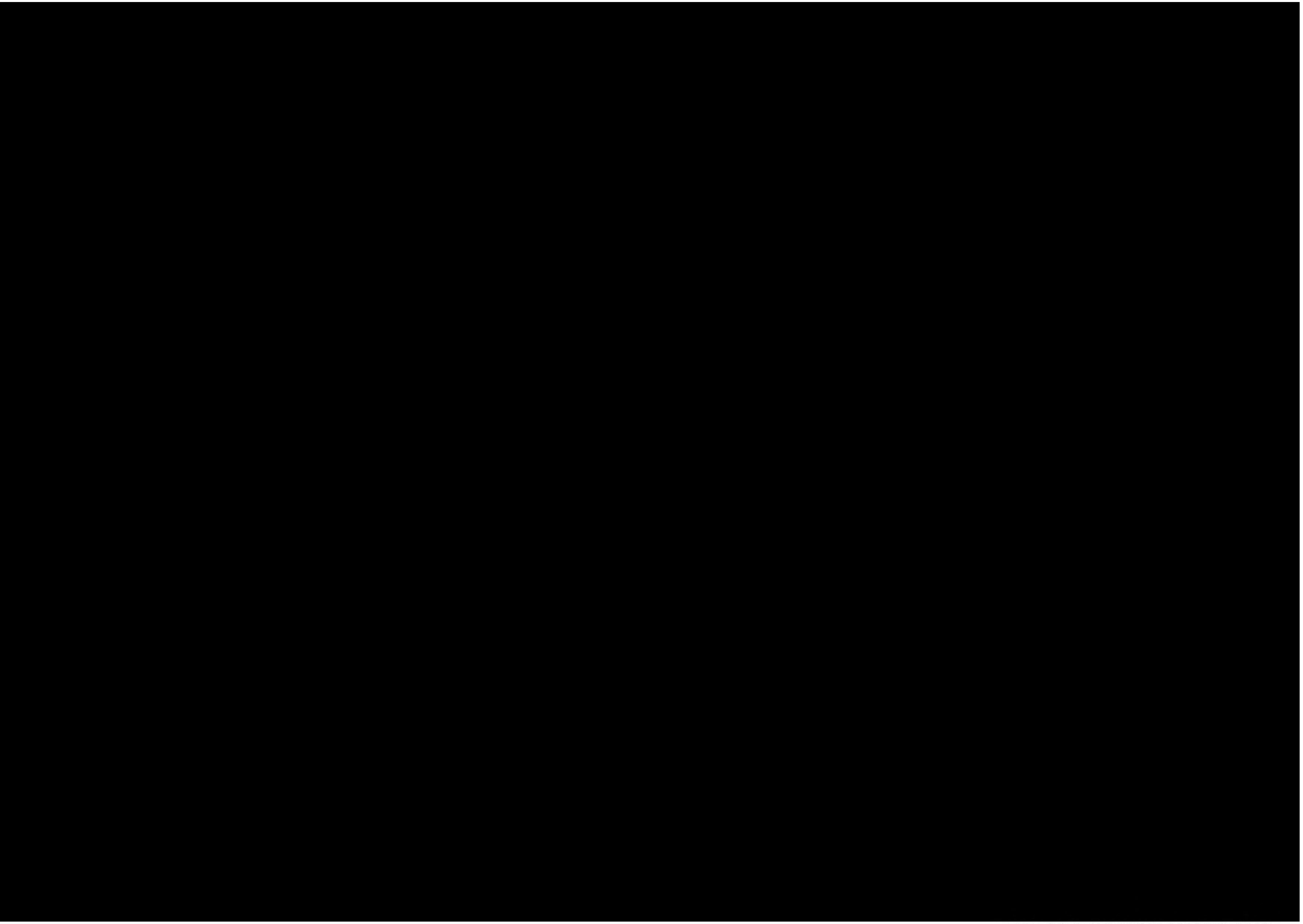

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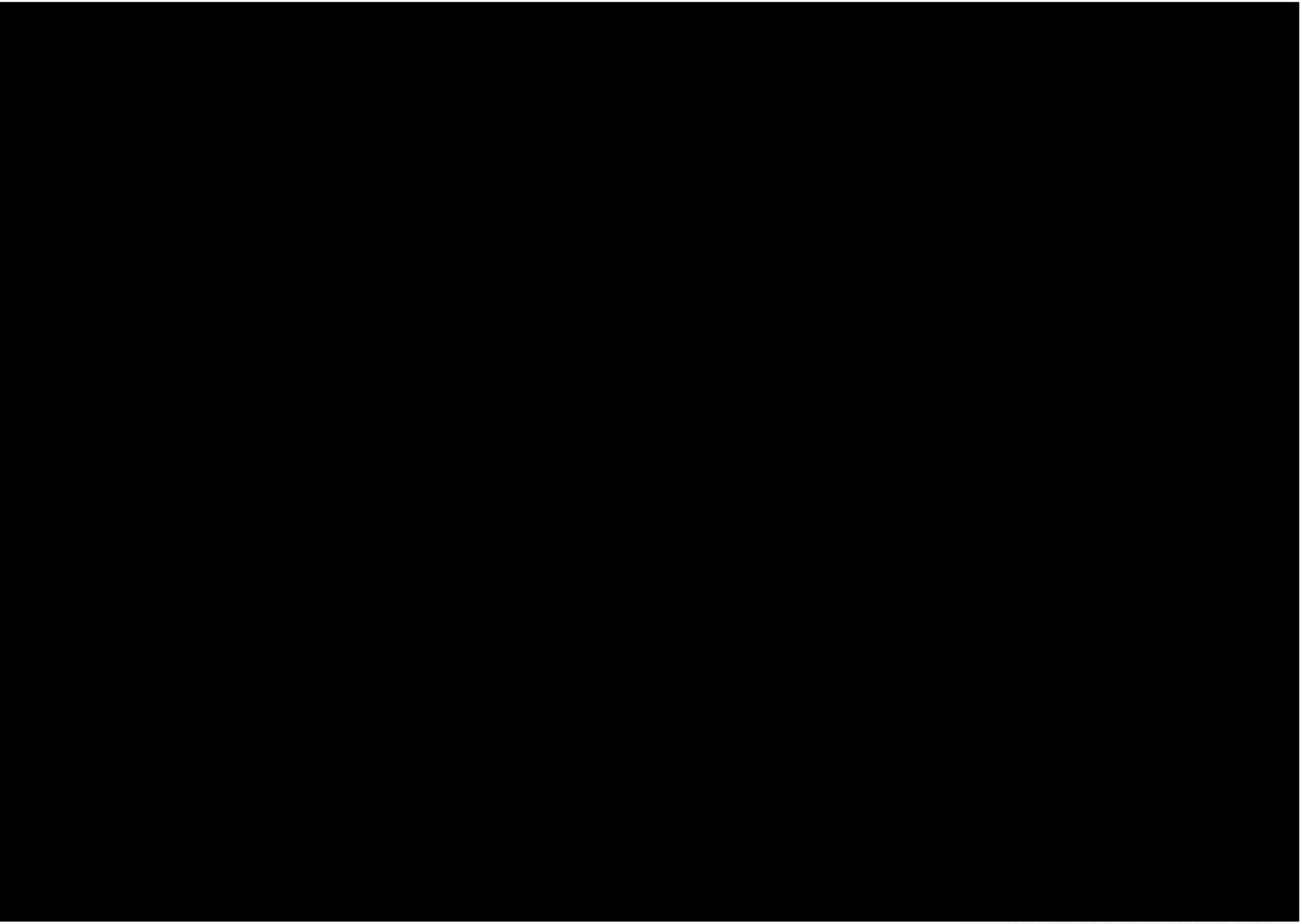

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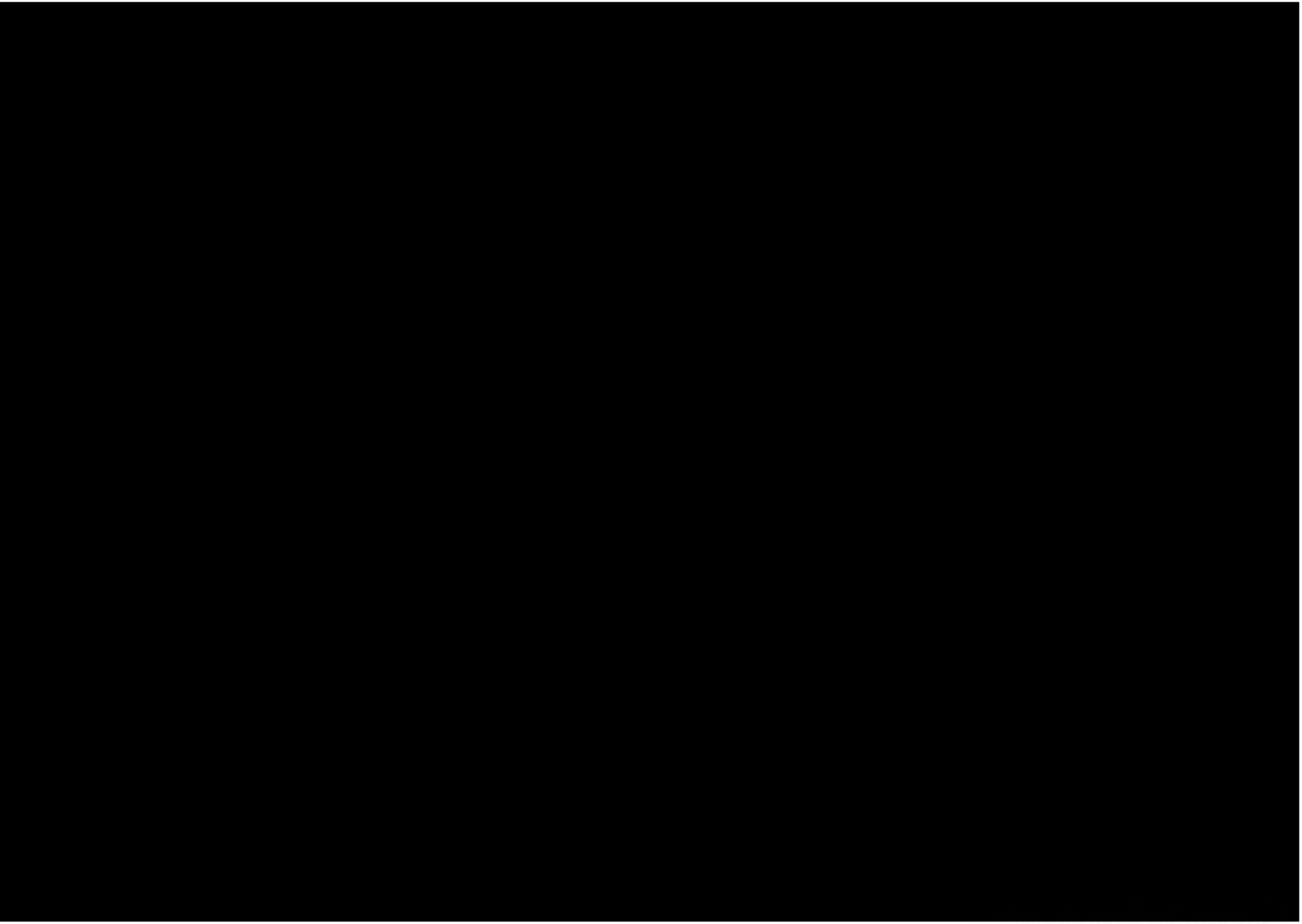

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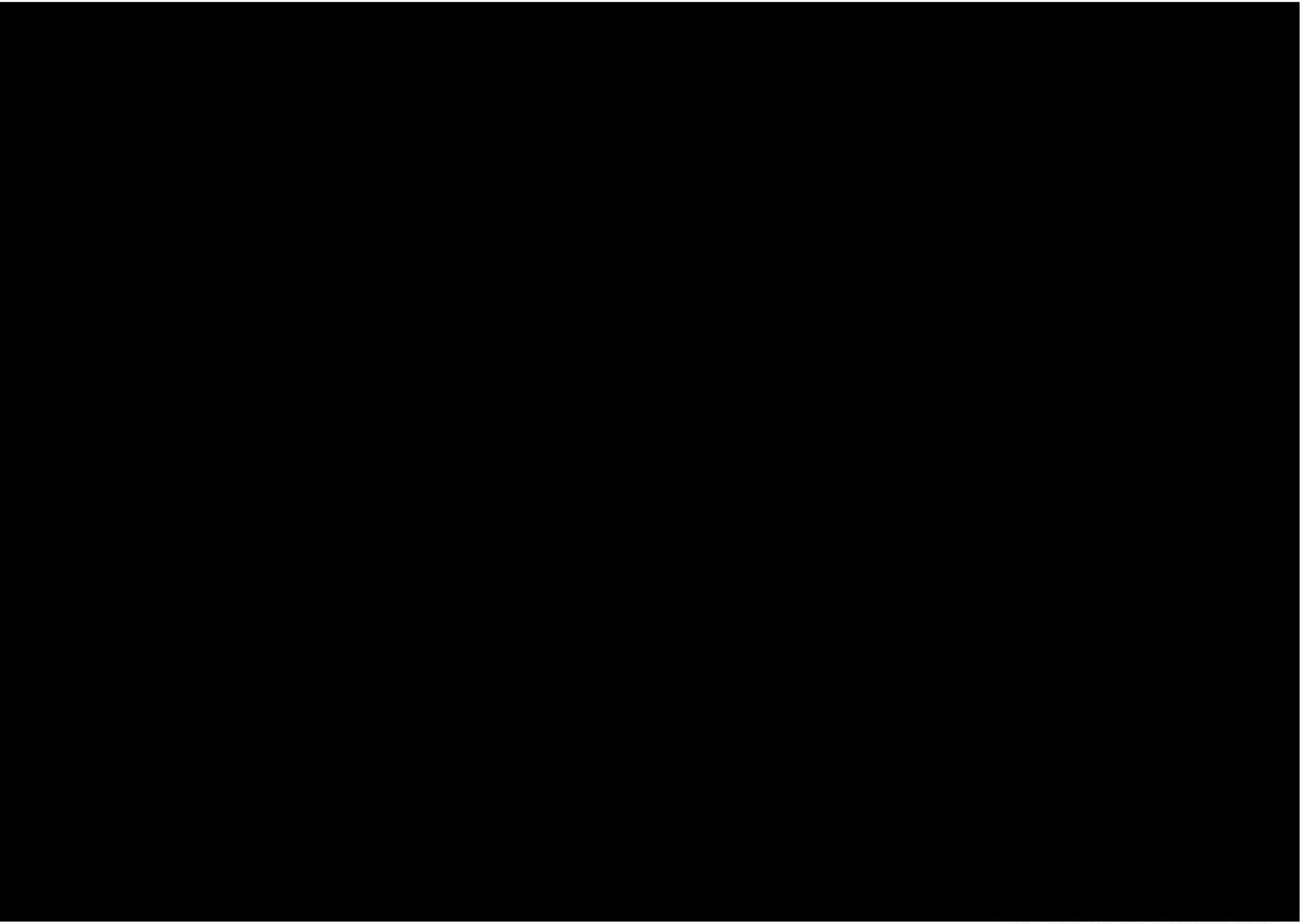

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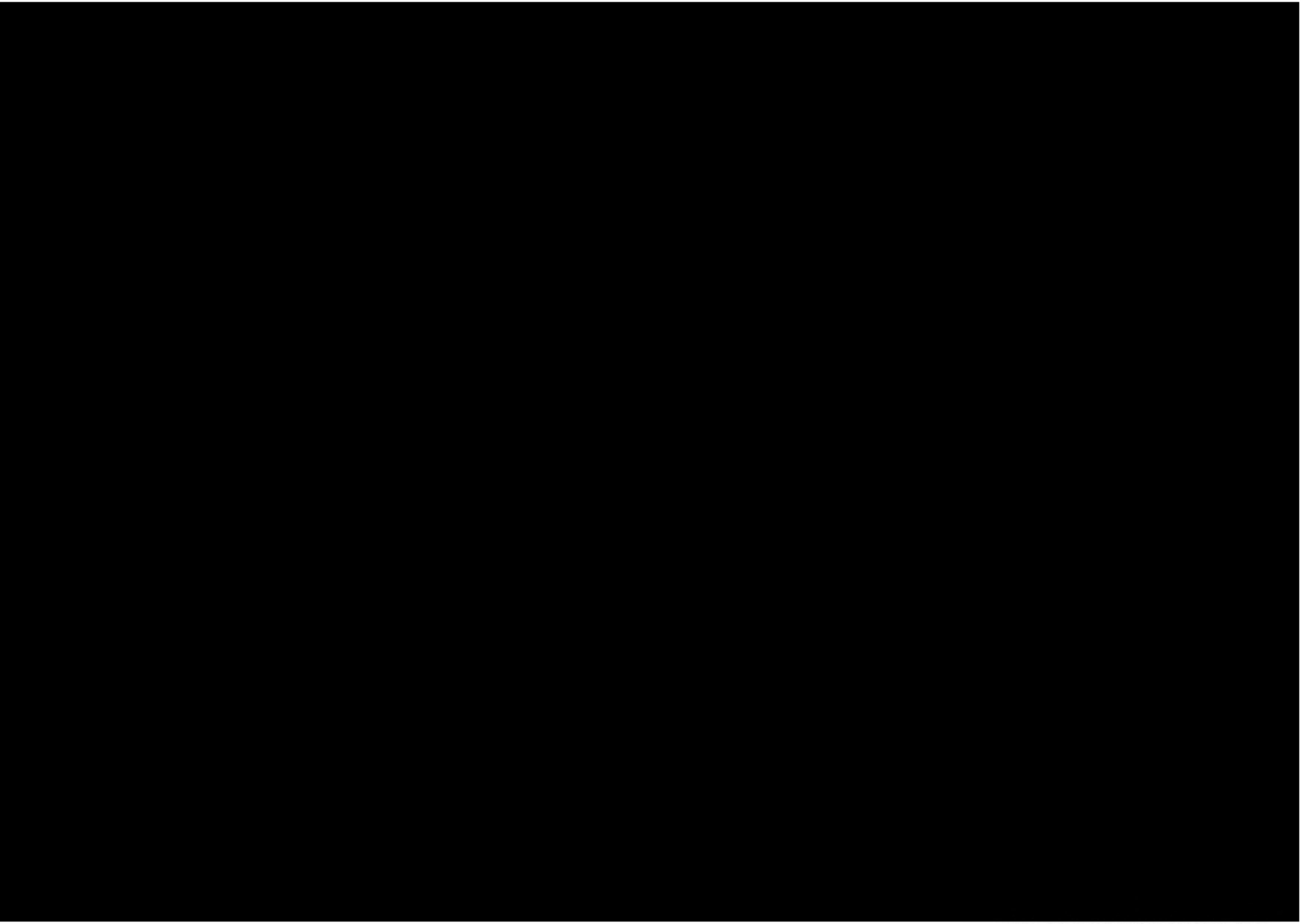

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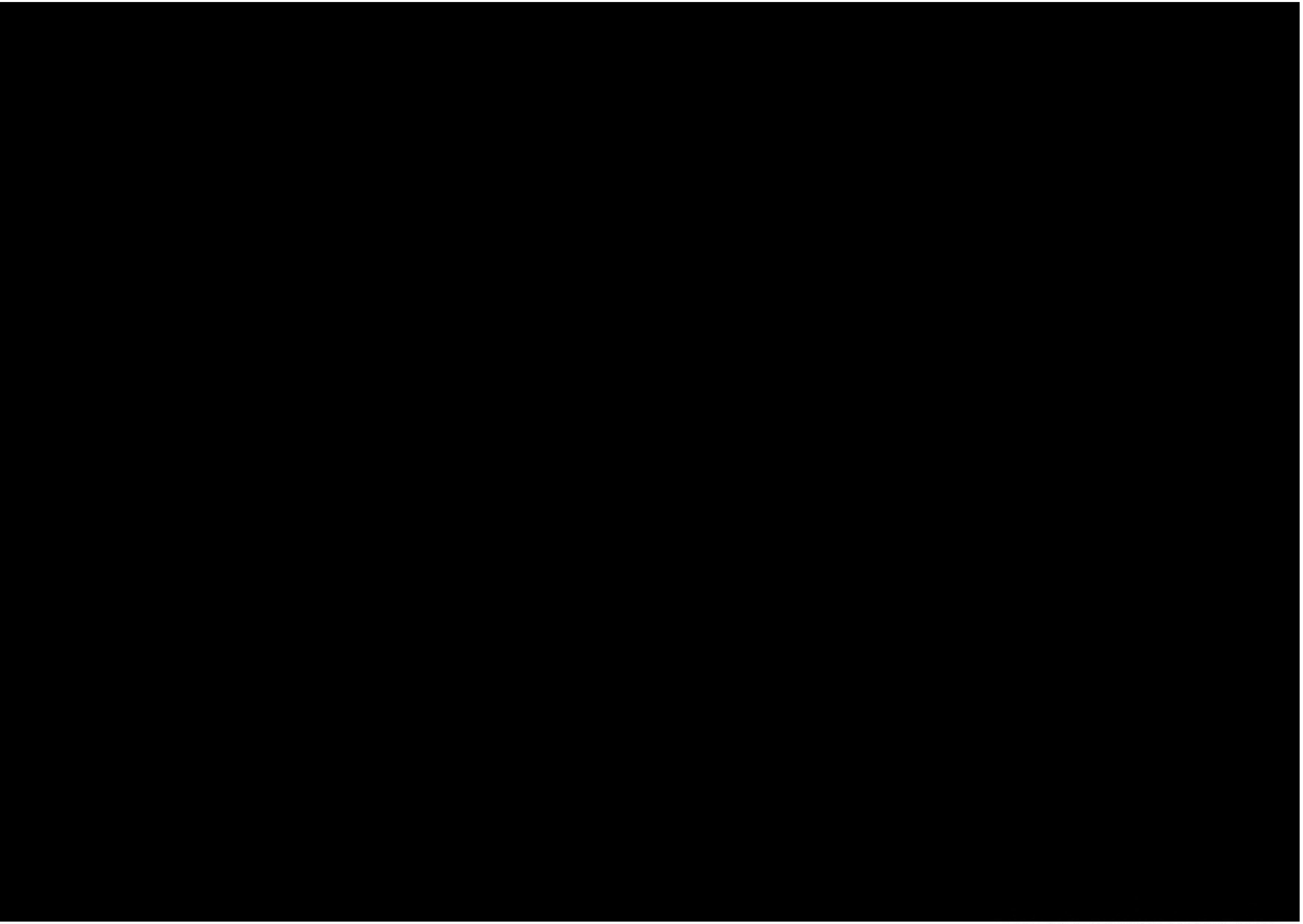

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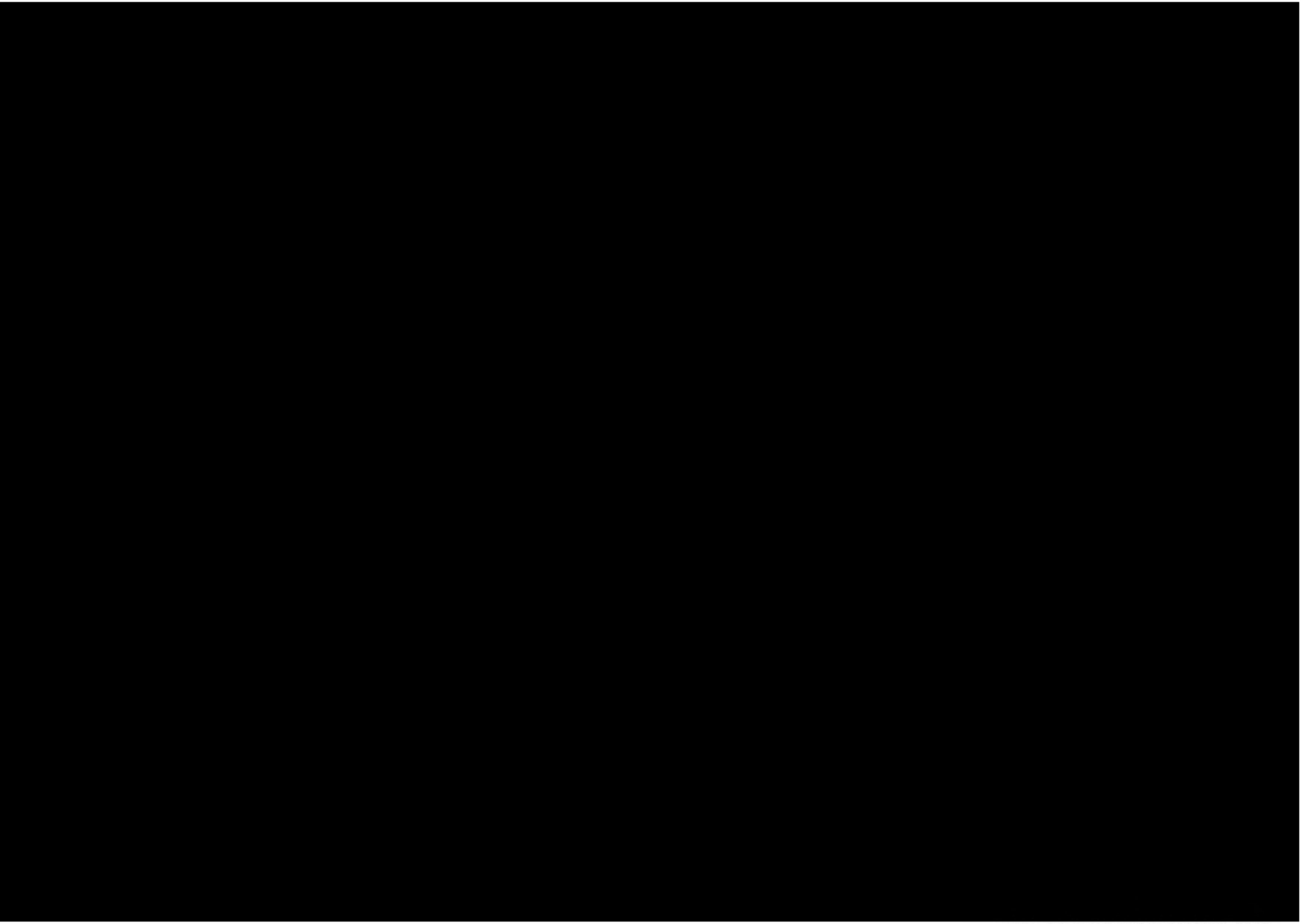

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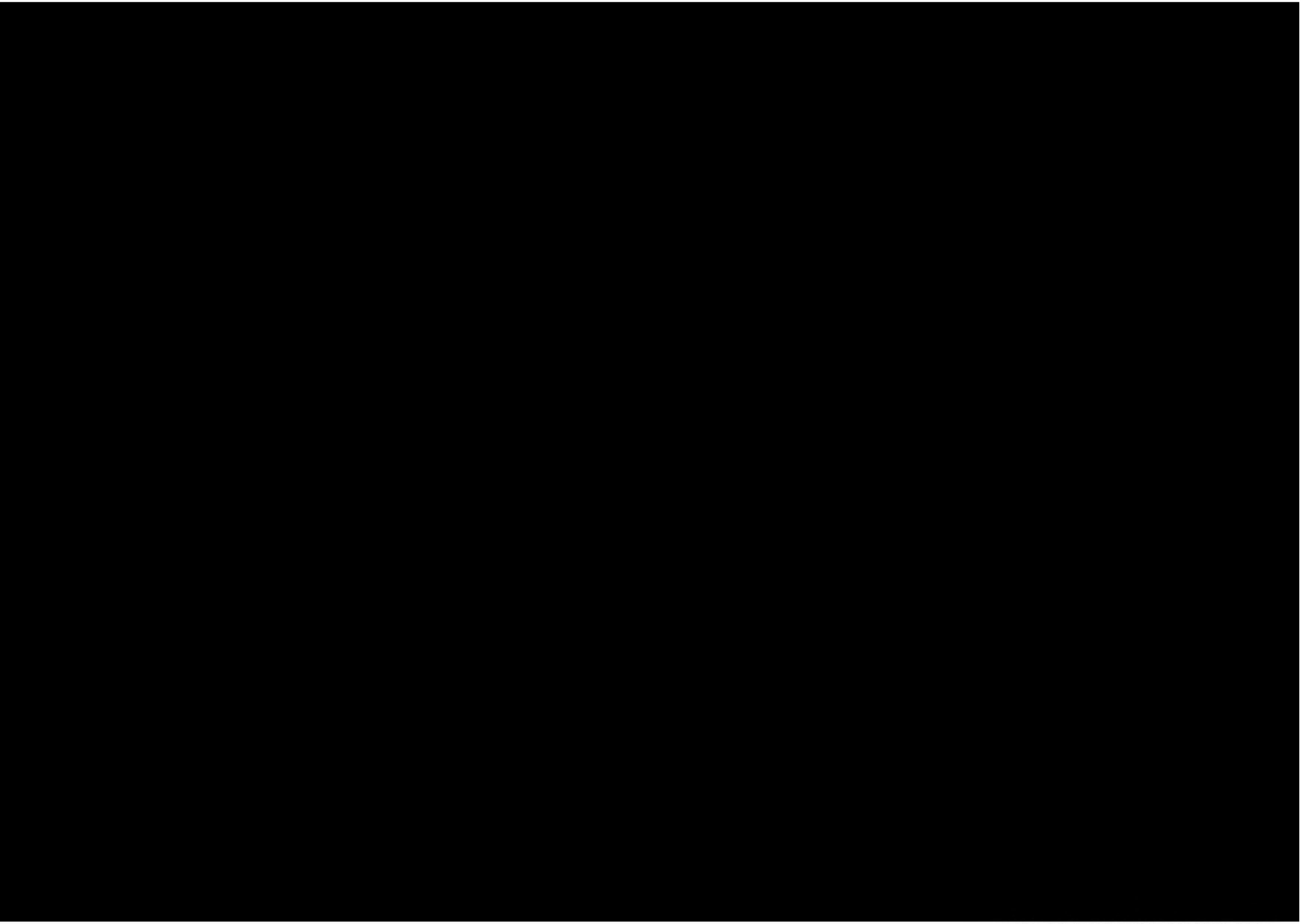

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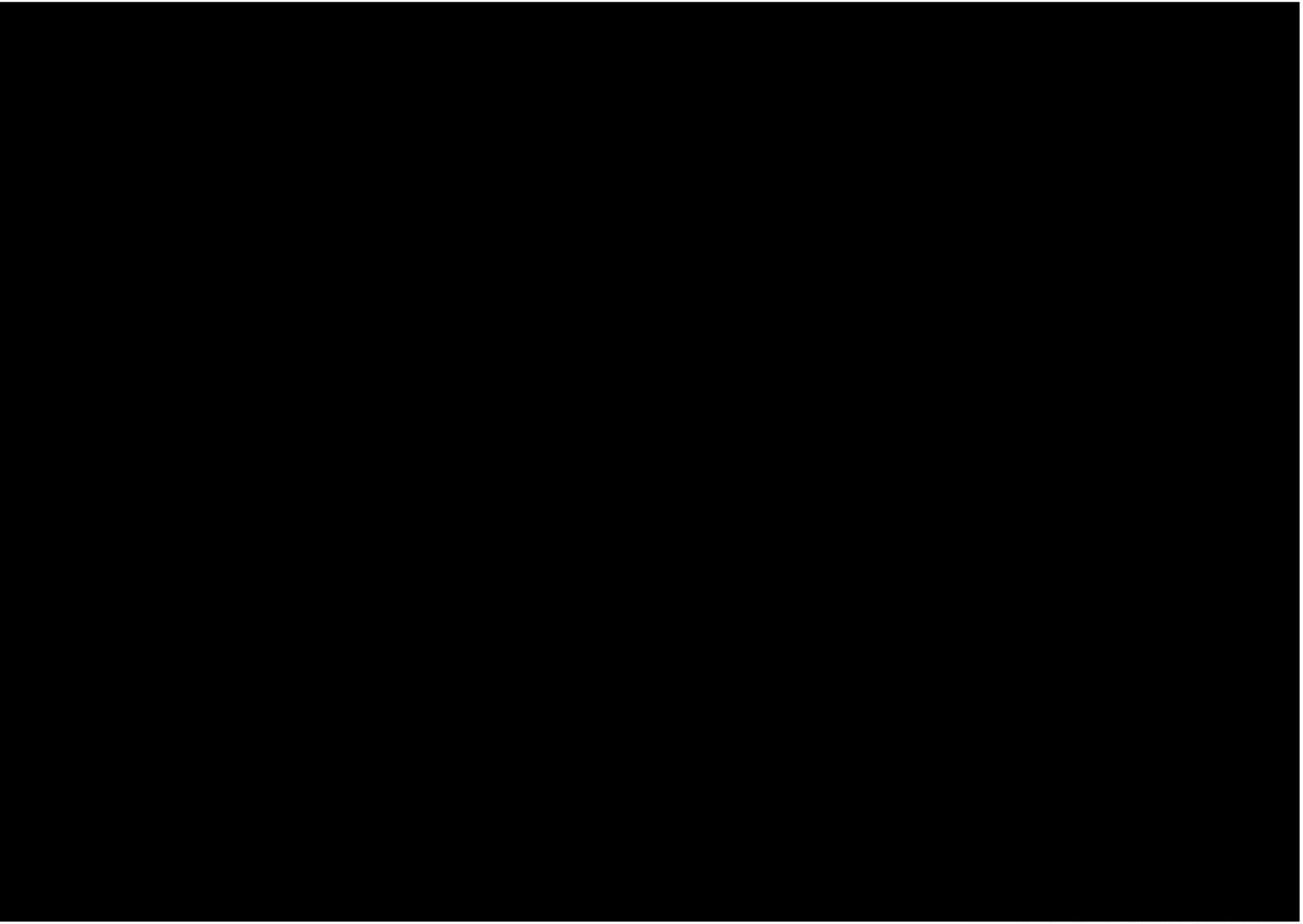

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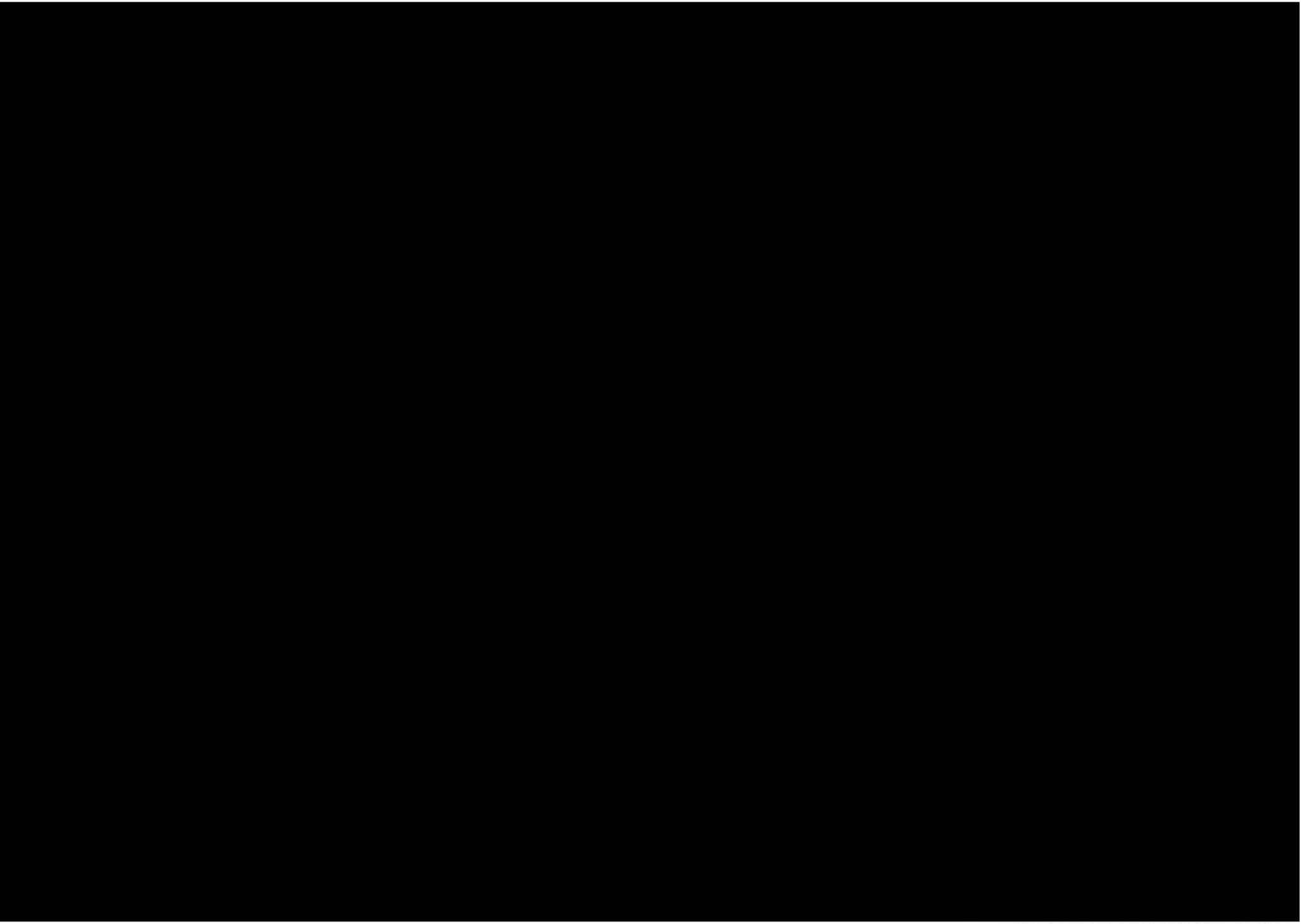

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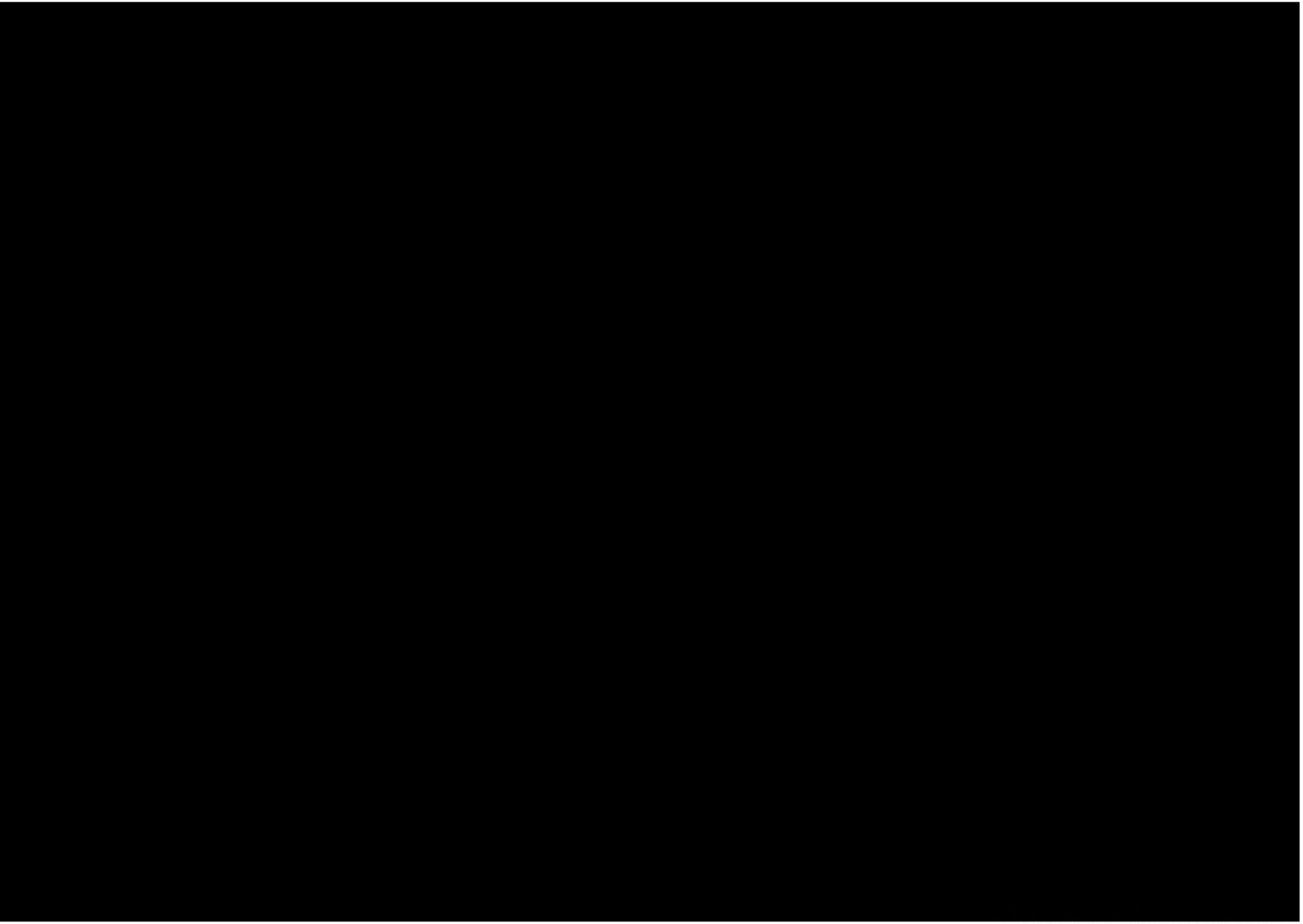

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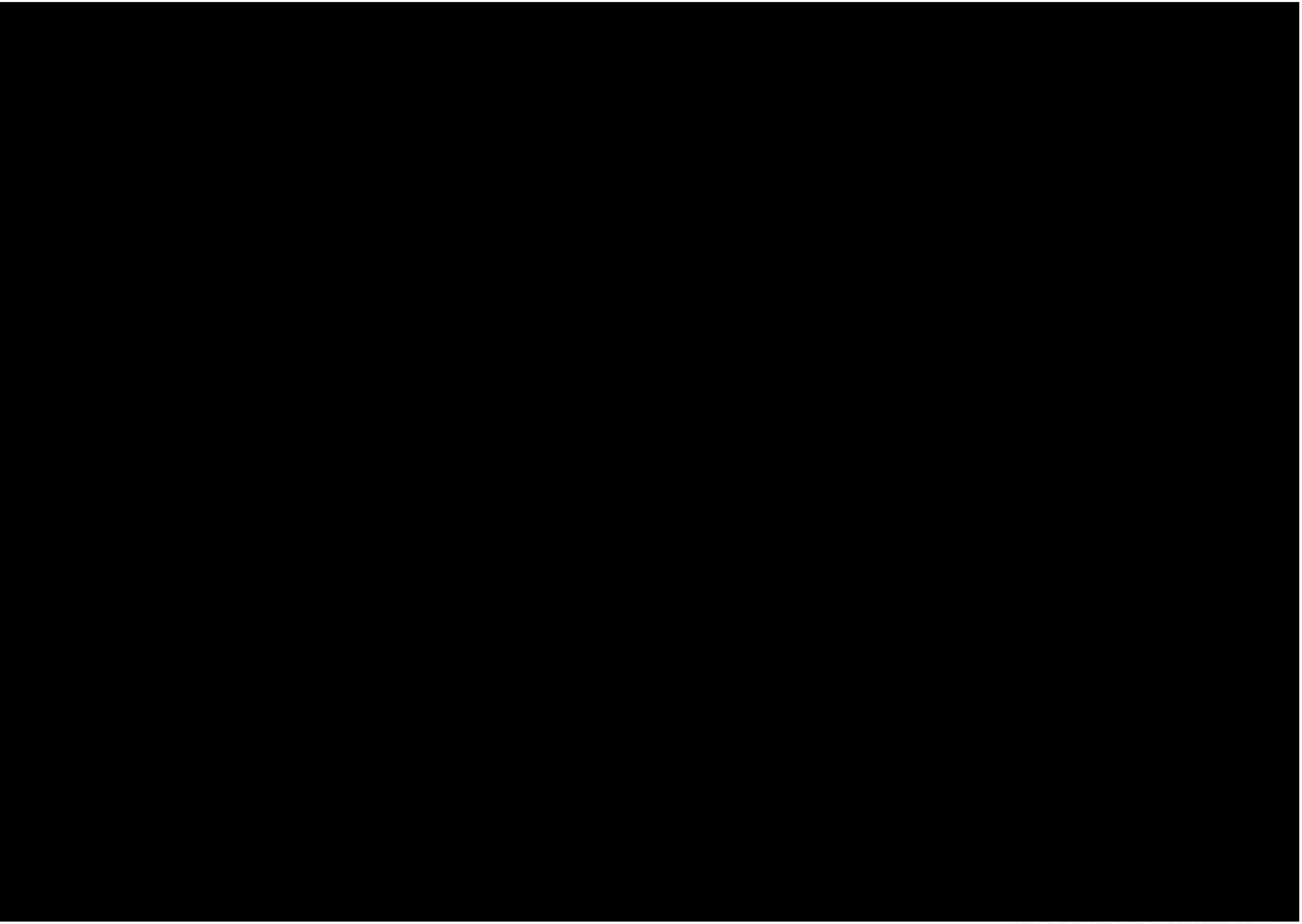

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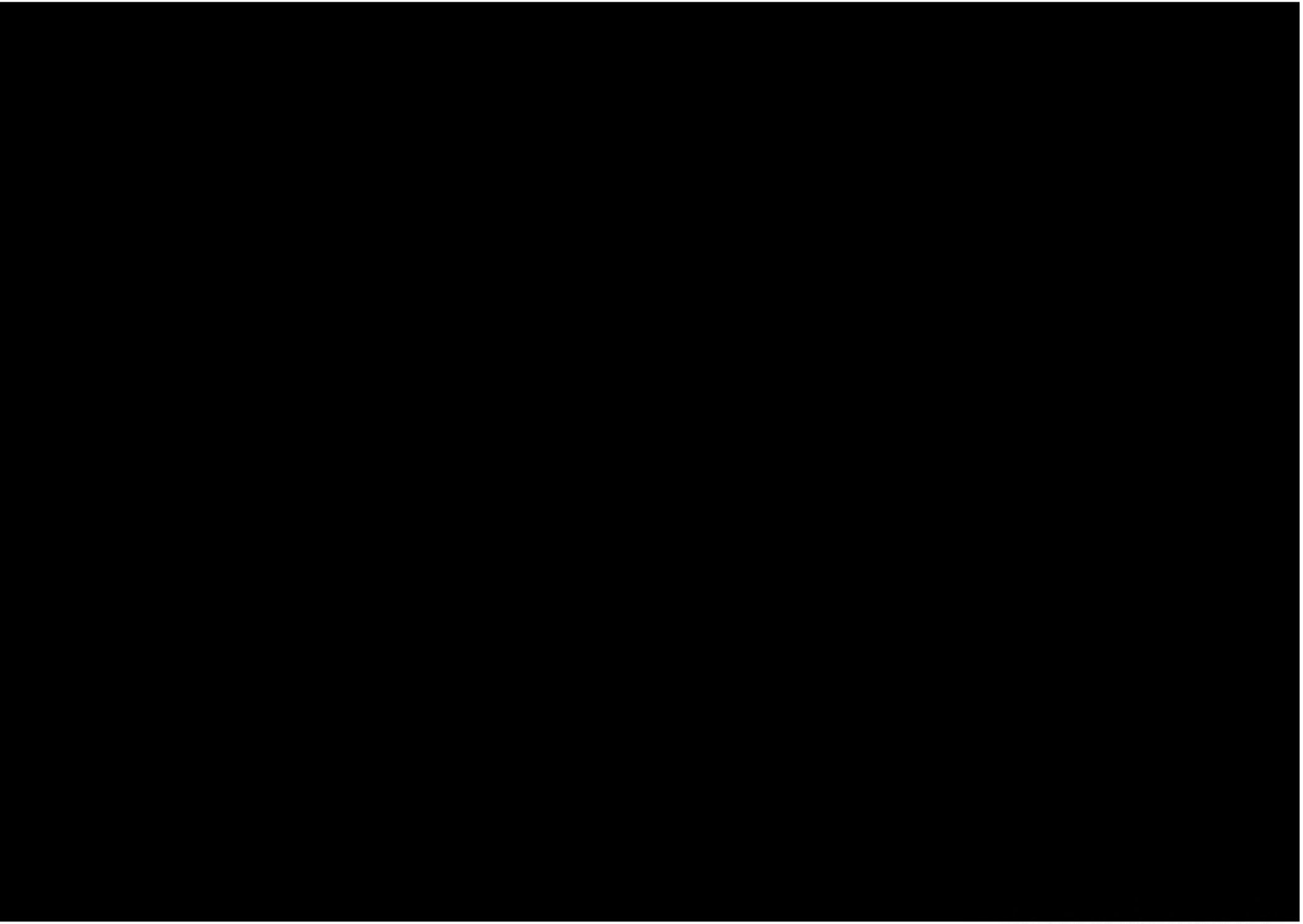

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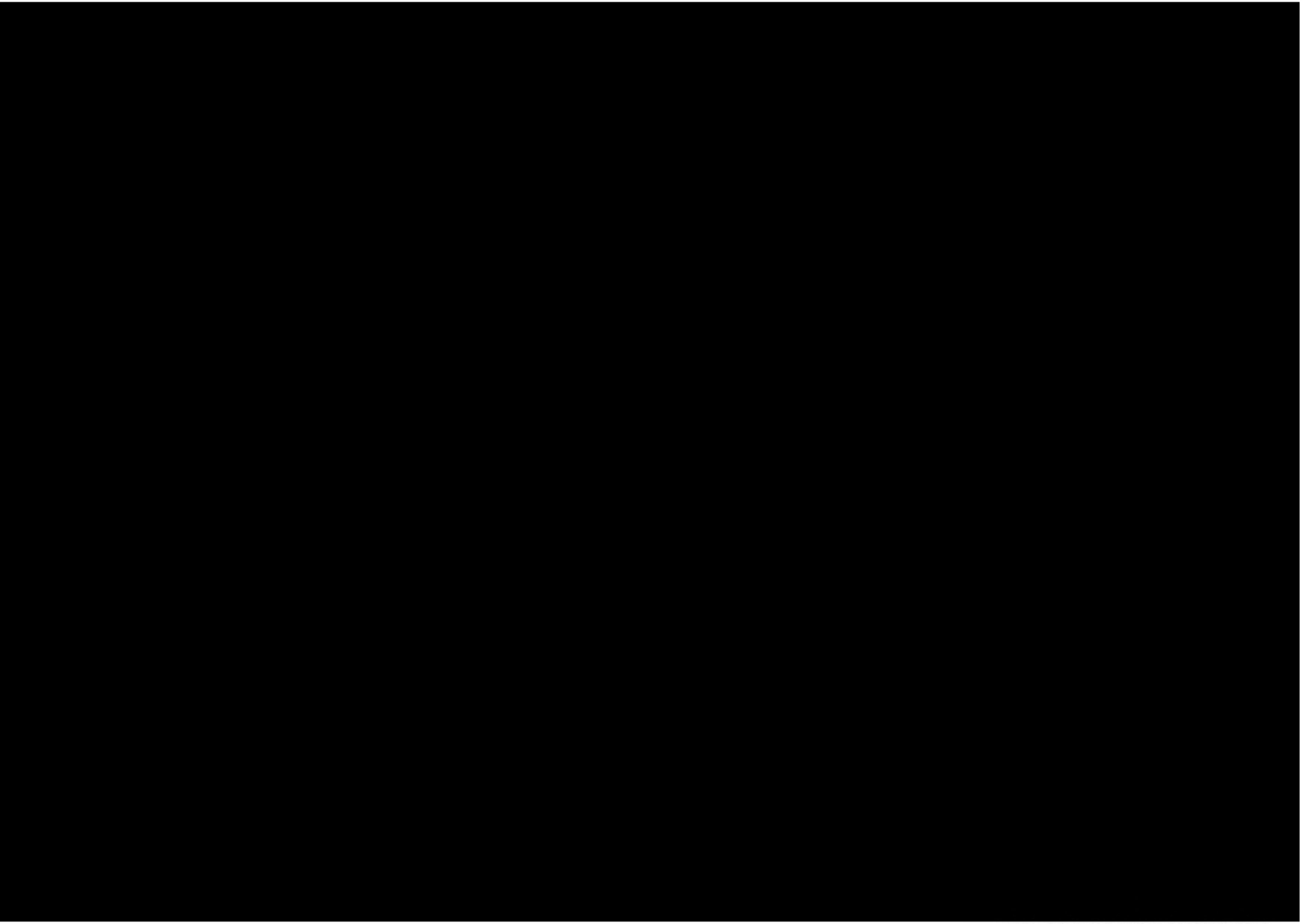

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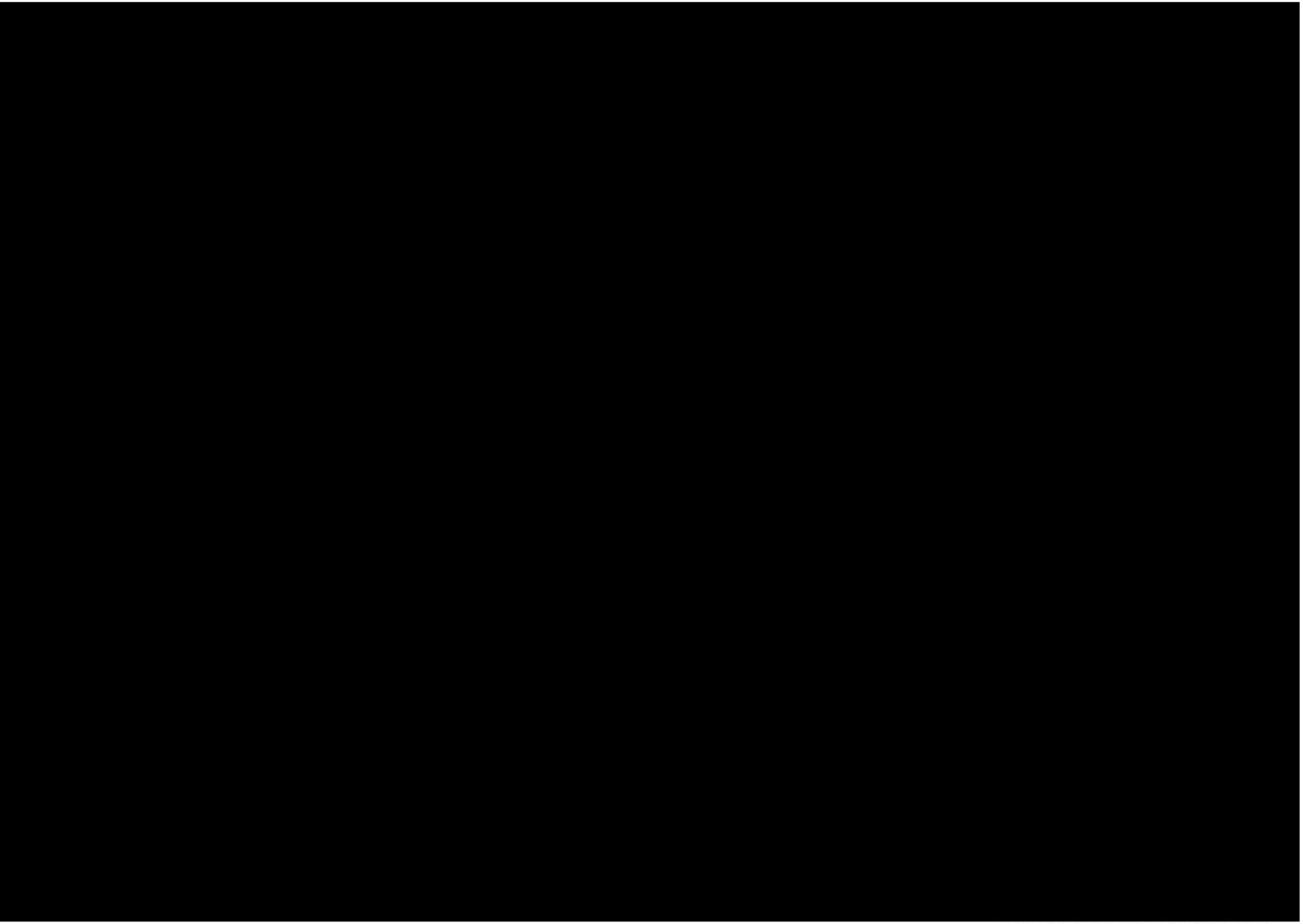

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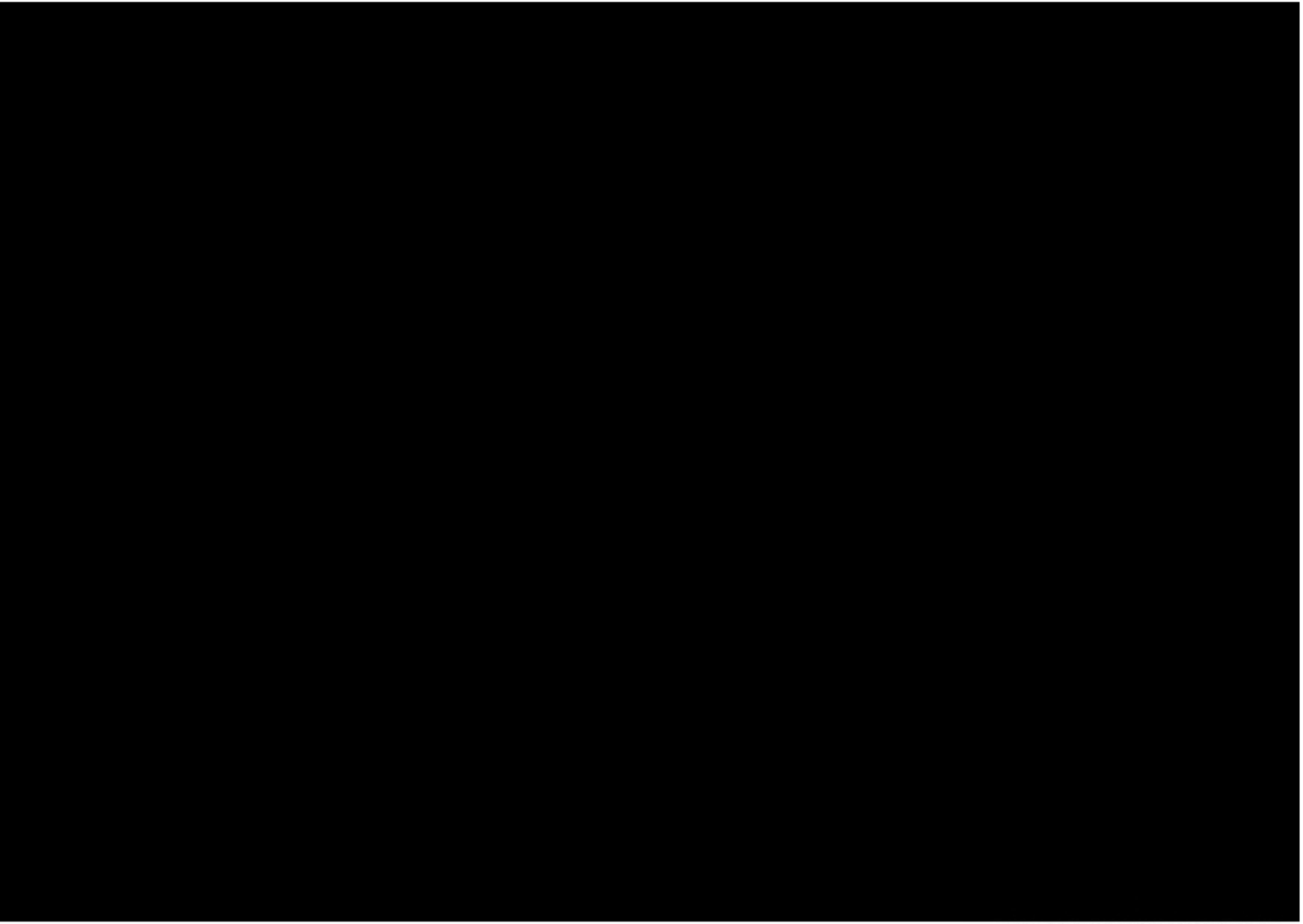

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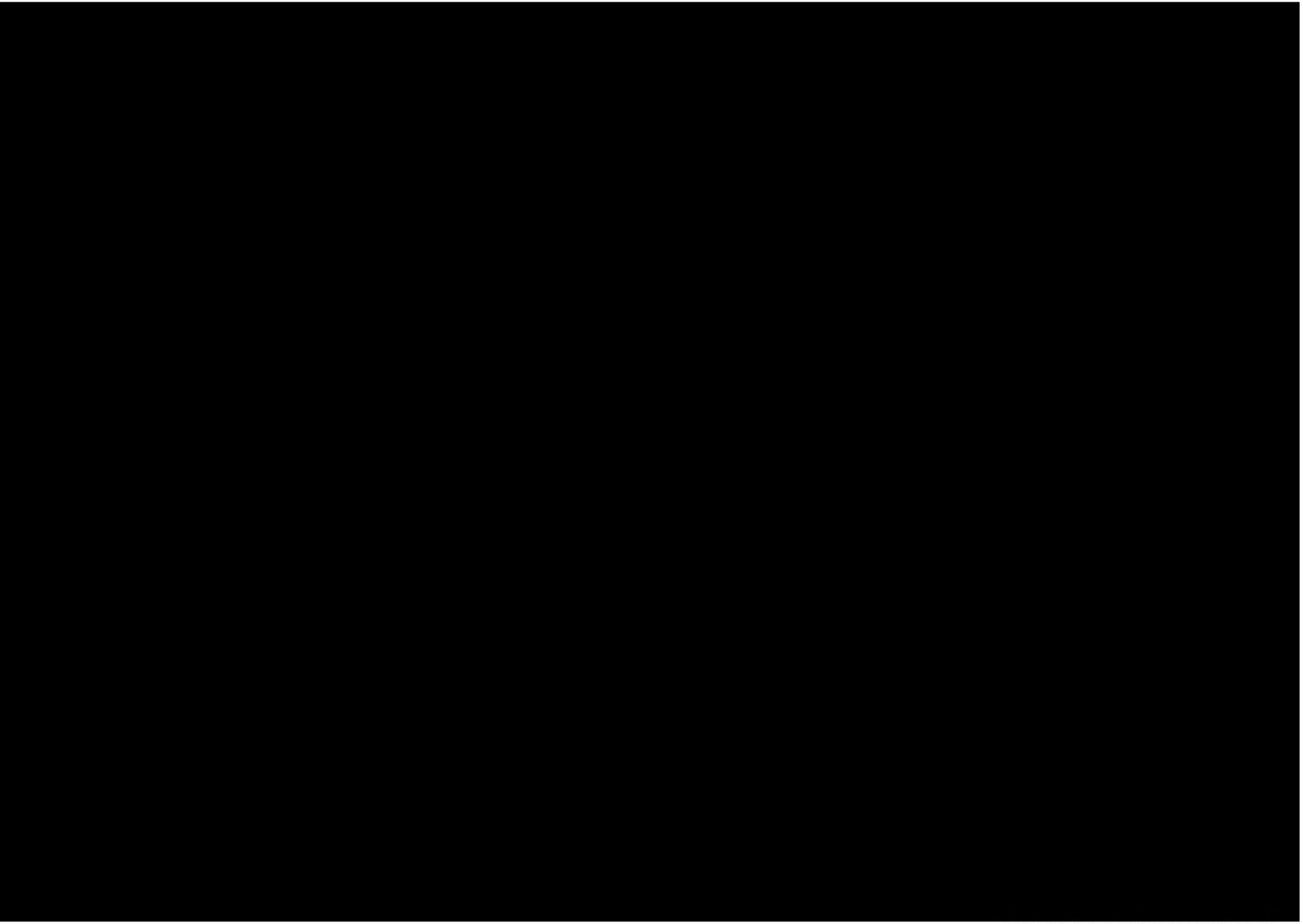

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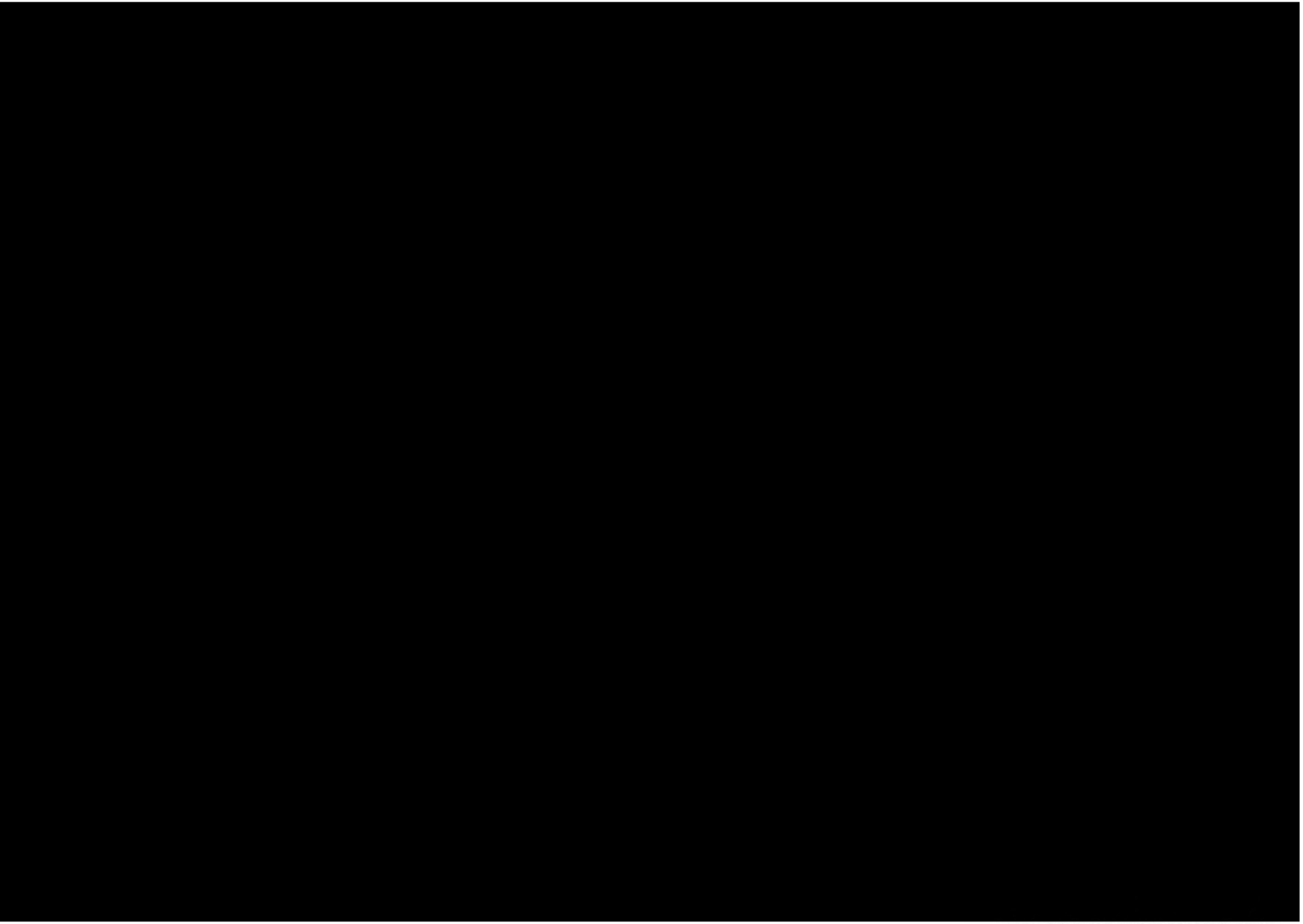

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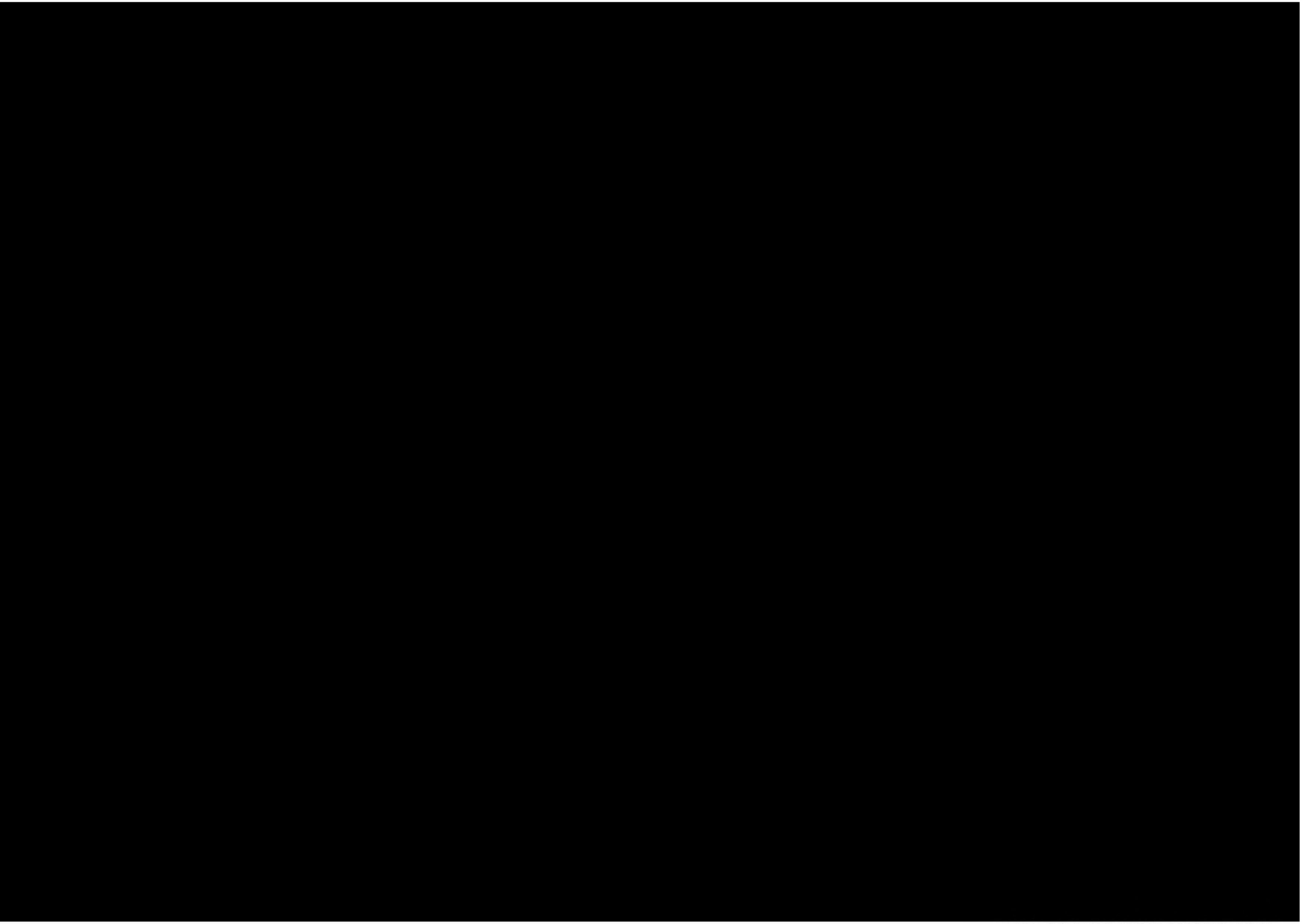

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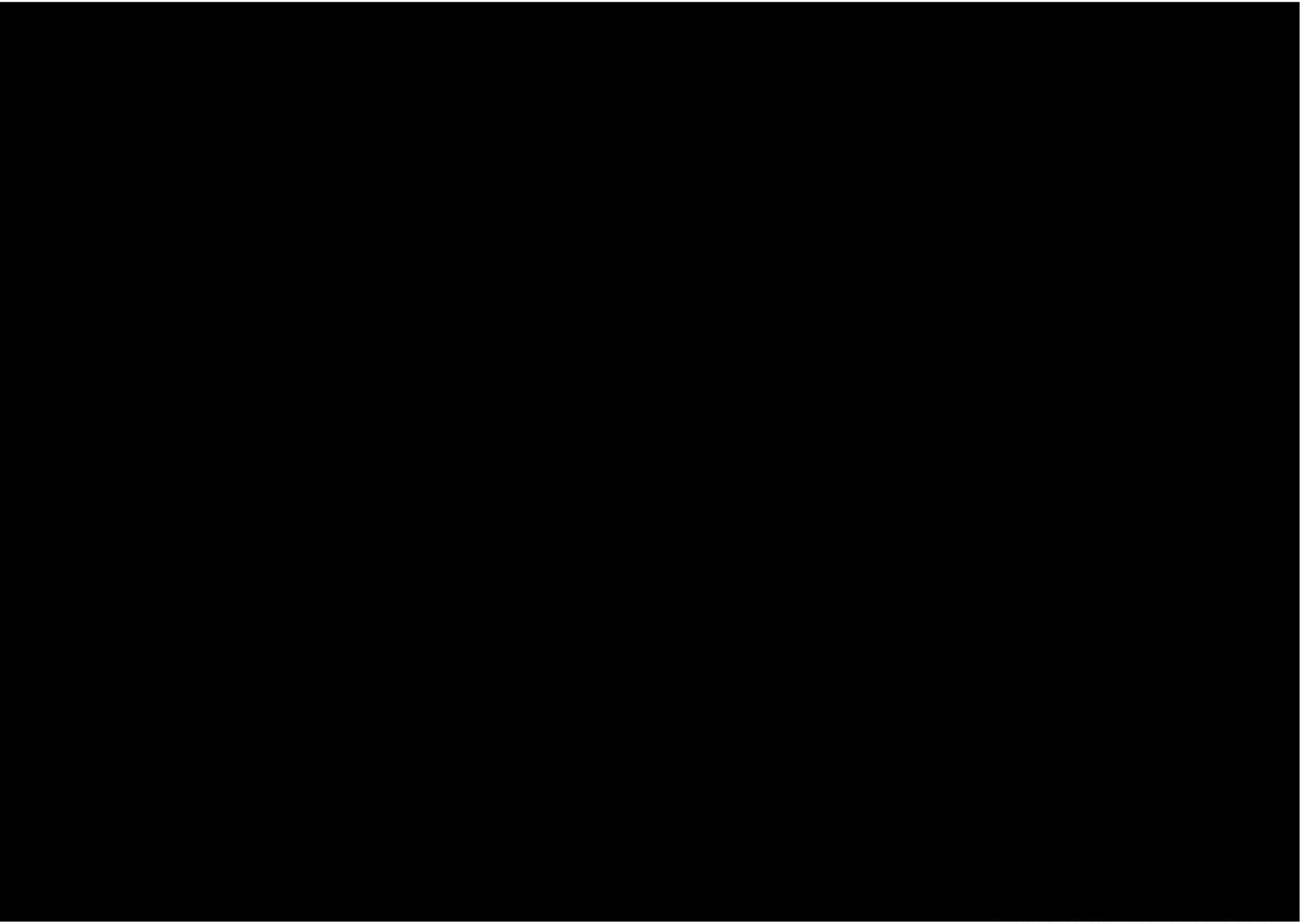

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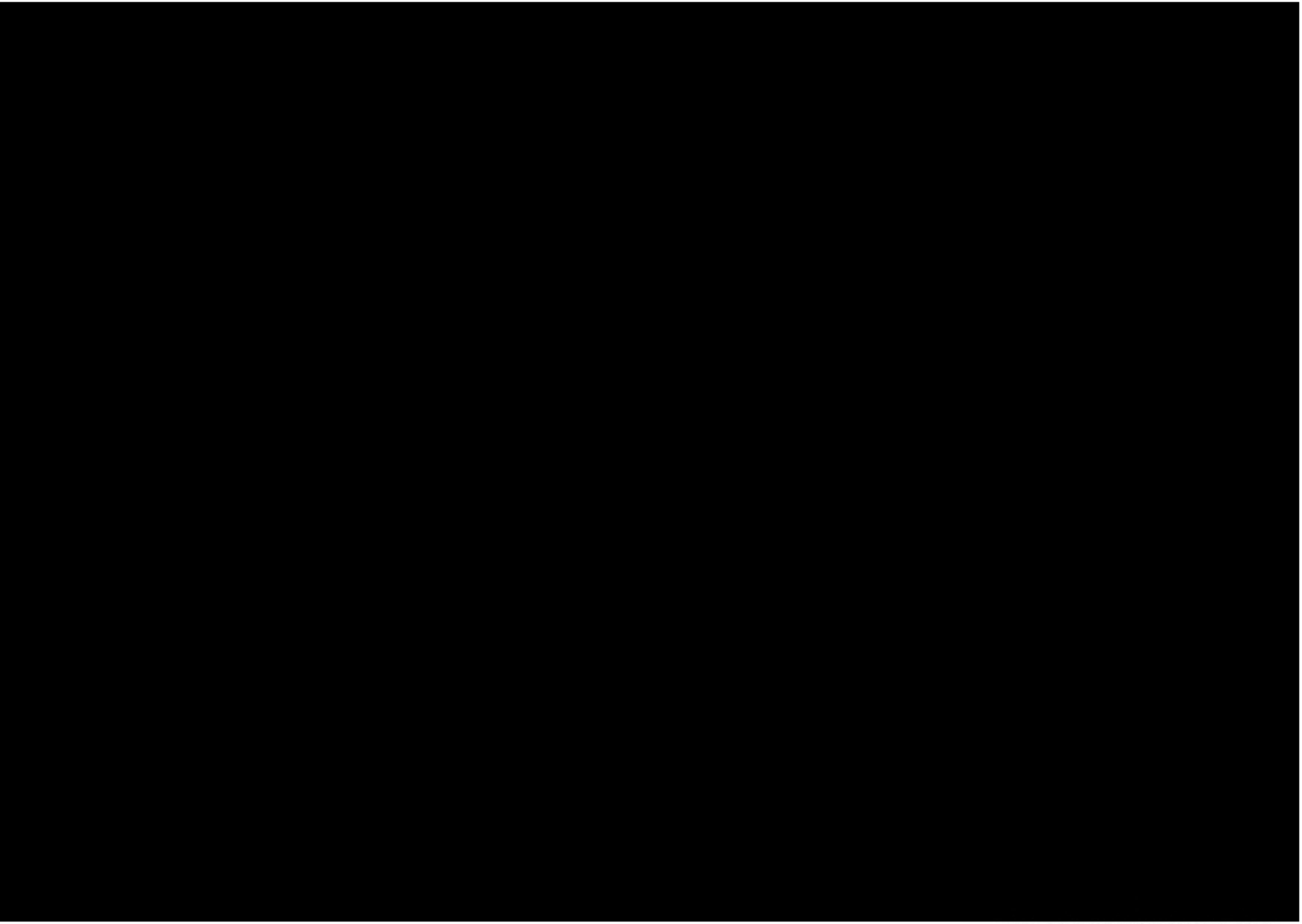

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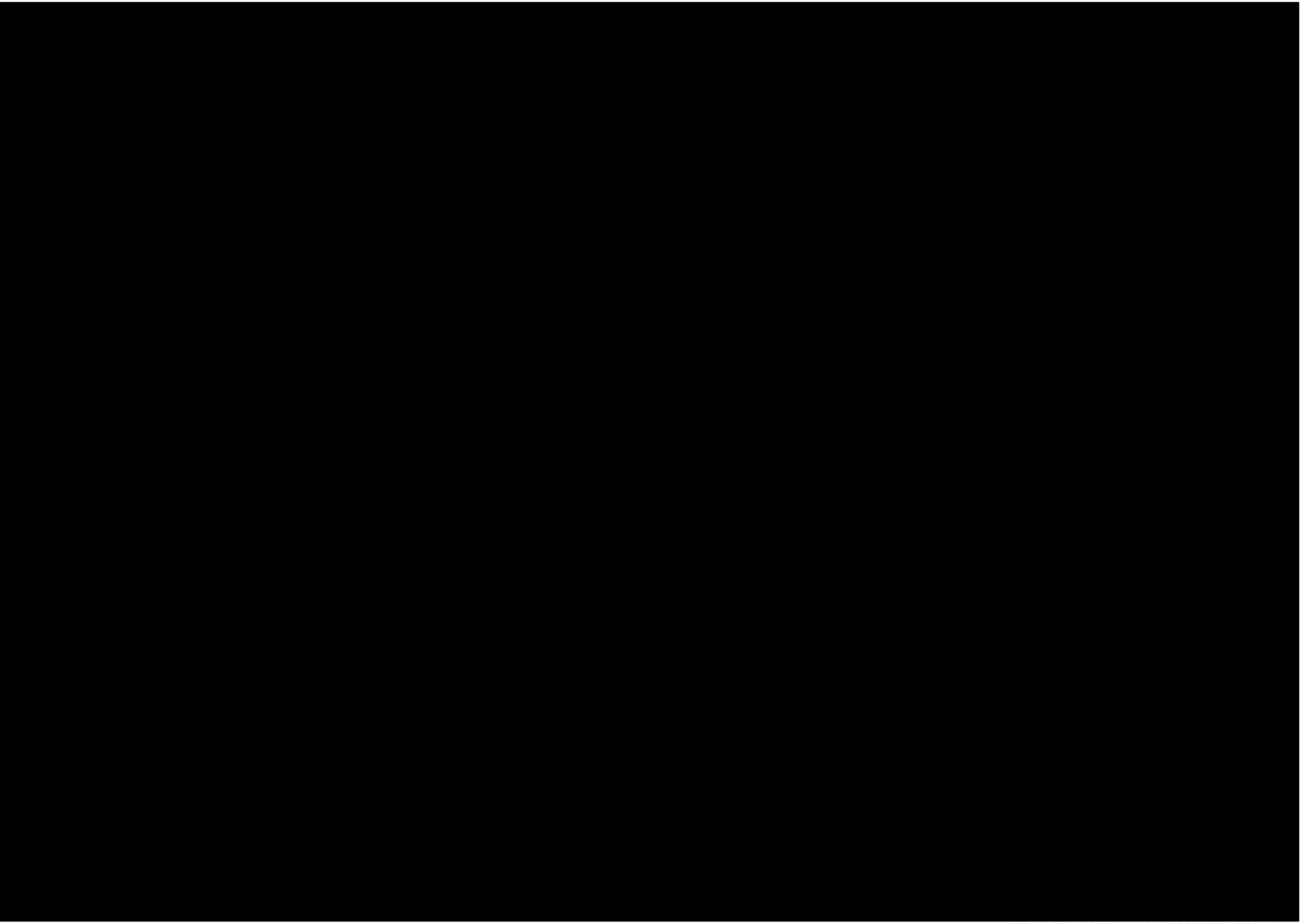

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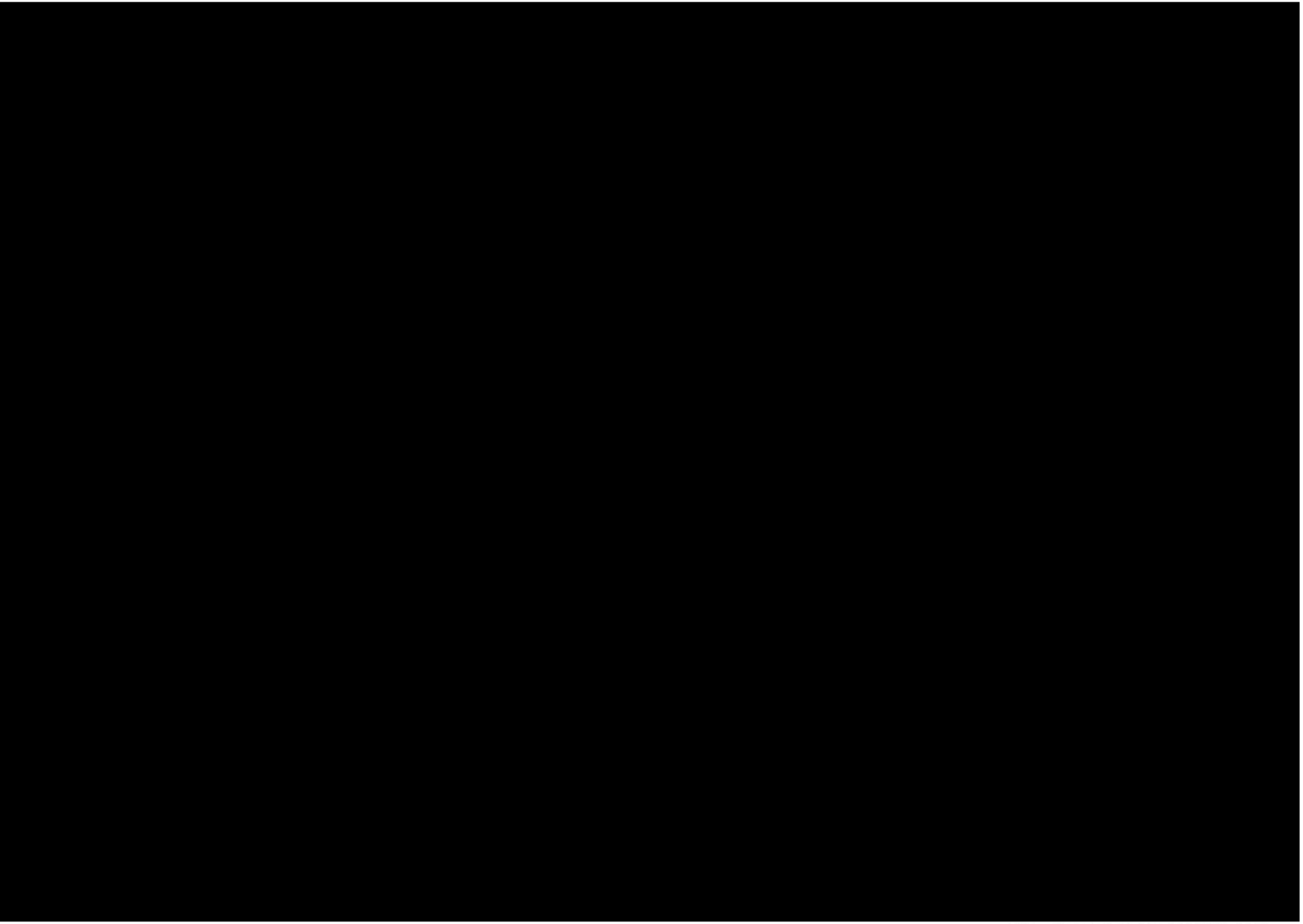

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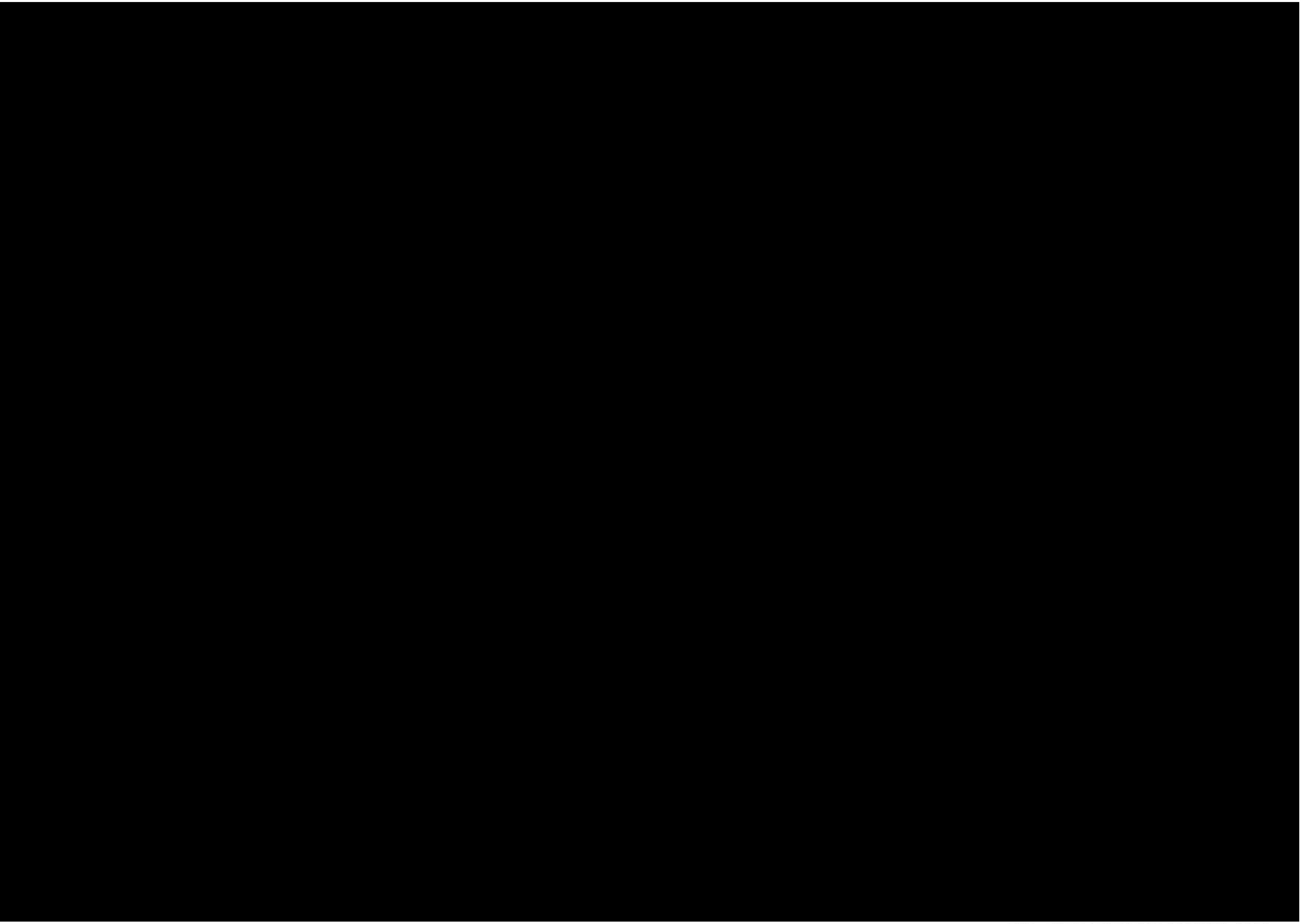

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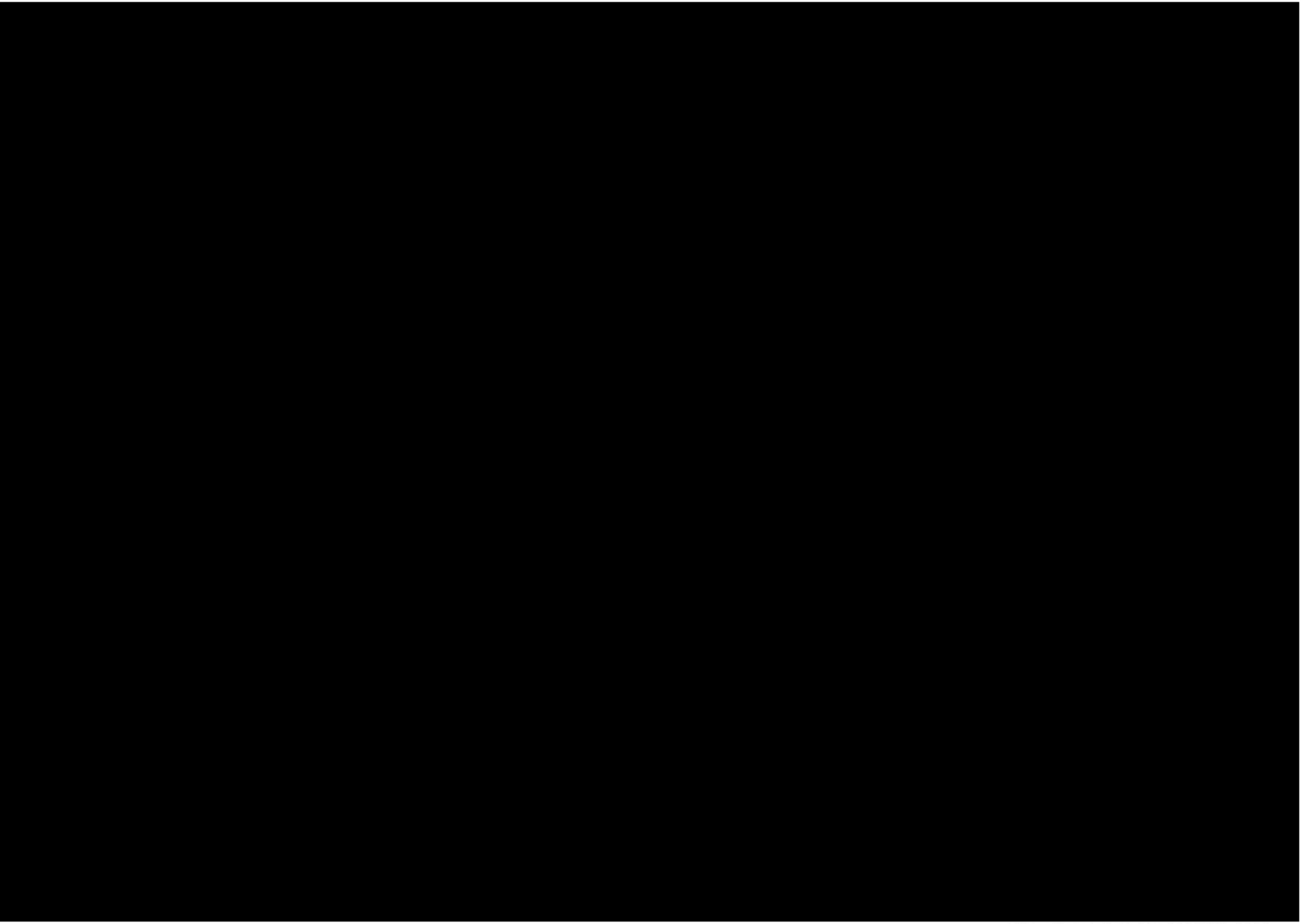

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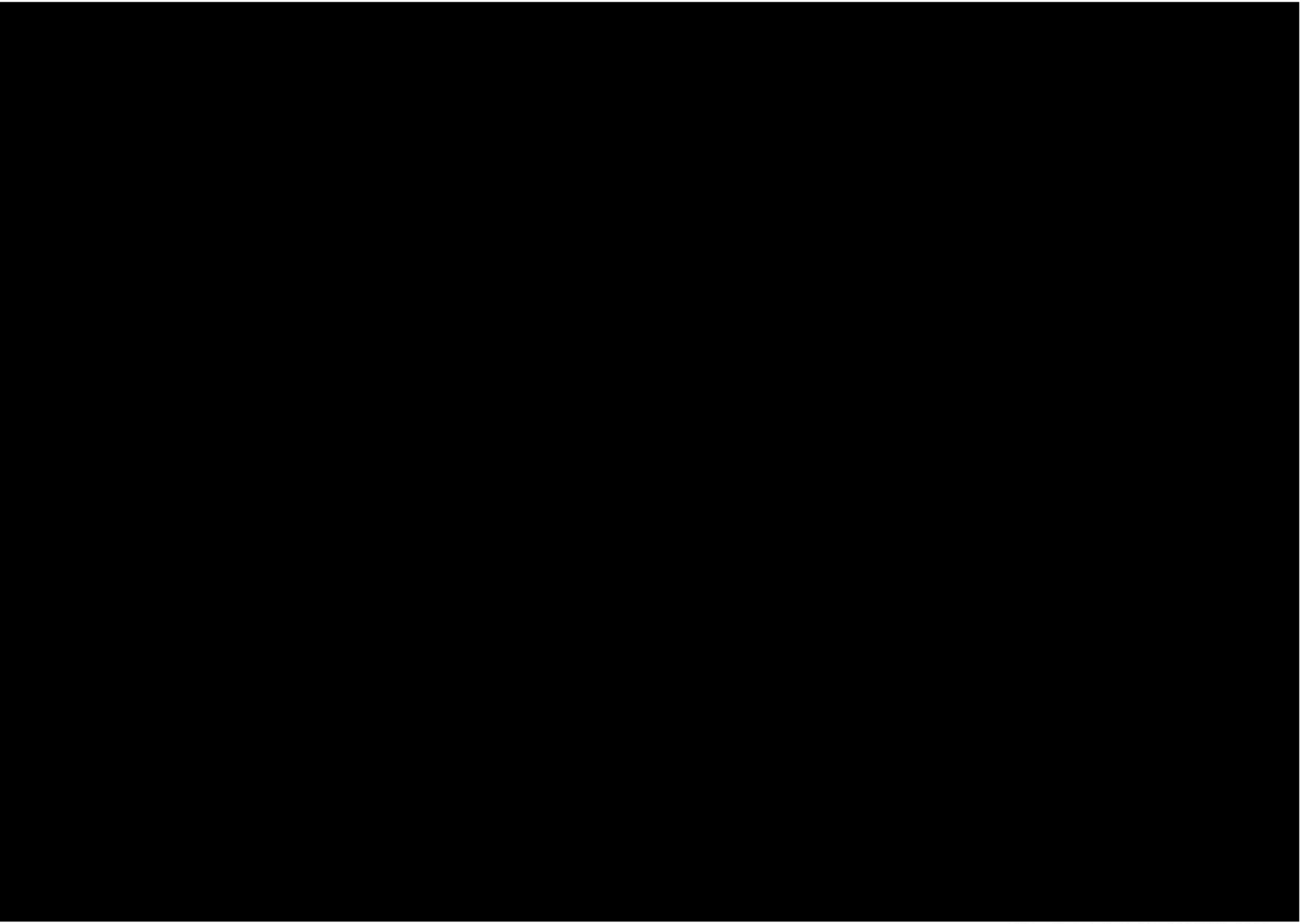

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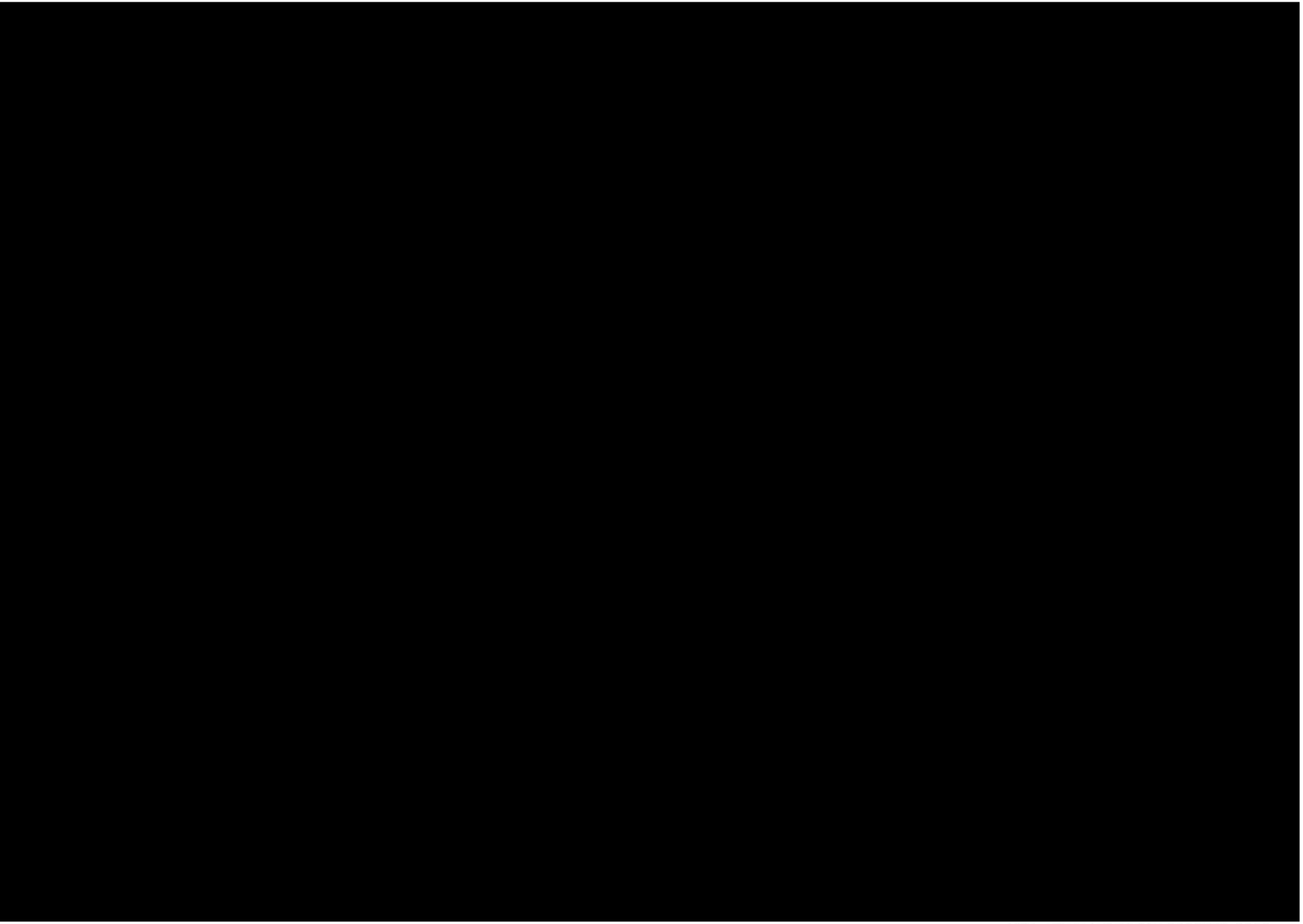

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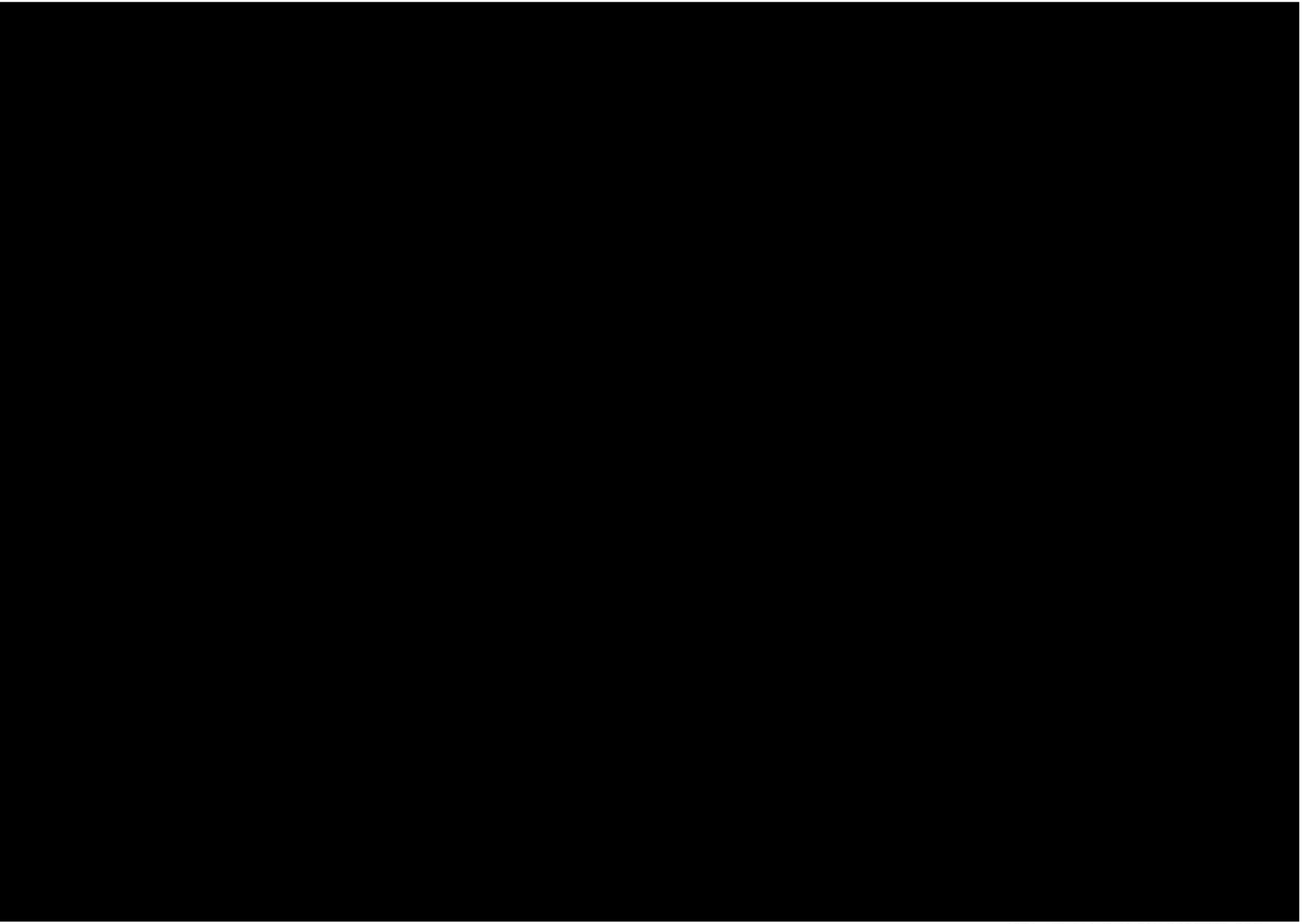

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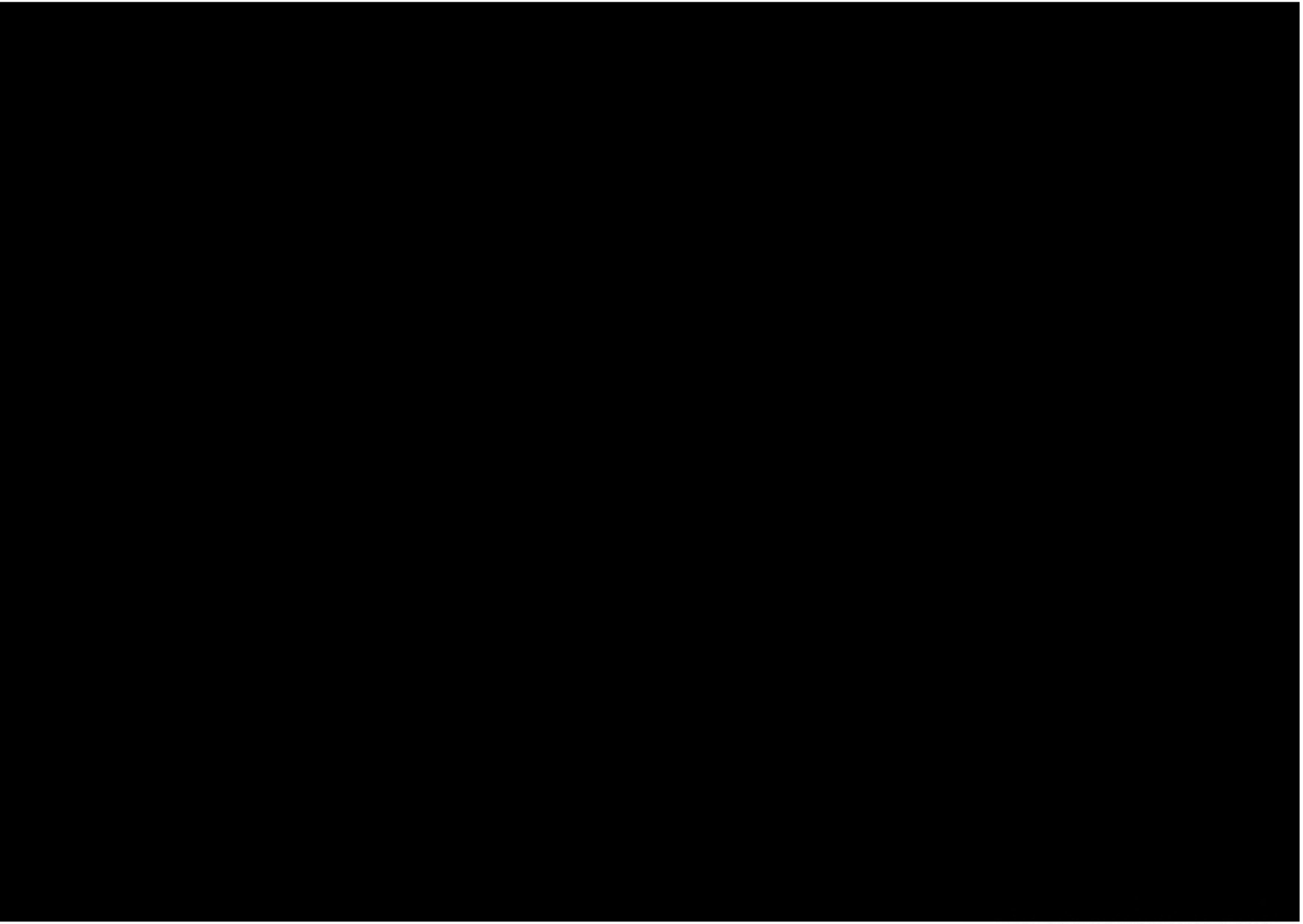

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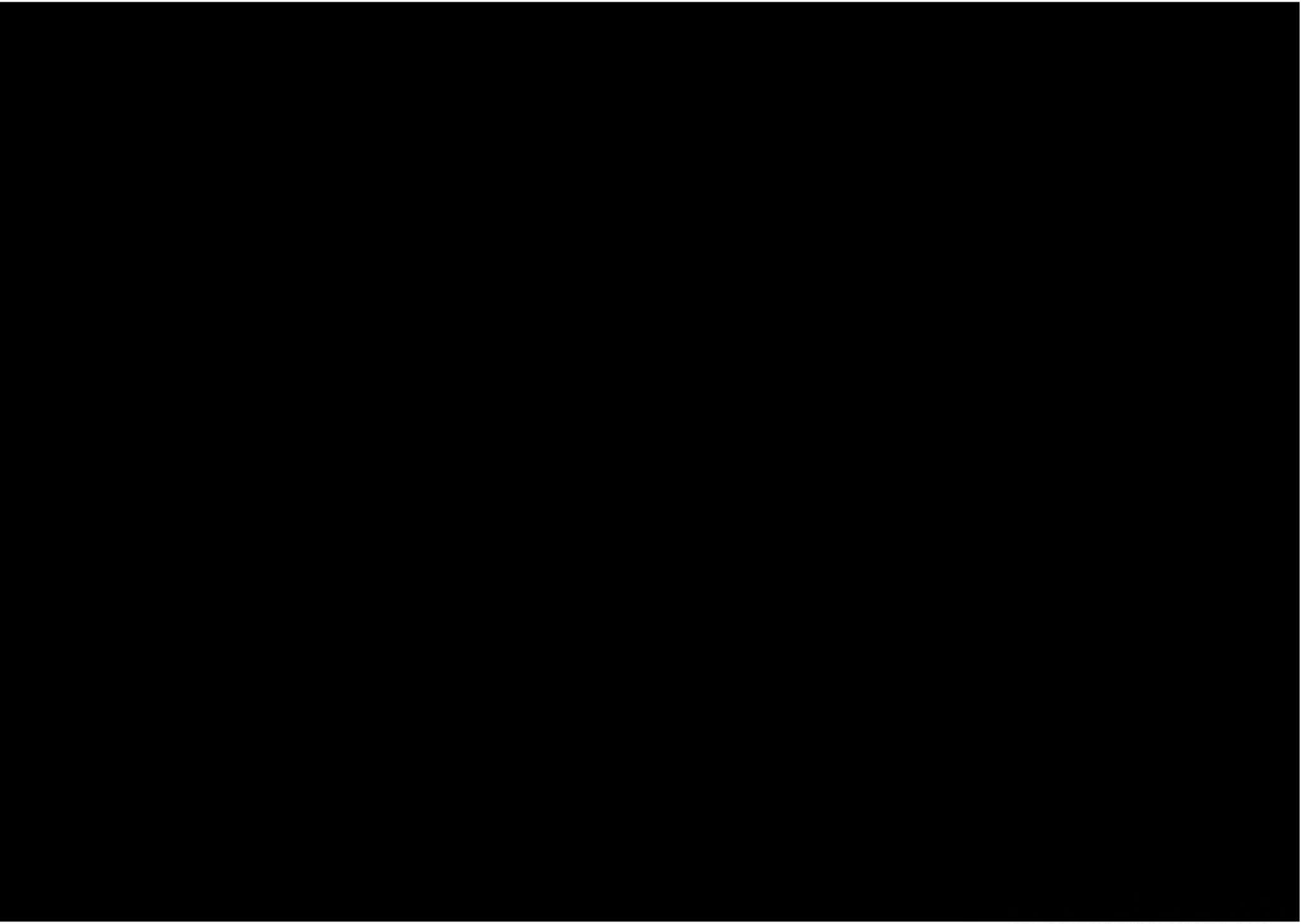

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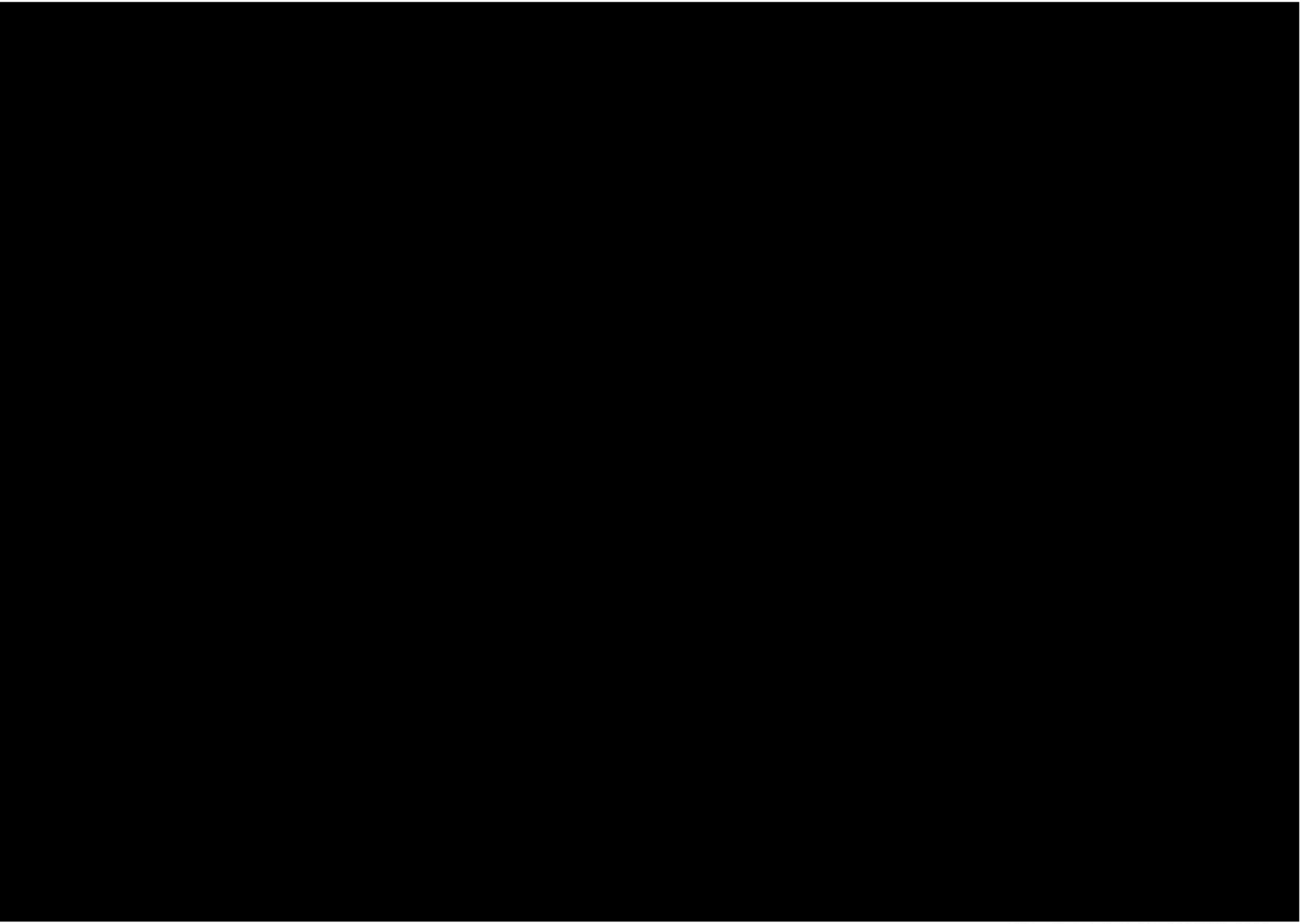

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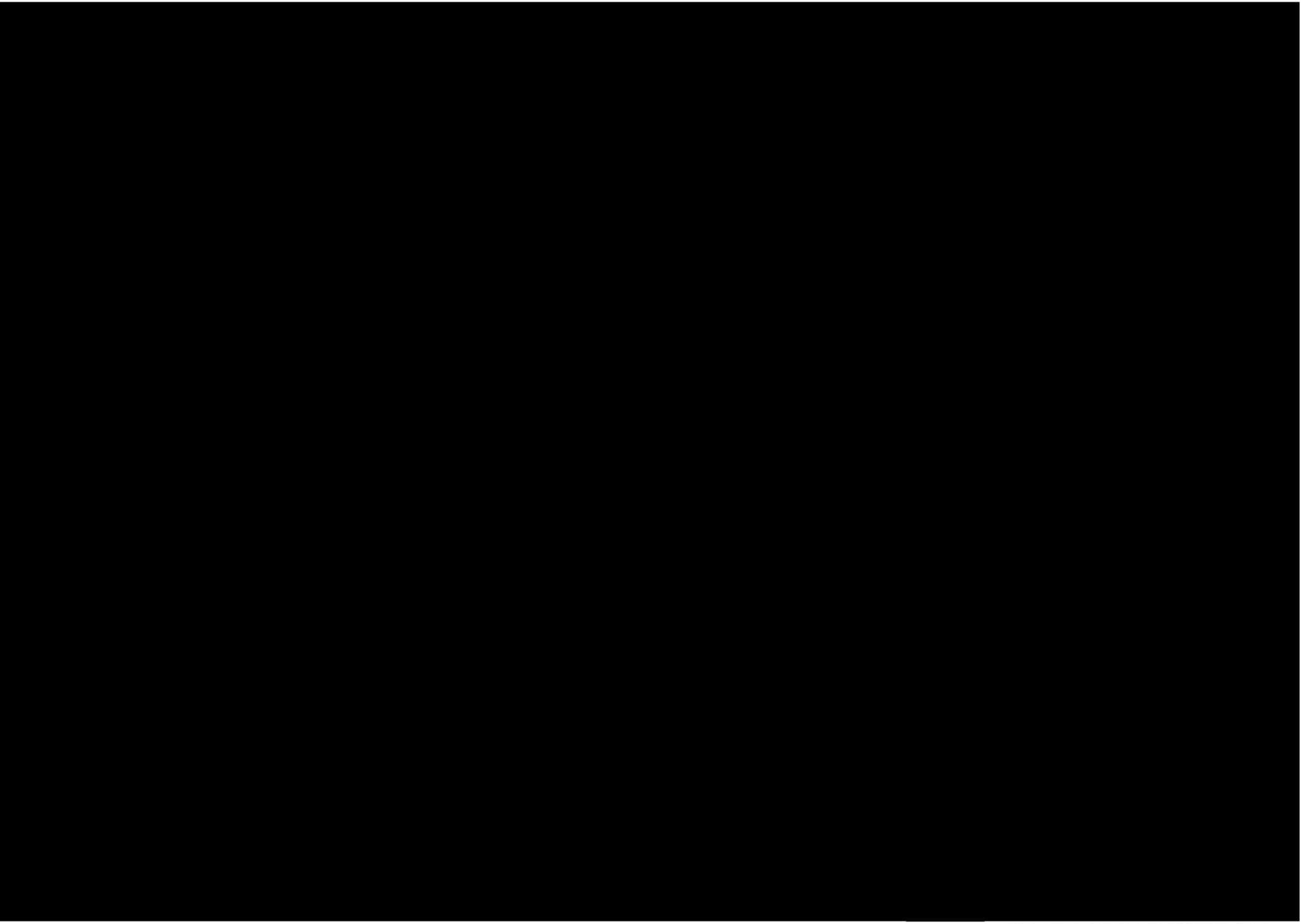

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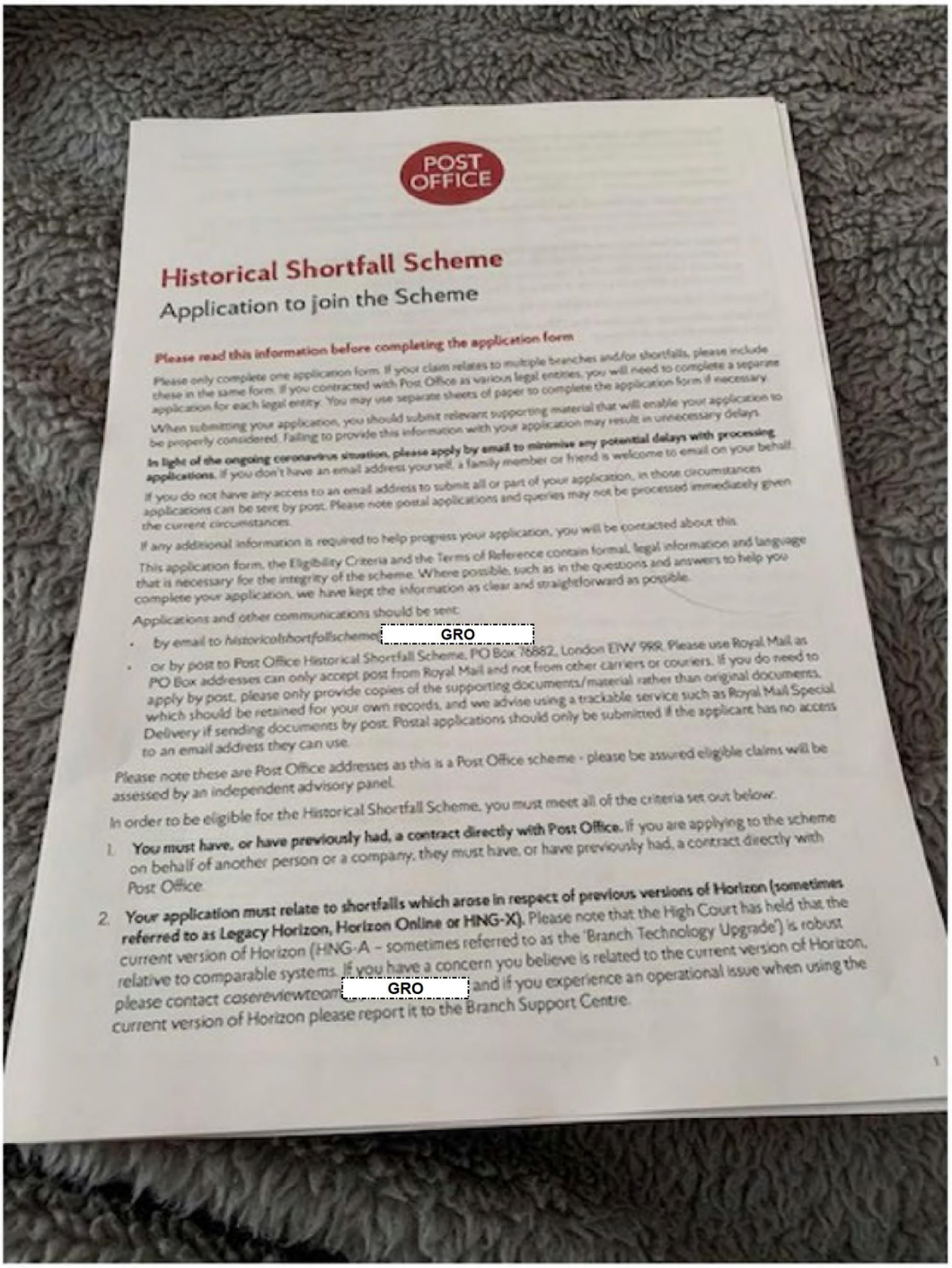

POST OFFICE

Historical Shortfall Scheme

Application to join the Scheme

Please read this information before completing the application form

Please only complete one application form. If your claim relates to multiple branches and/or shortfalls, please include these in the same form. If you contracted with Post Office as various legal entities, you will need to complete a separate application for each legal entity. You may use separate sheets of paper to complete the application form if necessary.

When submitting your application, you should submit relevant supporting material that will enable your application to be properly considered. Failing to provide this information with your application may result in unnecessary delays.

In light of the ongoing coronavirus situation, please apply by email to minimise any potential delays with processing applications. If you don't have an email address yourself, a family member or friend is welcome to email on your behalf.

If you do not have any access to an email address to submit all or part of your application, in those circumstances applications can be sent by post. Please note postal applications and queries may not be processed immediately given the current circumstances.

If any additional information is required to help progress your application, you will be contacted about this.

This application form, the Eligibility Criteria and the Terms of Reference contain formal, legal information and language that is necessary for the integrity of the scheme. Where possible, such as in the questions and answers to help you complete your application, we have kept the information as clear and straightforward as possible.

Applications and other communications should be sent:

- by email to *historicalshortfallscheme*GRO
- or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London EIW 9WR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers. If you do need to apply by post, please only provide copies of the supporting documents/material rather than original documents, which should be retained for your own records, and we advise using a trackable service such as Royal Mail Special Delivery if sending documents by post. Postal applications should only be submitted if the applicant has no access to an email address they can use.

Please note these are Post Office addresses as this is a Post Office scheme - please be assured eligible claims will be assessed by an independent advisory panel.

In order to be eligible for the Historical Shortfall Scheme, you must meet all of the criteria set out below:

1. **You must have, or have previously had, a contract directly with Post Office.** If you are applying to the scheme on behalf of another person or a company, they must have, or have previously had, a contract directly with Post Office.
2. **Your application must relate to shortfalls which arose in respect of previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X).** Please note that the High Court has held that the current version of Horizon (HNG-A – sometimes referred to as the 'Branch Technology Upgrade') is robust relative to comparable systems. If you have a concern you believe is related to the current version of Horizon, please contact *casereviewteam*GRO and if you experience an operational issue when using the current version of Horizon please report it to the Branch Support Centre.

1

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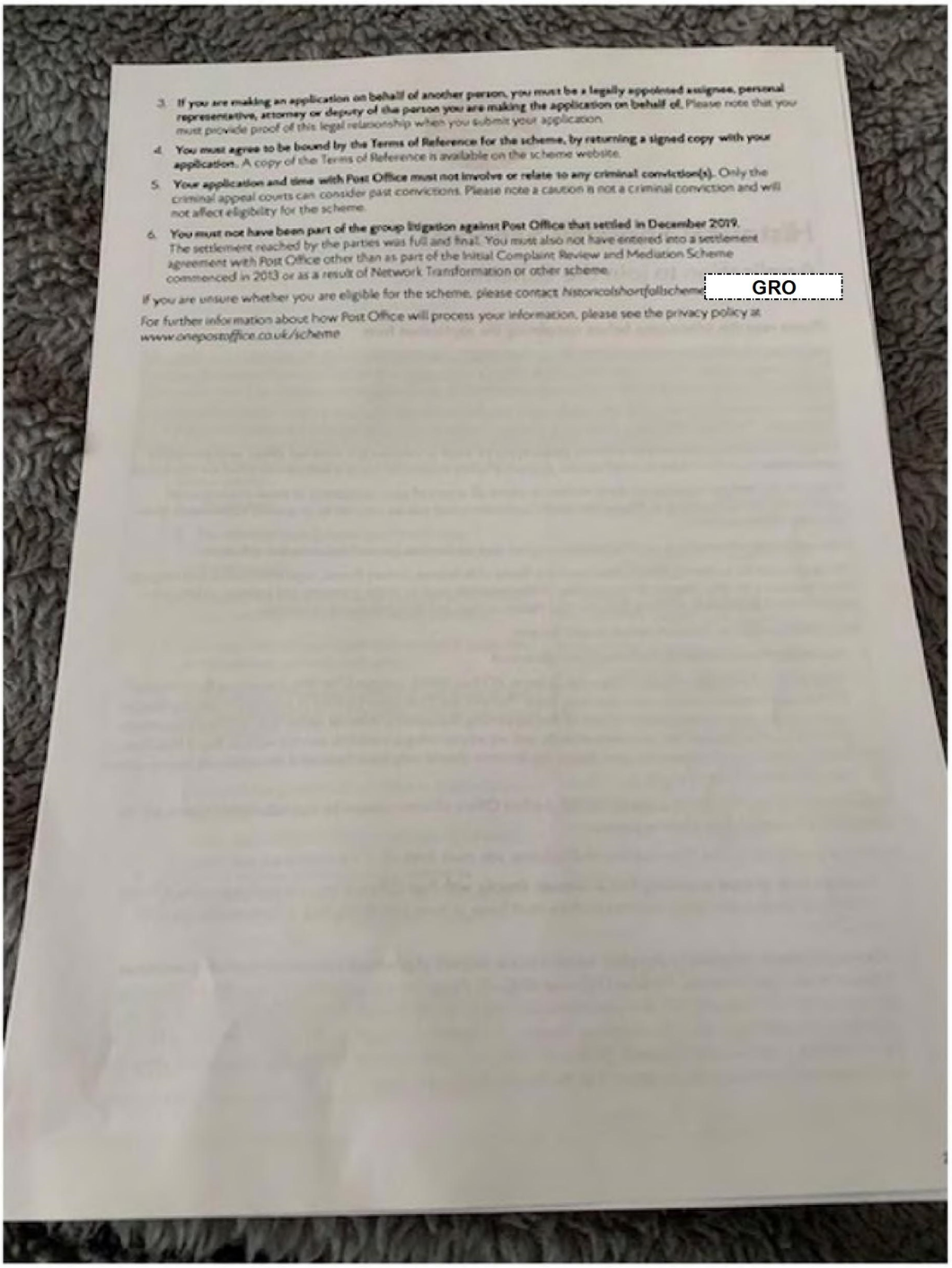

3. **If you are making an application on behalf of another person, you must be a legally appointed assignee, personal representative, attorney or deputy of the person you are making the application on behalf of.** Please note that you must provide proof of this legal relationship when you submit your application.
4. **You must agree to be bound by the Terms of Reference for the scheme, by returning a signed copy with your application.** A copy of the Terms of Reference is available on the scheme website.
5. **Your application and time with Post Office must not involve or relate to any criminal conviction(s).** Only the criminal appeal courts can consider past convictions. Please note a caution is not a criminal conviction and will not affect eligibility for the scheme.
6. **You must not have been part of the group litigation against Post Office that settled in December 2019.** The settlement reached by the parties was full and final. You must also not have entered into a settlement agreement with Post Office other than as part of the Initial Complaint Review and Mediation Scheme commenced in 2013 or as a result of Network Transformation or other scheme.

If you are unsure whether you are eligible for the scheme, please contact historicalshortfallscheme GRO

For further information about how Post Office will process your information, please see the privacy policy at www.onepostoffice.co.uk/scheme

5.4

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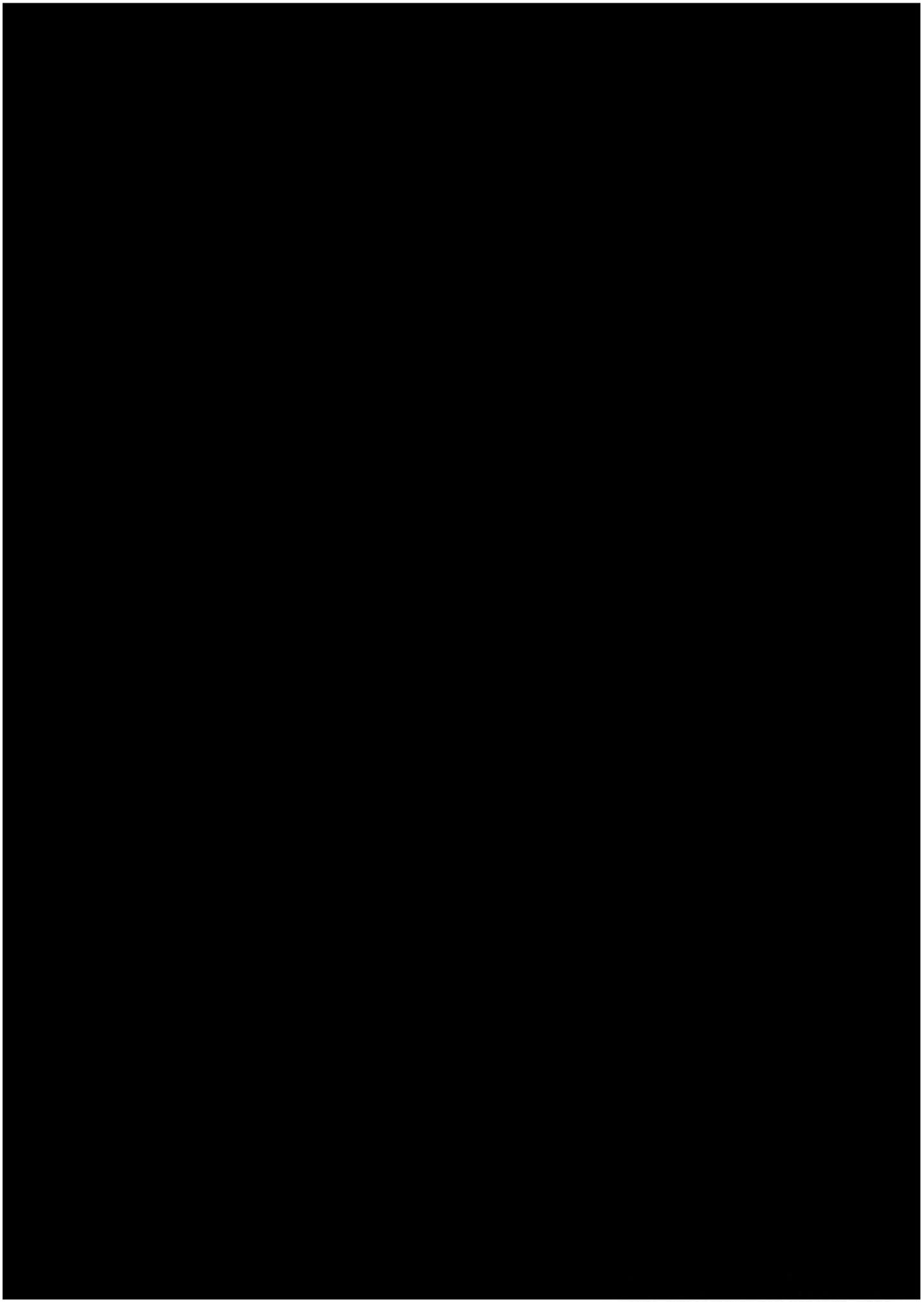

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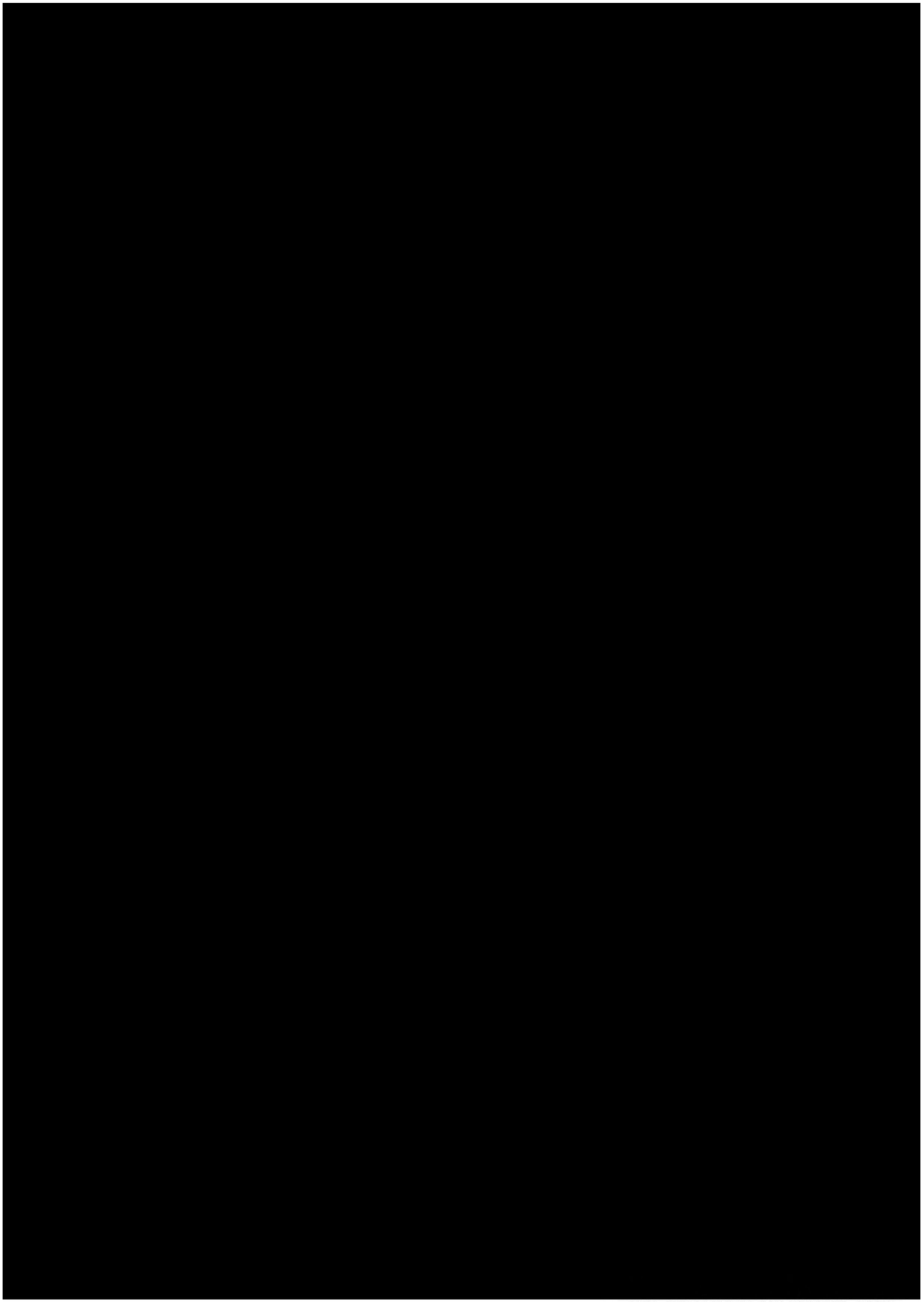

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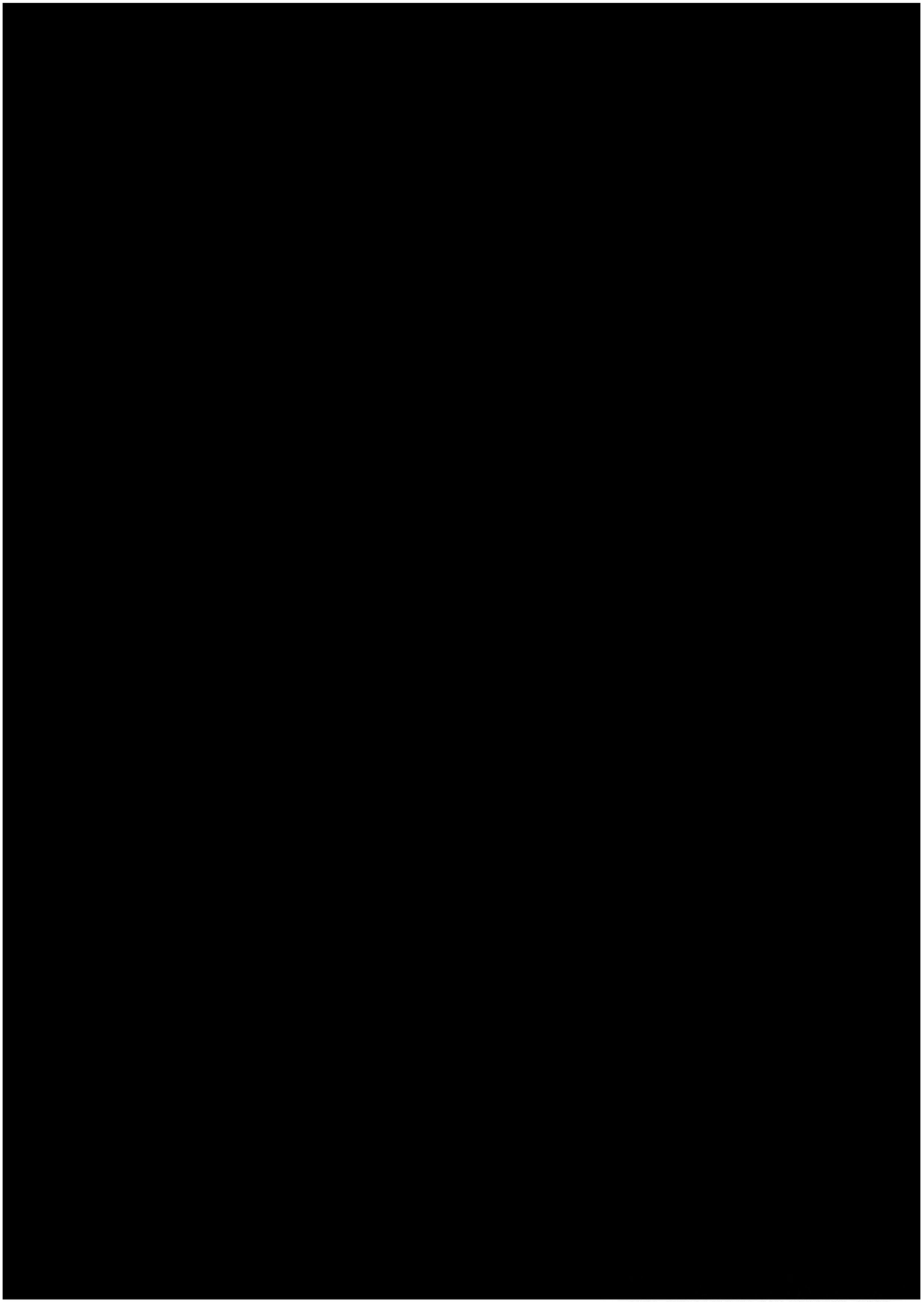

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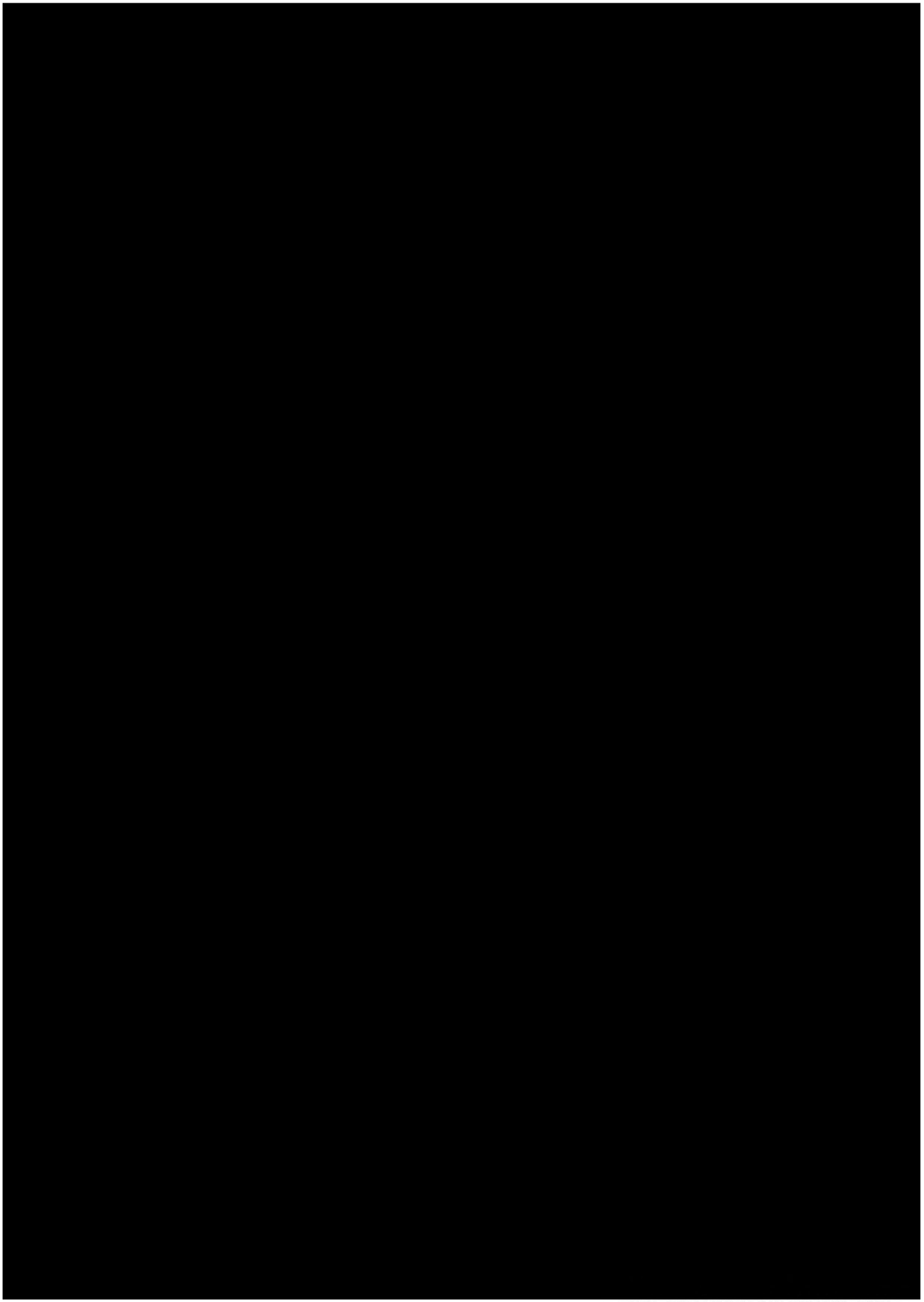

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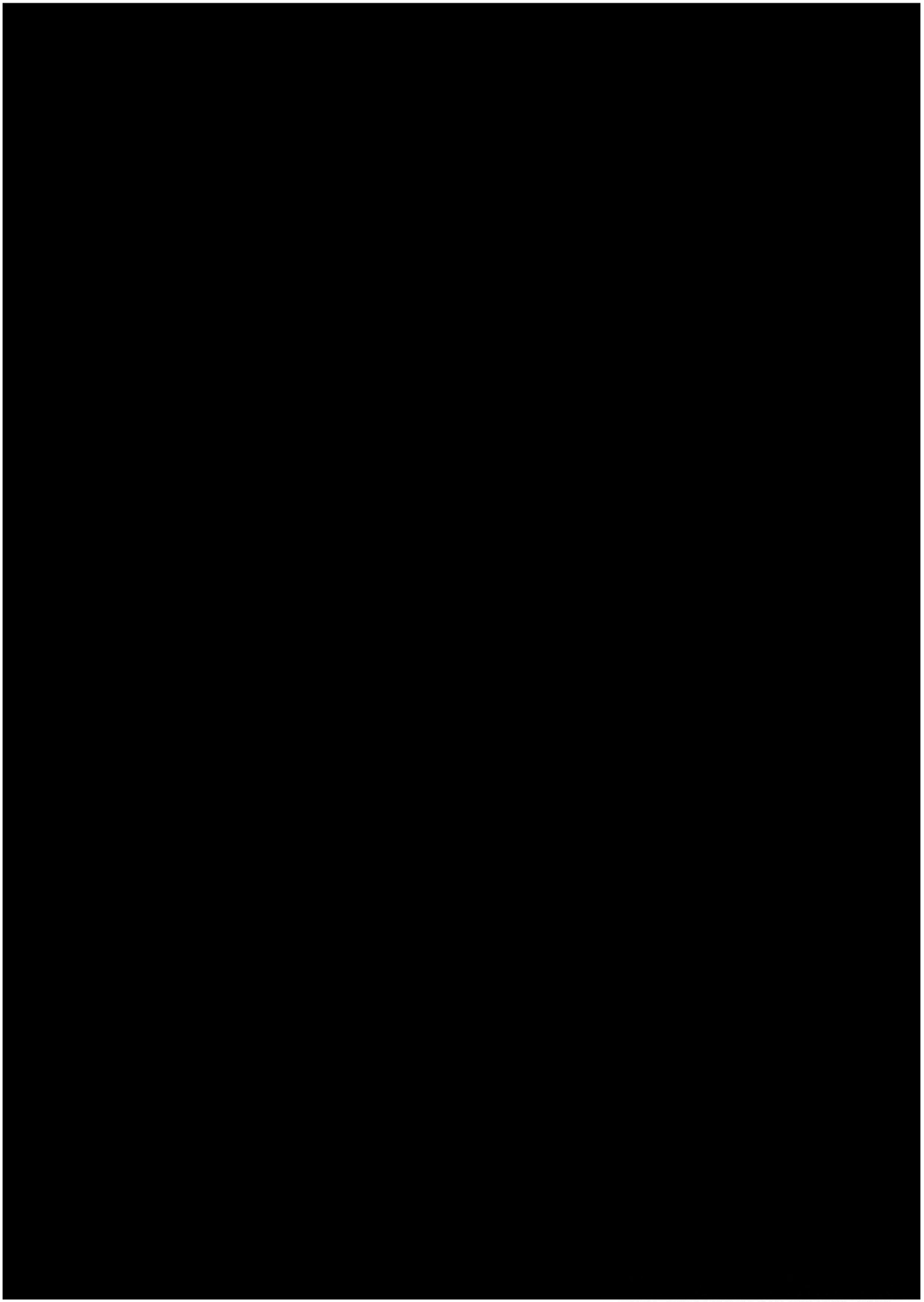

5.4

POST OFFICE

Historical Shortfall Scheme

Terms of Reference

In order to enter the Historical Shortfall Scheme, you must agree to these terms of reference. You can do so by signing in the section set out below. A signed copy of the terms of reference must be provided alongside your application form.

1. Post Office intends to establish the Historical Shortfall Scheme (the **"Scheme"**) to address past issues regarding its point-of-sale accounting system, Horizon.
2. The purpose of the Scheme is to resolve past issues with current and former postmasters who, in good faith, believe they may have been affected by shortfalls which relate to previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X) (**"Historical Shortfalls"**). The Scheme will not deal with issues arising with the current version of Horizon (HNG-A, sometimes referred to as the 'Branch Technology Upgrade').
3. All applications to join the Scheme must be received by Post Office by midnight on Friday 14 August 2020. If they are not, Applicants will not be eligible to join the Scheme unless Post Office agrees otherwise.
4. Applications and other communications should be sent:
   - 4.1 by email to *historicalshortfallscheme* GRO
   - 4.2 or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London EIW 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers.

   In light of the ongoing coronavirus situation, at the time of launch (1 May 2020) post may not be dealt with immediately. **Please apply by email; postal applications should only be submitted if the applicant has no access to an email address they can use.** We will update the information on the scheme website if circumstances change.

   Please note these are Post Office addresses as this is a Post Office scheme - please be assured eligible applications will be assessed by an independent advisory panel.
5. Applicants to the Scheme are required to agree to these Terms of Reference. Applicants who do not agree to the Terms of Reference will not be eligible to participate in the Scheme.
6. Once an application has been made, either party may write to the other to request relevant information. The parties shall co-operate with one another in providing any information which the other party may reasonably request. Information obtained and provided in relation to each application should be proportionate to the circumstances of that application.
7. Eligible applications made under the Scheme will be individually investigated and the outcomes assessed by an independent advisory panel. Following assessment of the claim, Post Office will write to the Applicant setting out the outcome of his or her application.
8. In the event the Applicant is dissatisfied with the outcome of his or her application, the following Dispute Resolution Procedure shall apply:
   - 8.1 The Applicant must notify Post Office by email or post within 28 days that he or she wishes to engage the dispute resolution procedure. Please see the previous advice around using email wherever possible in light of the ongoing coronavirus situation.

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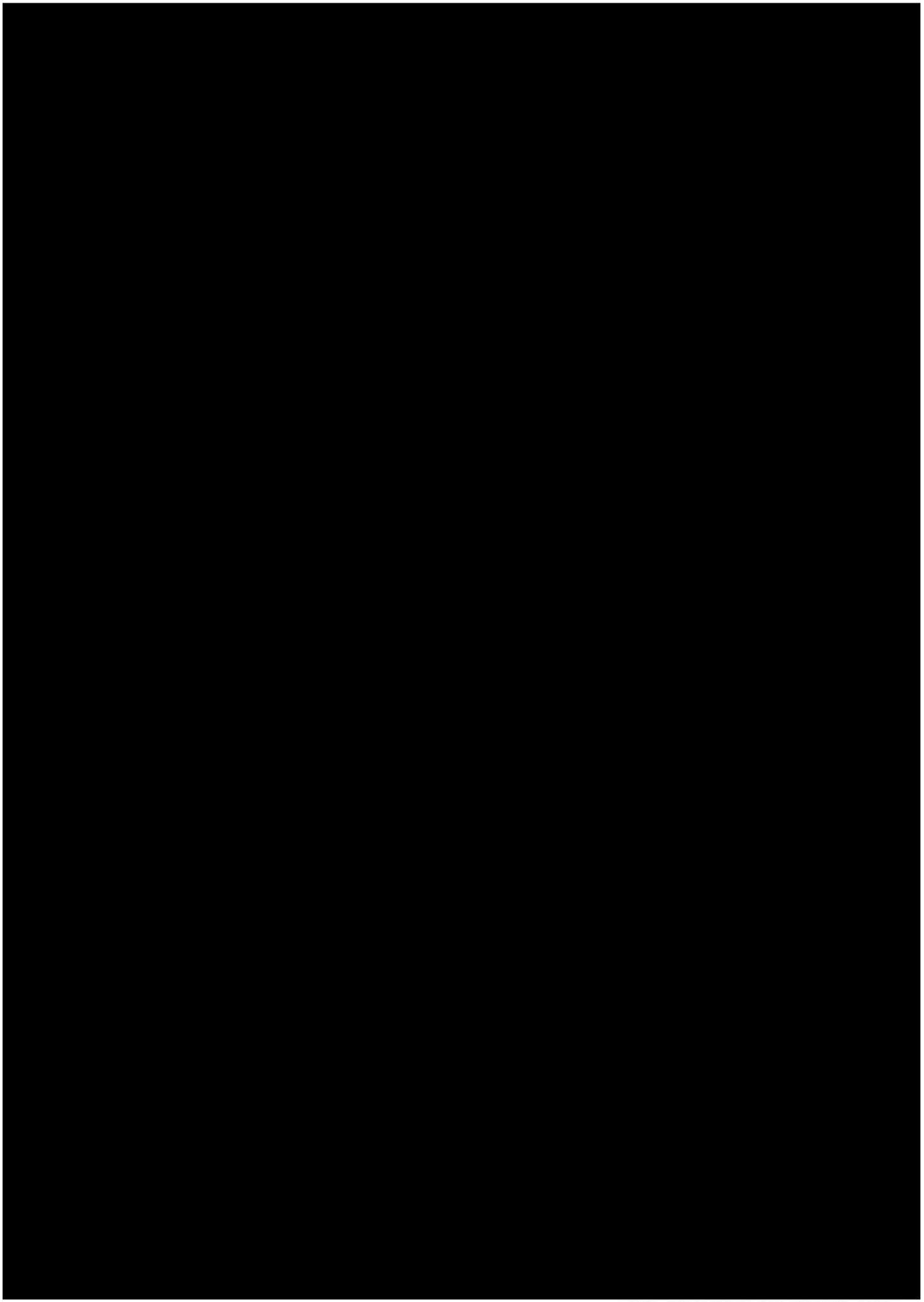

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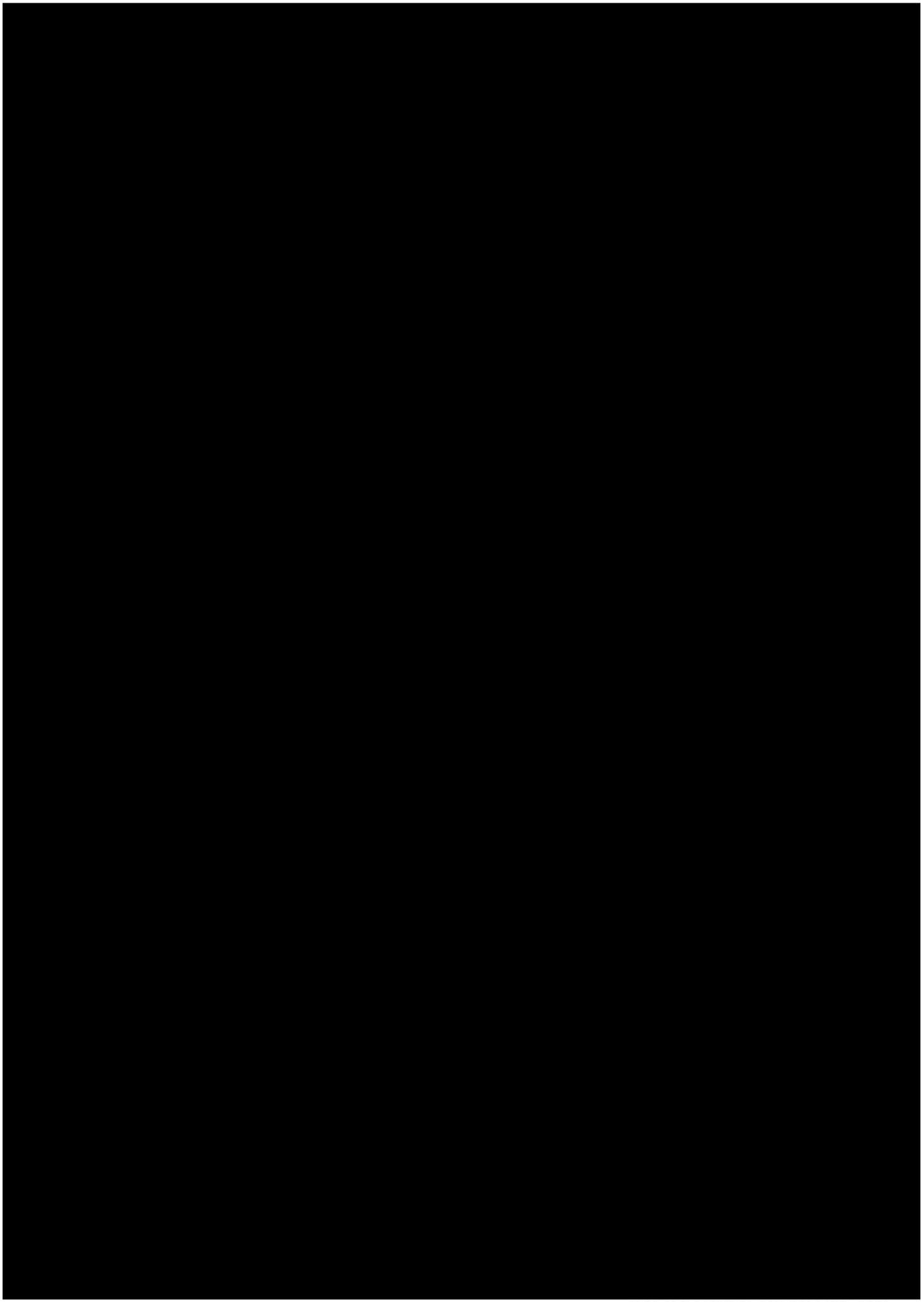

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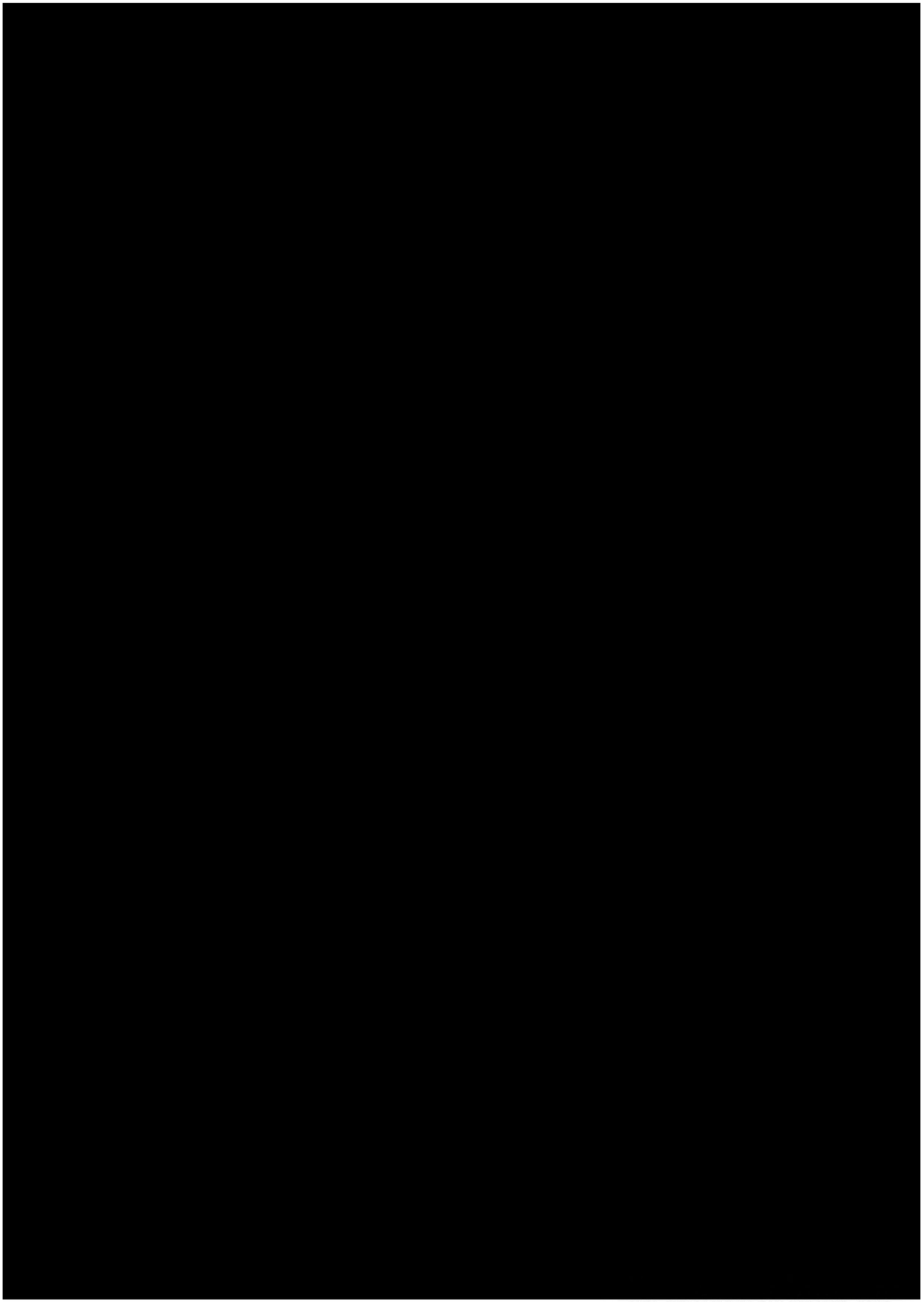

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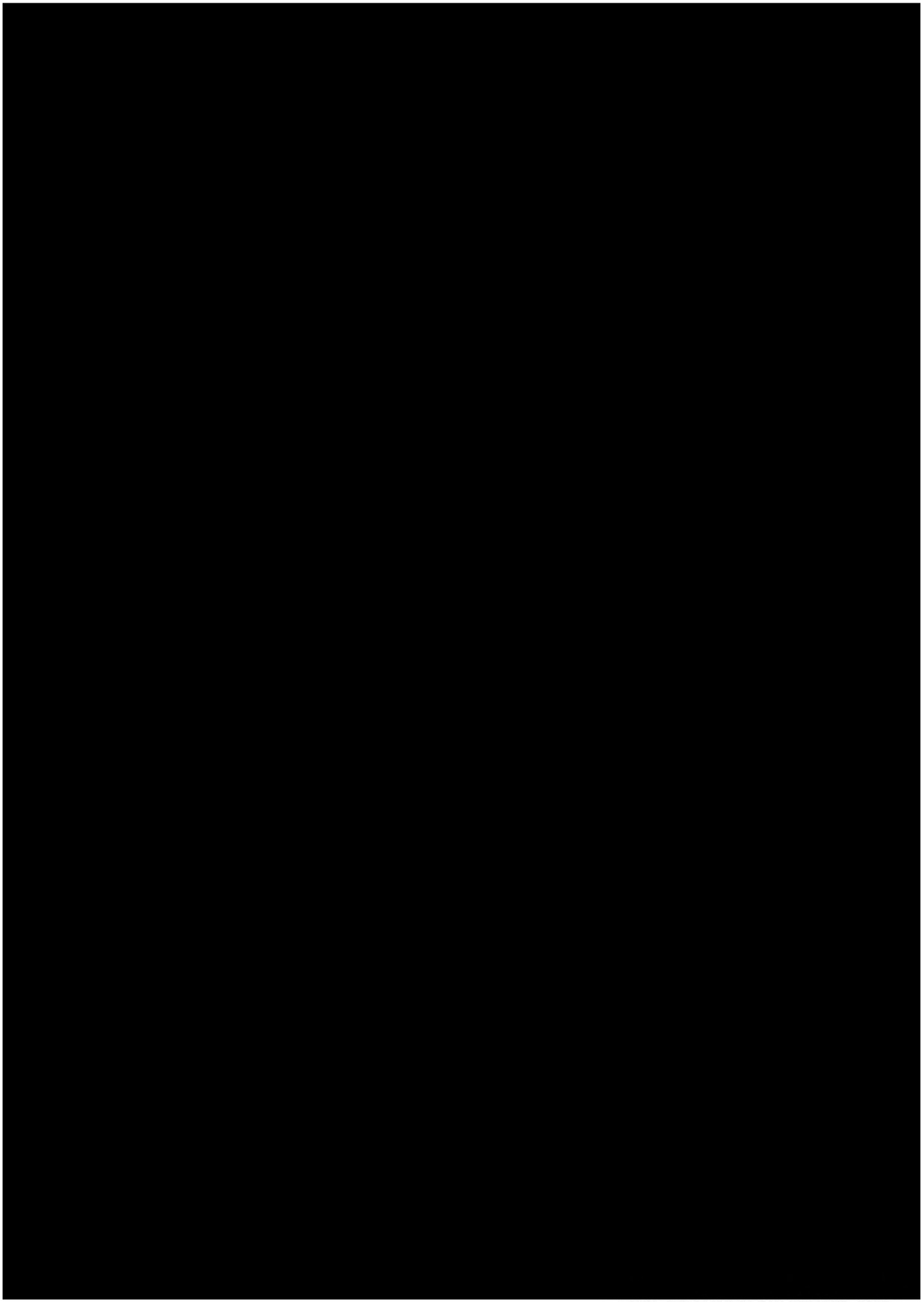

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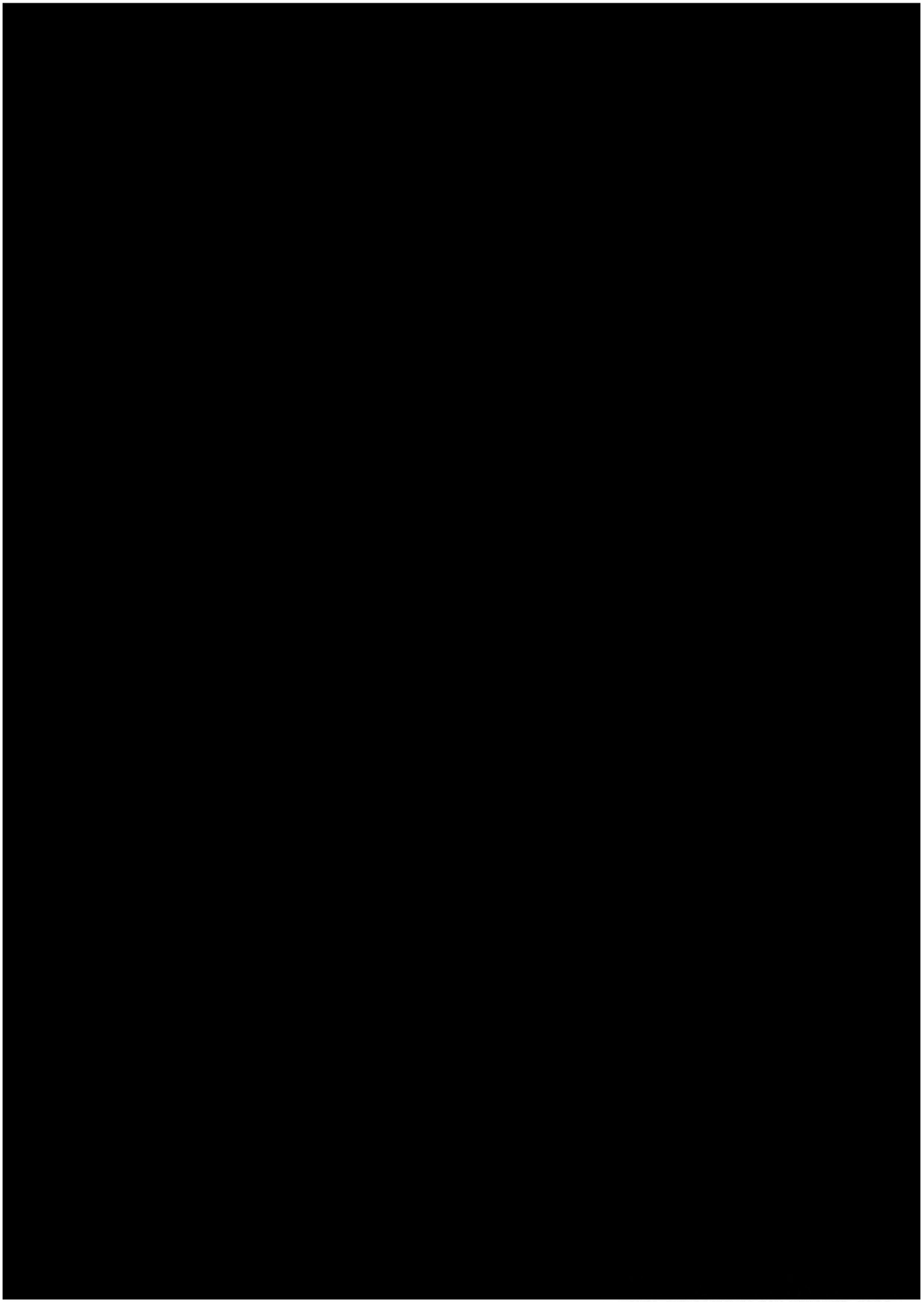

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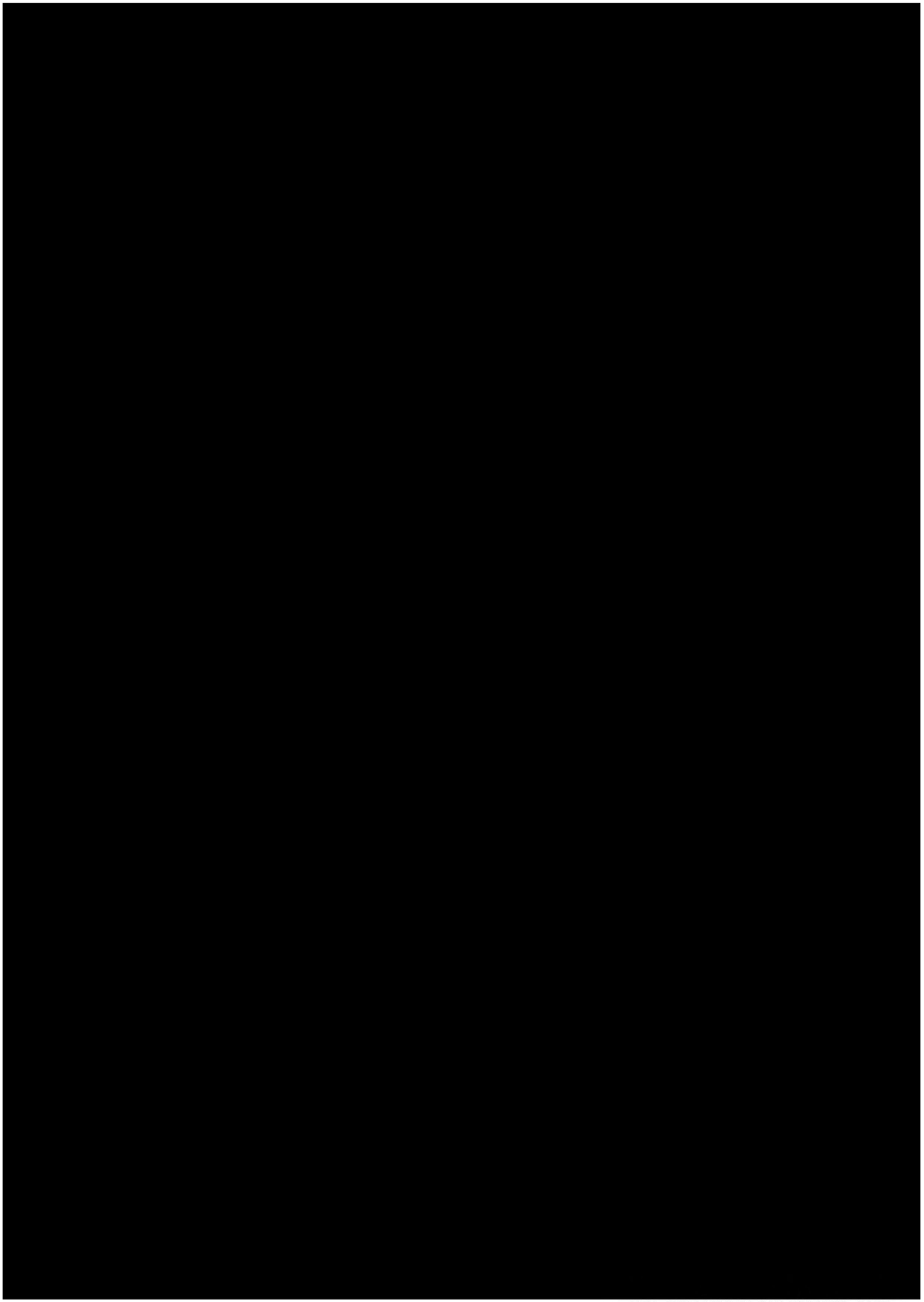

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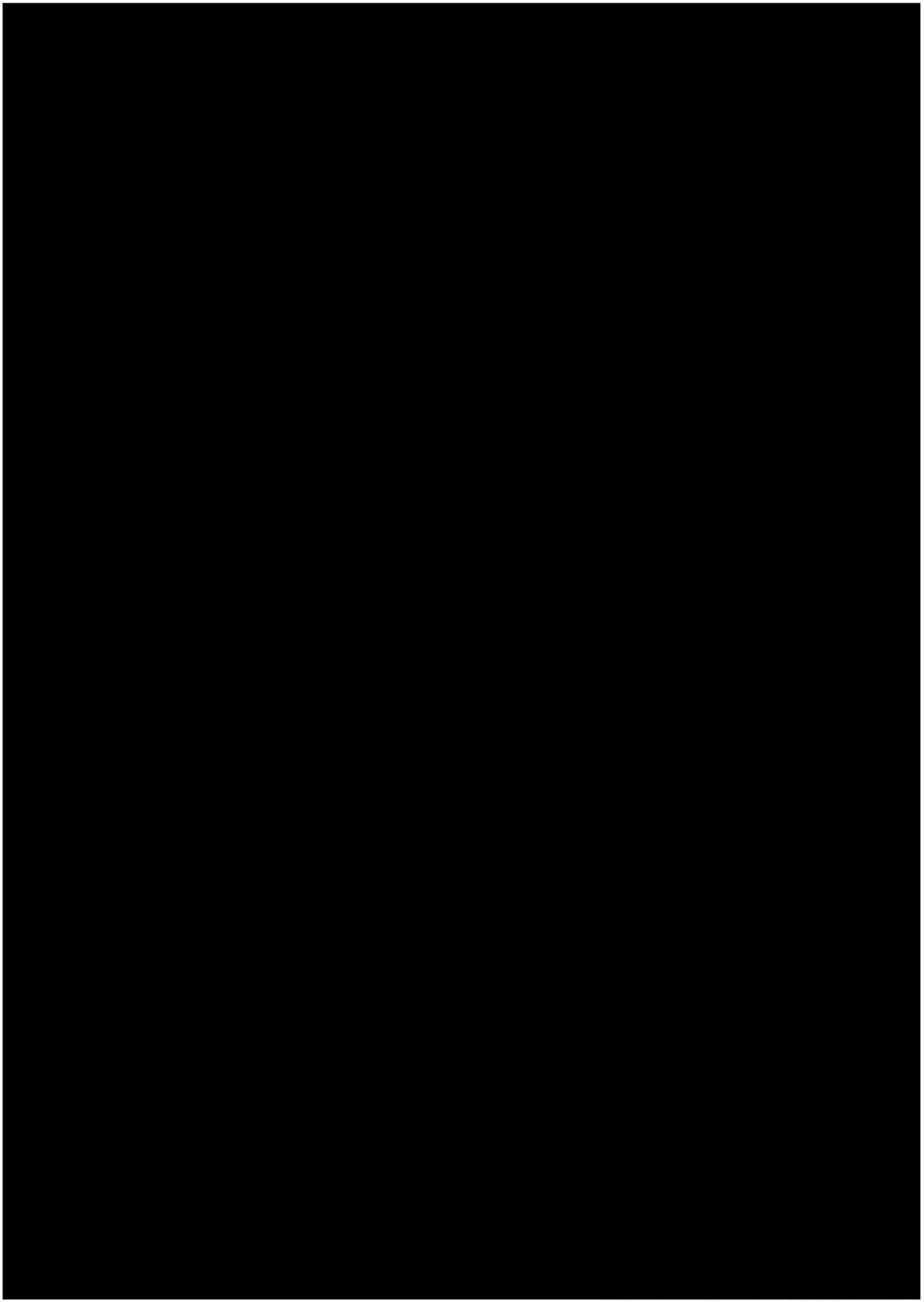

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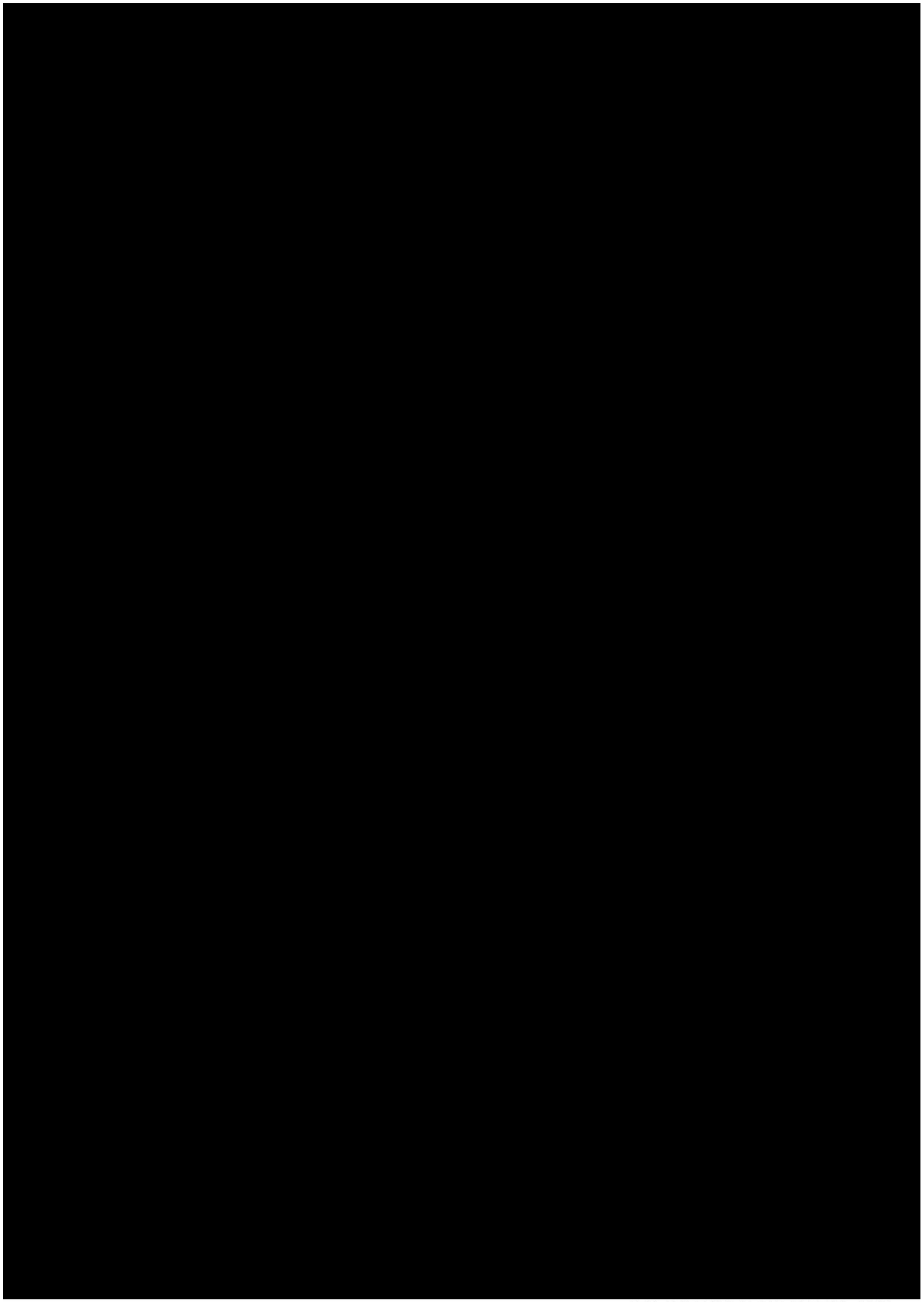

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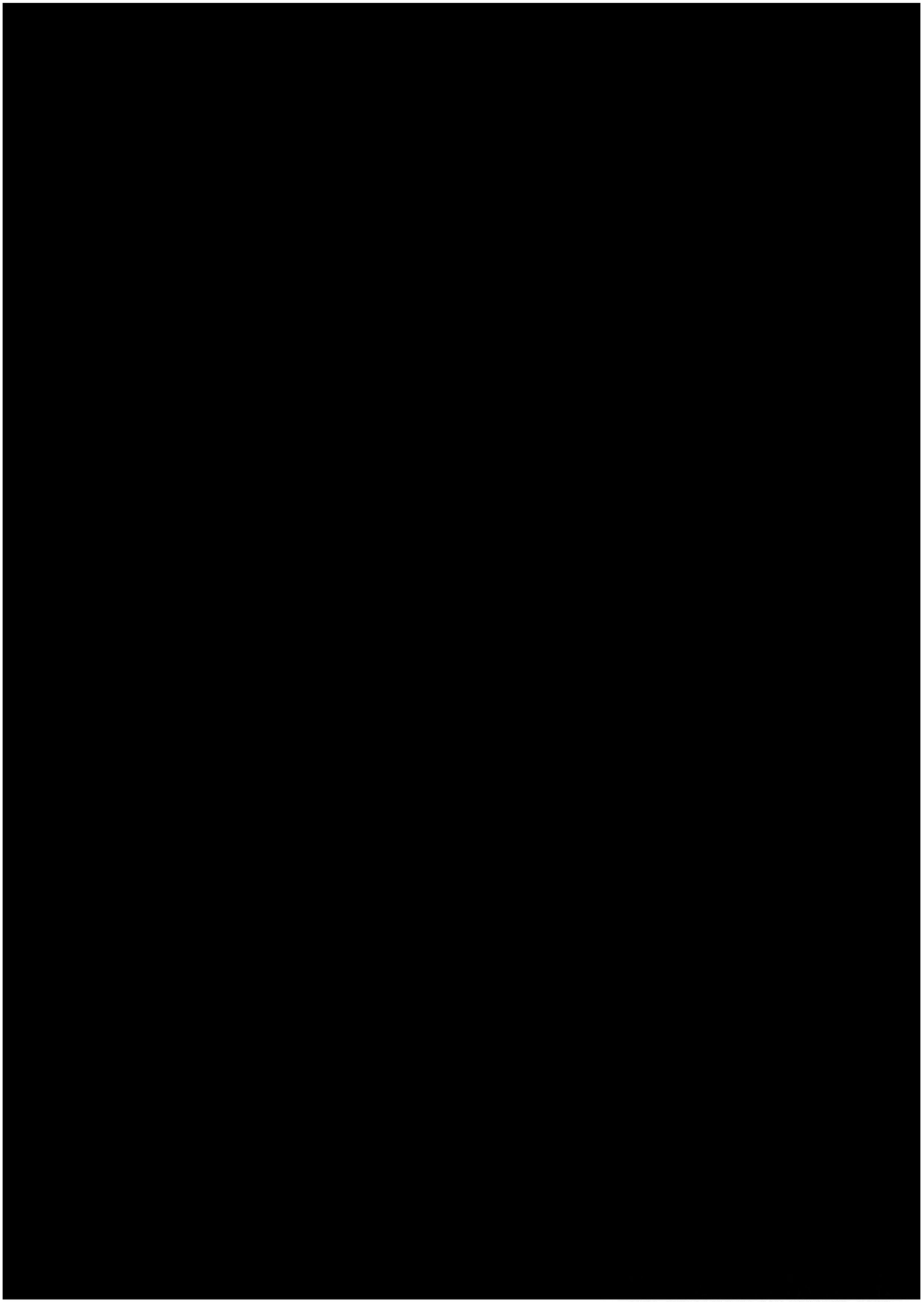

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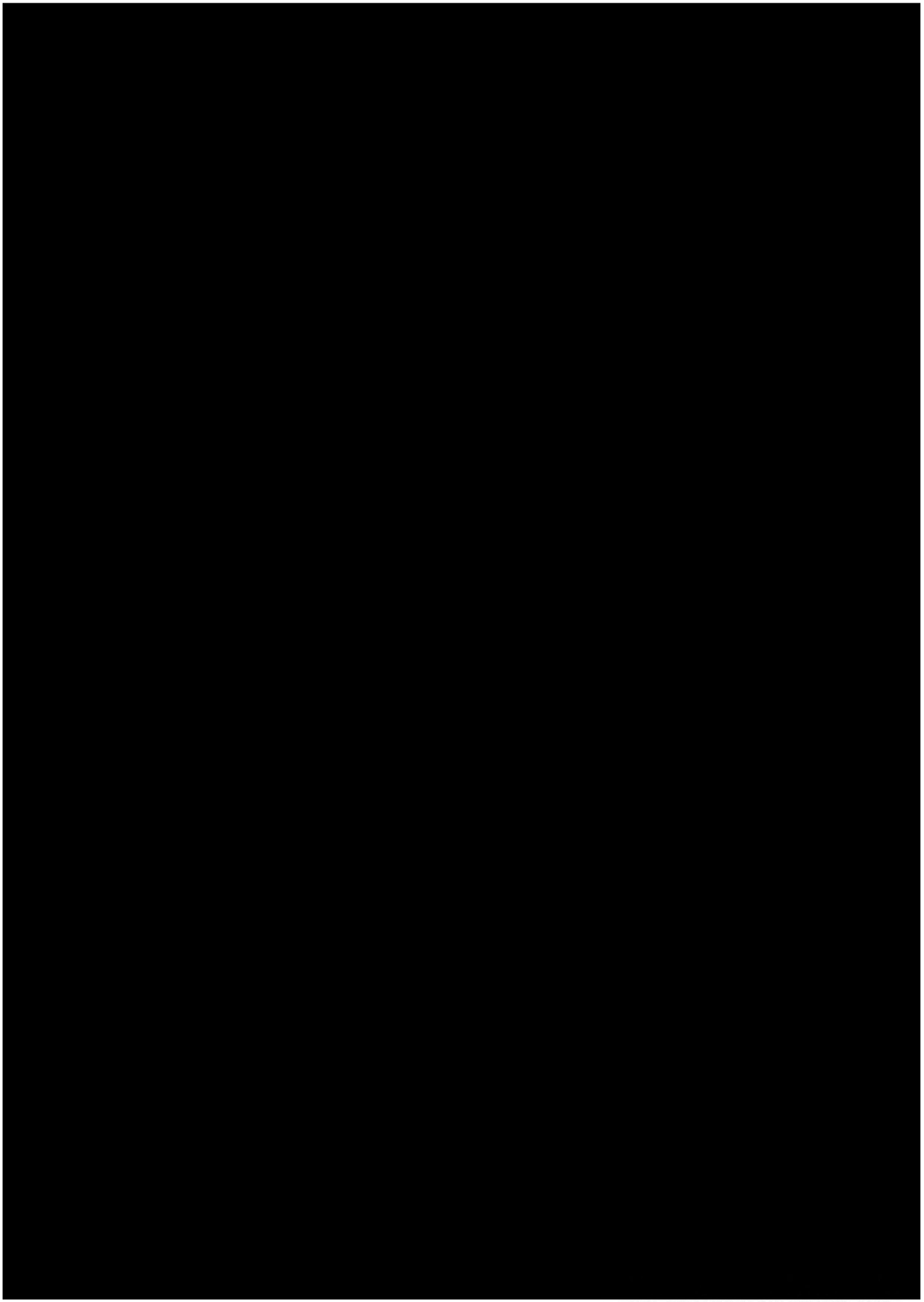

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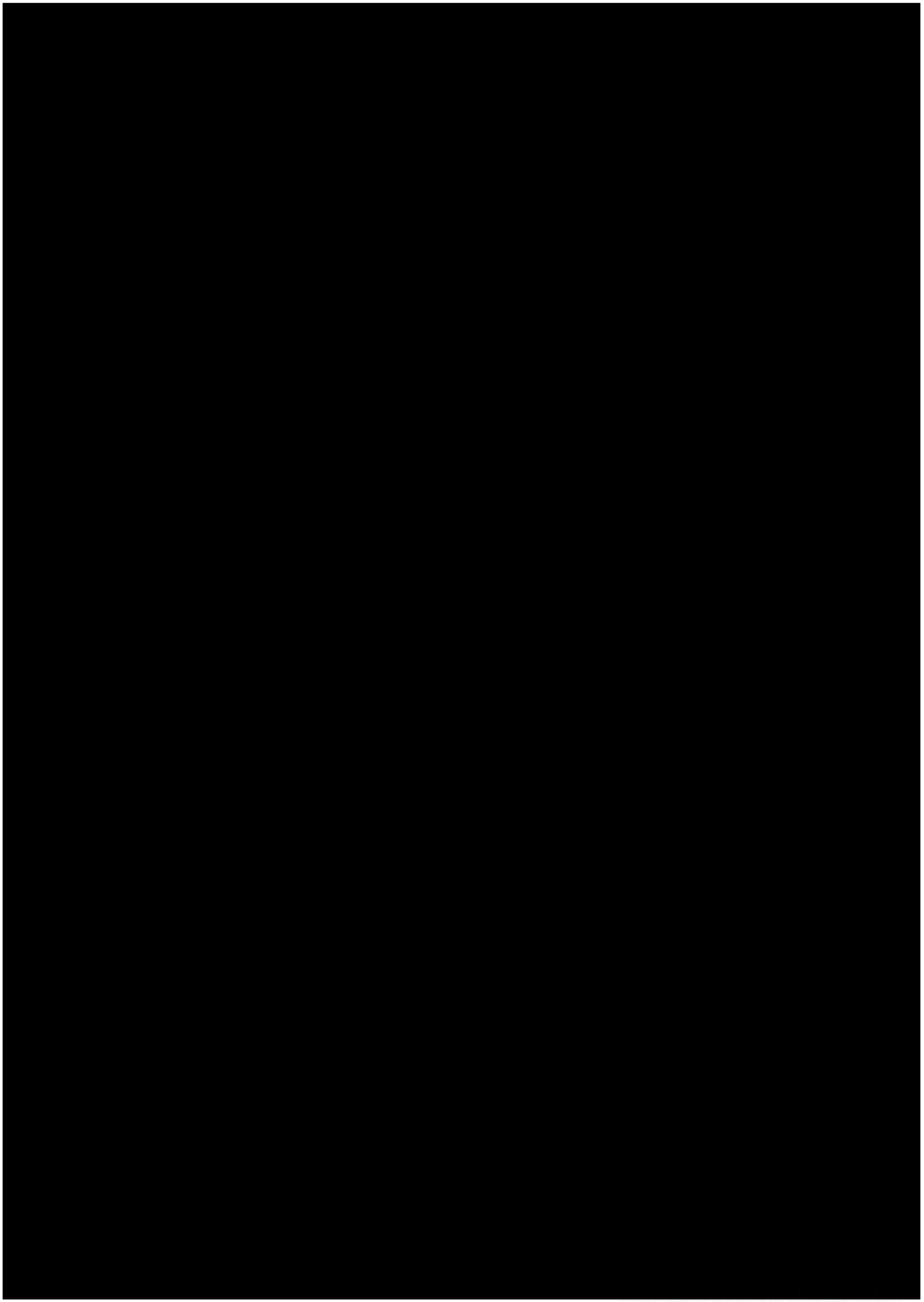

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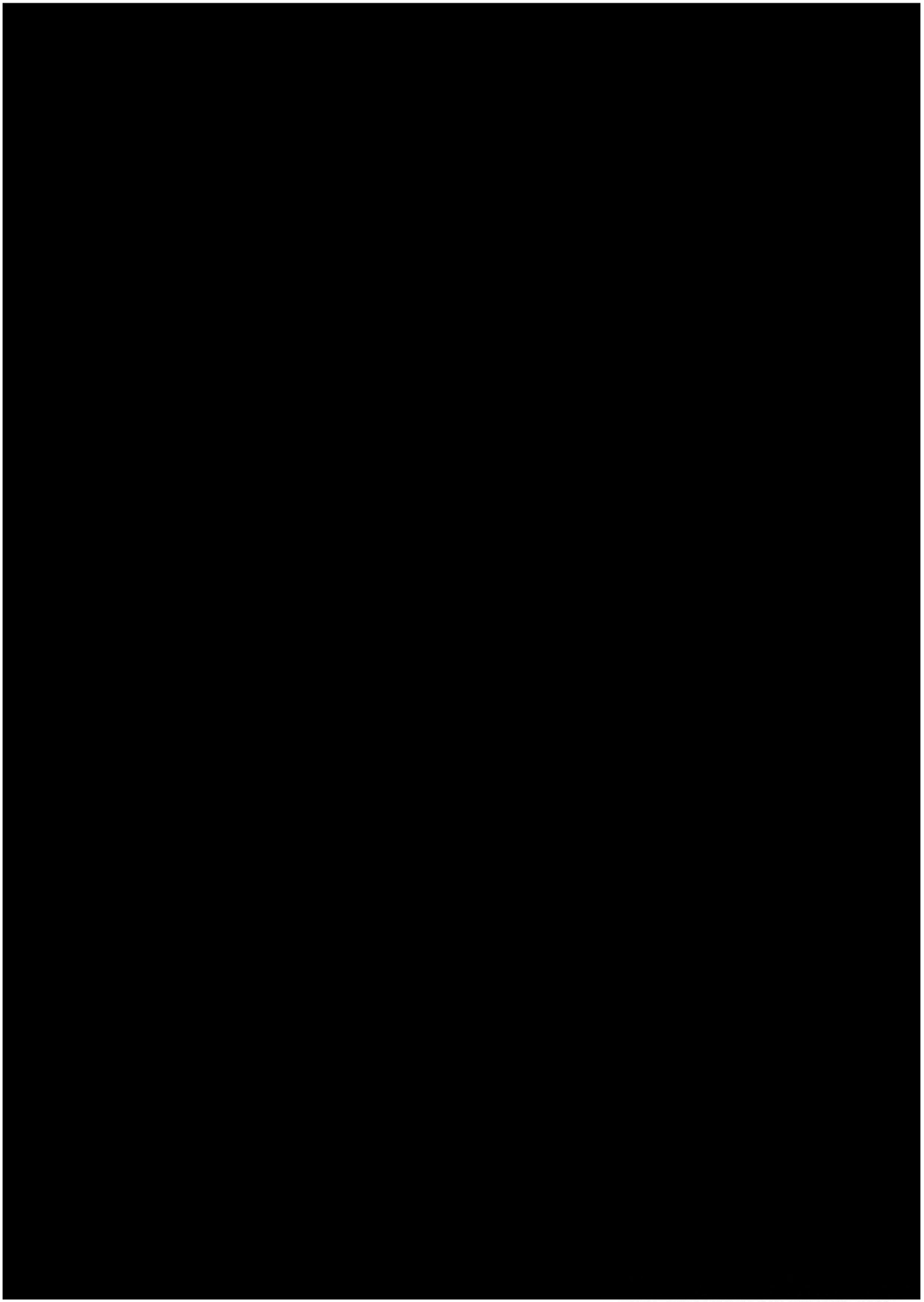

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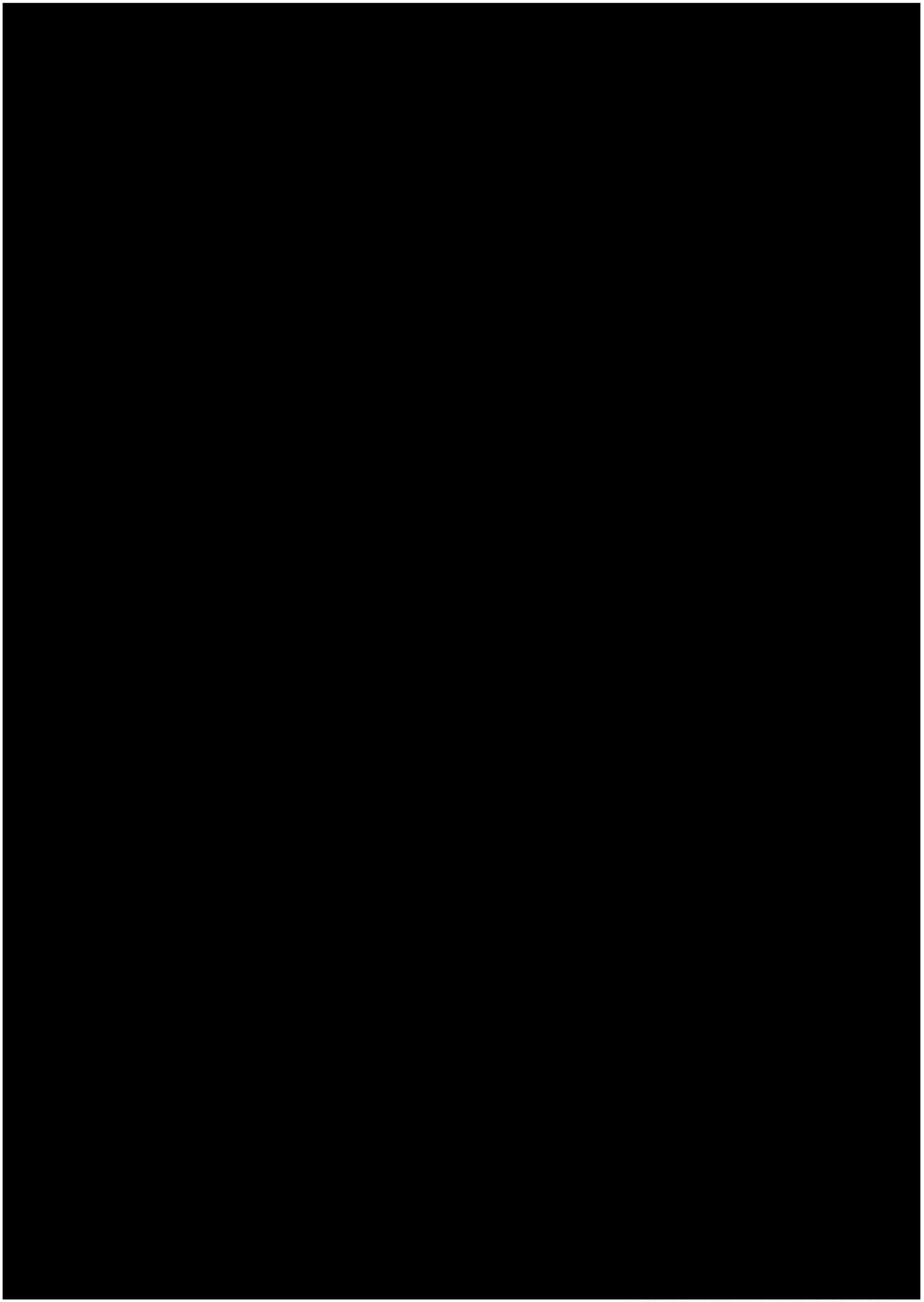

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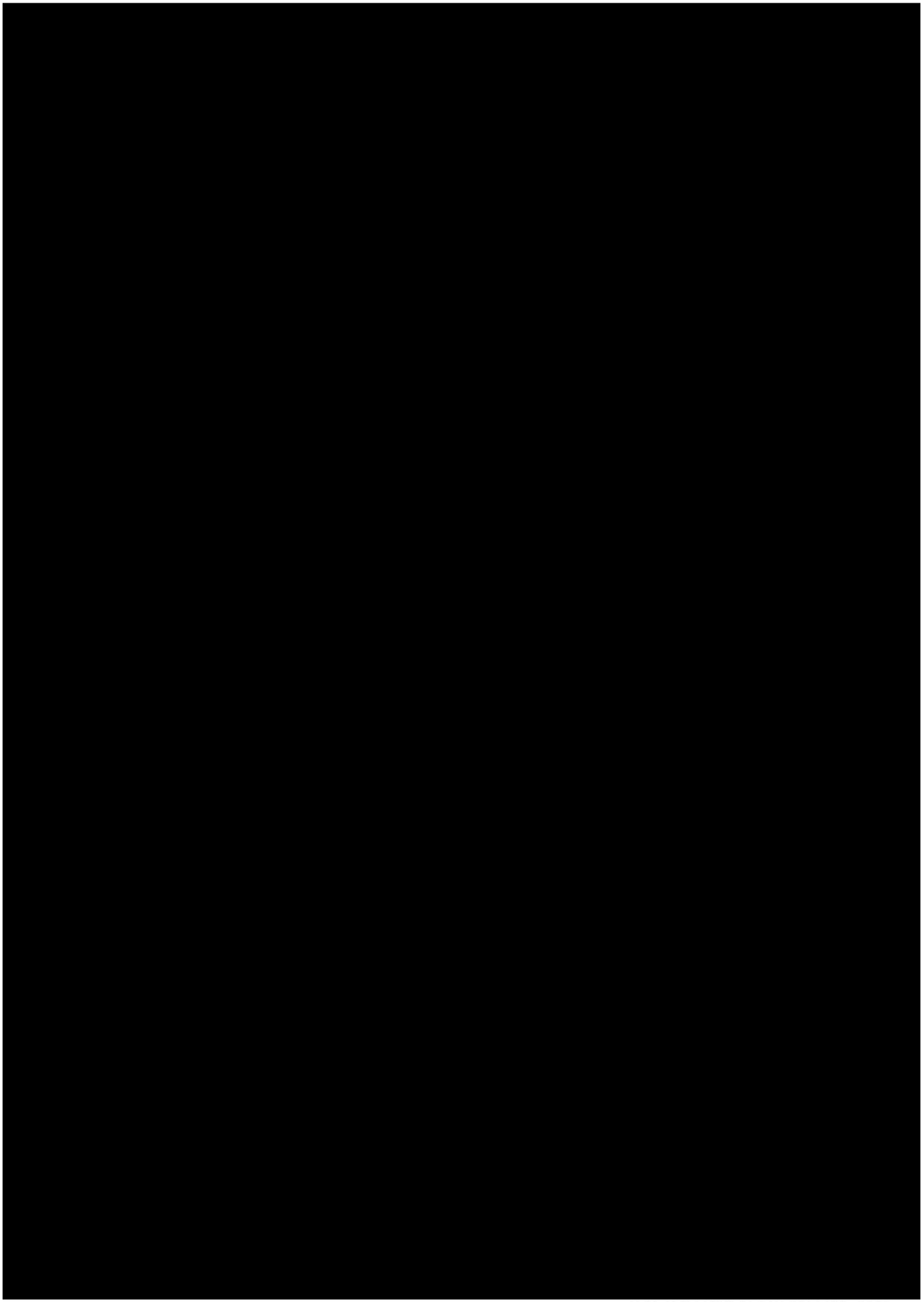

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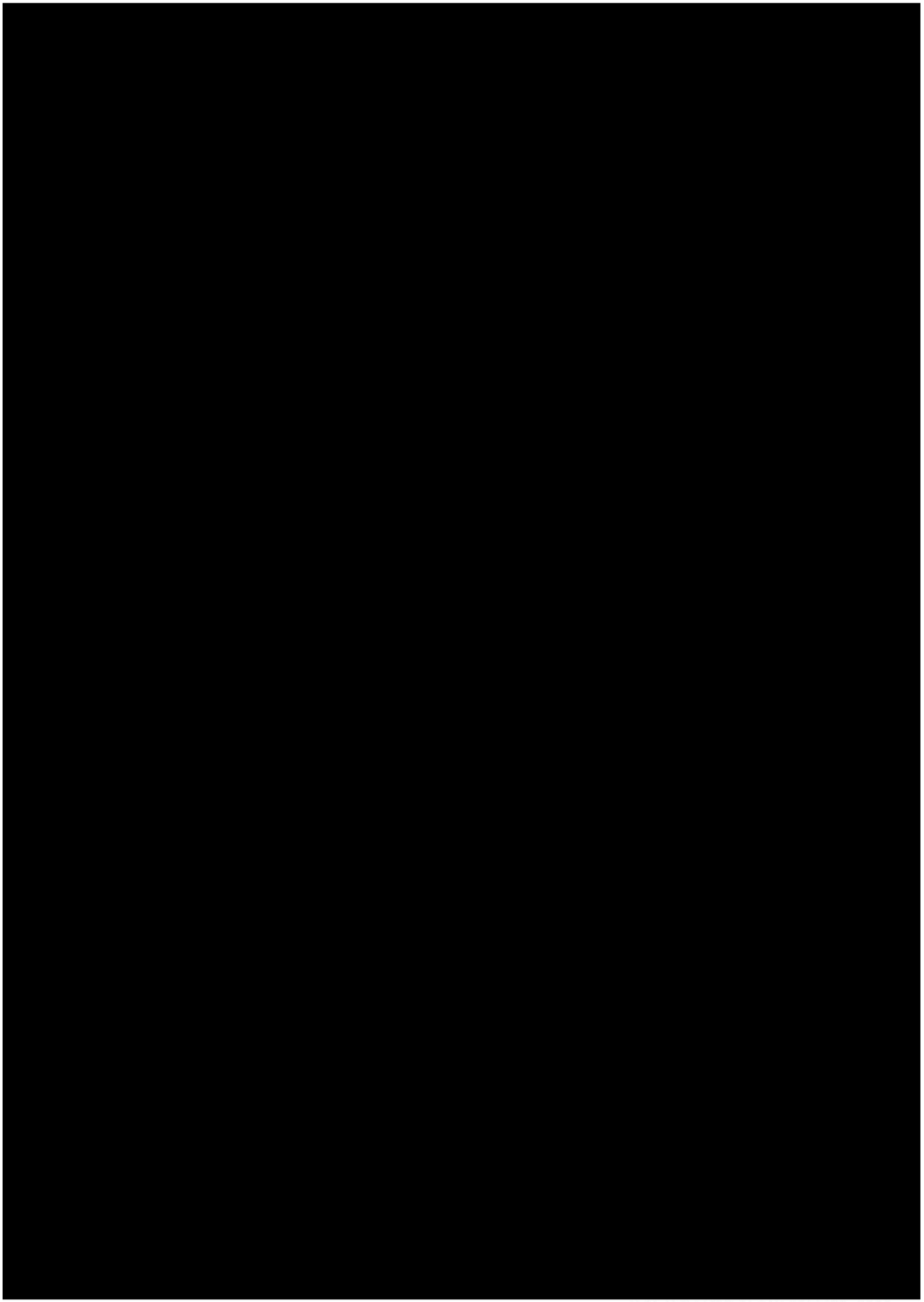

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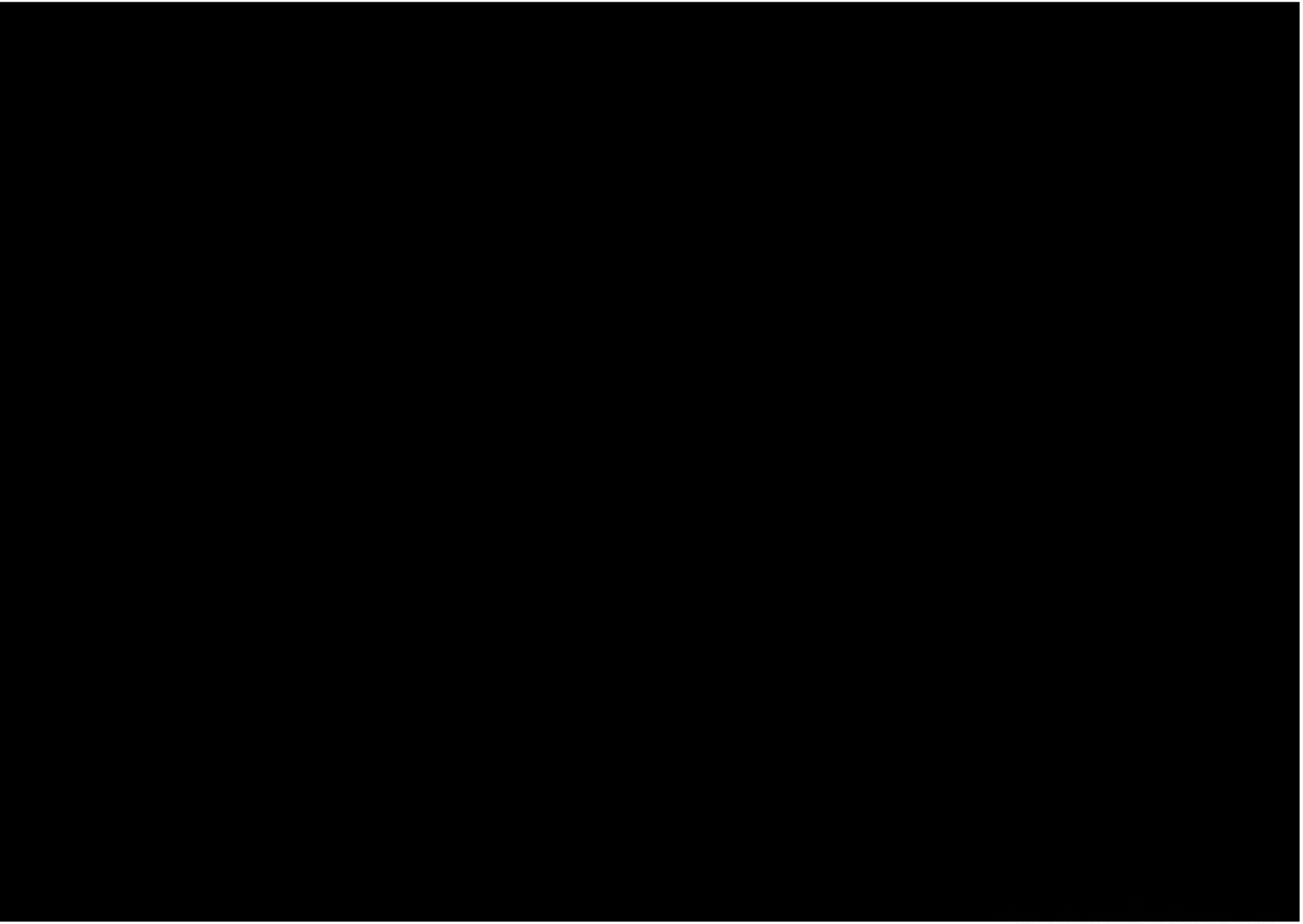

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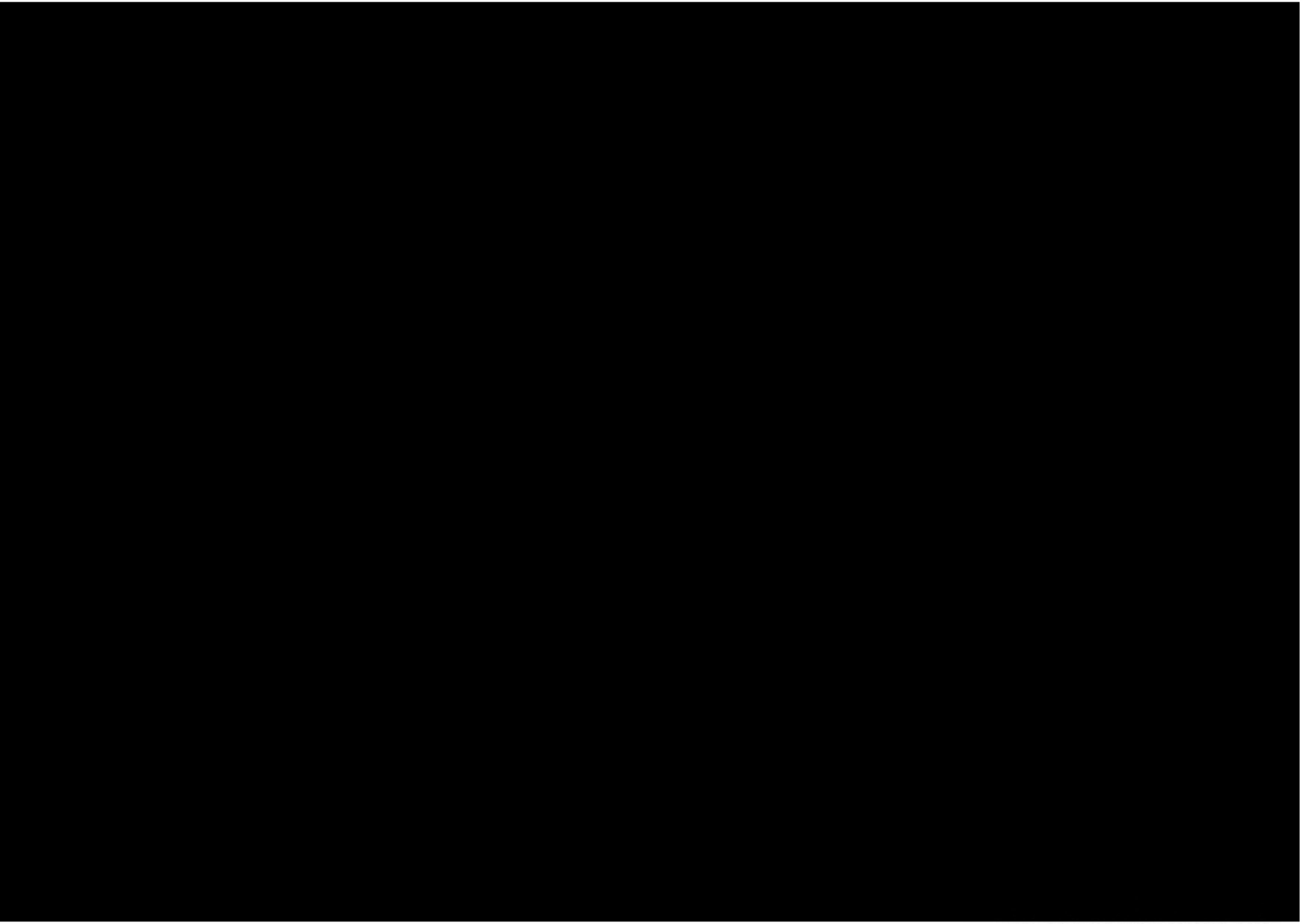

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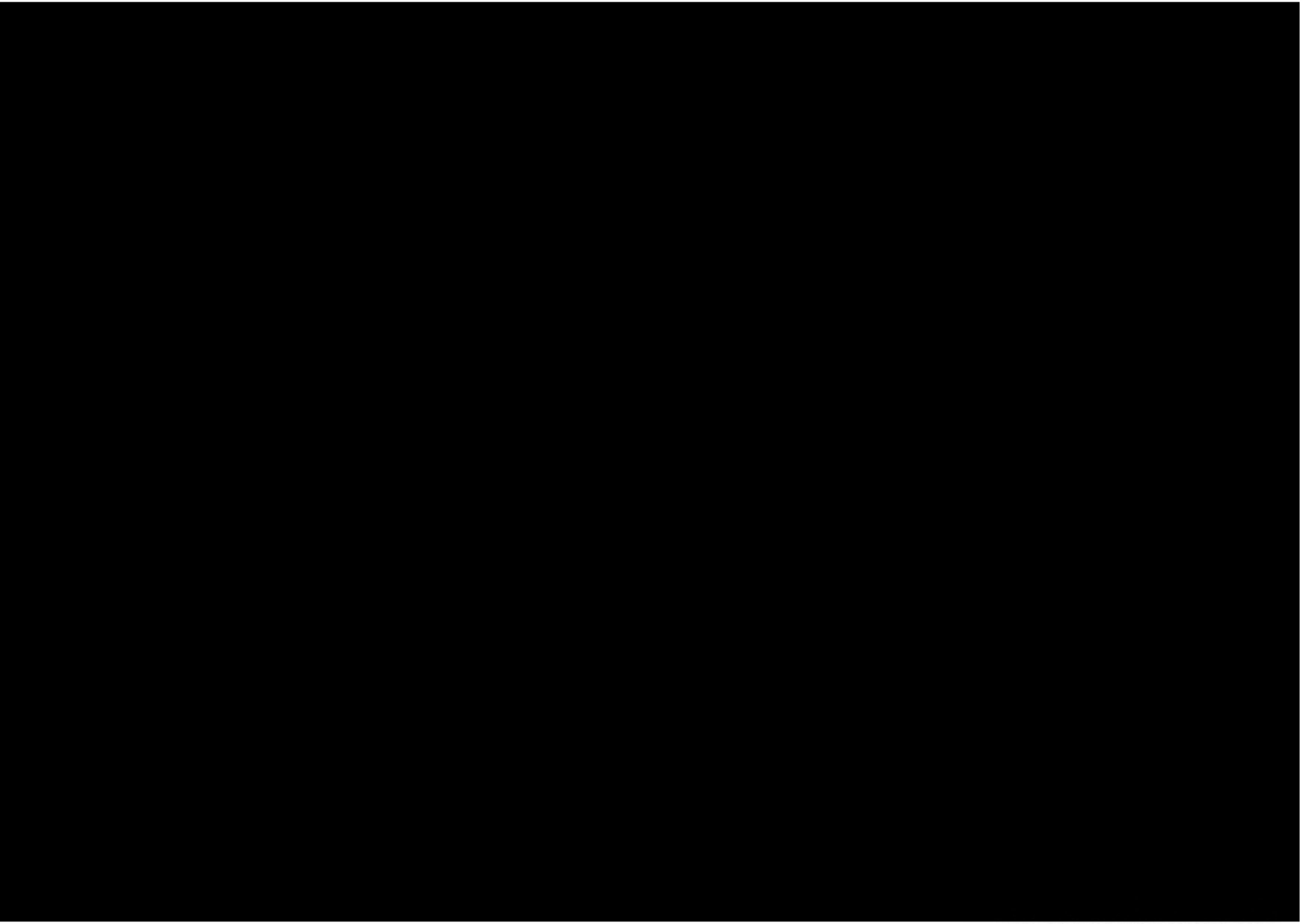

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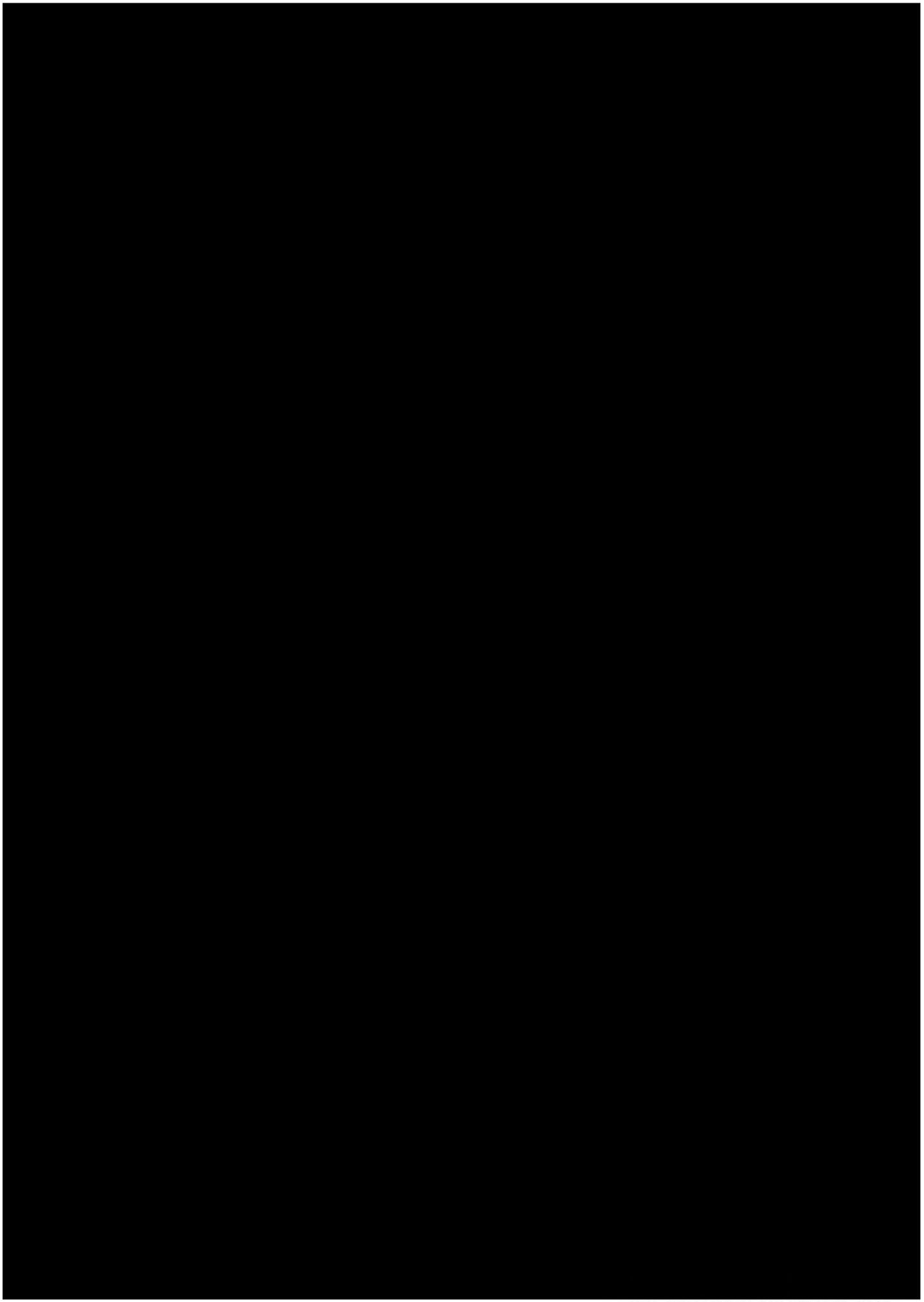

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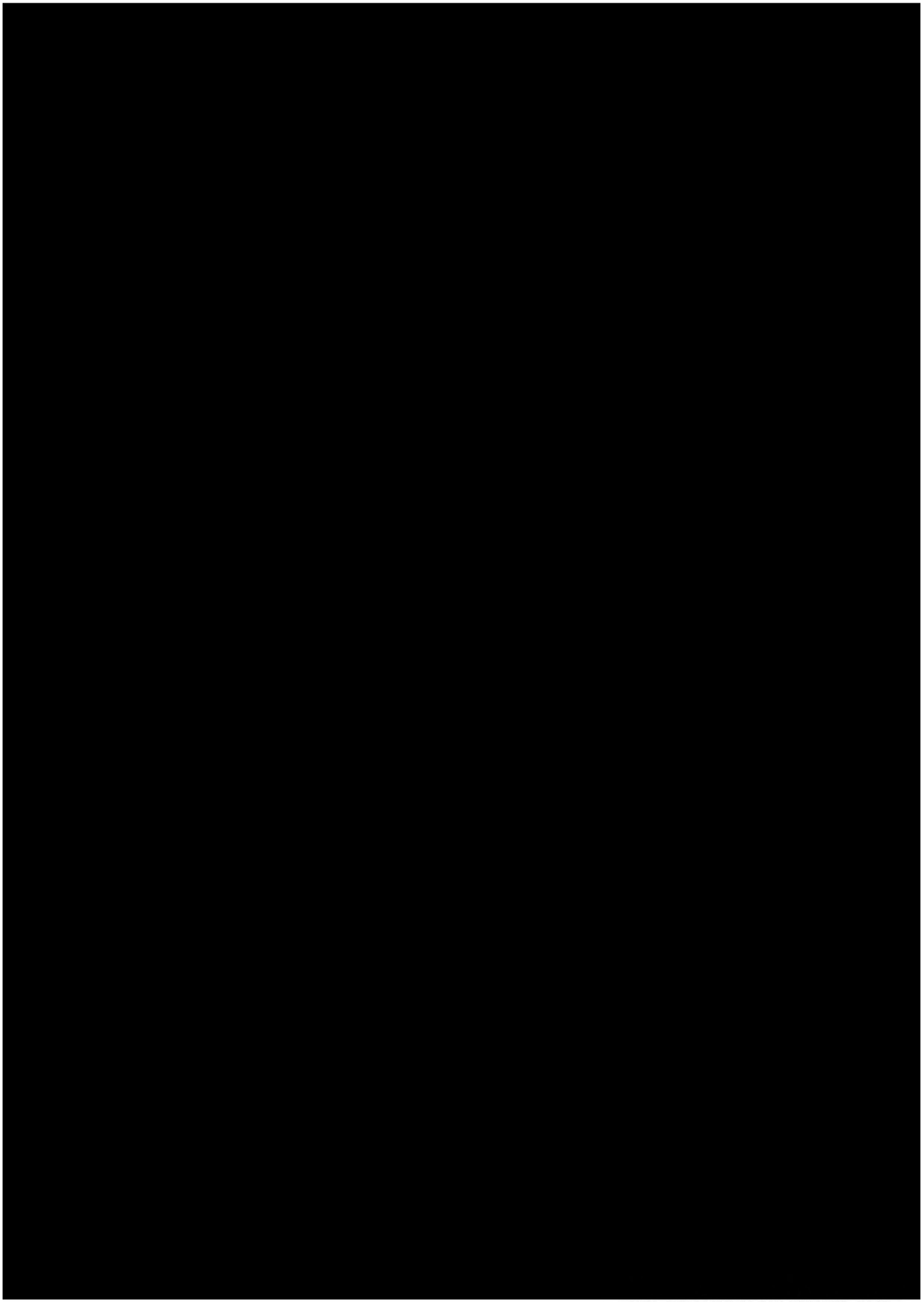

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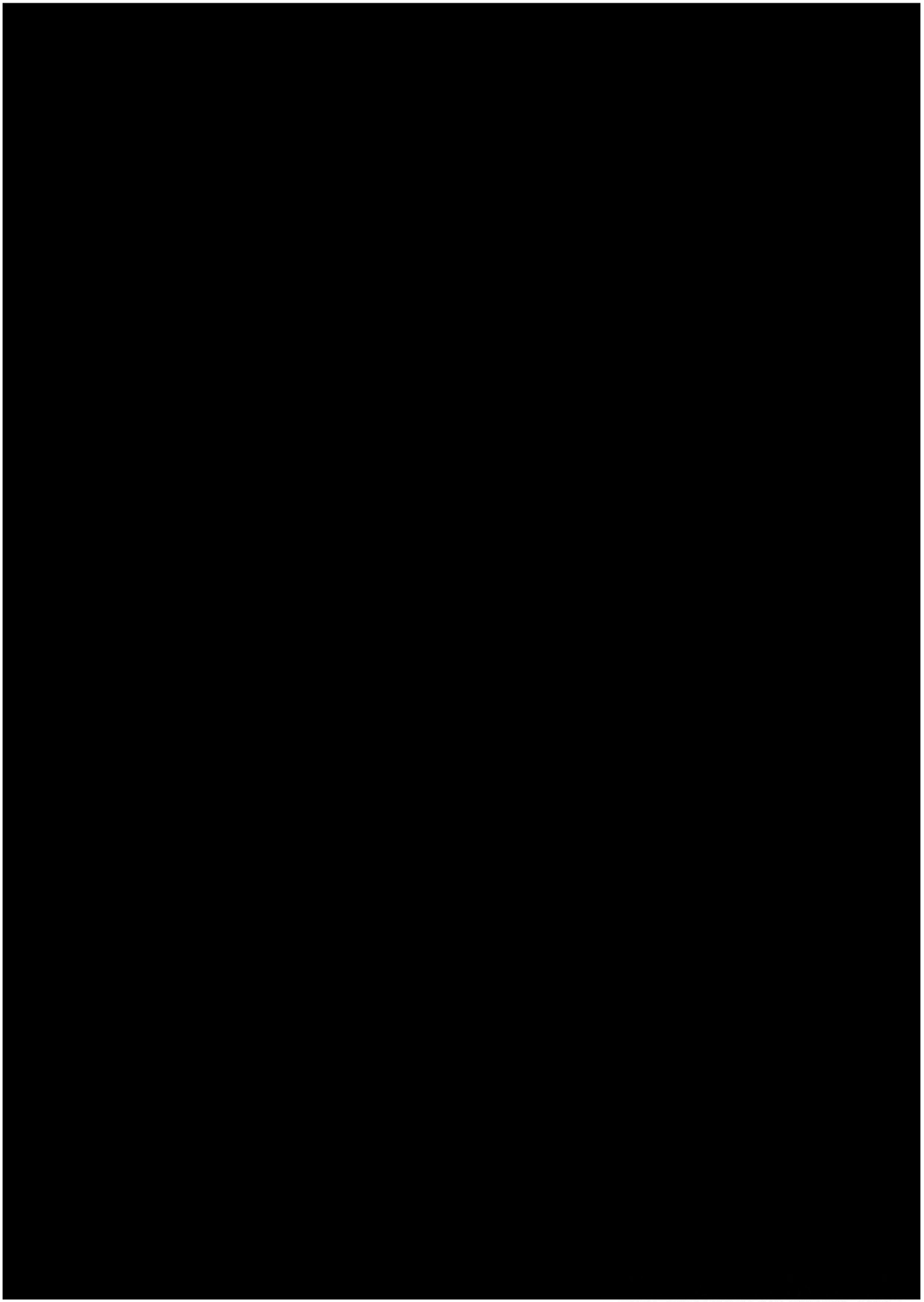

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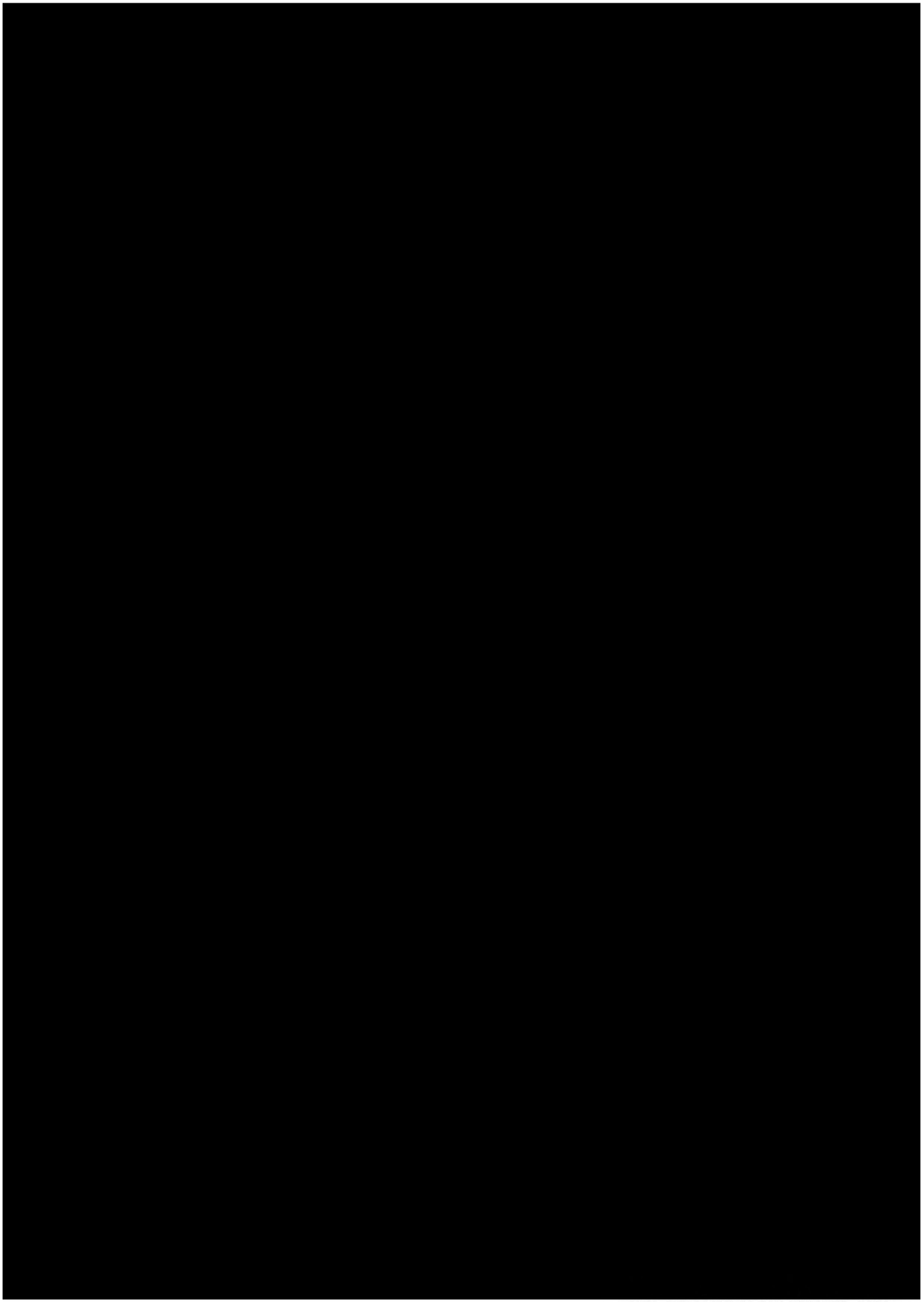

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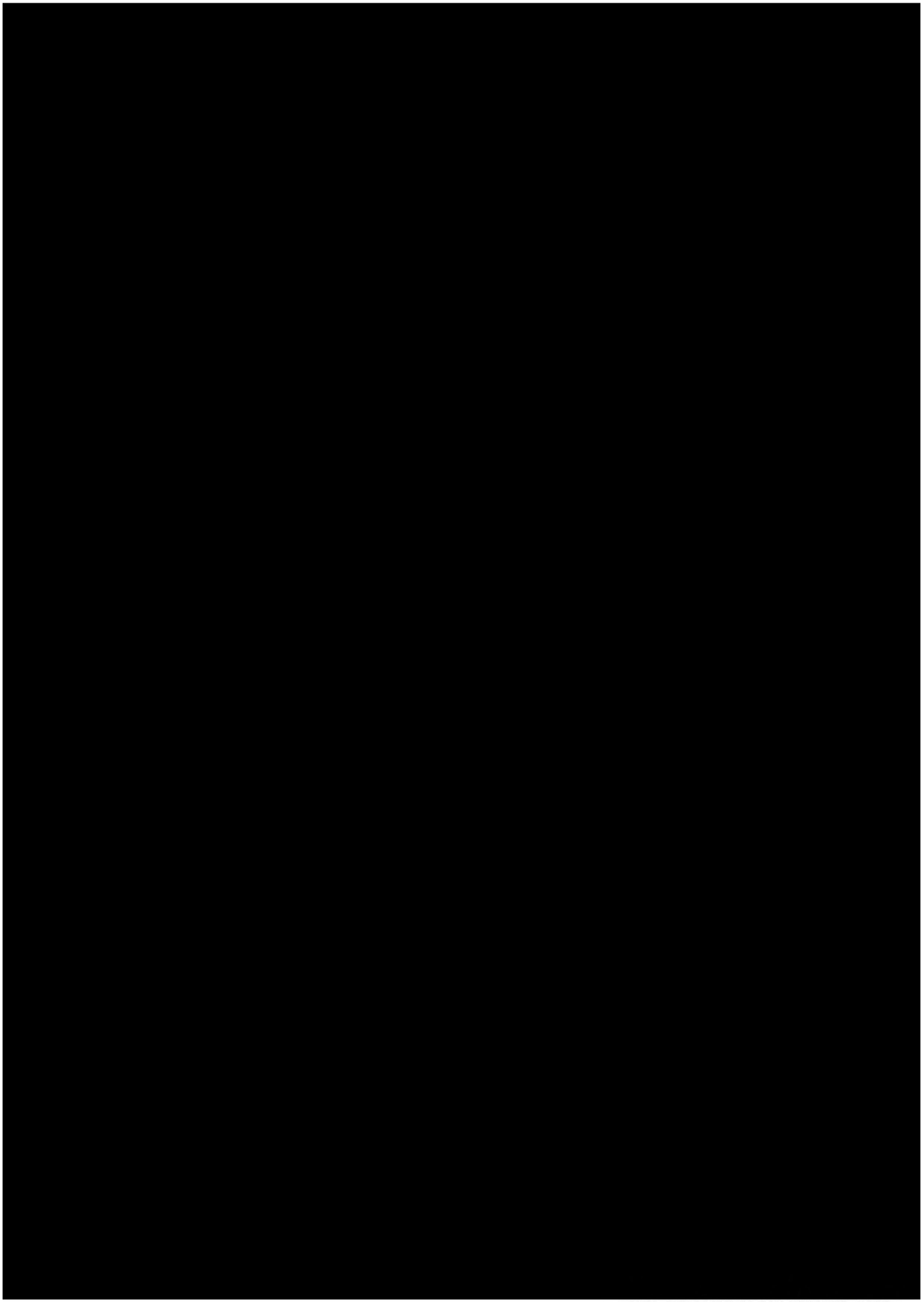

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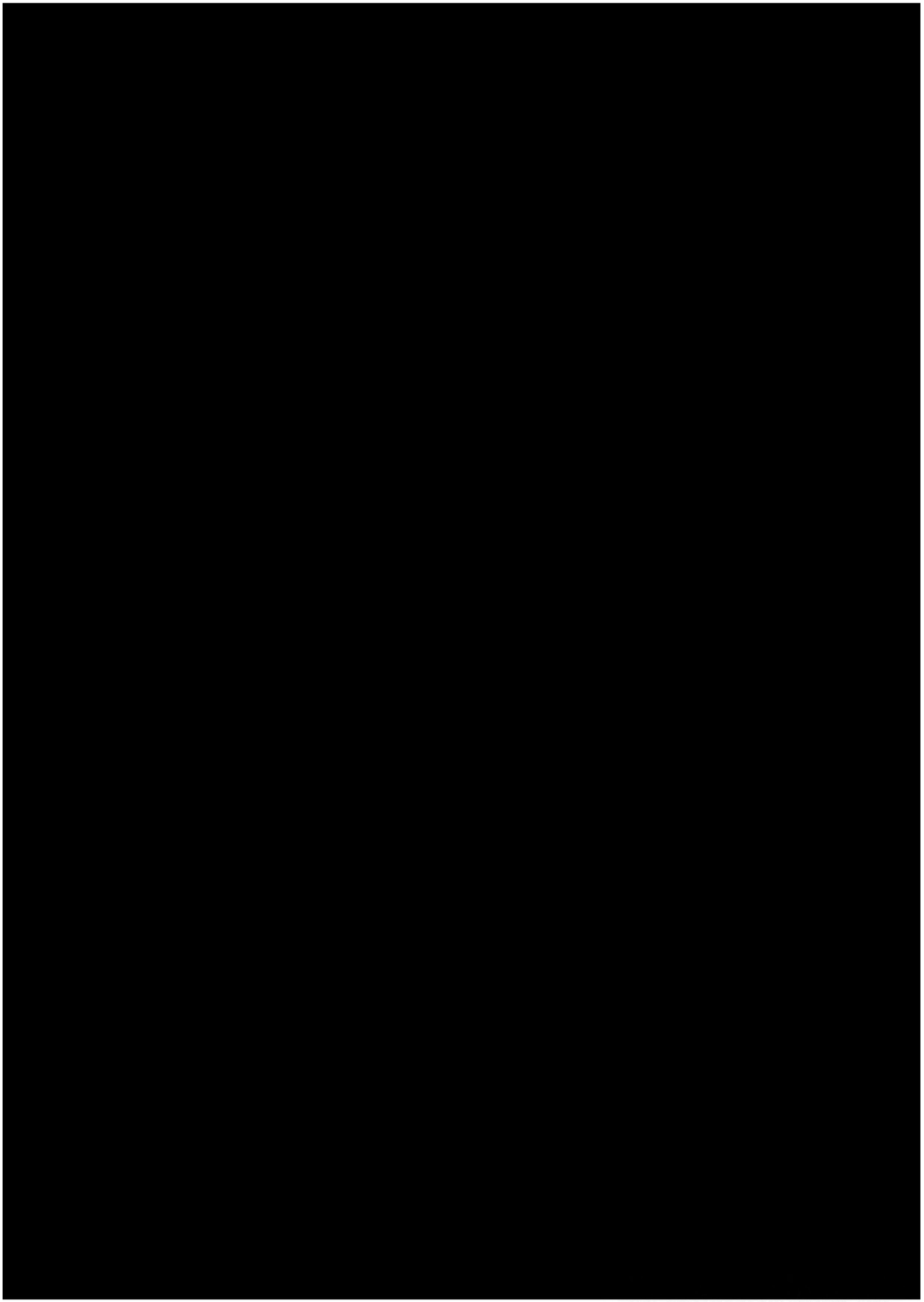

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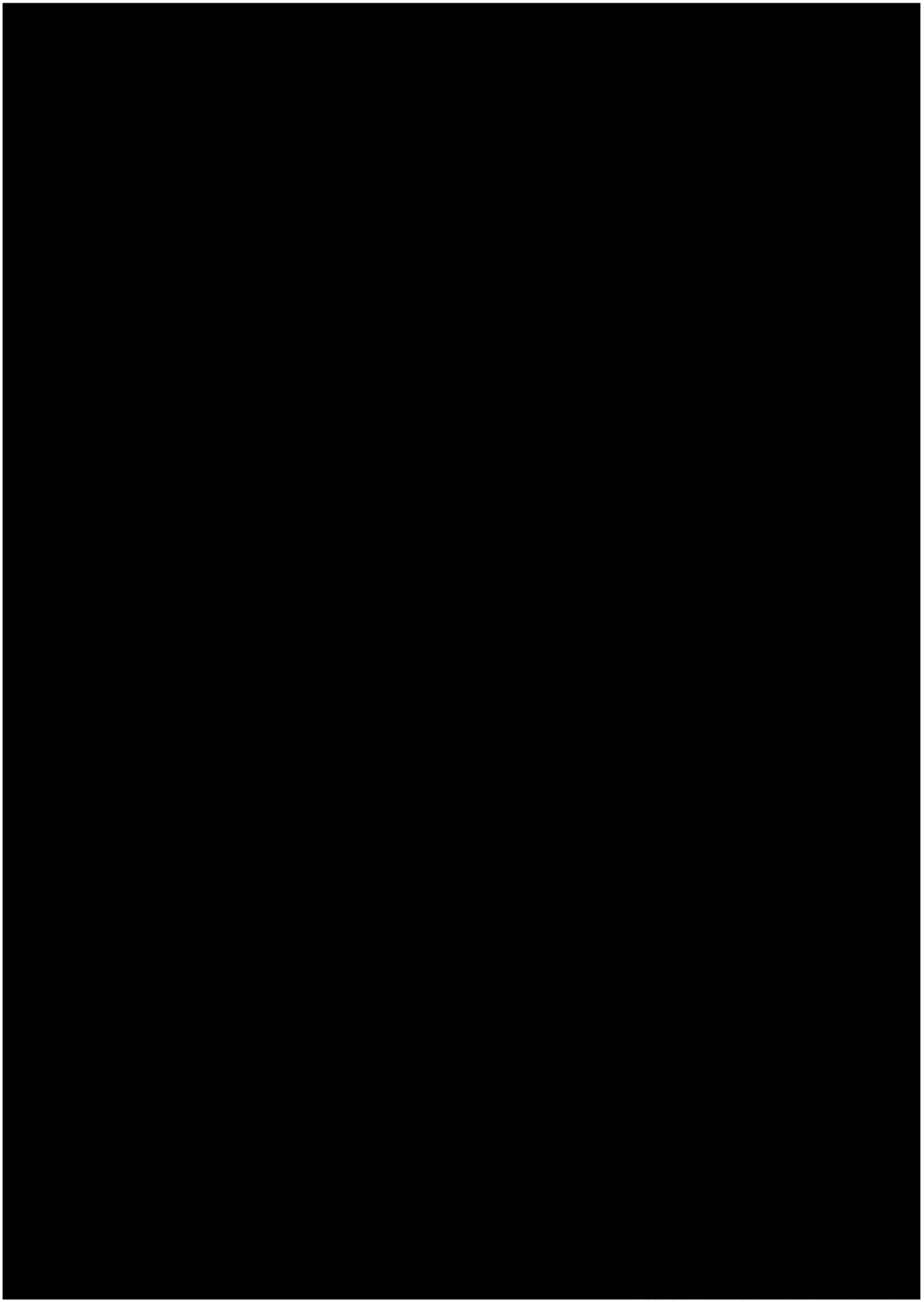

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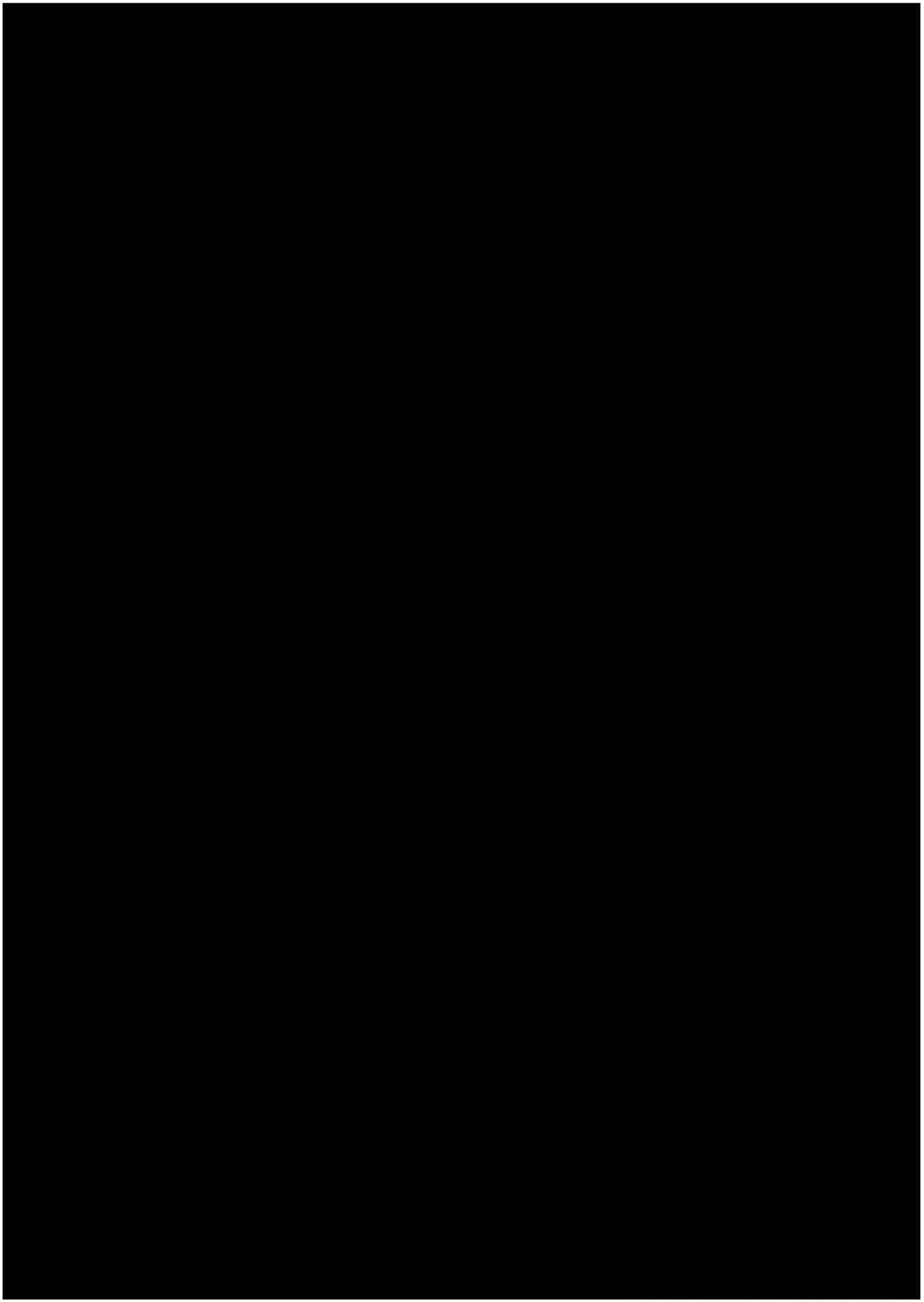

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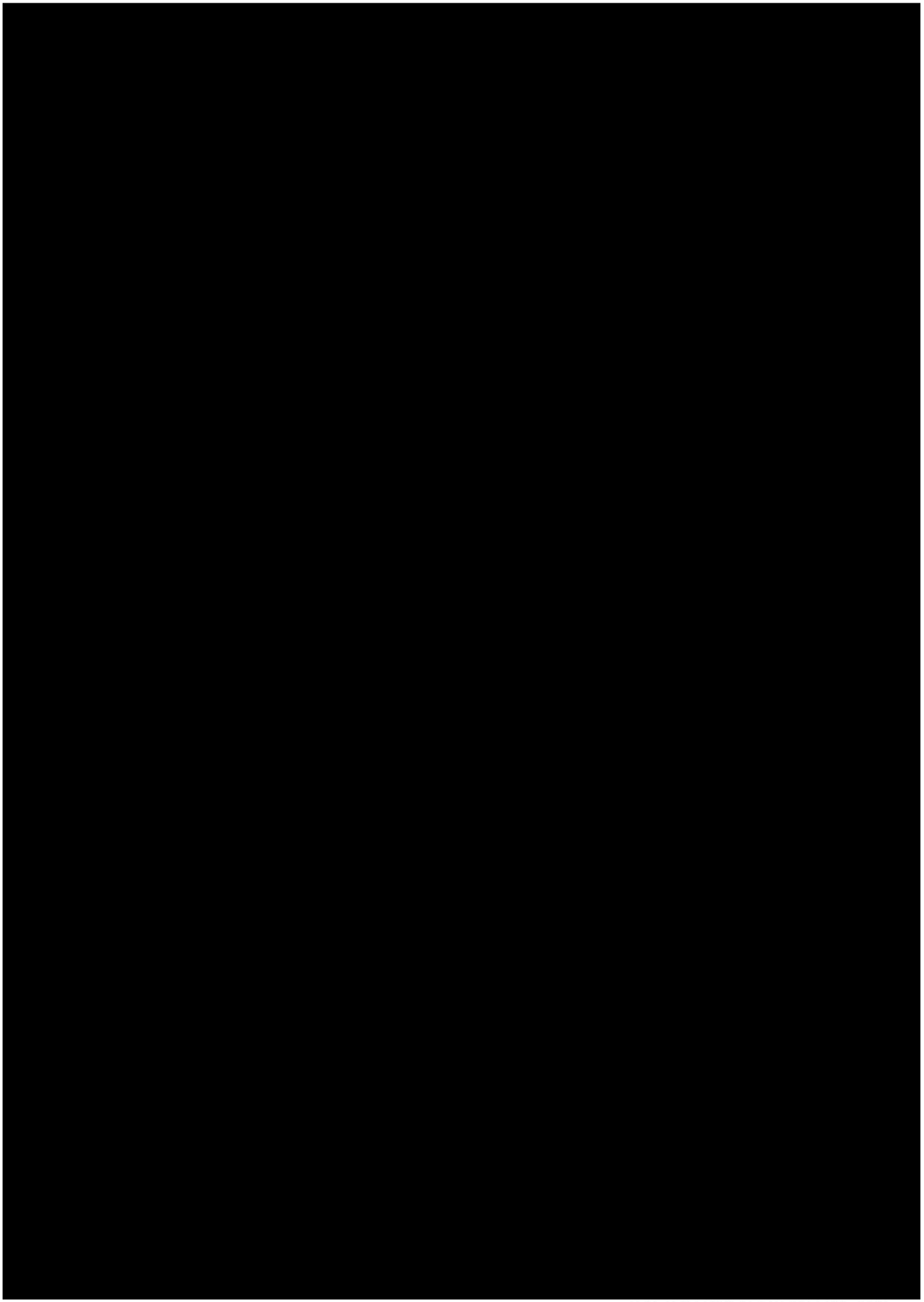

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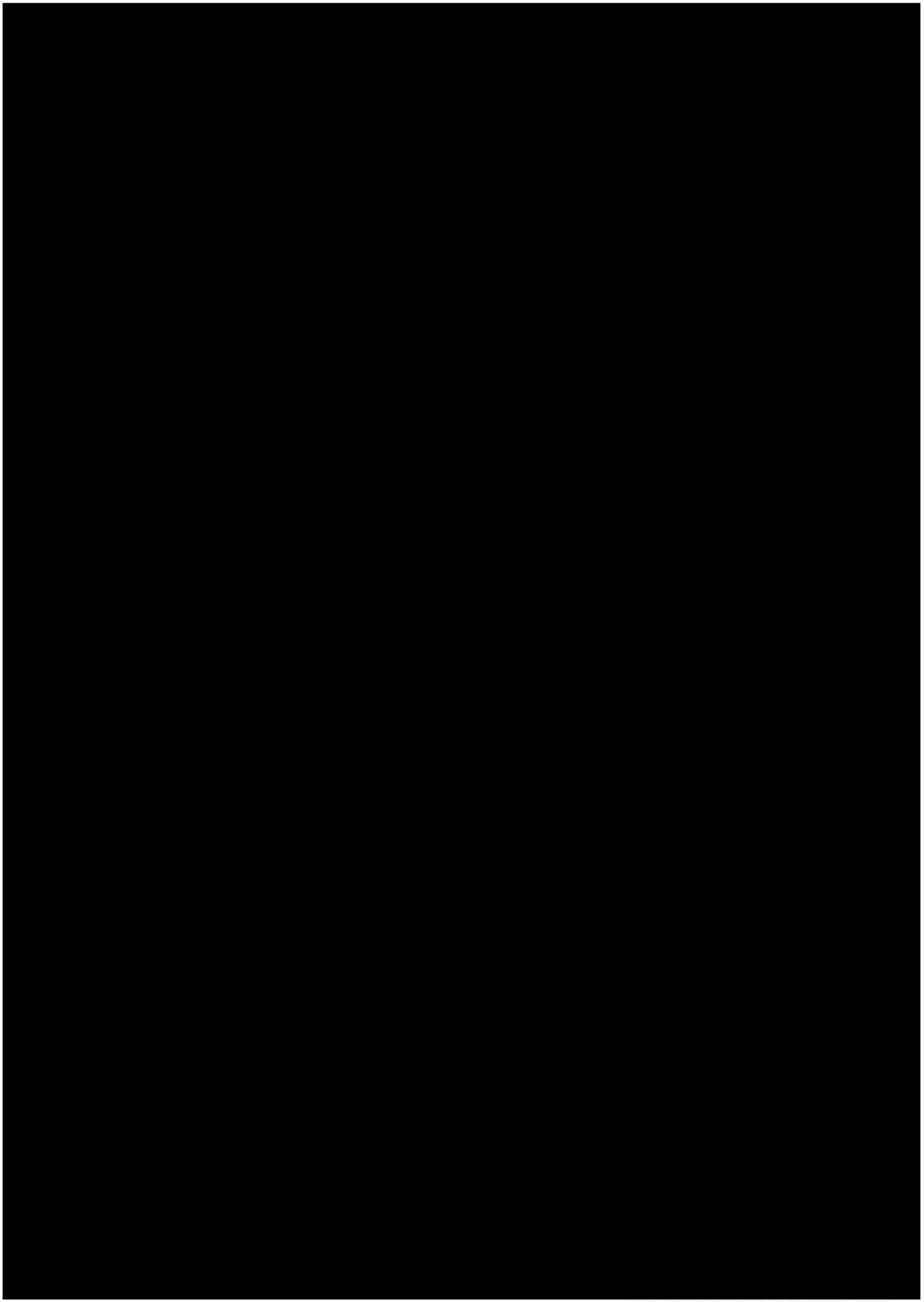

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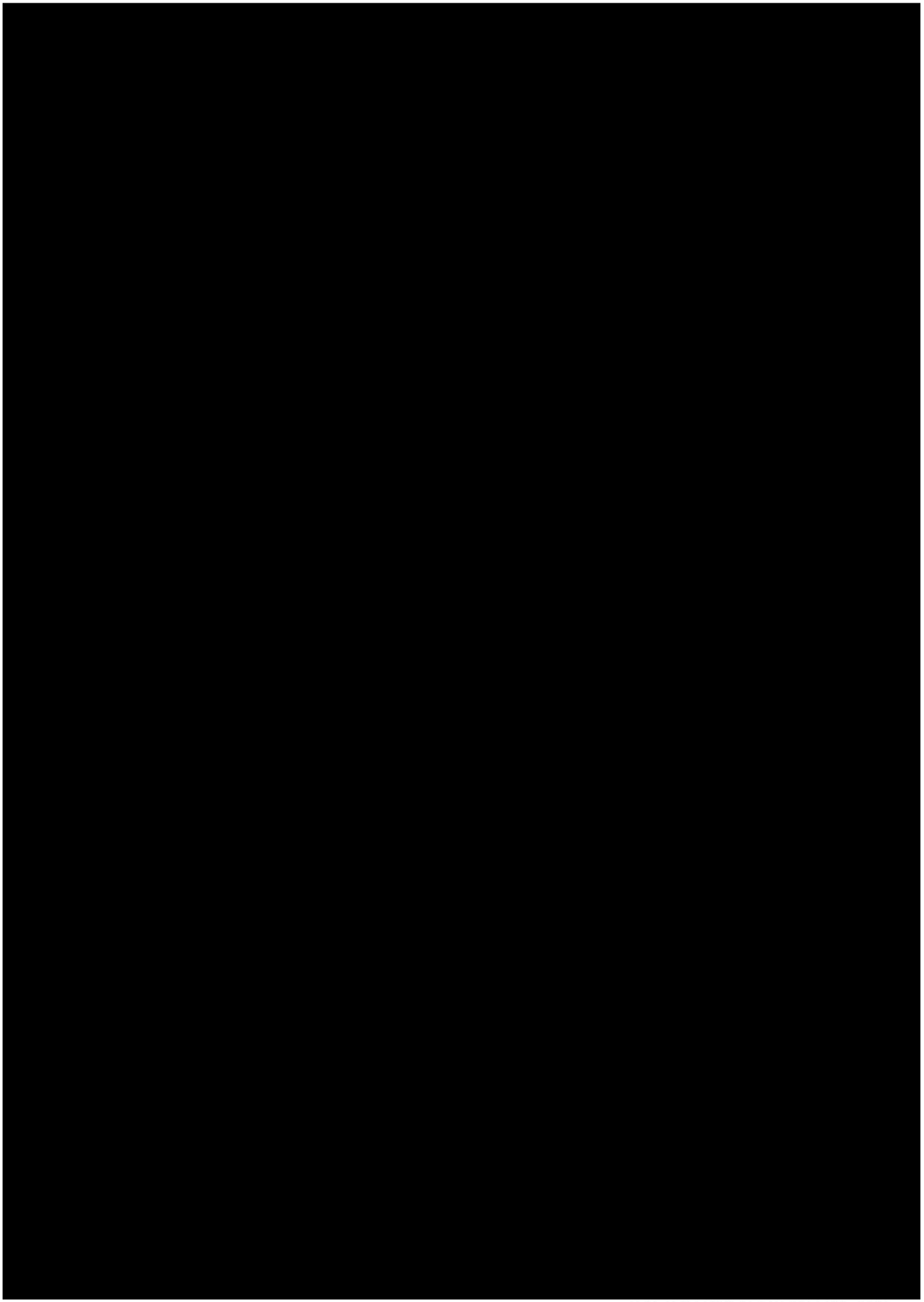

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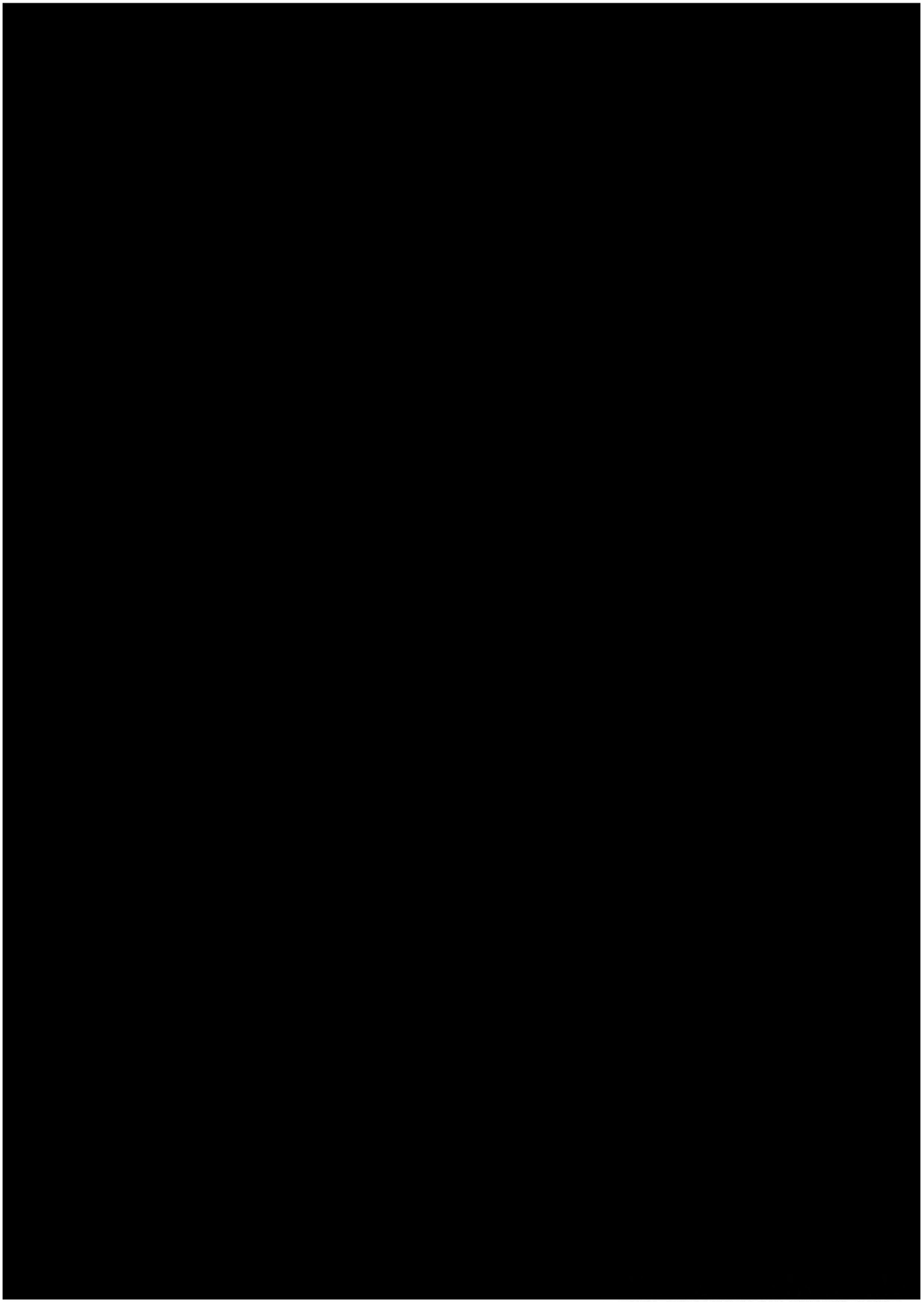

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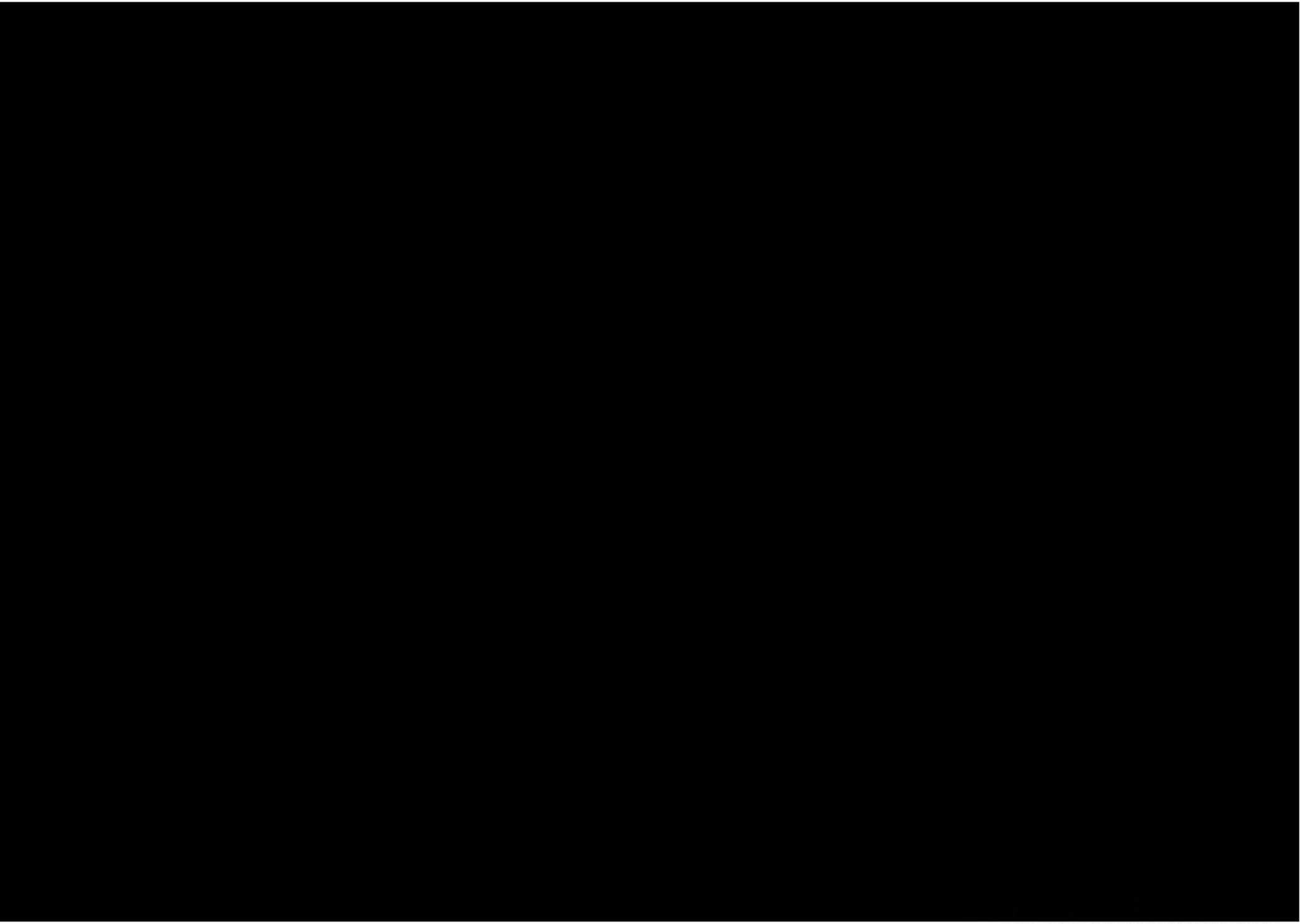

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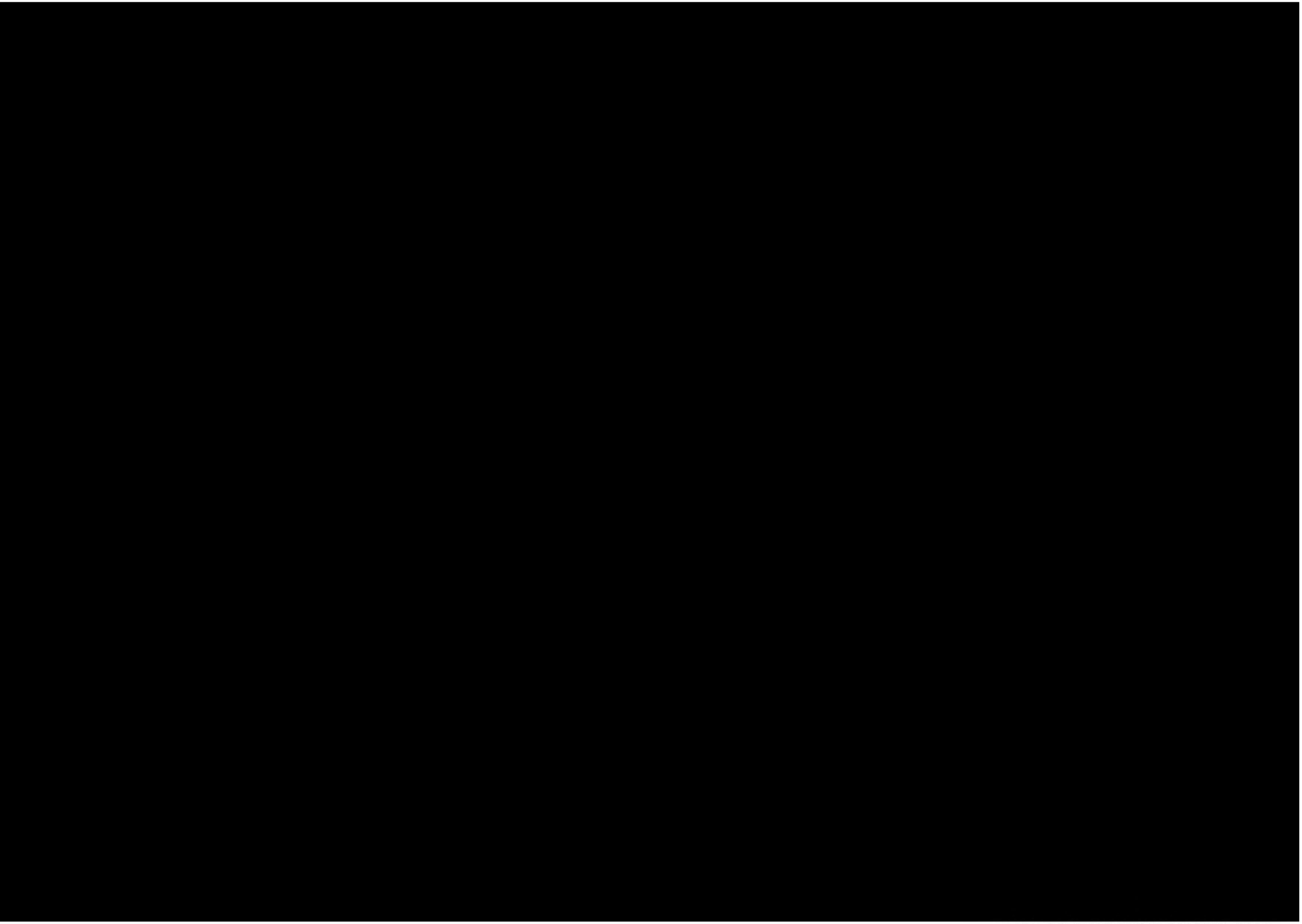

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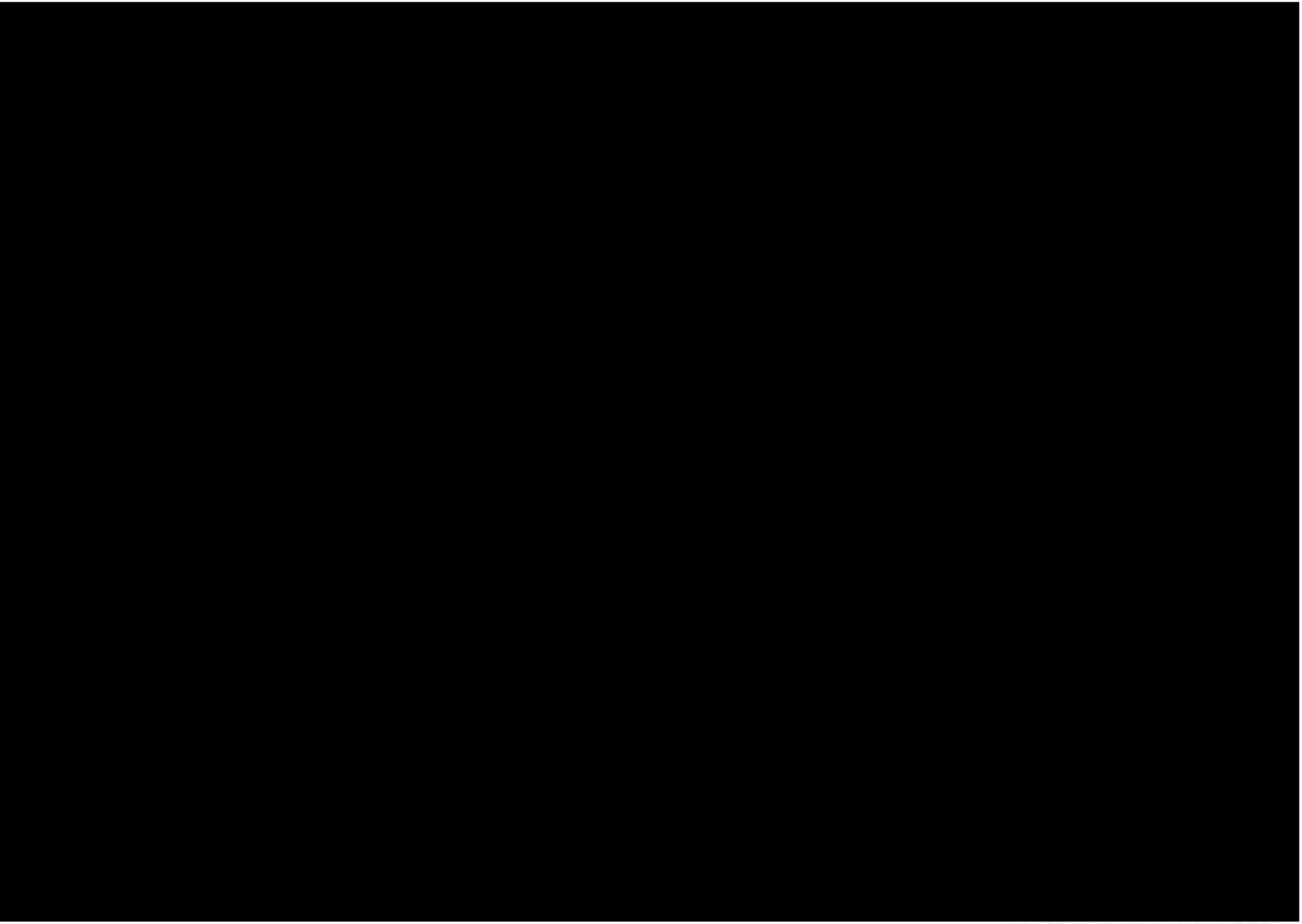

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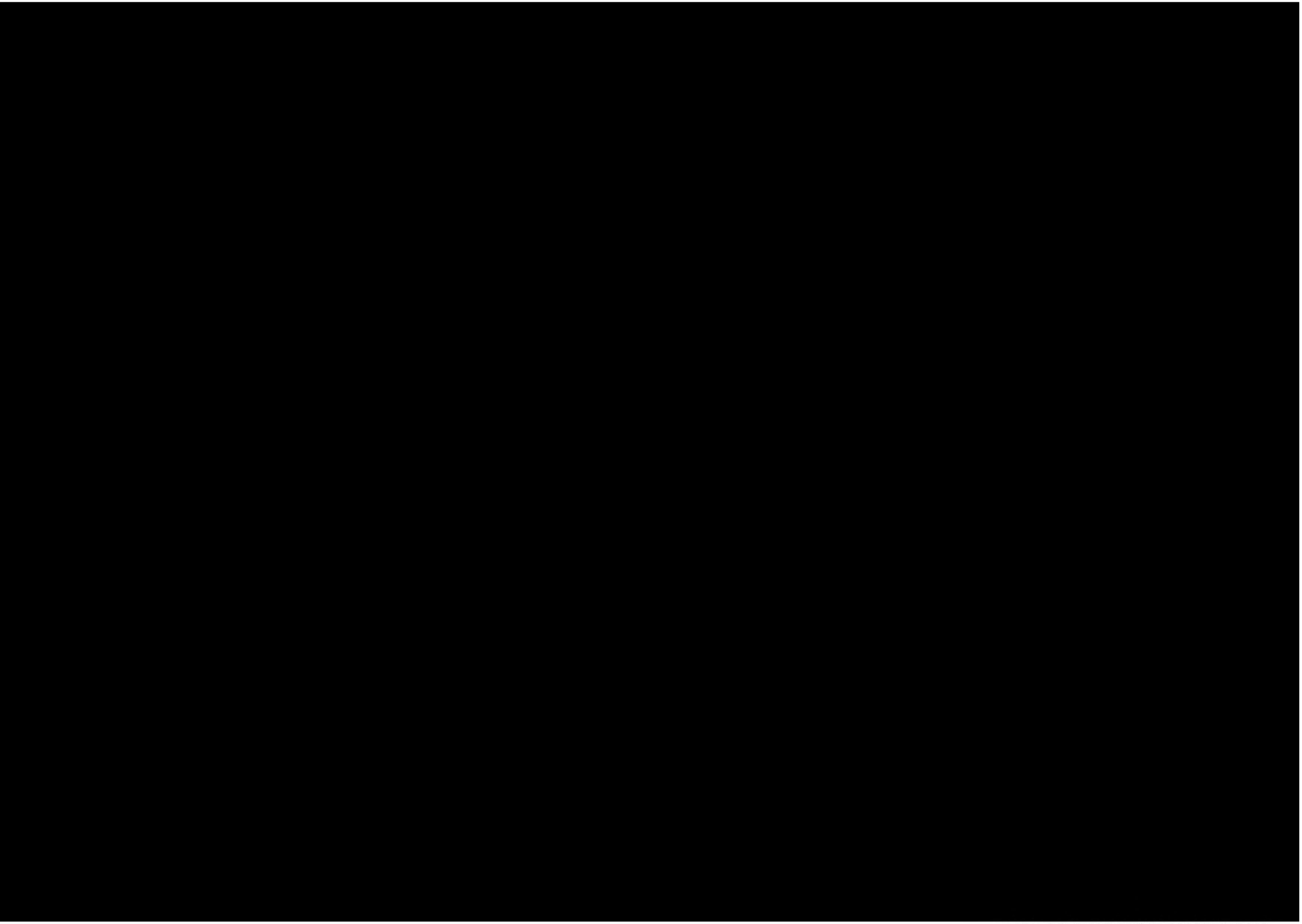

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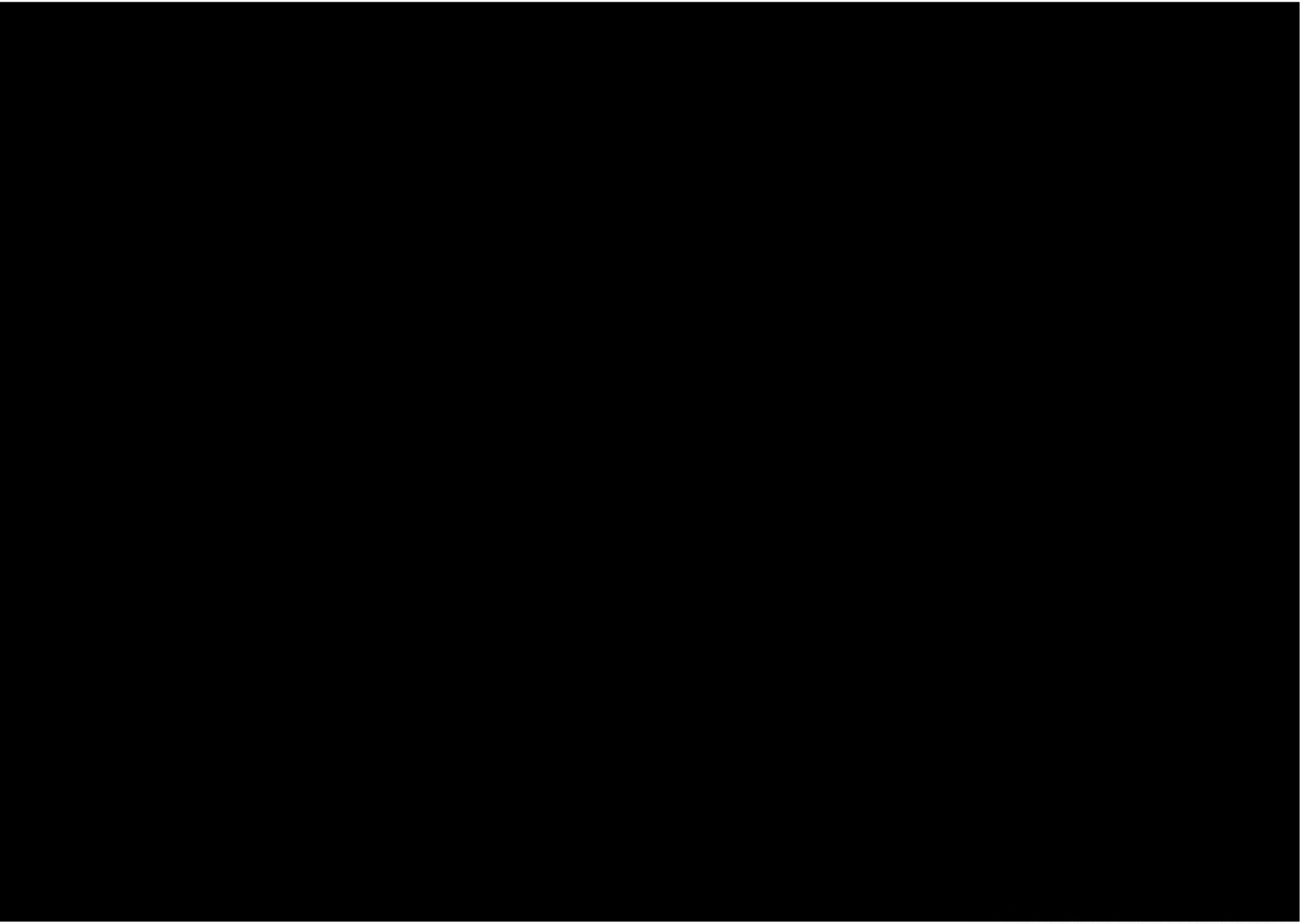

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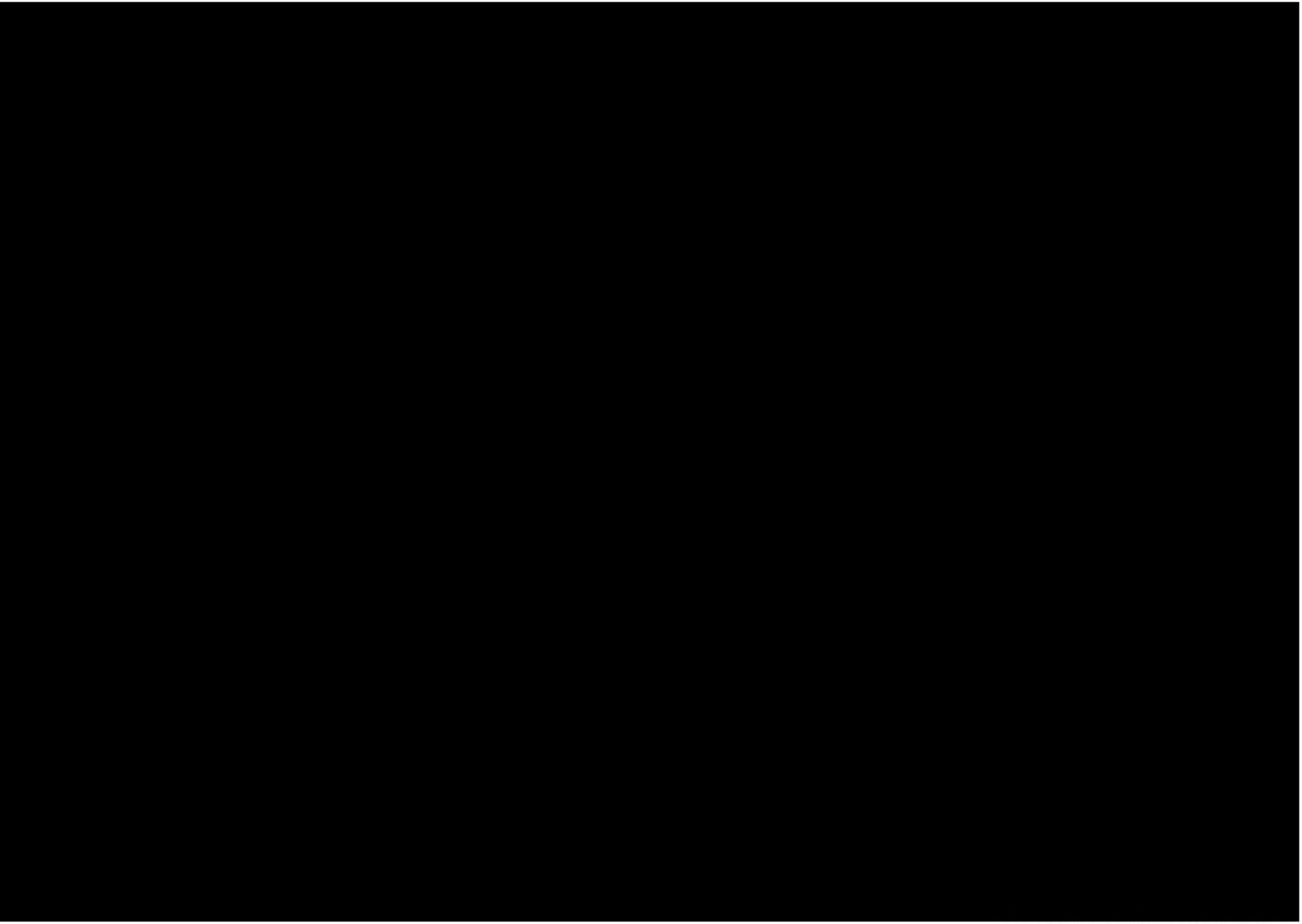

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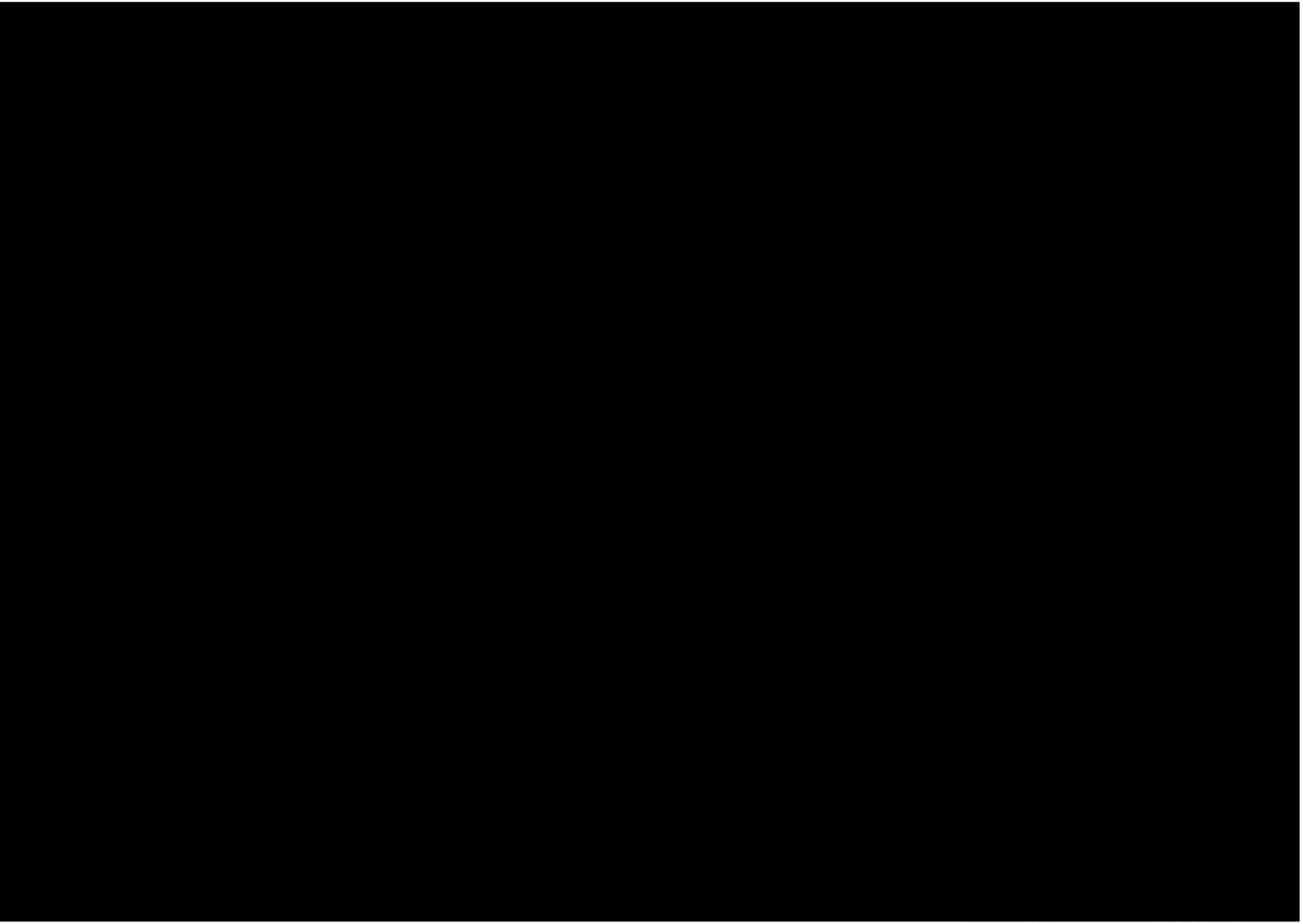

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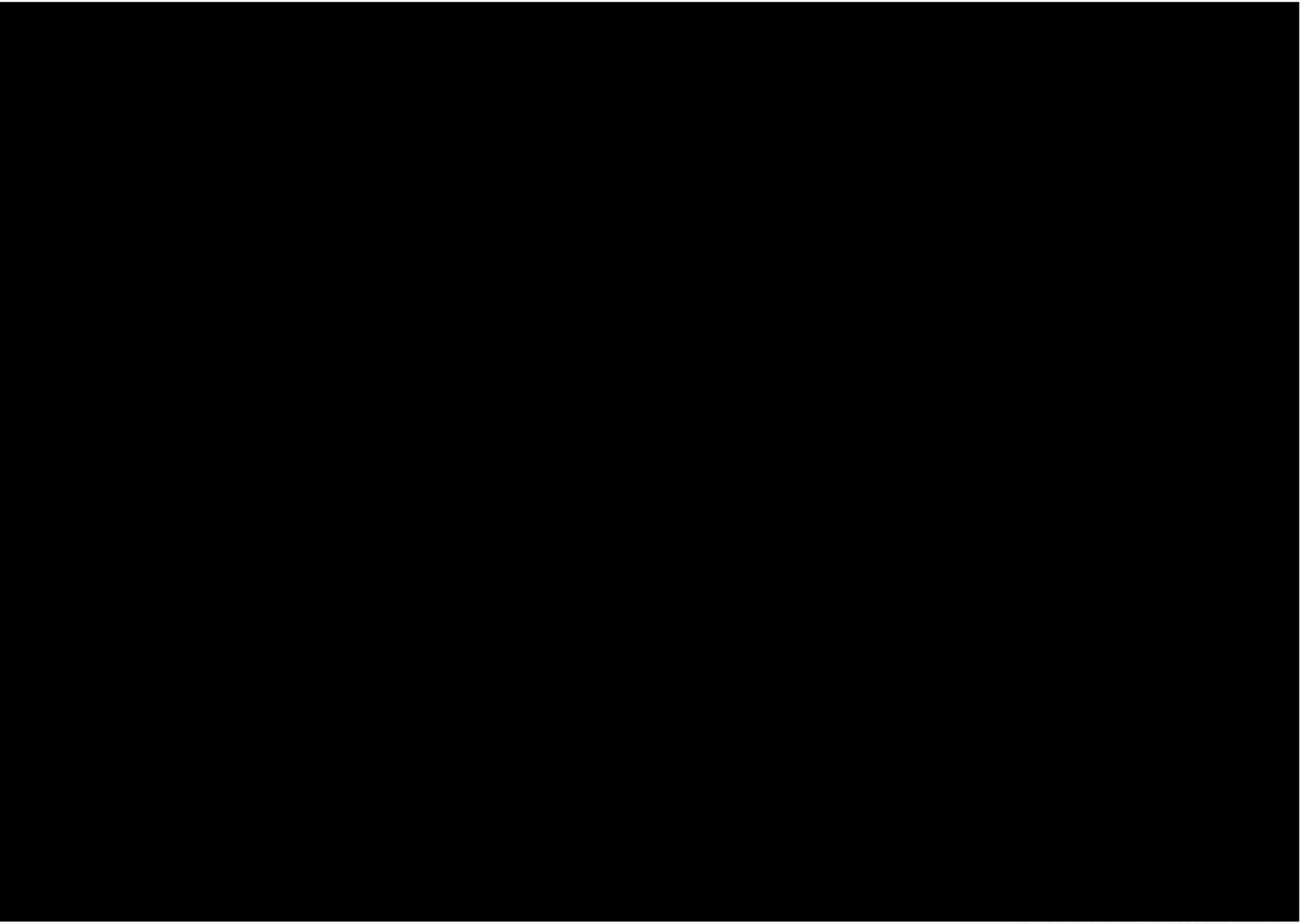

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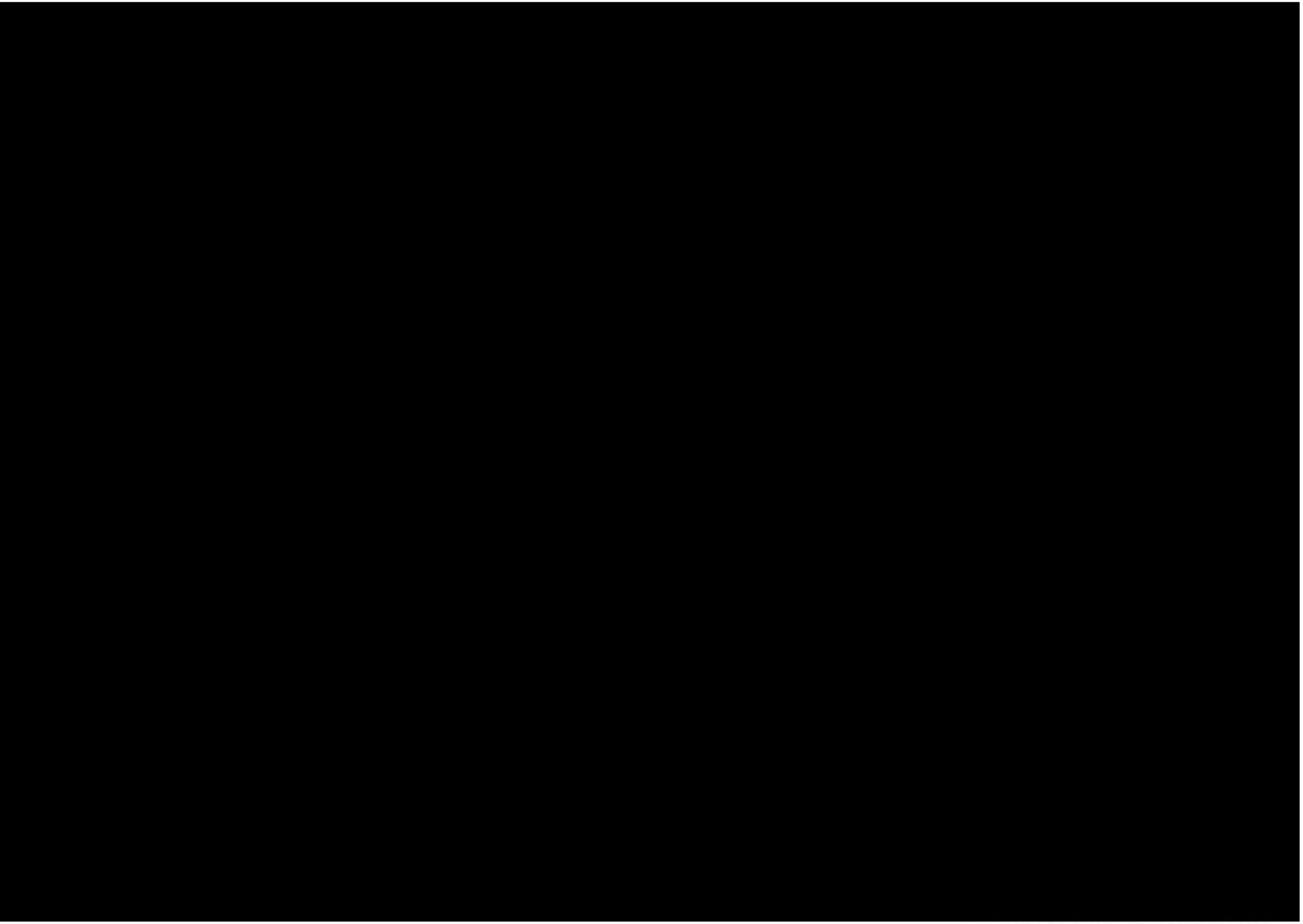

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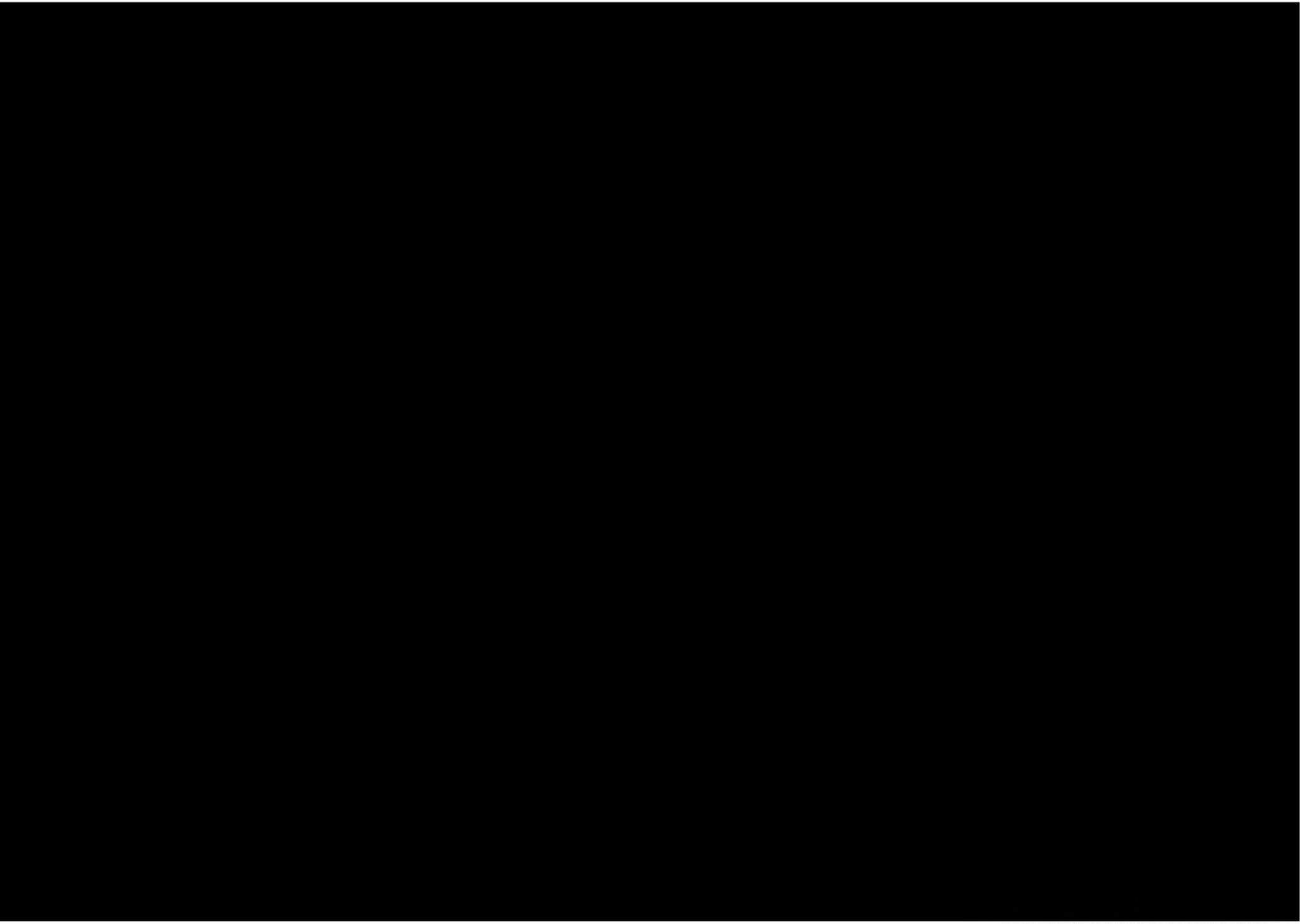

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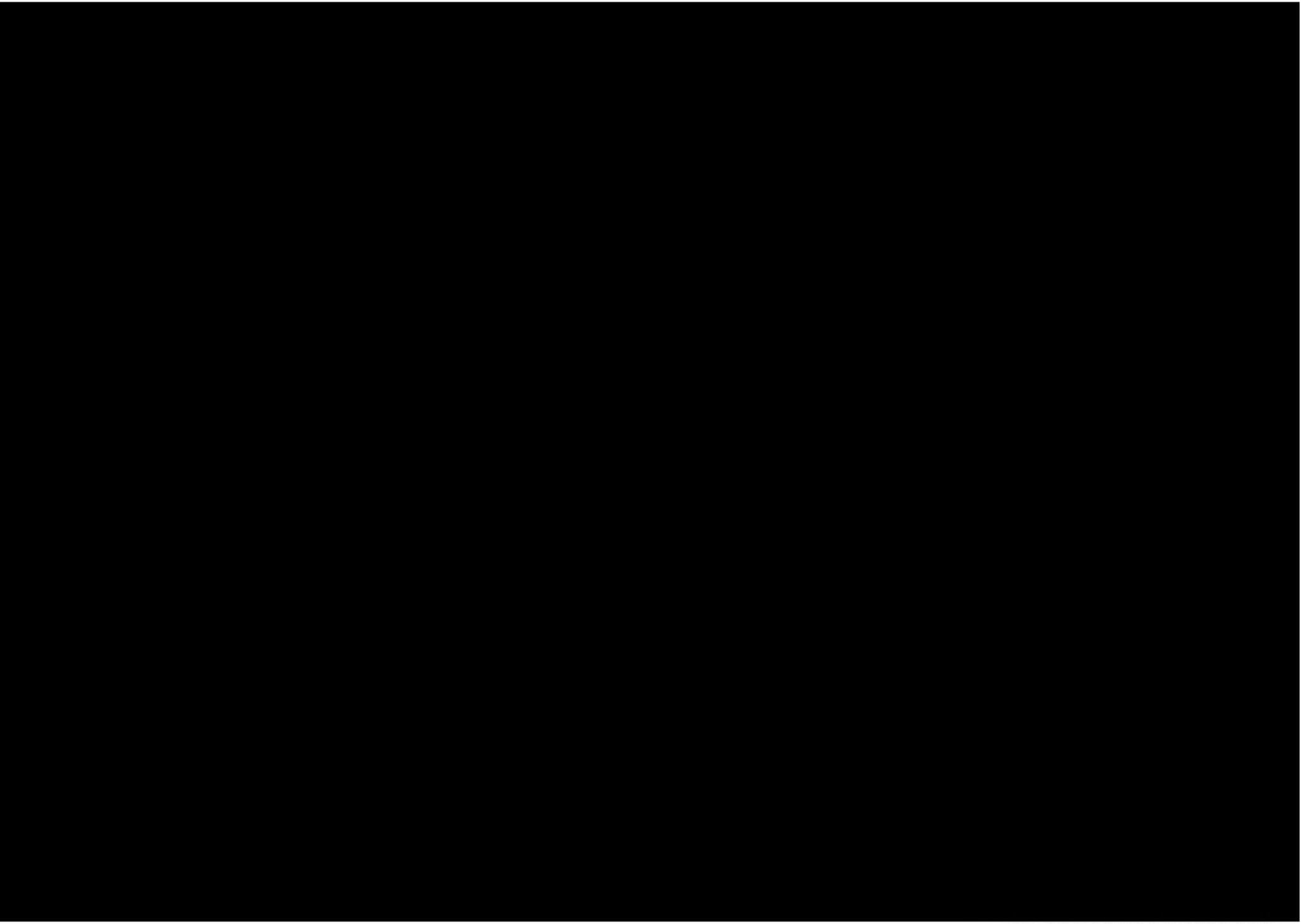

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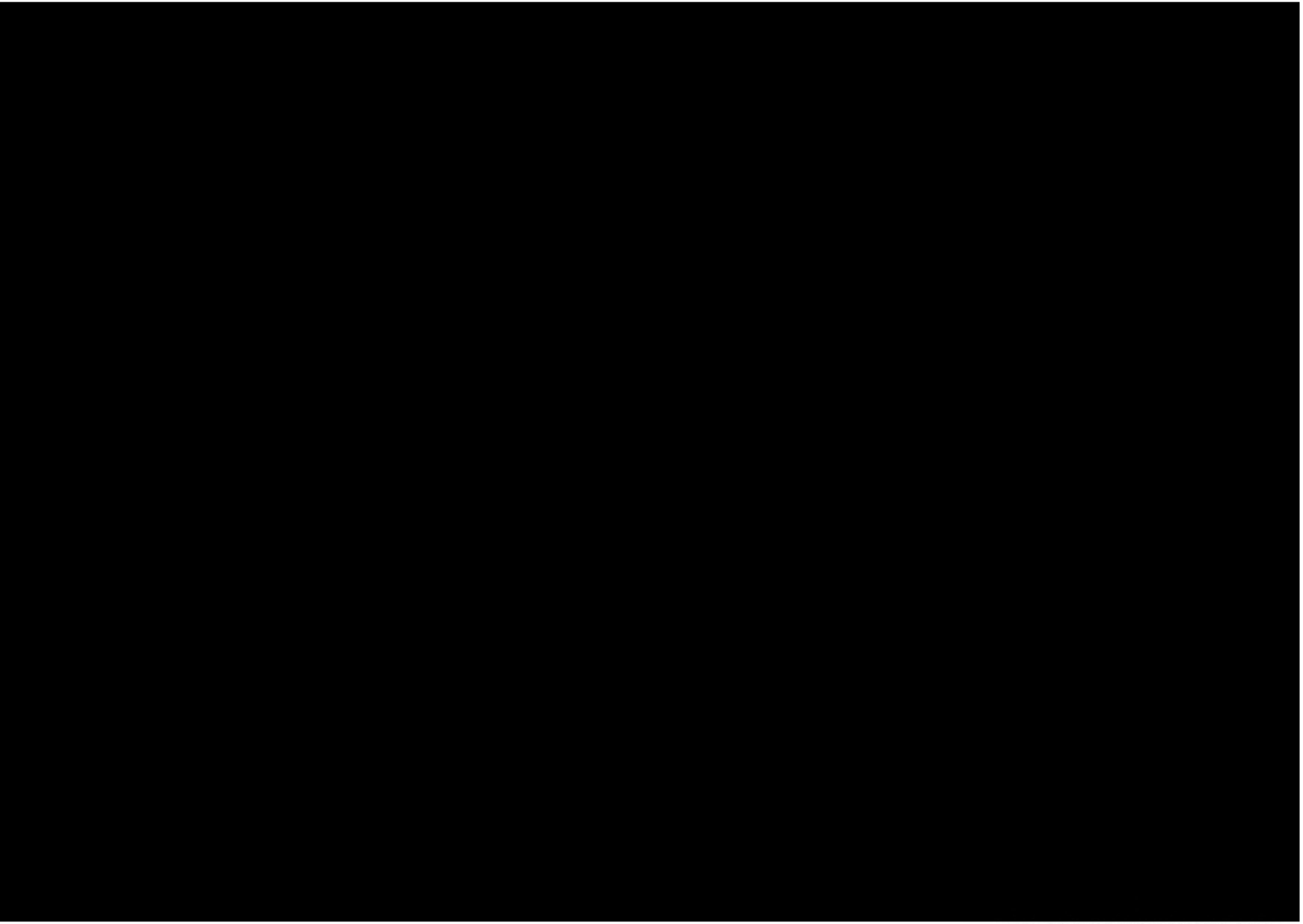

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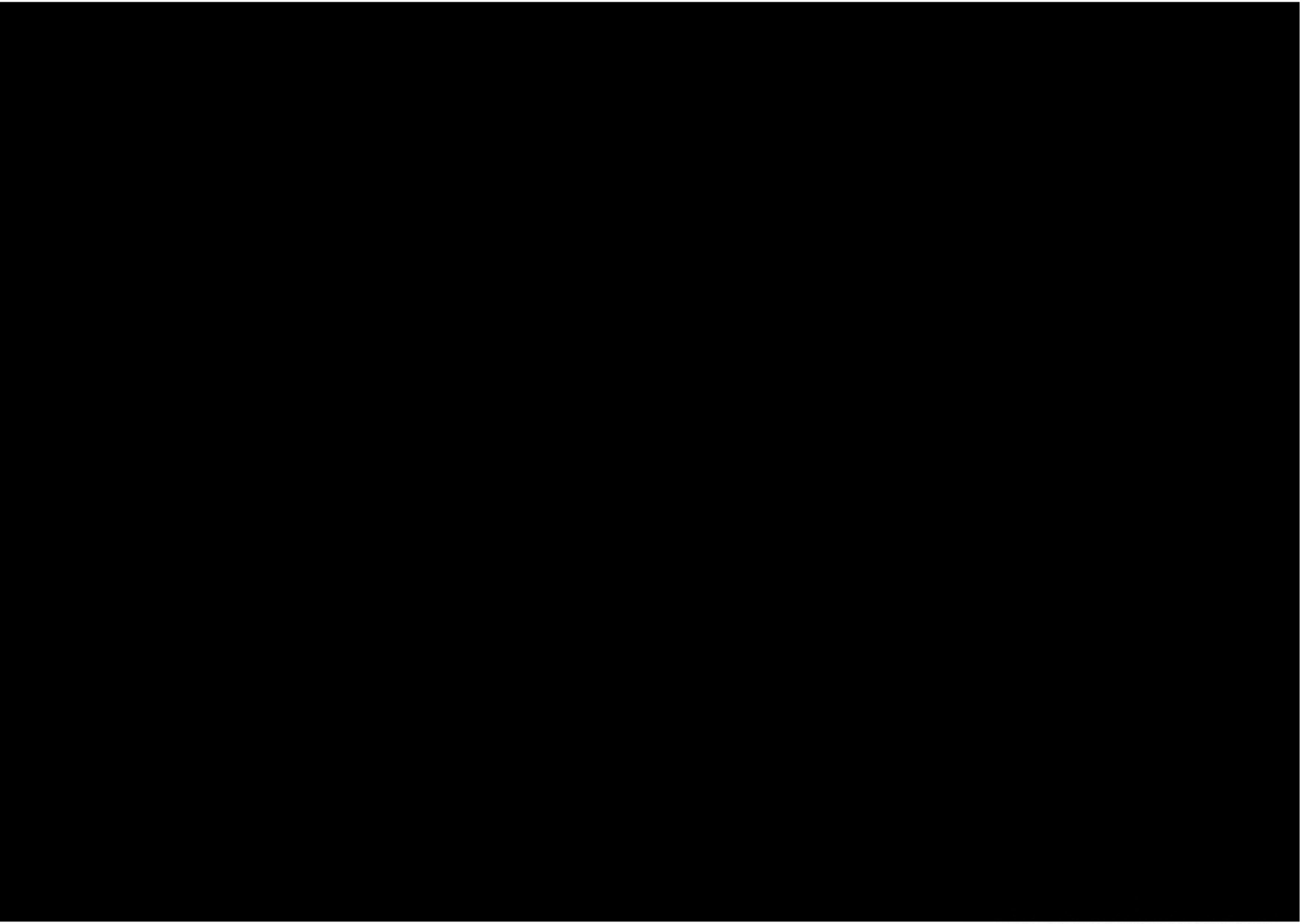

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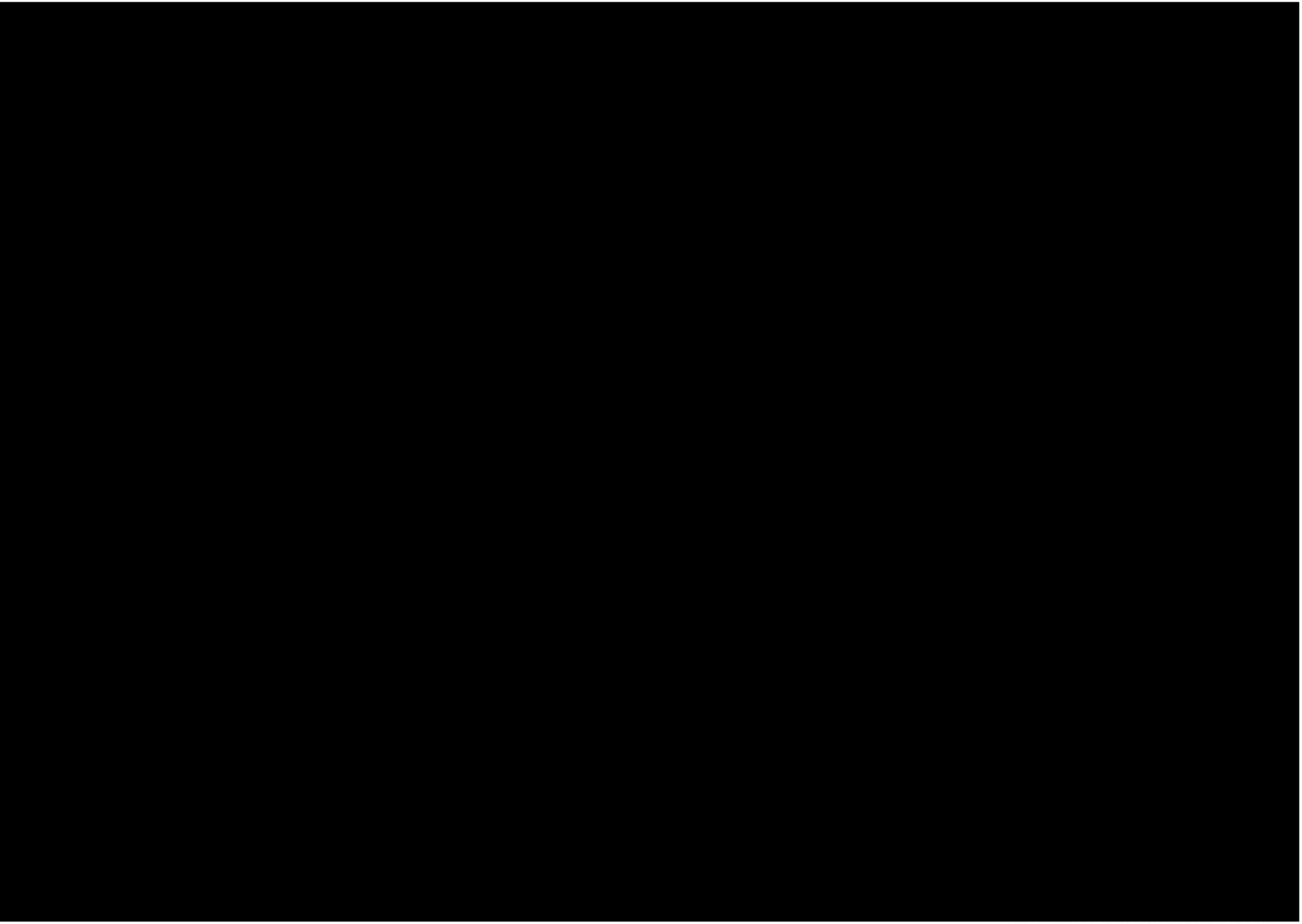

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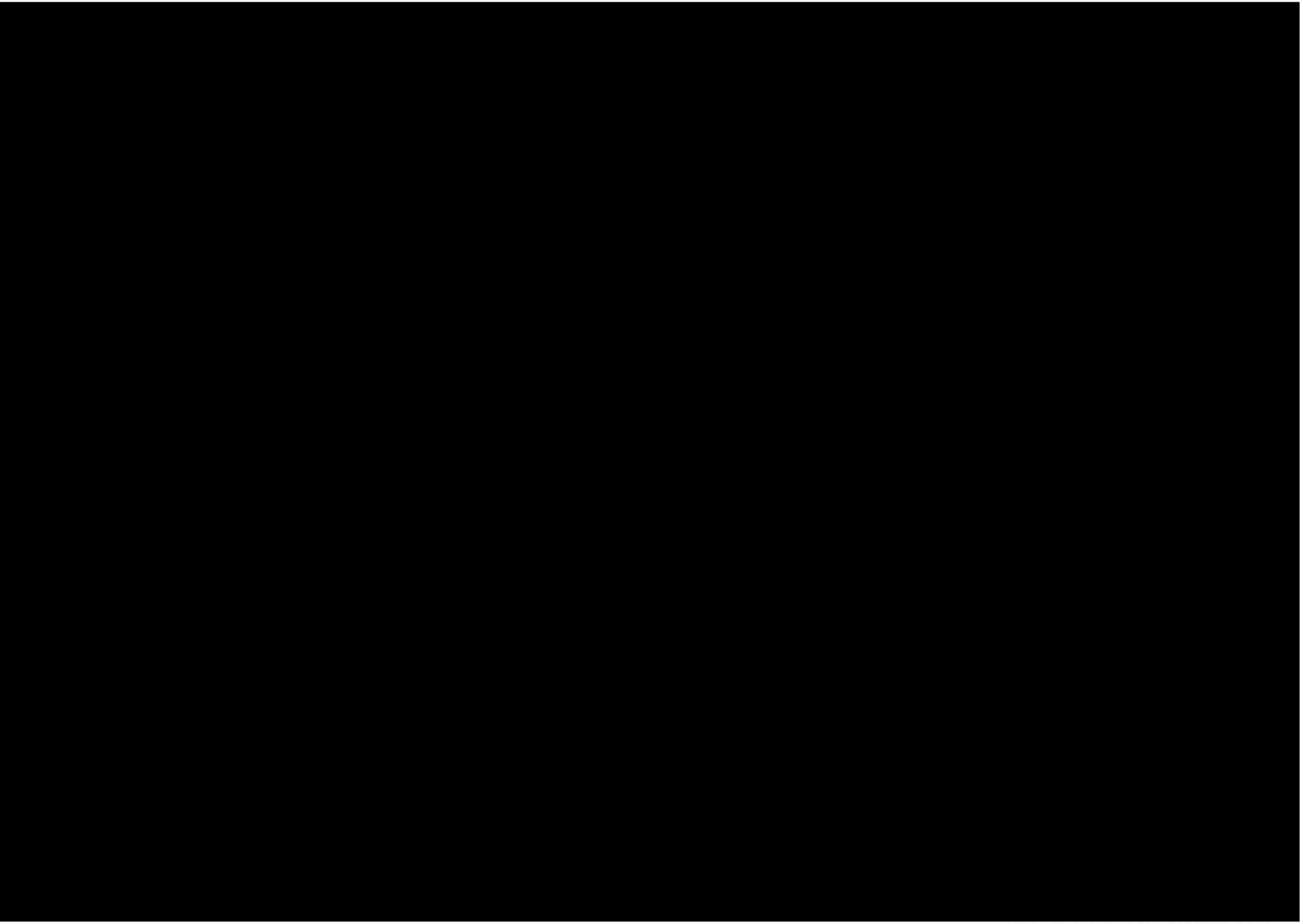

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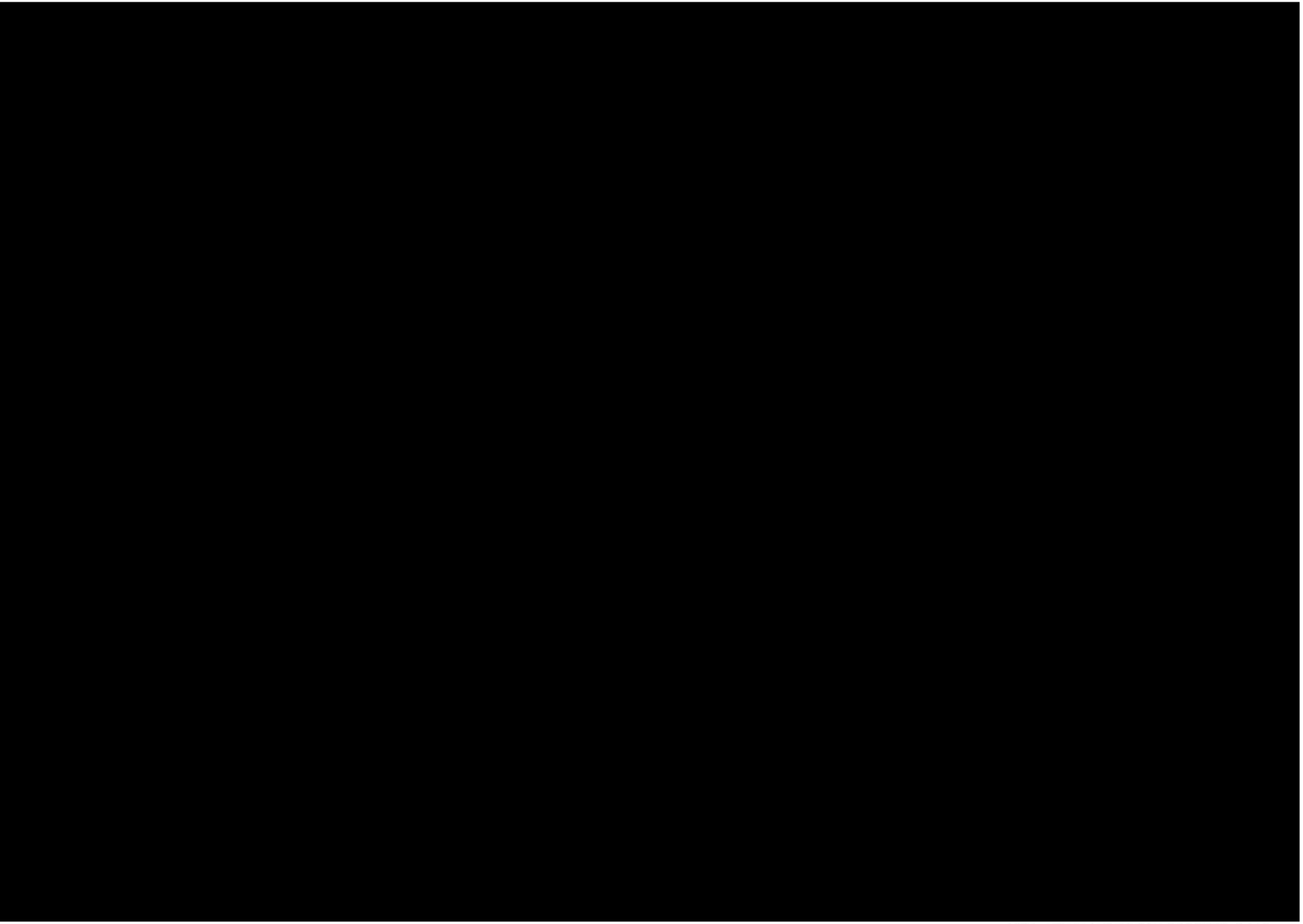

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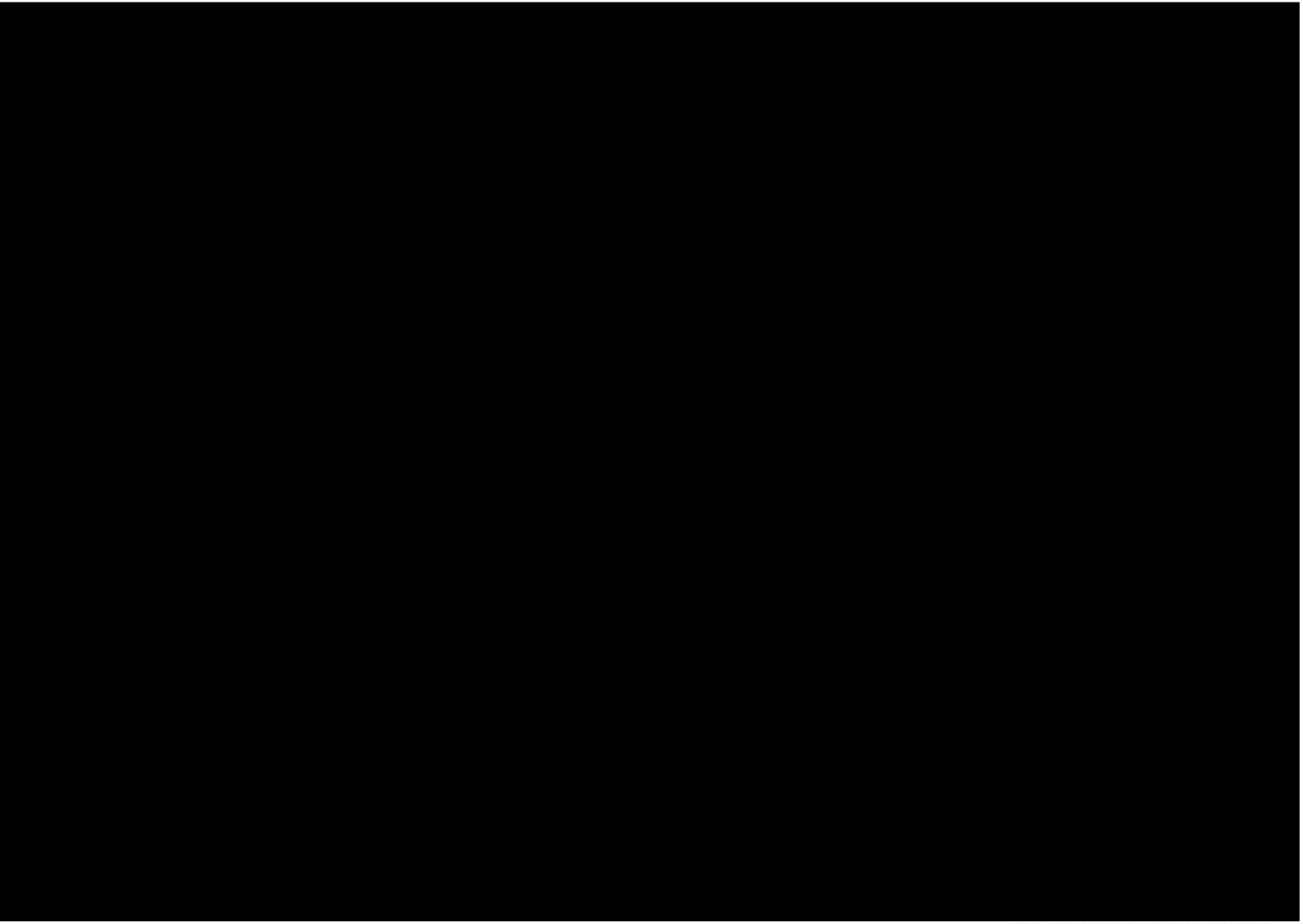

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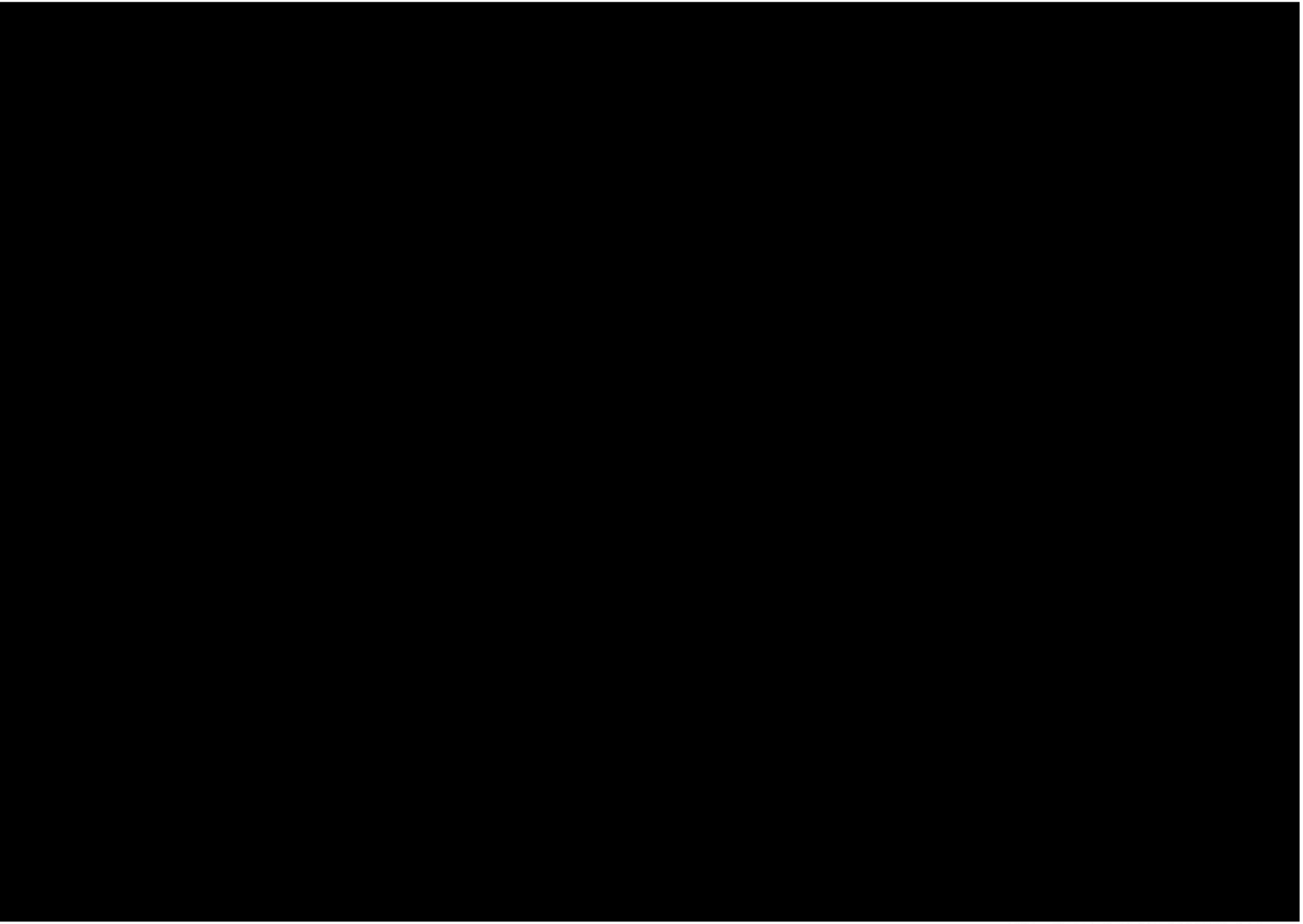

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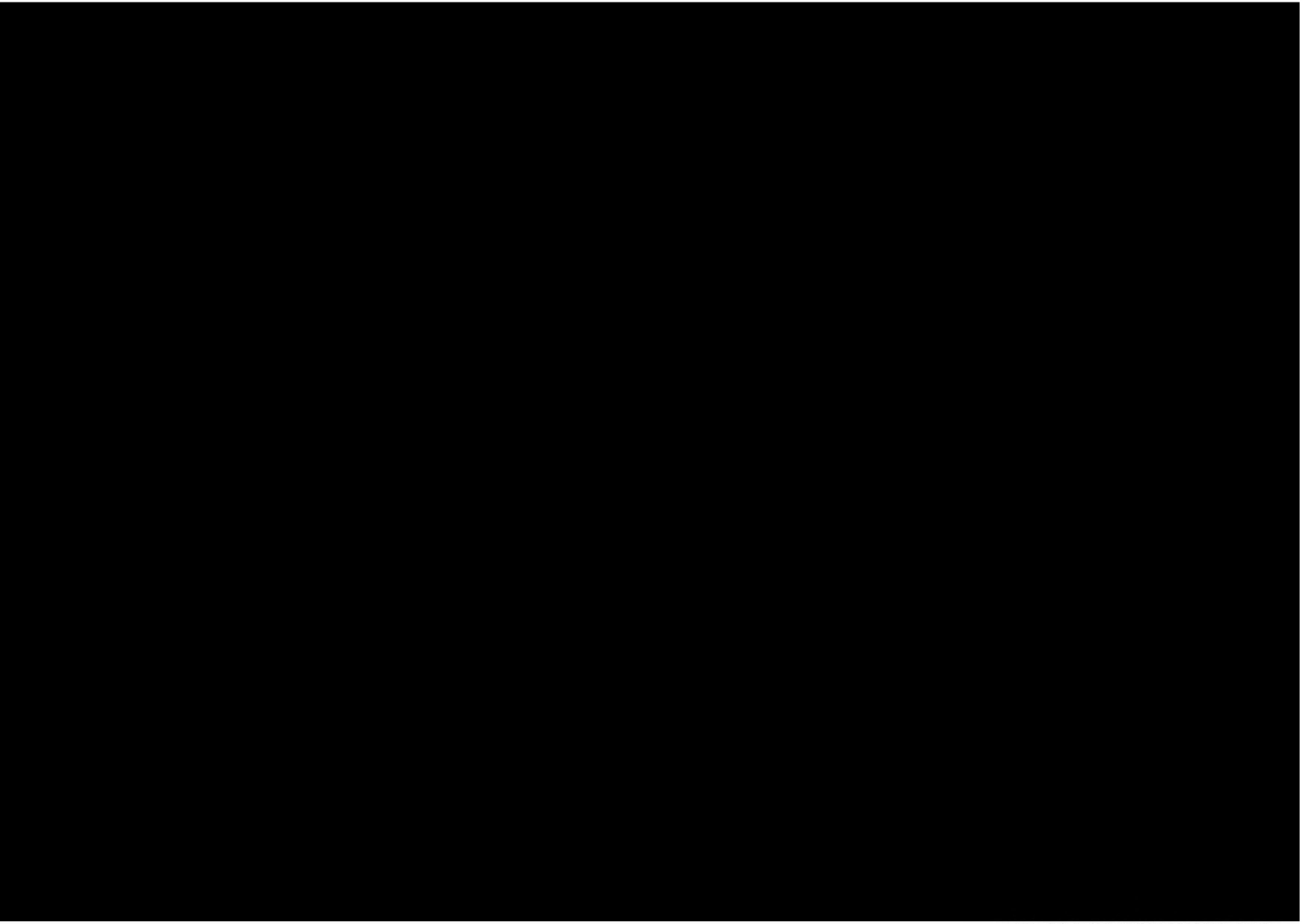

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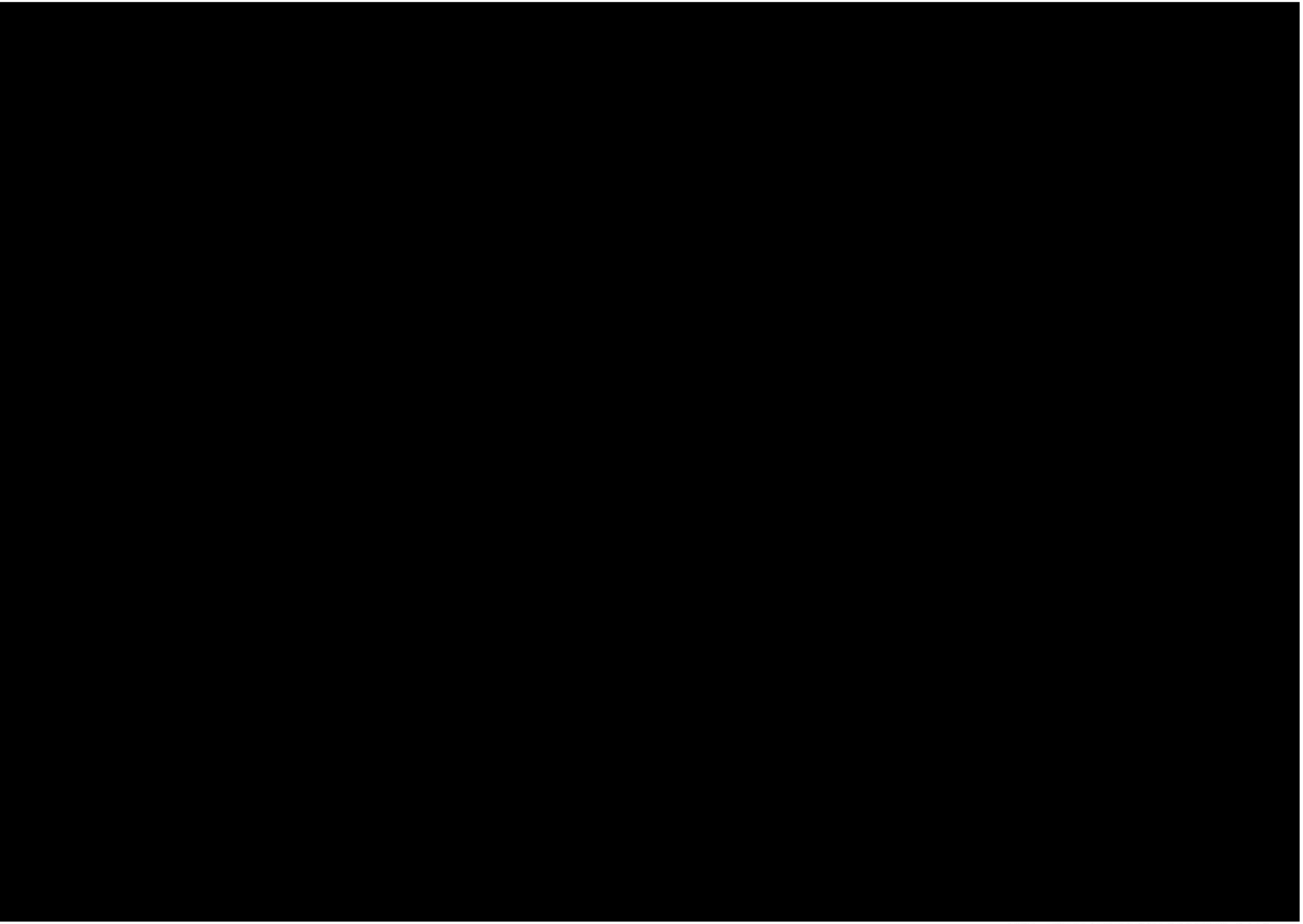

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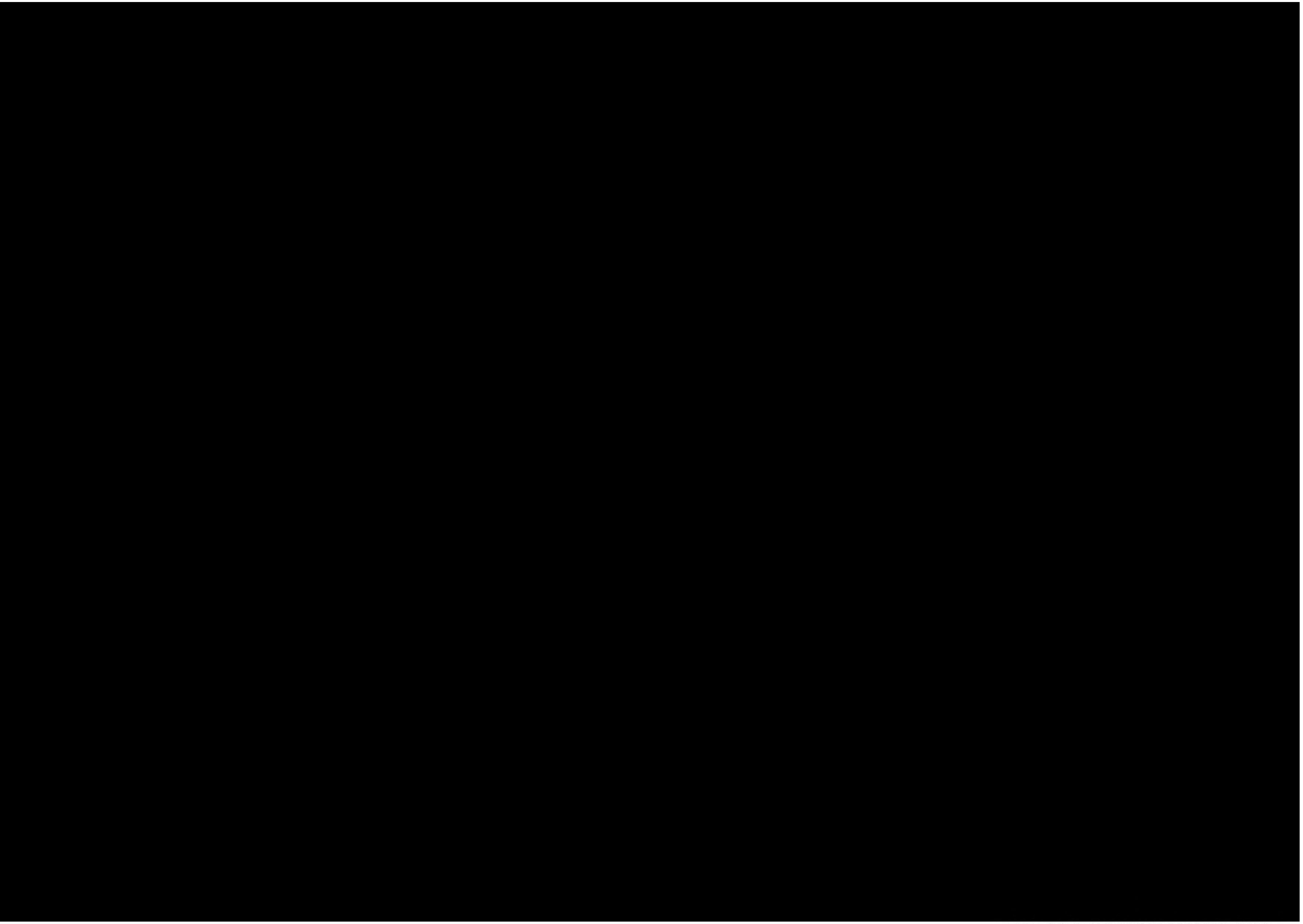

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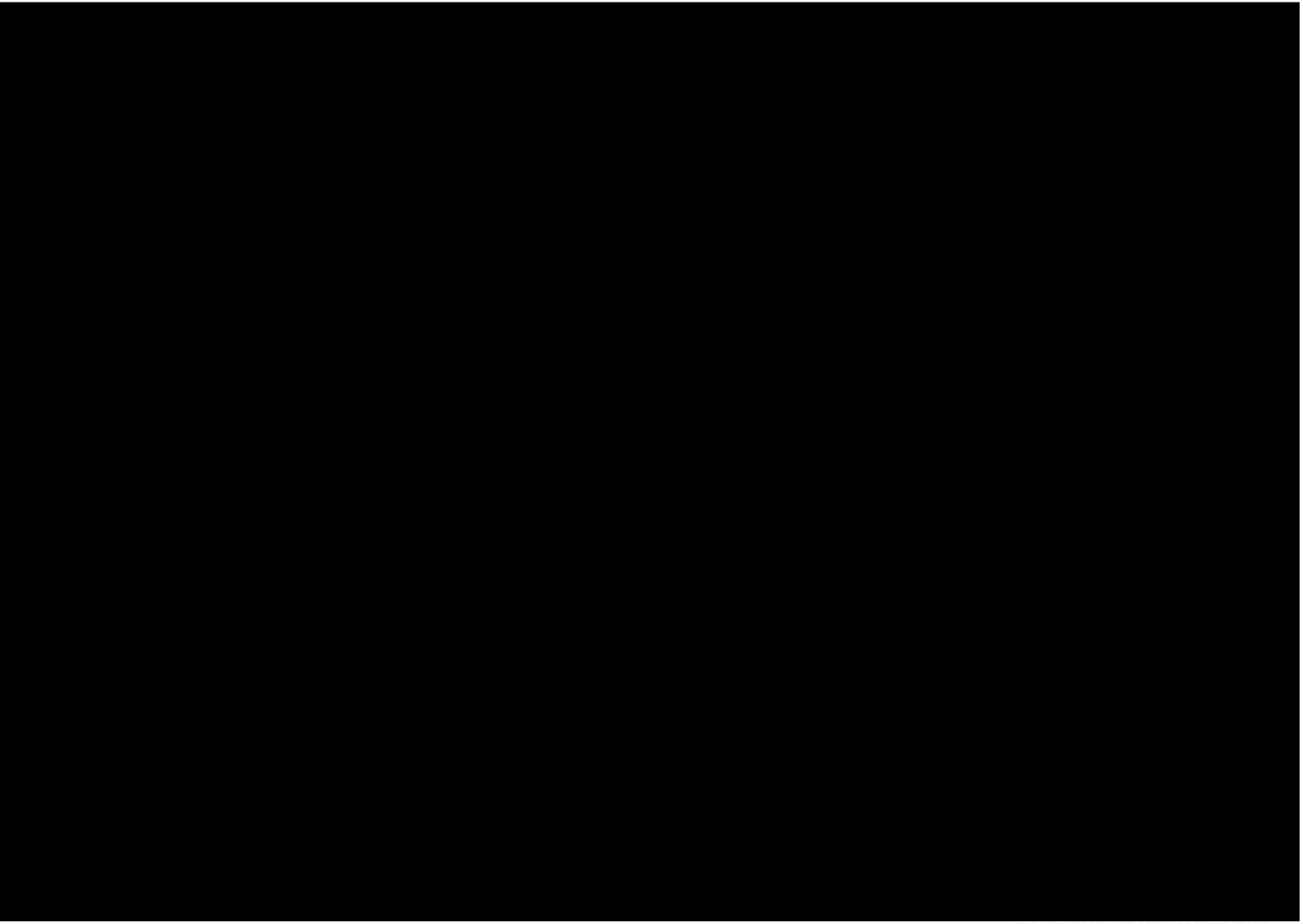

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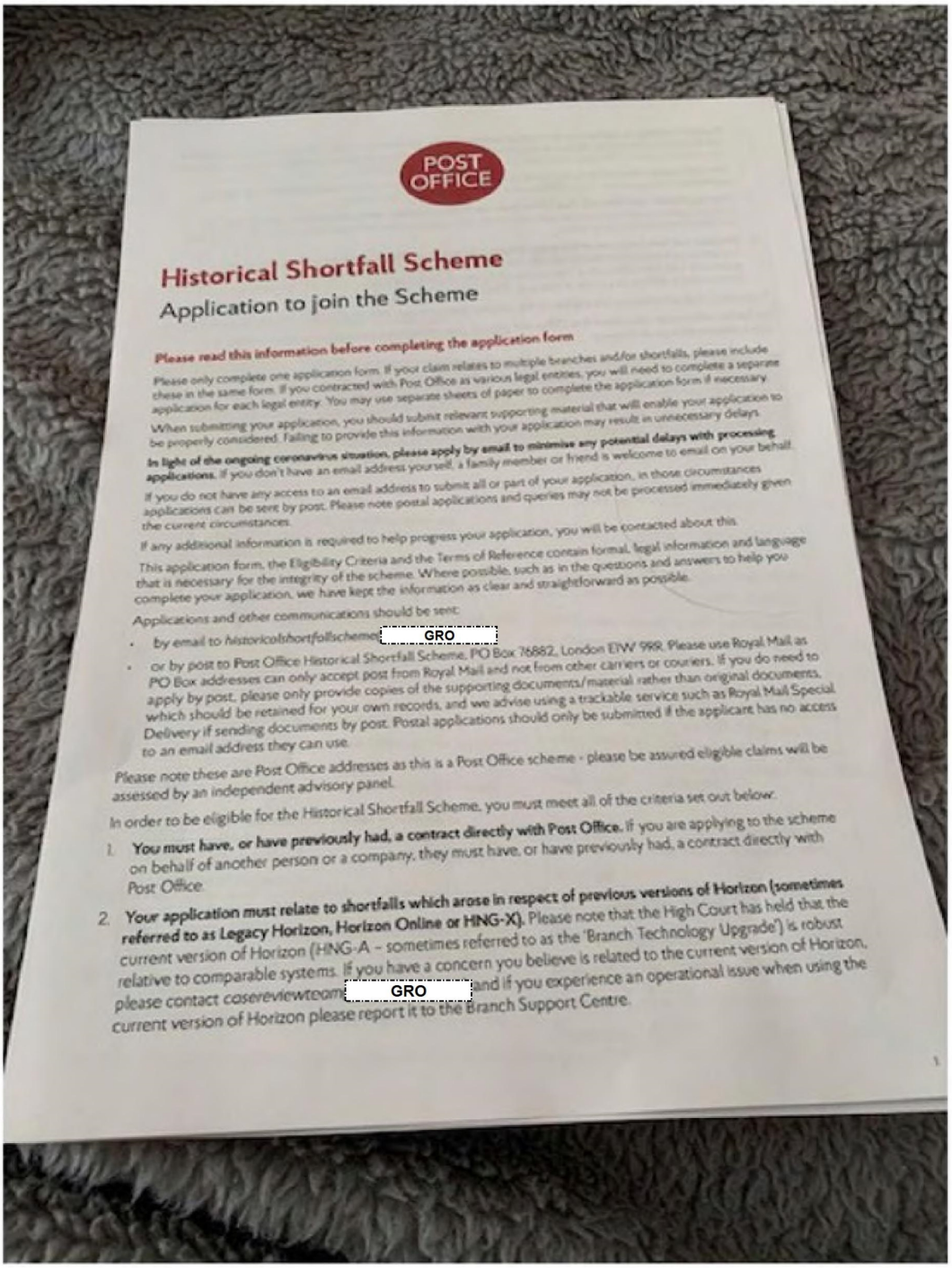

POST OFFICE

Historical Shortfall Scheme

Application to join the Scheme

Please read this information before completing the application form

Please only complete one application form. If your claim relates to multiple branches and/or shortfalls, please include these in the same form. If you contracted with Post Office as various legal entities, you will need to complete a separate application for each legal entity. You may use separate sheets of paper to complete the application form if necessary.

When submitting your application, you should submit relevant supporting material that will enable your application to be properly considered. Failing to provide this information with your application may result in unnecessary delays.

In light of the ongoing coronavirus situation, please apply by email to minimise any potential delays with processing applications. If you don't have an email address yourself, a family member or friend is welcome to email on your behalf.

If you do not have any access to an email address to submit all or part of your application, in those circumstances applications can be sent by post. Please note postal applications and queries may not be processed immediately given the current circumstances.

If any additional information is required to help progress your application, you will be contacted about this.

This application form, the Eligibility Criteria and the Terms of Reference contain formal, legal information and language that is necessary for the integrity of the scheme. Where possible, such as in the questions and answers to help you complete your application, we have kept the information as clear and straightforward as possible.

Applications and other communications should be sent:

- by email to *historicalshortfallscheme* GRO
- or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London EIW 9WR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers. If you do need to apply by post, please only provide copies of the supporting documents/material rather than original documents, which should be retained for your own records, and we advise using a trackable service such as Royal Mail Special Delivery if sending documents by post. Postal applications should only be submitted if the applicant has no access to an email address they can use.

Please note these are Post Office addresses as this is a Post Office scheme - please be assured eligible claims will be assessed by an independent advisory panel.

In order to be eligible for the Historical Shortfall Scheme, you must meet all of the criteria set out below:

1. **You must have, or have previously had, a contract directly with Post Office.** If you are applying to the scheme on behalf of another person or a company, they must have, or have previously had, a contract directly with Post Office.
2. **Your application must relate to shortfalls which arose in respect of previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X).** Please note that the High Court has held that the current version of Horizon (HNG-A – sometimes referred to as the 'Branch Technology Upgrade') is robust relative to comparable systems. If you have a concern you believe is related to the current version of Horizon, please contact *casereviewteam* GRO and if you experience an operational issue when using the current version of Horizon please report it to the Branch Support Centre.

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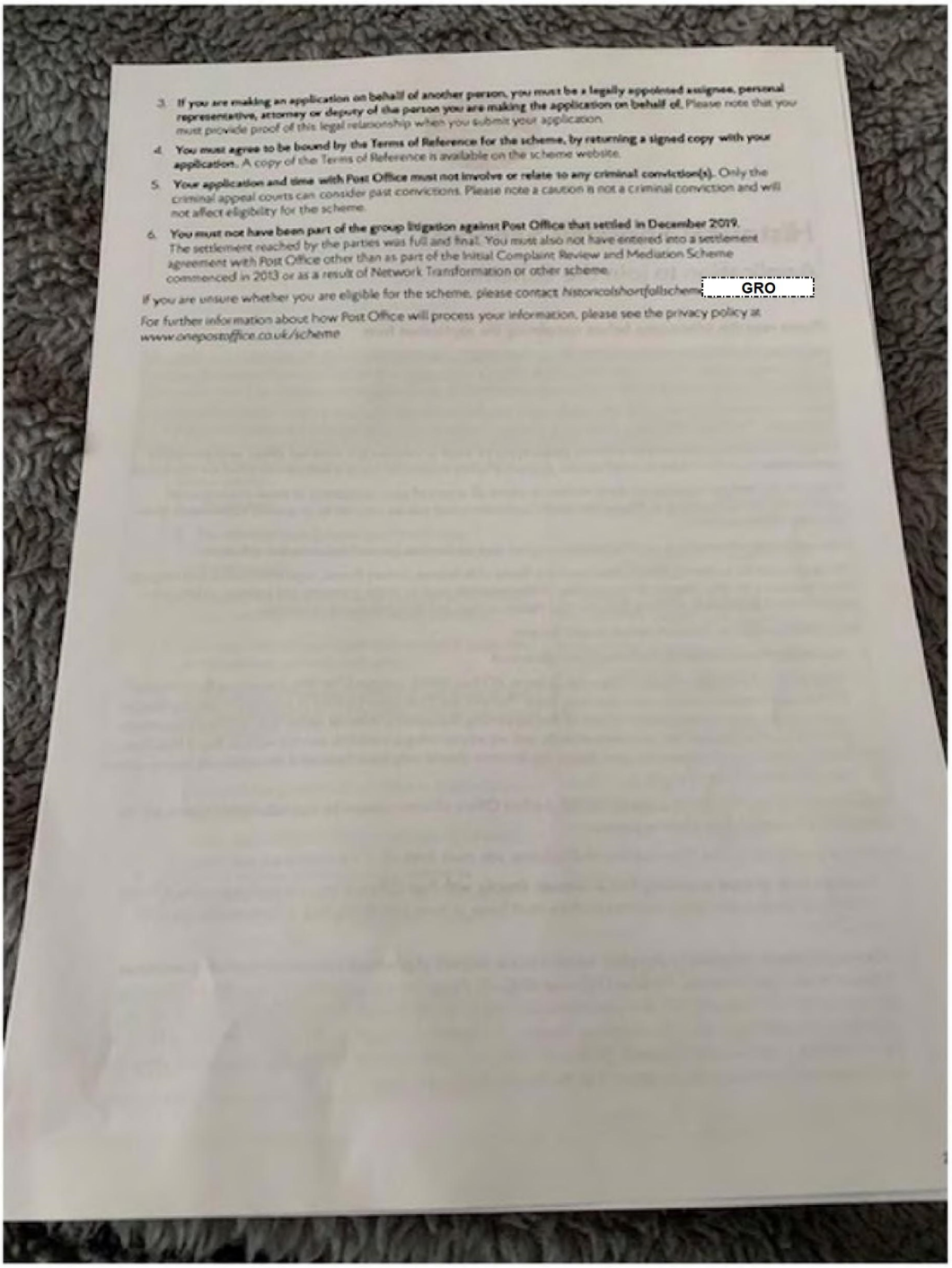

3. **If you are making an application on behalf of another person, you must be a legally appointed assignee, personal representative, attorney or deputy of the person you are making the application on behalf of.** Please note that you must provide proof of this legal relationship when you submit your application.
4. **You must agree to be bound by the Terms of Reference for the scheme, by returning a signed copy with your application.** A copy of the Terms of Reference is available on the scheme website.
5. **Your application and time with Post Office must not involve or relate to any criminal conviction(s).** Only the criminal appeal courts can consider past convictions. Please note a caution is not a criminal conviction and will not affect eligibility for the scheme.
6. **You must not have been part of the group litigation against Post Office that settled in December 2019.** The settlement reached by the parties was full and final. You must also not have entered into a settlement agreement with Post Office other than as part of the Initial Complaint Review and Mediation Scheme commenced in 2013 or as a result of Network Transformation or other scheme.

If you are unsure whether you are eligible for the scheme, please contact historicalshortfallscheme GRO

For further information about how Post Office will process your information, please see the privacy policy at www.onepostoffice.co.uk/scheme

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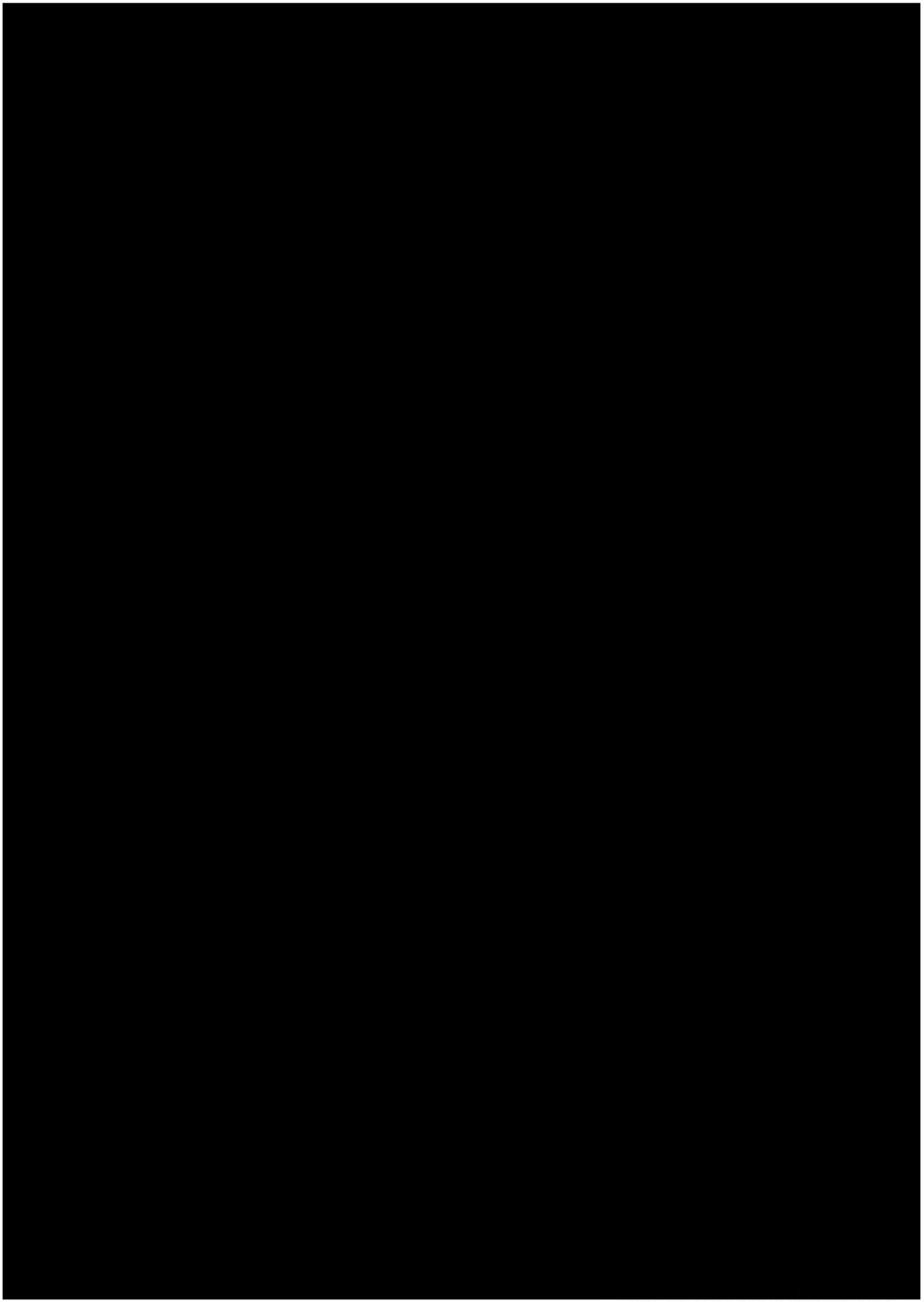

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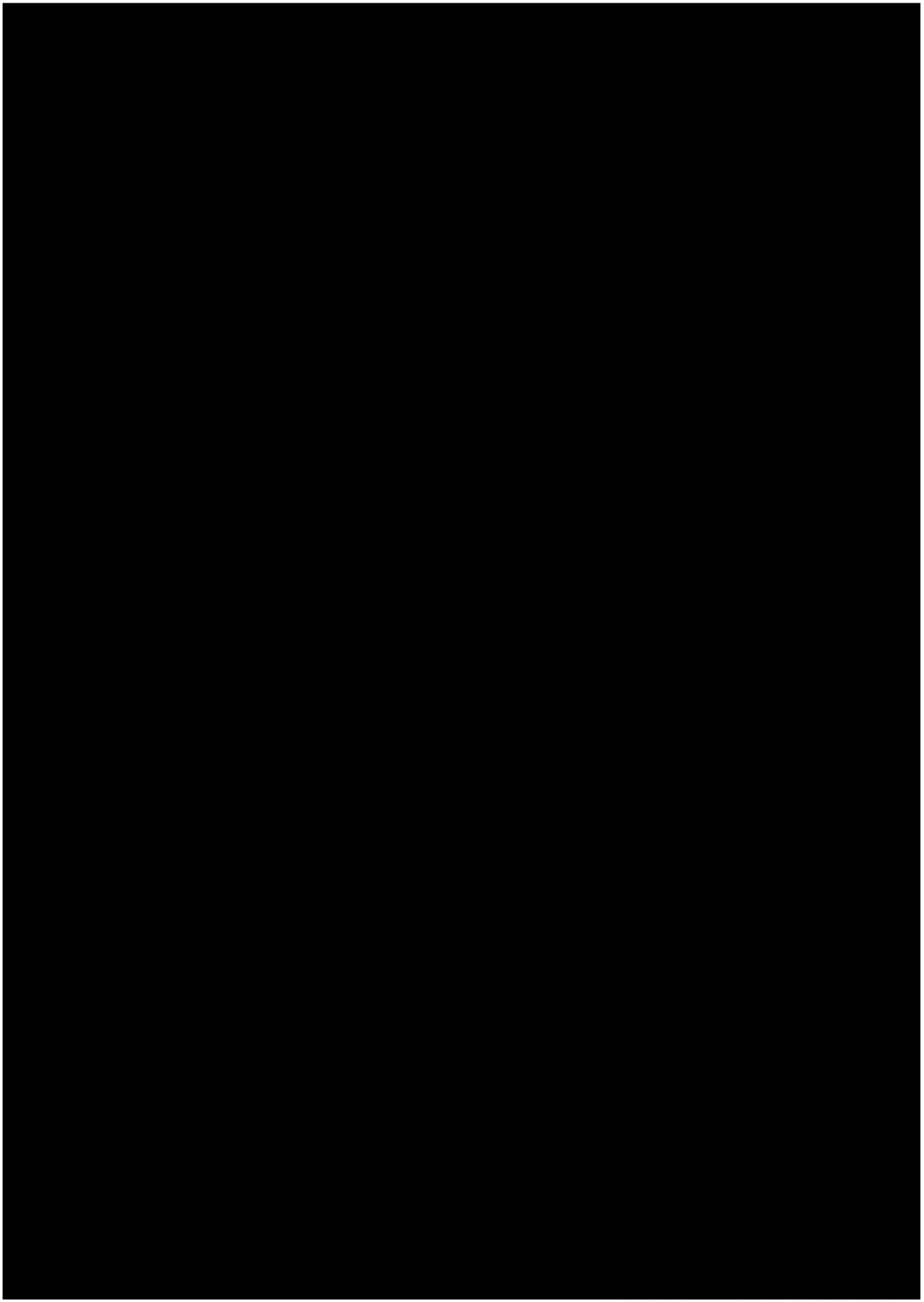

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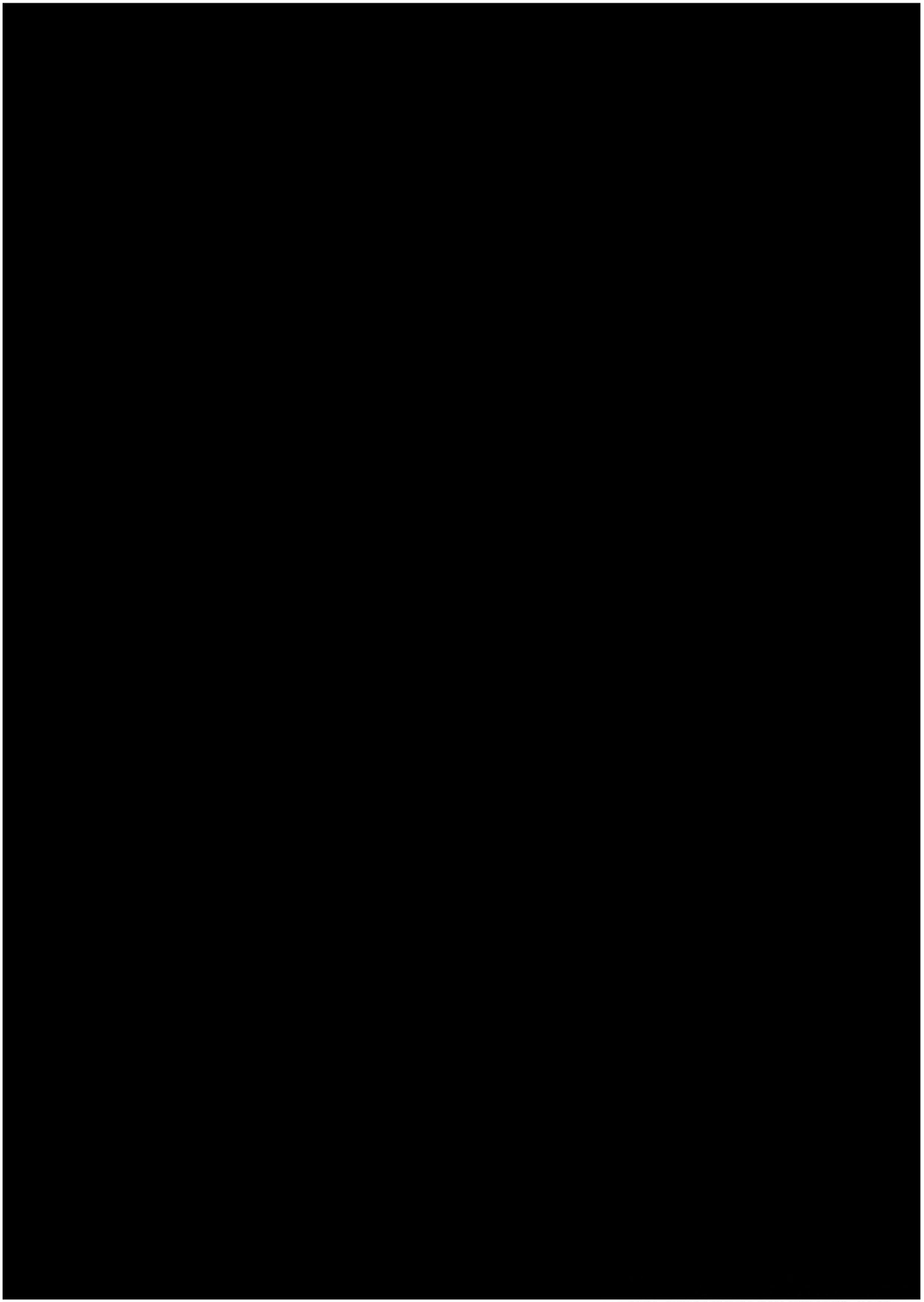

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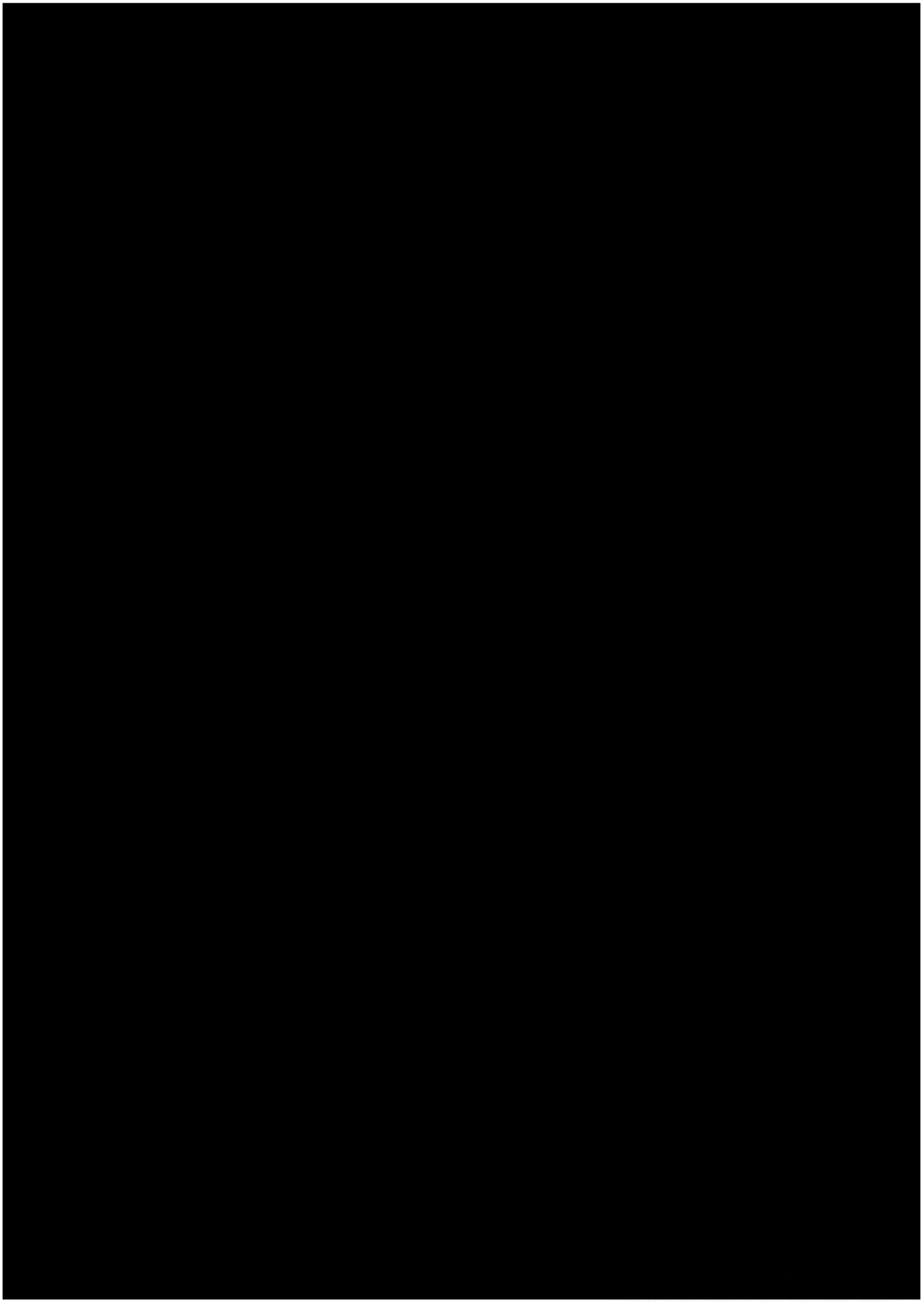

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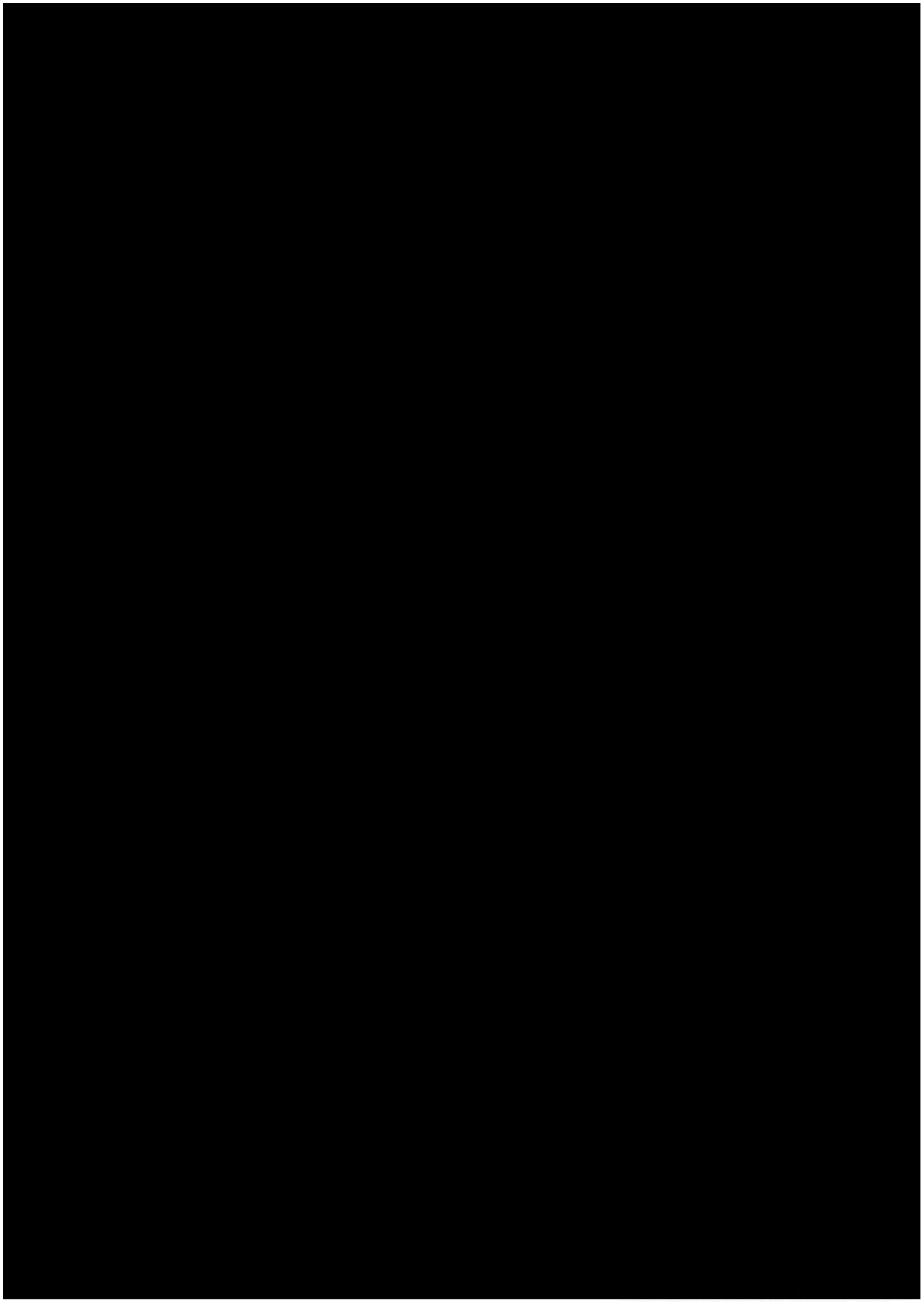

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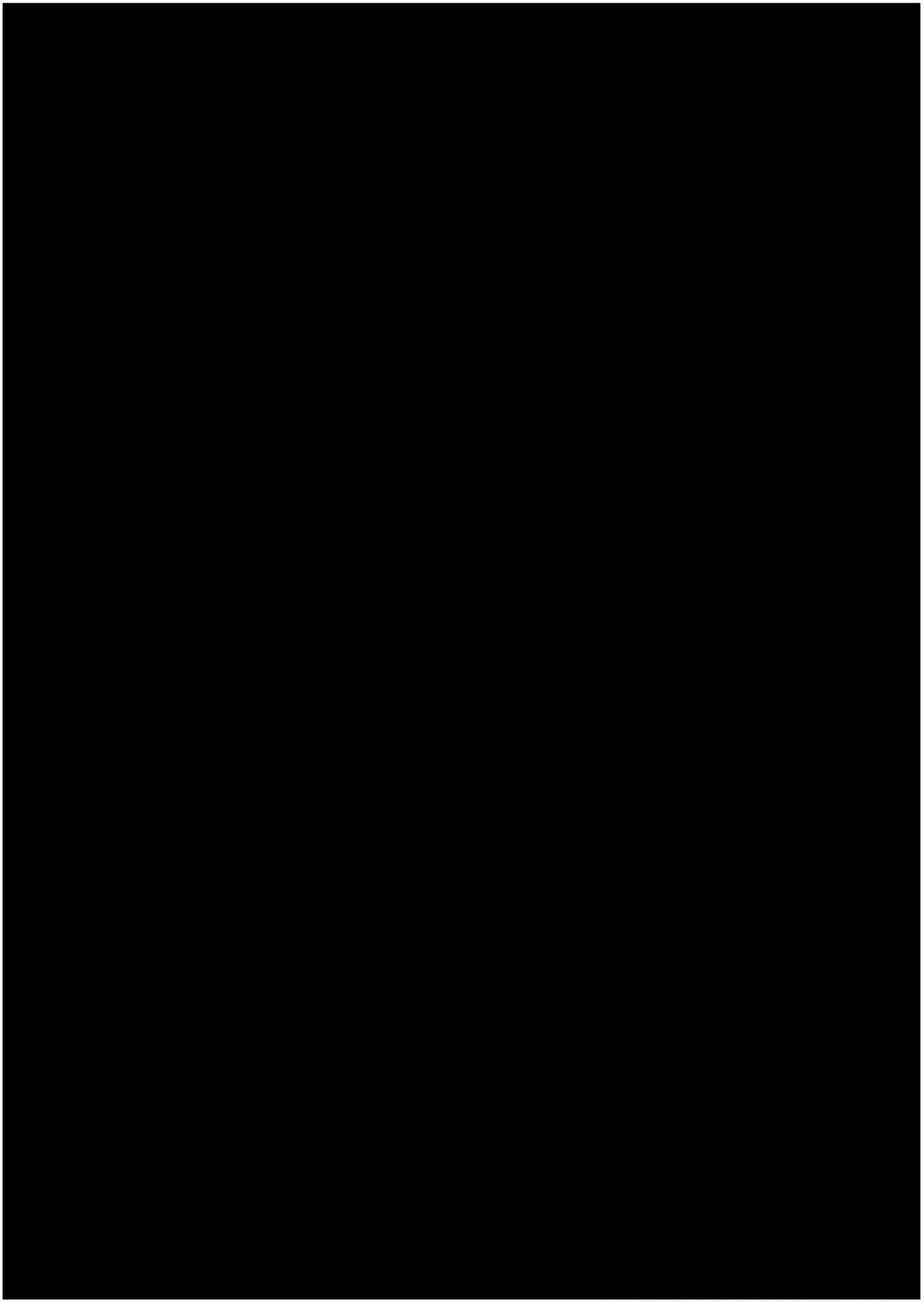

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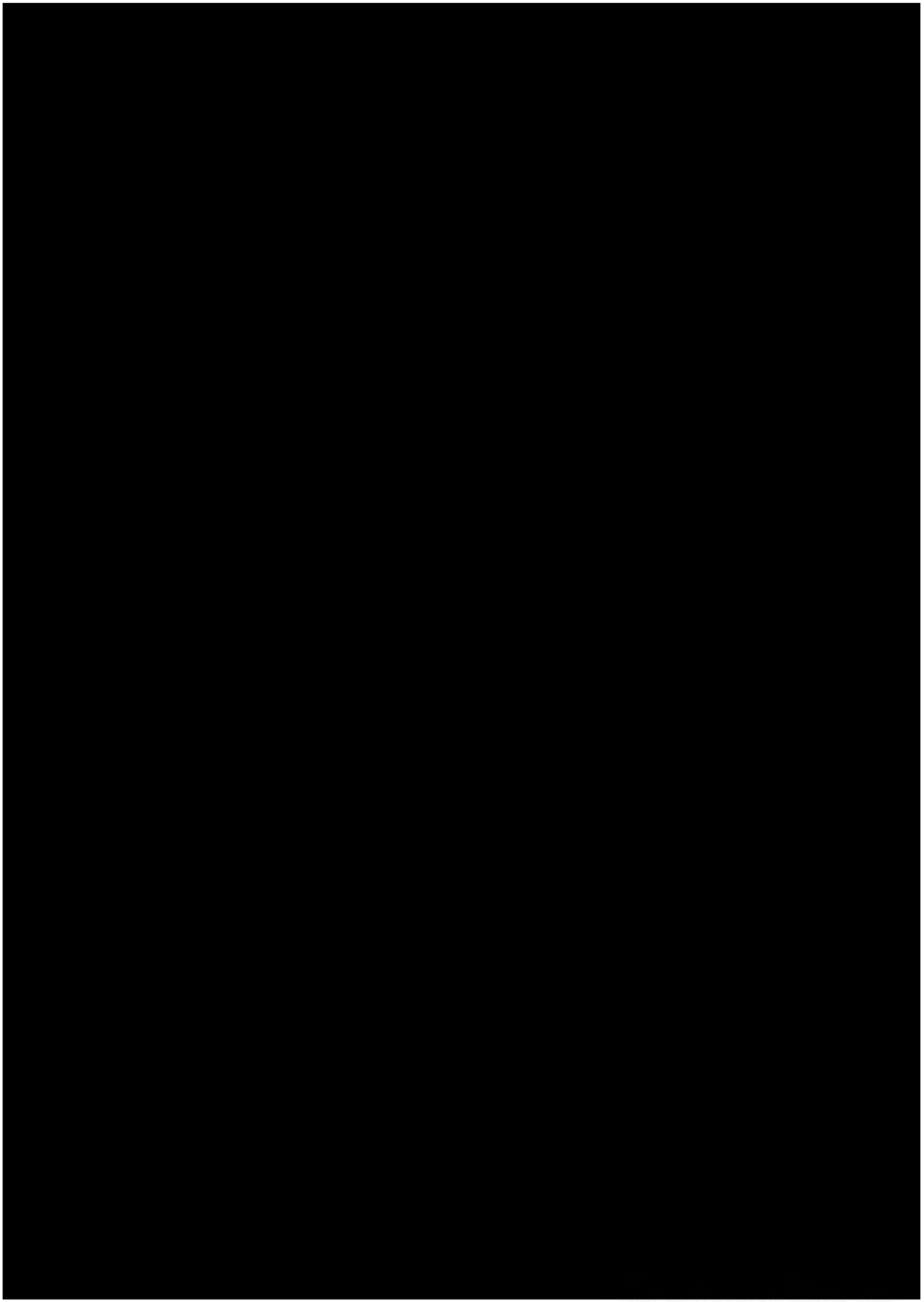

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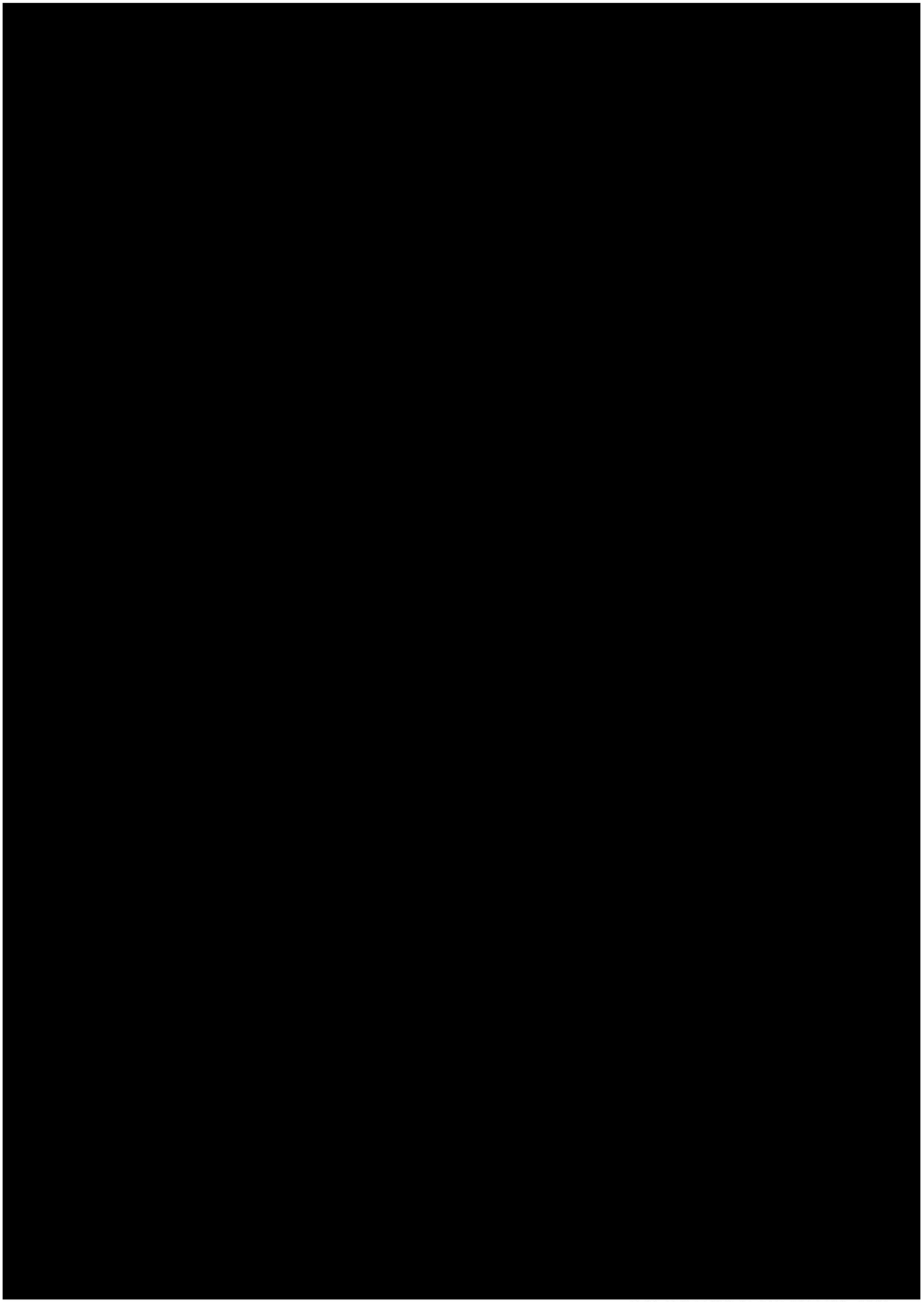

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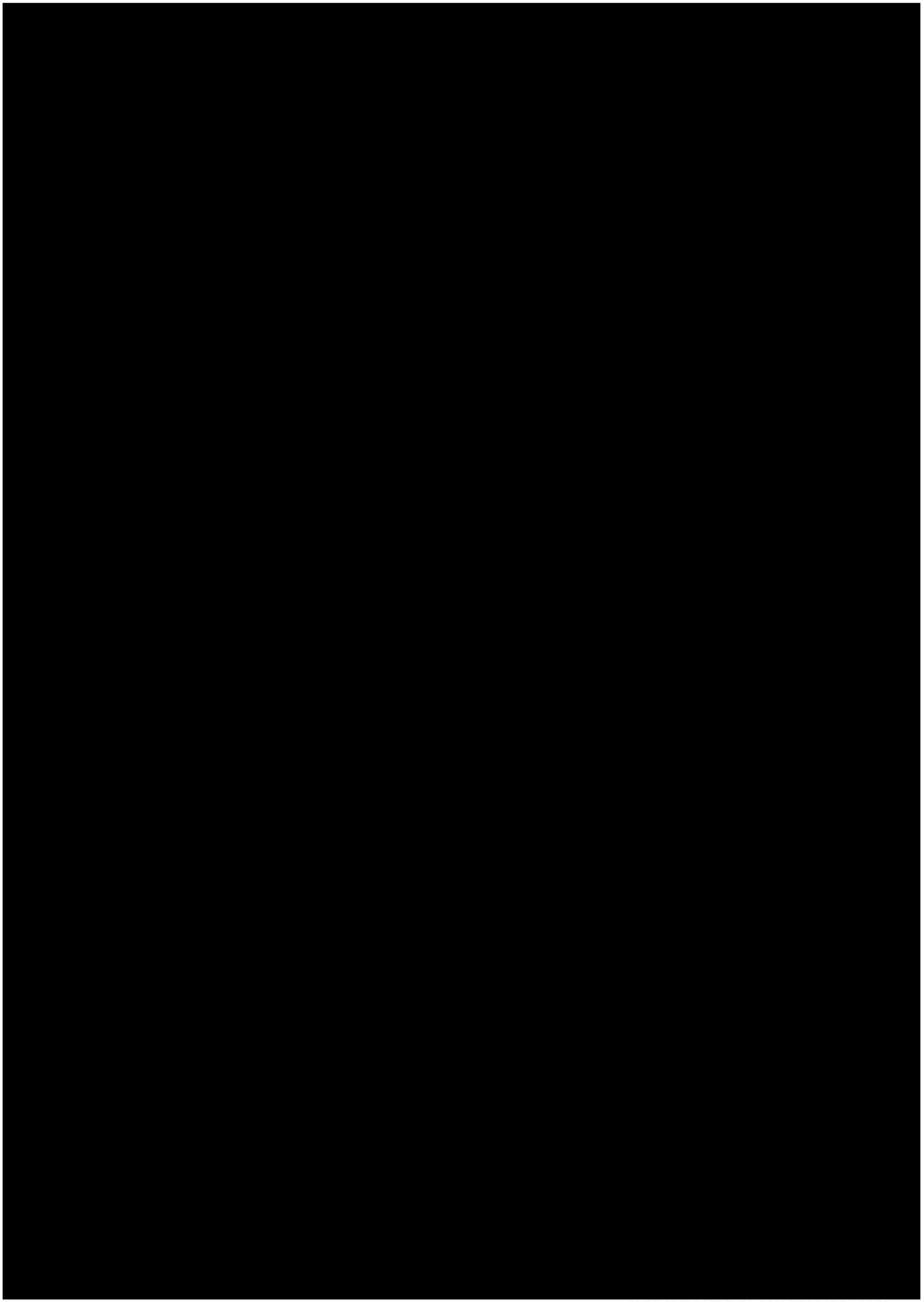

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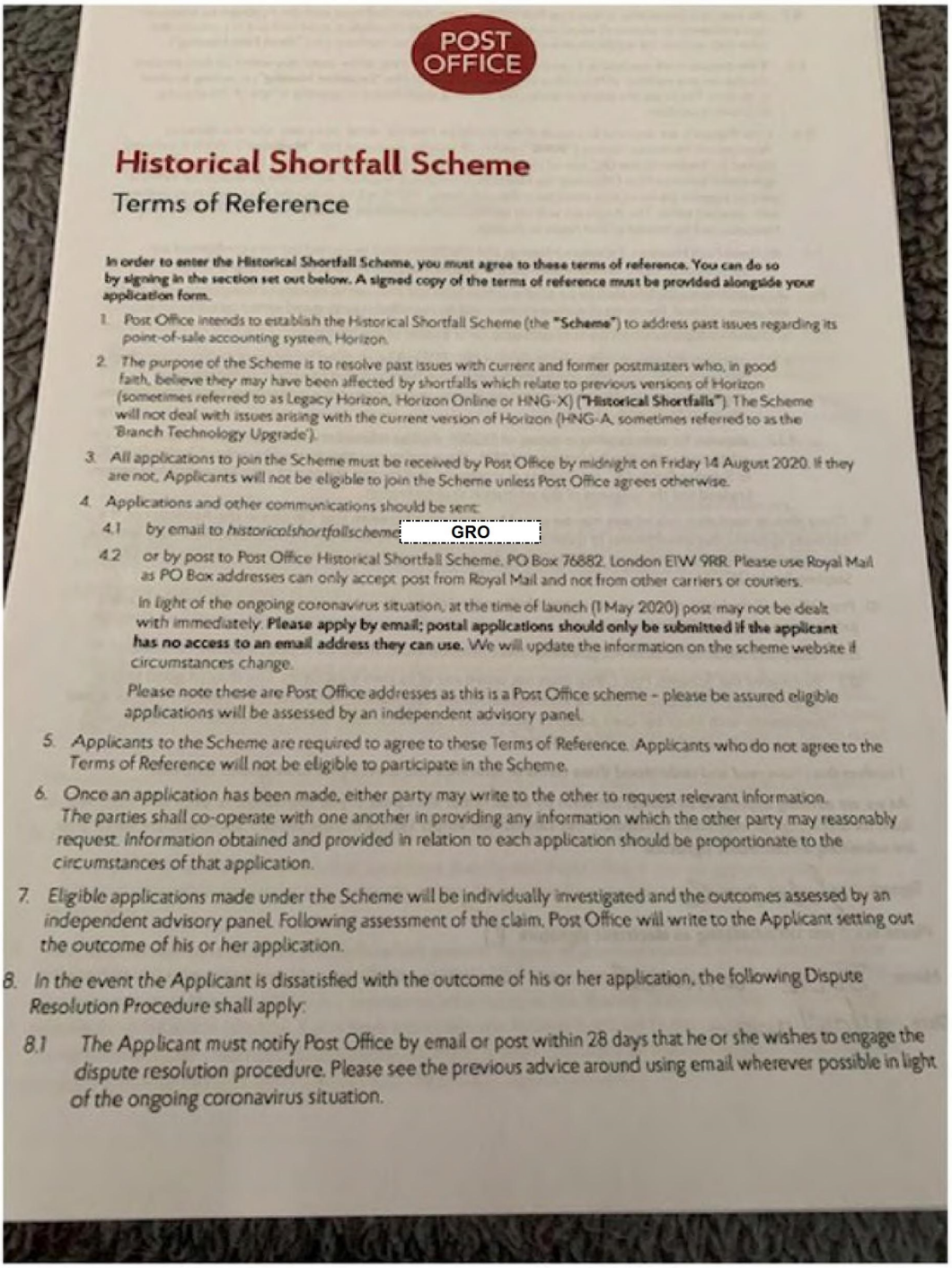

POST OFFICE

Historical Shortfall Scheme

Terms of Reference

In order to enter the Historical Shortfall Scheme, you must agree to these terms of reference. You can do so by signing in the section set out below. A signed copy of the terms of reference must be provided alongside your application form.

1. Post Office intends to establish the Historical Shortfall Scheme (the **"Scheme"**) to address past issues regarding its point-of-sale accounting system, Horizon.
2. The purpose of the Scheme is to resolve past issues with current and former postmasters who, in good faith, believe they may have been affected by shortfalls which relate to previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X) (**"Historical Shortfalls"**). The Scheme will not deal with issues arising with the current version of Horizon (HNG-A, sometimes referred to as the 'Branch Technology Upgrade').
3. All applications to join the Scheme must be received by Post Office by midnight on Friday 14 August 2020. If they are not, Applicants will not be eligible to join the Scheme unless Post Office agrees otherwise.
4. Applications and other communications should be sent:
   - 4.1 by email to *historicalshortfallscheme* GRO
   - 4.2 or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London EIW 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers.

   In light of the ongoing coronavirus situation, at the time of launch (1 May 2020) post may not be dealt with immediately. **Please apply by email; postal applications should only be submitted if the applicant has no access to an email address they can use.** We will update the information on the scheme website if circumstances change.

   Please note these are Post Office addresses as this is a Post Office scheme - please be assured eligible applications will be assessed by an independent advisory panel.
5. Applicants to the Scheme are required to agree to these Terms of Reference. Applicants who do not agree to the Terms of Reference will not be eligible to participate in the Scheme.
6. Once an application has been made, either party may write to the other to request relevant information. The parties shall co-operate with one another in providing any information which the other party may reasonably request. Information obtained and provided in relation to each application should be proportionate to the circumstances of that application.
7. Eligible applications made under the Scheme will be individually investigated and the outcomes assessed by an independent advisory panel. Following assessment of the claim, Post Office will write to the Applicant setting out the outcome of his or her application.
8. In the event the Applicant is dissatisfied with the outcome of his or her application, the following Dispute Resolution Procedure shall apply:
   - 8.1 The Applicant must notify Post Office by email or post within 28 days that he or she wishes to engage the dispute resolution procedure. Please see the previous advice around using email wherever possible in light of the ongoing coronavirus situation.

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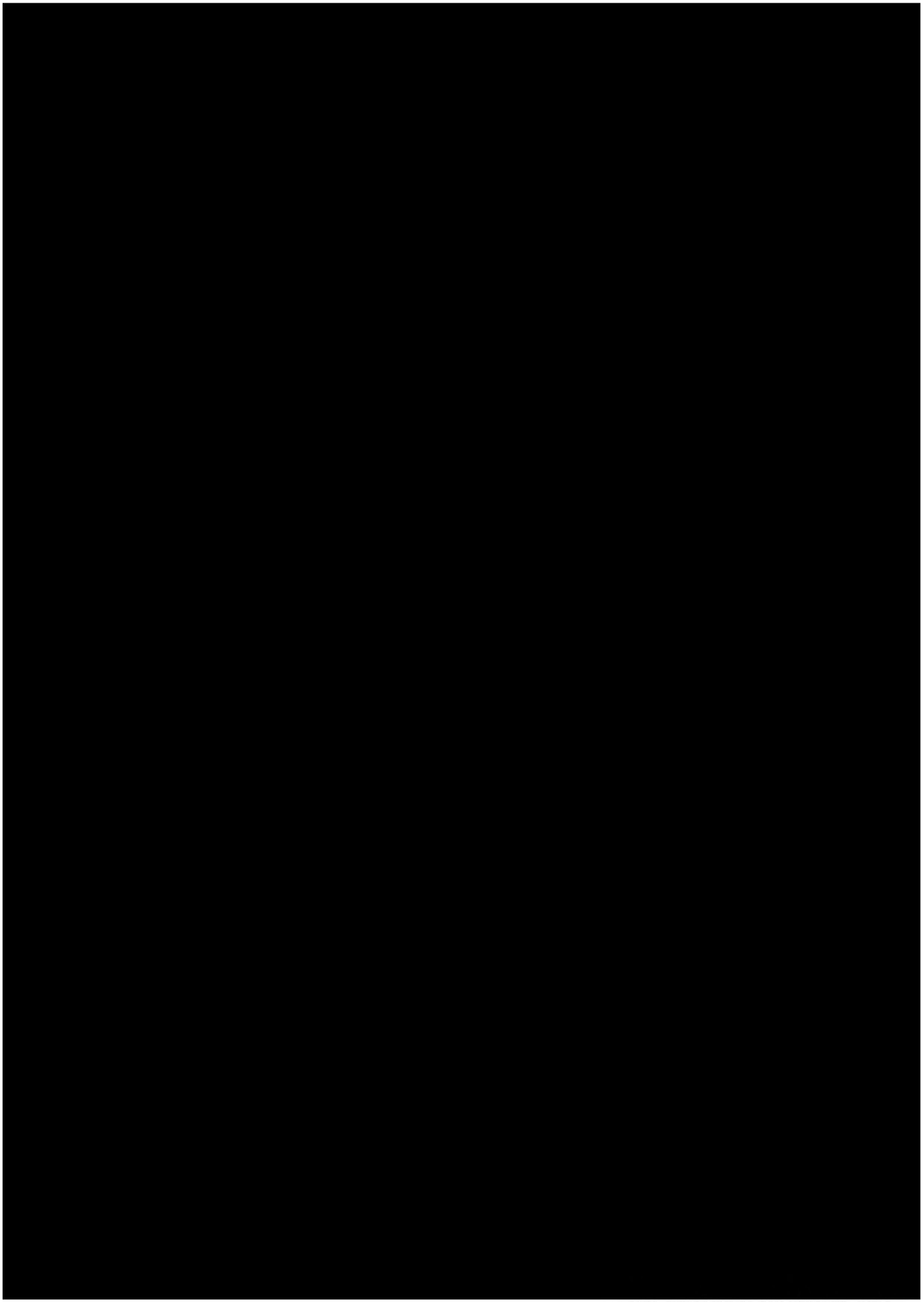

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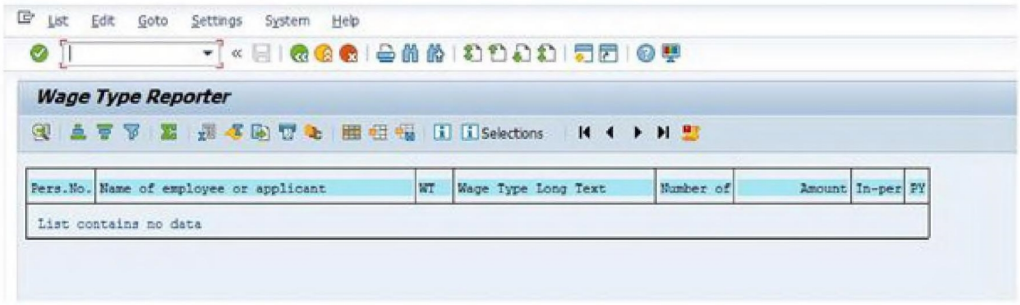
Robin Hood Mrs Julie Walker

Start Date – 04.01.2001

End Date – 26.05.2004

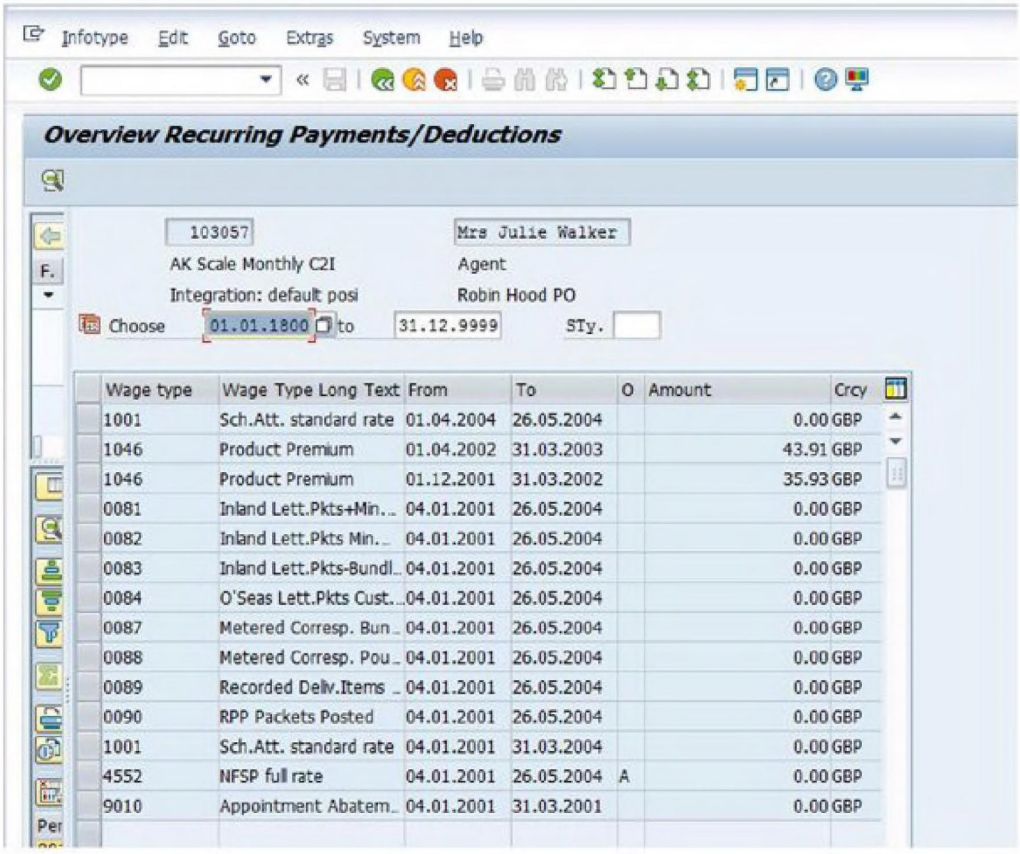
Reason for Leaving - Voluntary resignation

Error Notices:



No Error notices in system

Compensation:



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No Compensation in the system

Remuneration:

WT	Wage Type Long Text	For-period	Number of	Amount
/101	Total gross	200301	0.00	£46.07
/101	Total gross	200302	0.00	£42.55
/101	Total gross	200303	0.00	£2,719.71
/101	Total gross	200304	0.00	£2,445.09
/101	Total gross	200305	0.00	£2,532.07
/101	Total gross	200306	0.00	£2,671.40
/101	Total gross	200307	0.00	£2,441.17
/101	Total gross	200308	0.00	£2,851.23
/101	Total gross	200309	0.00	£2,788.78
/101	Total gross	200310	0.00	£2,469.63
/101	Total gross	200311	0.00	£2,587.71
/101	Total gross	200312	0.00	£2,553.79
/101	Total gross	200401	0.00	£2,387.86
/101	Total gross	200402	0.00	£1,976.25
			Total	£30,513.31

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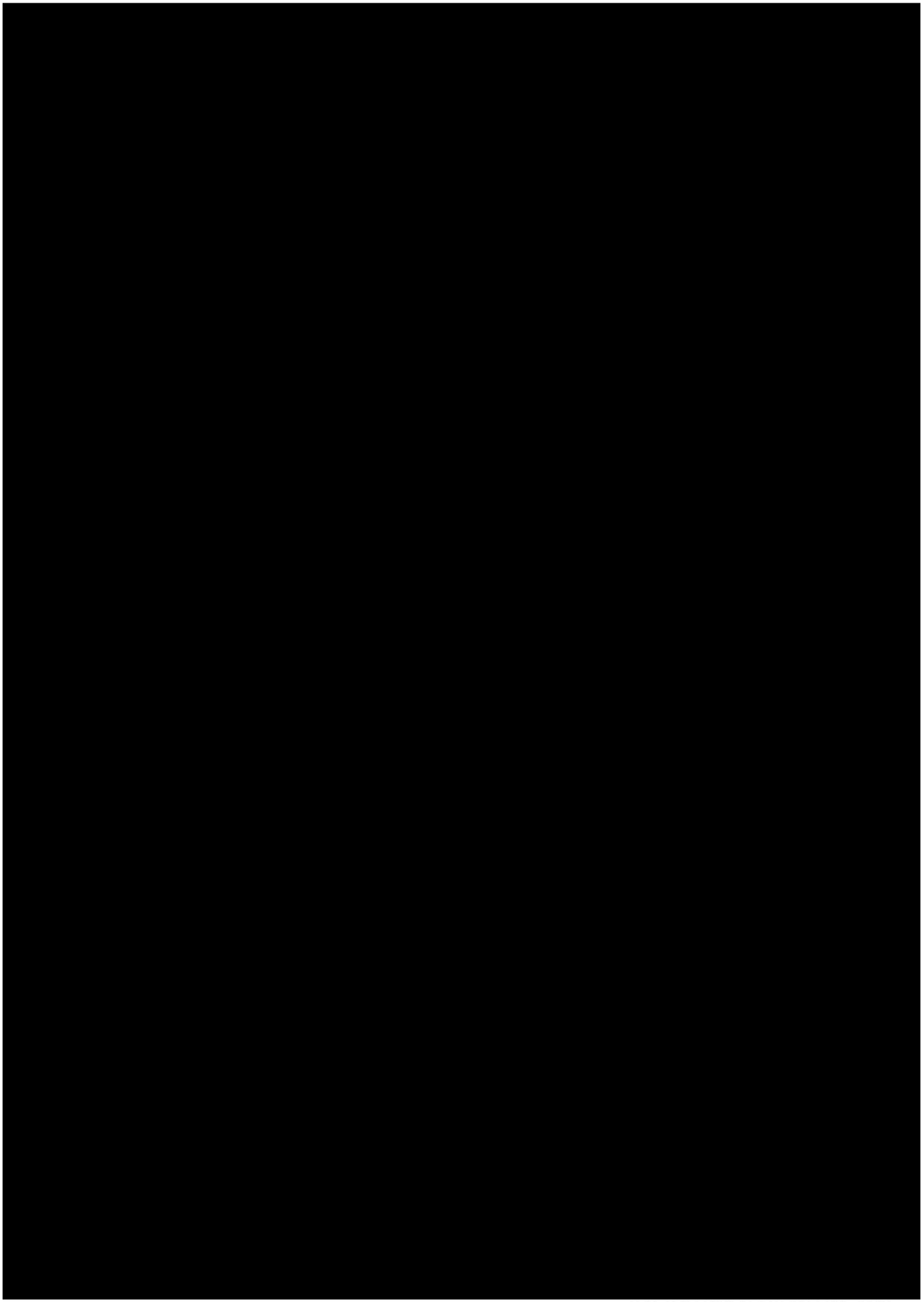

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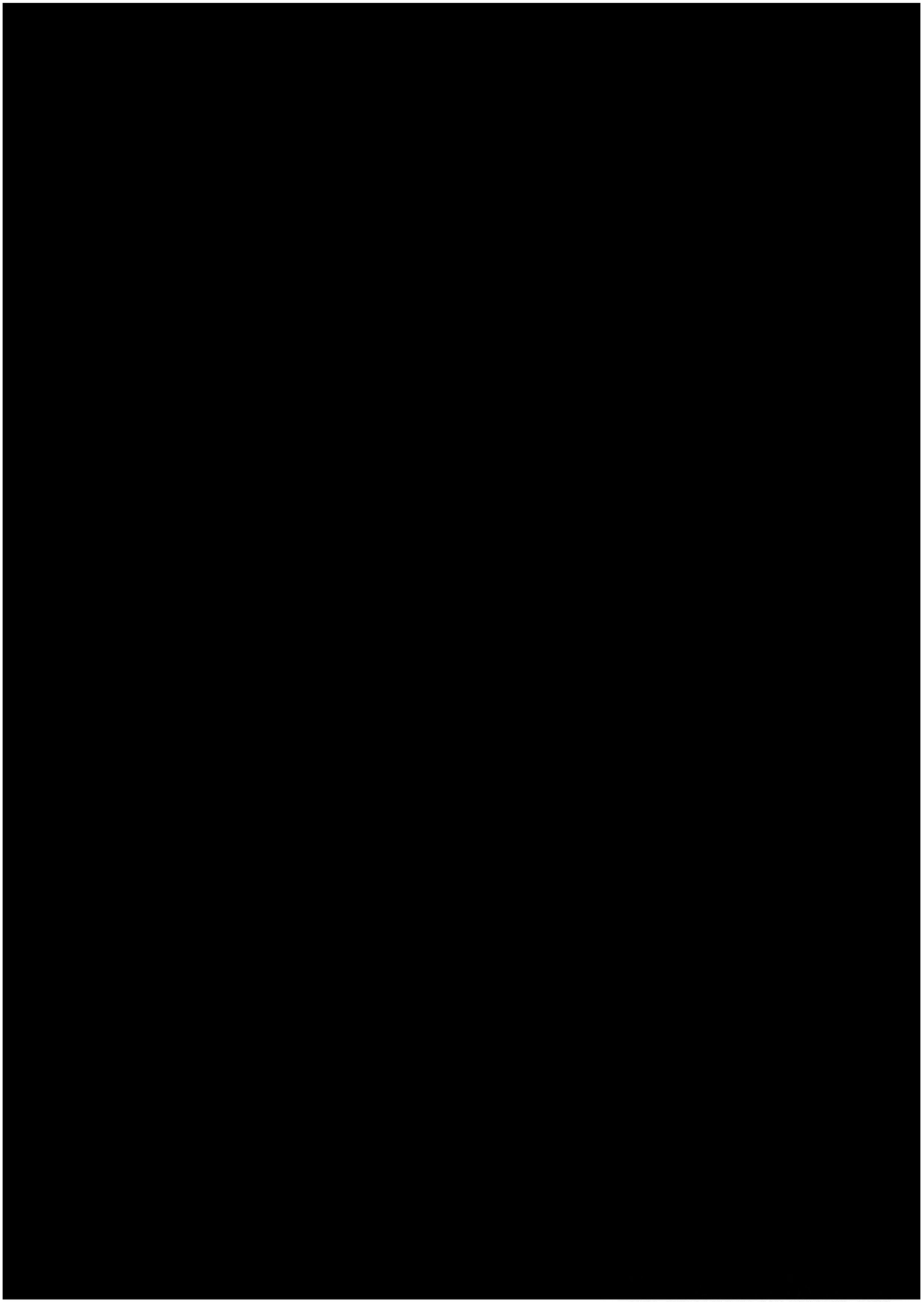

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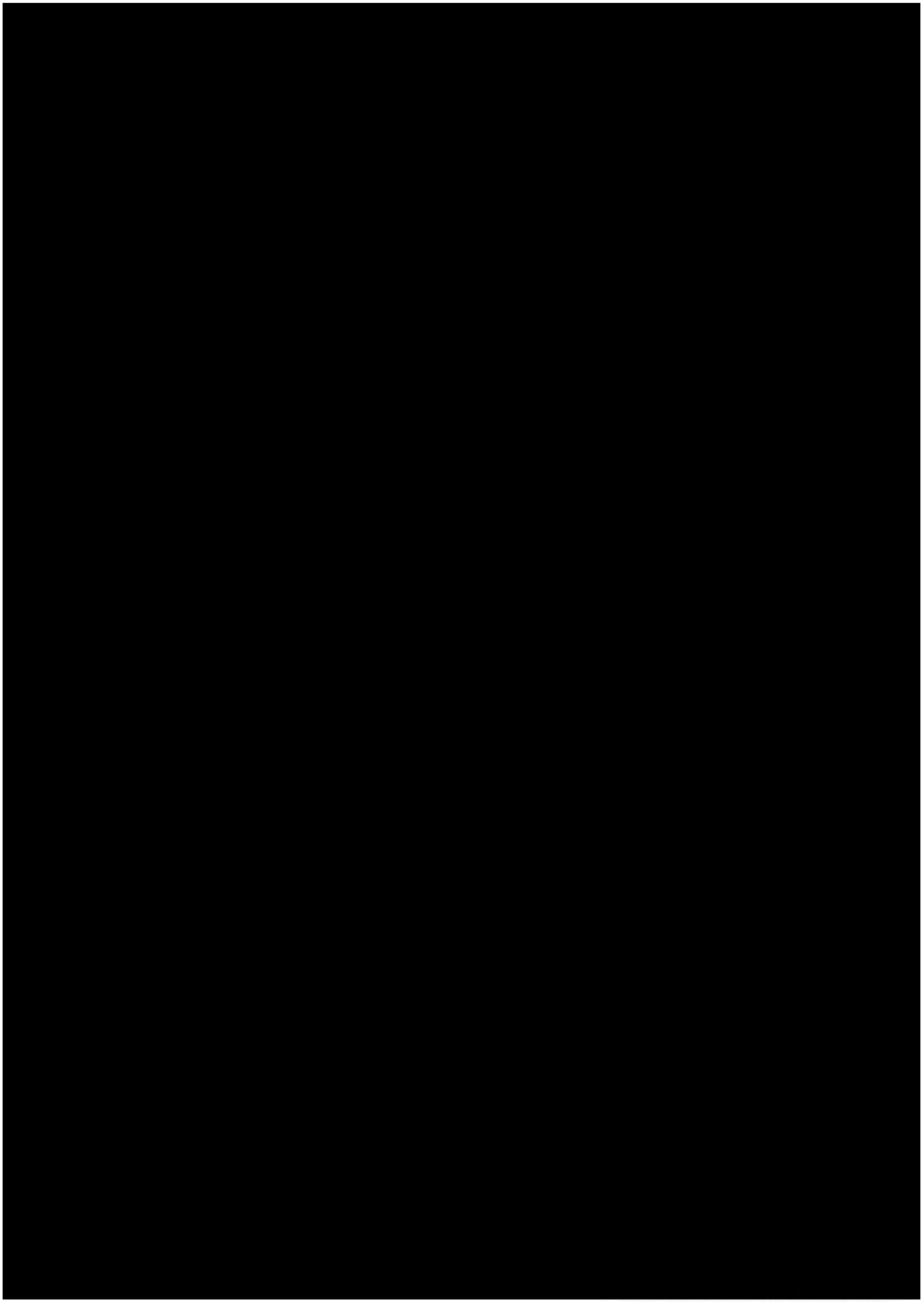

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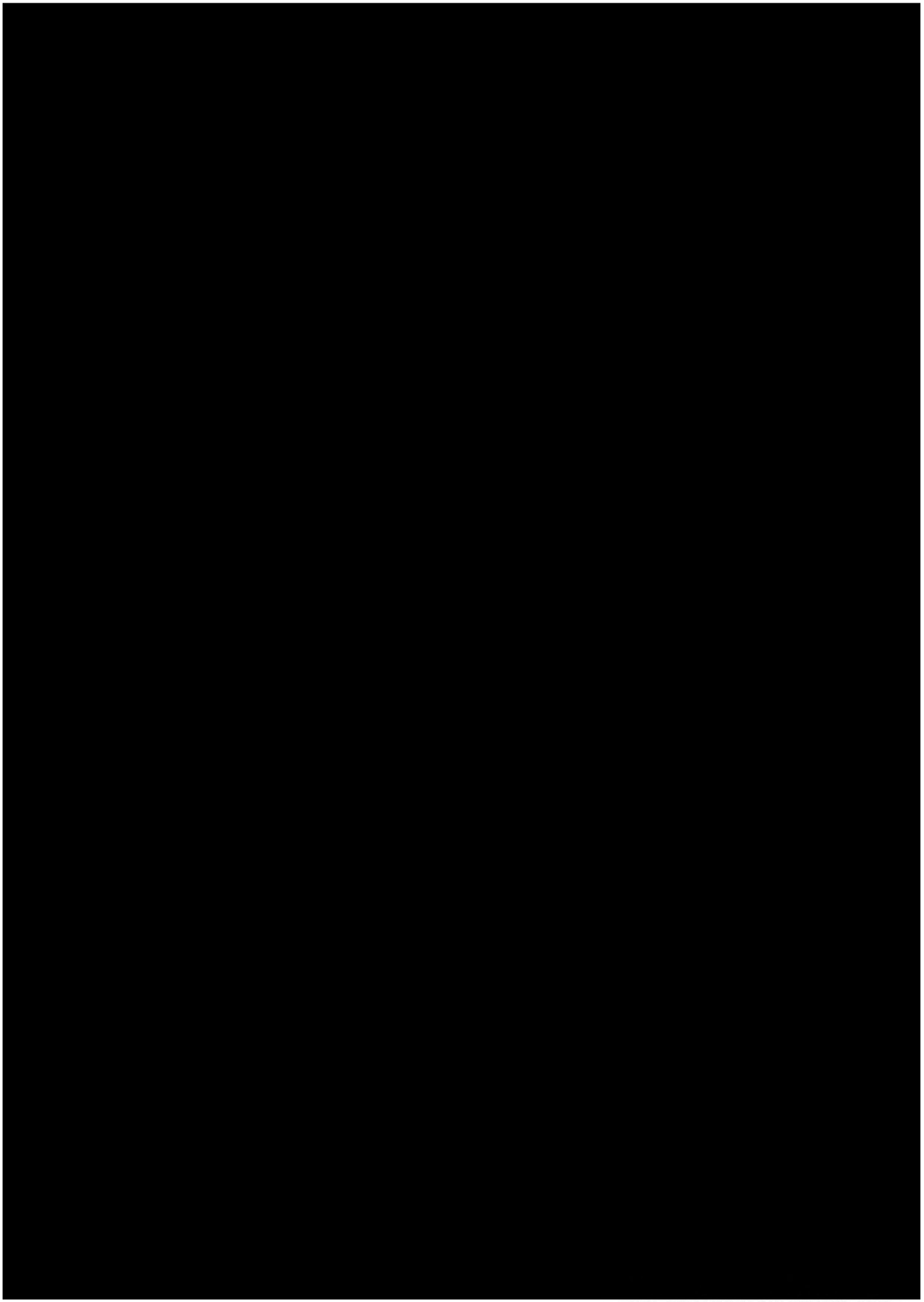

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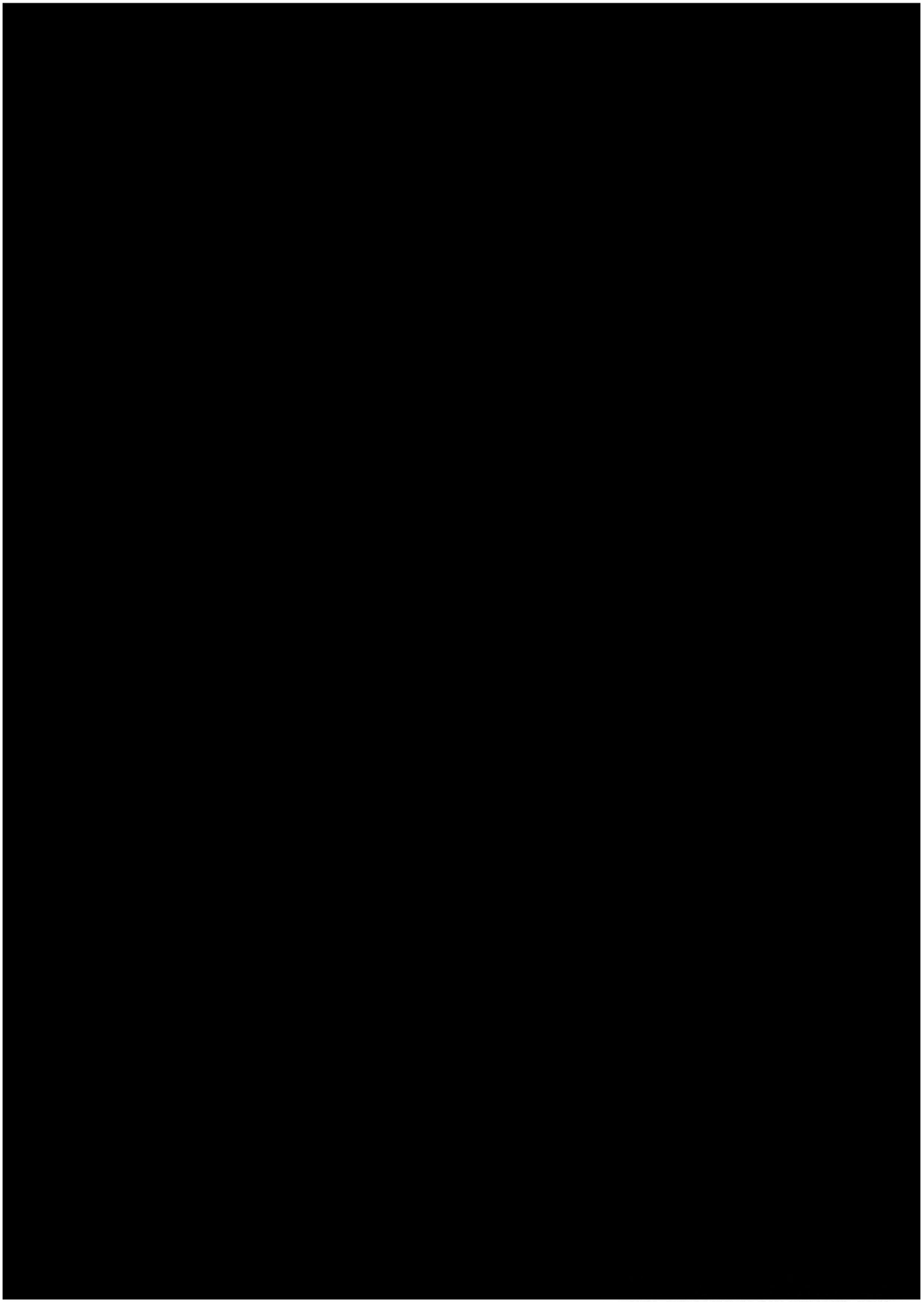

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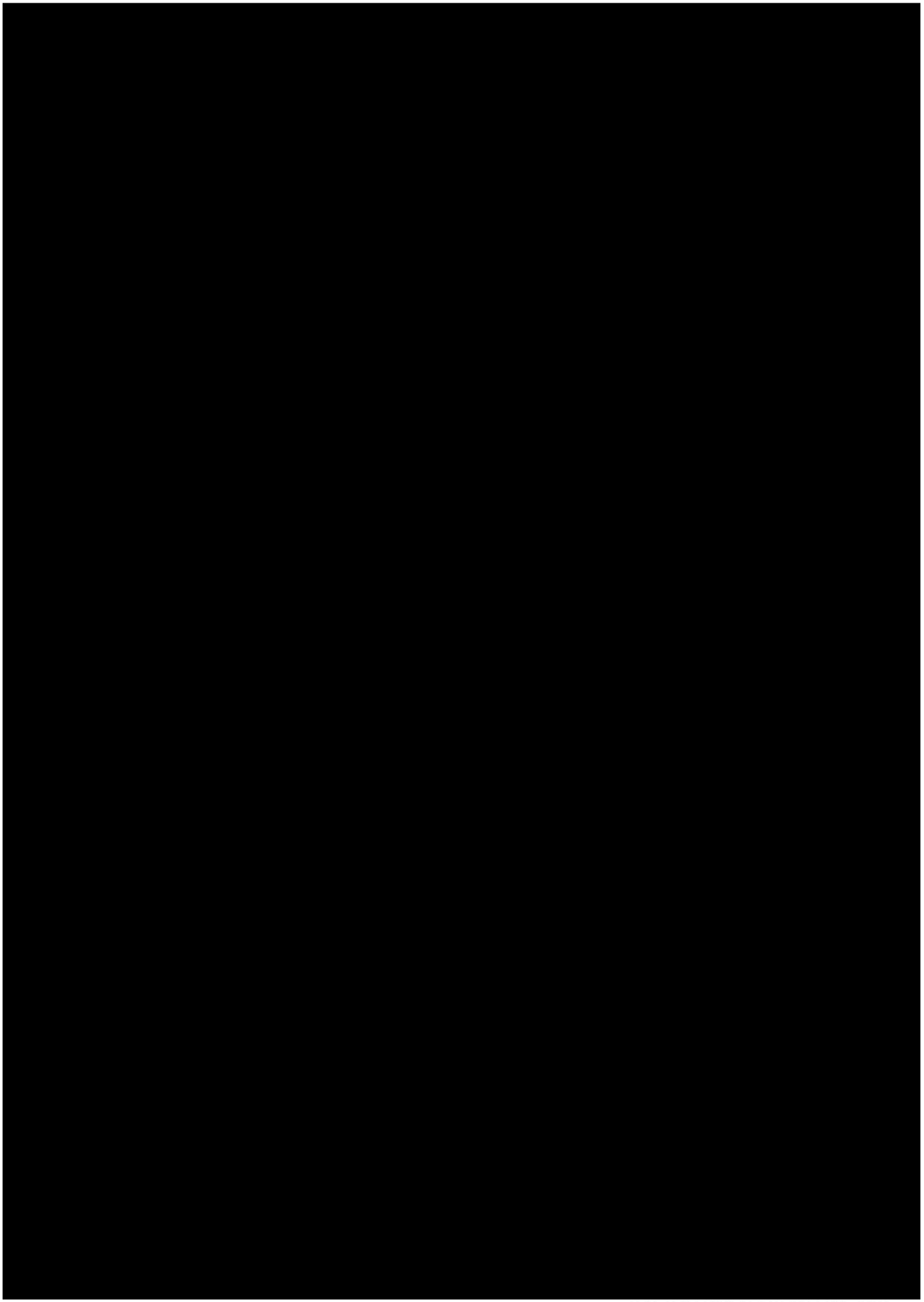

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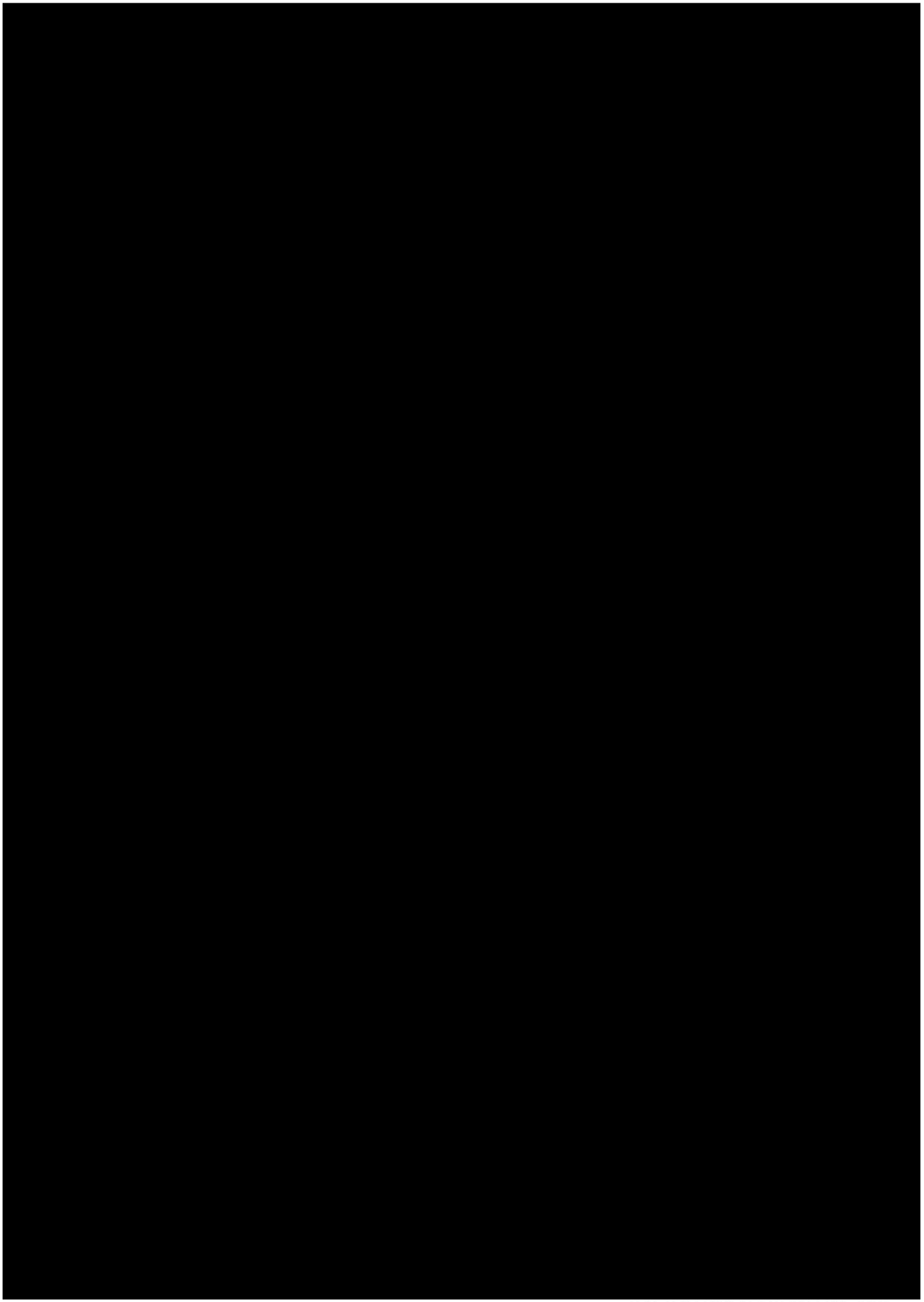

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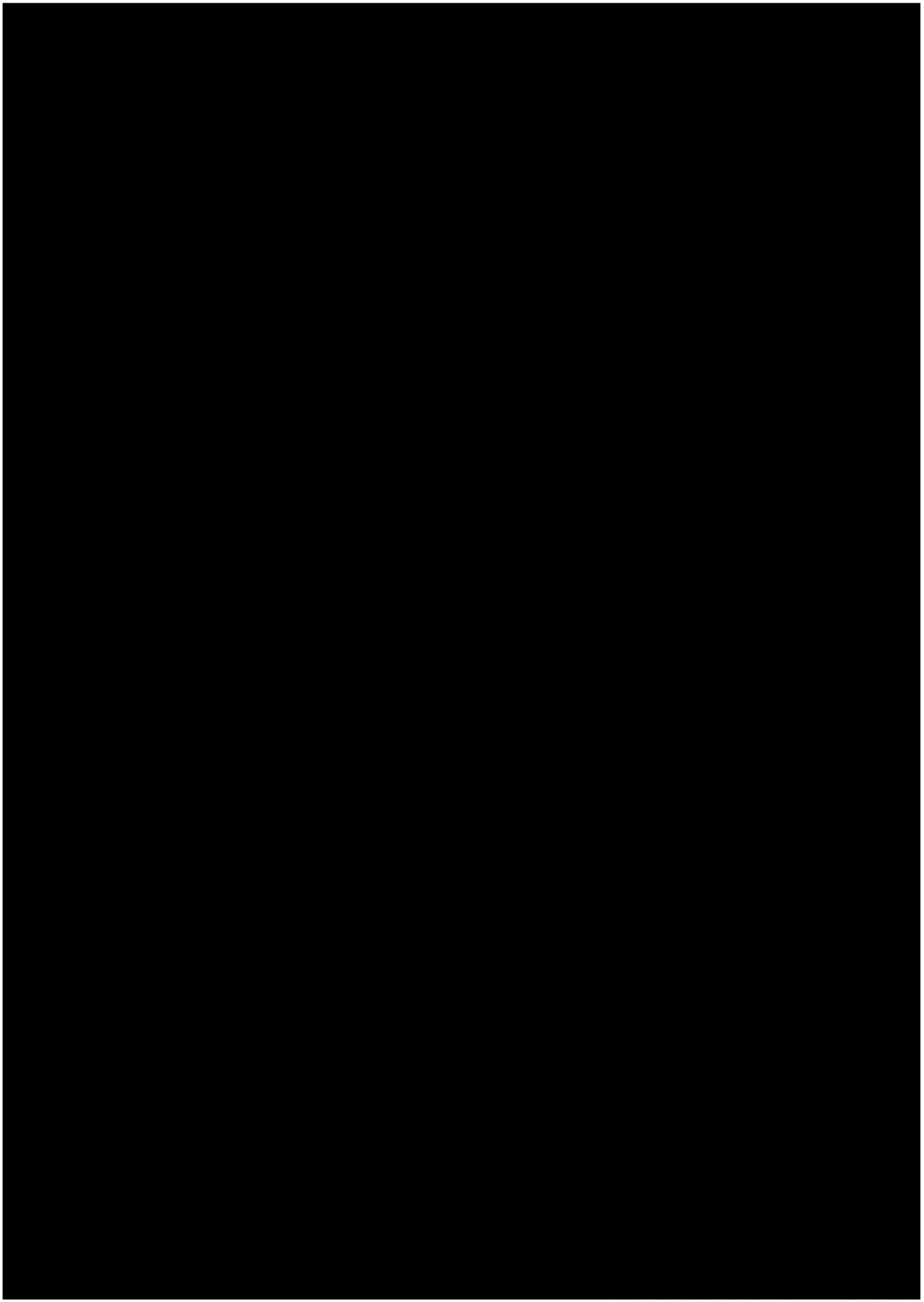

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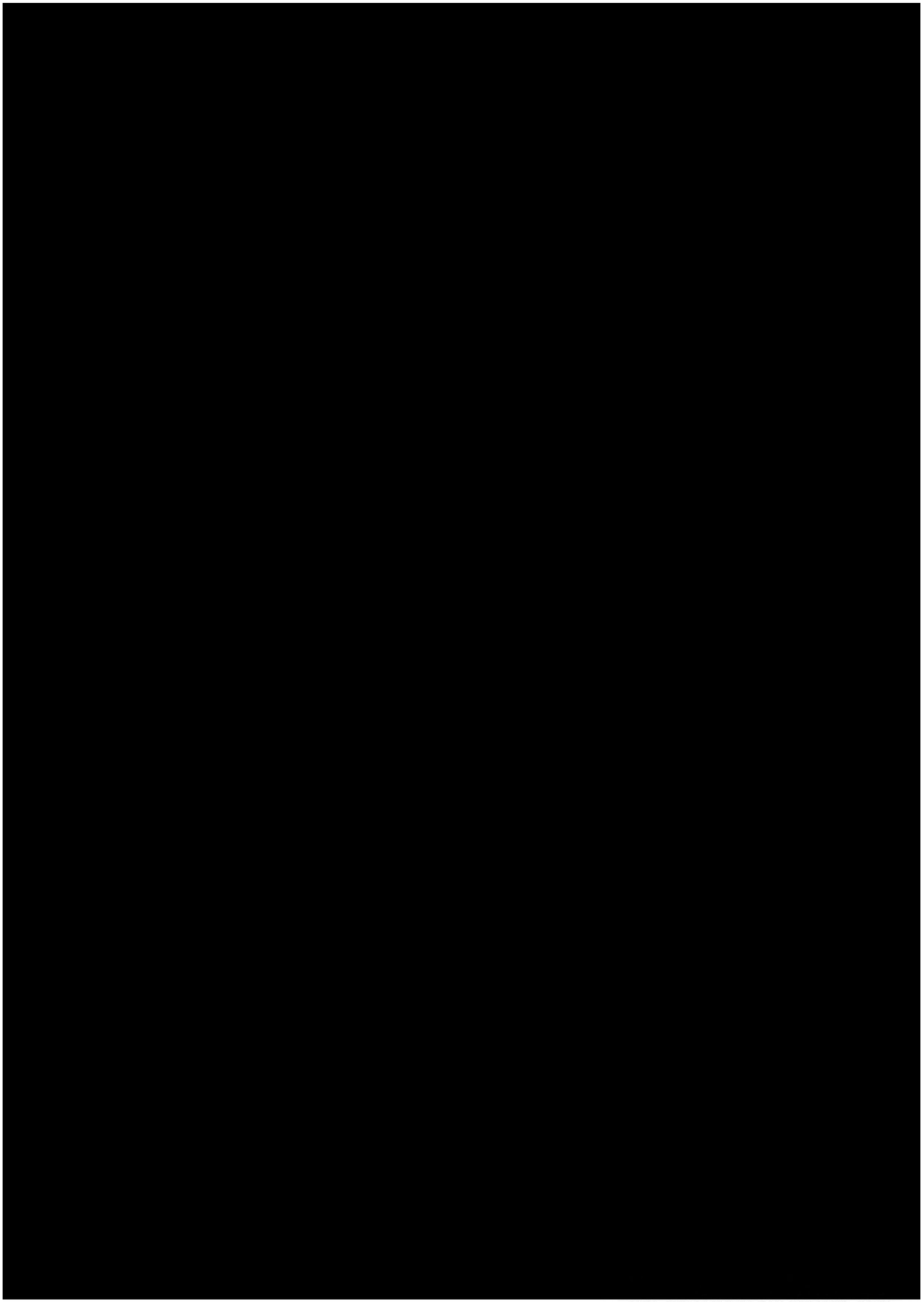

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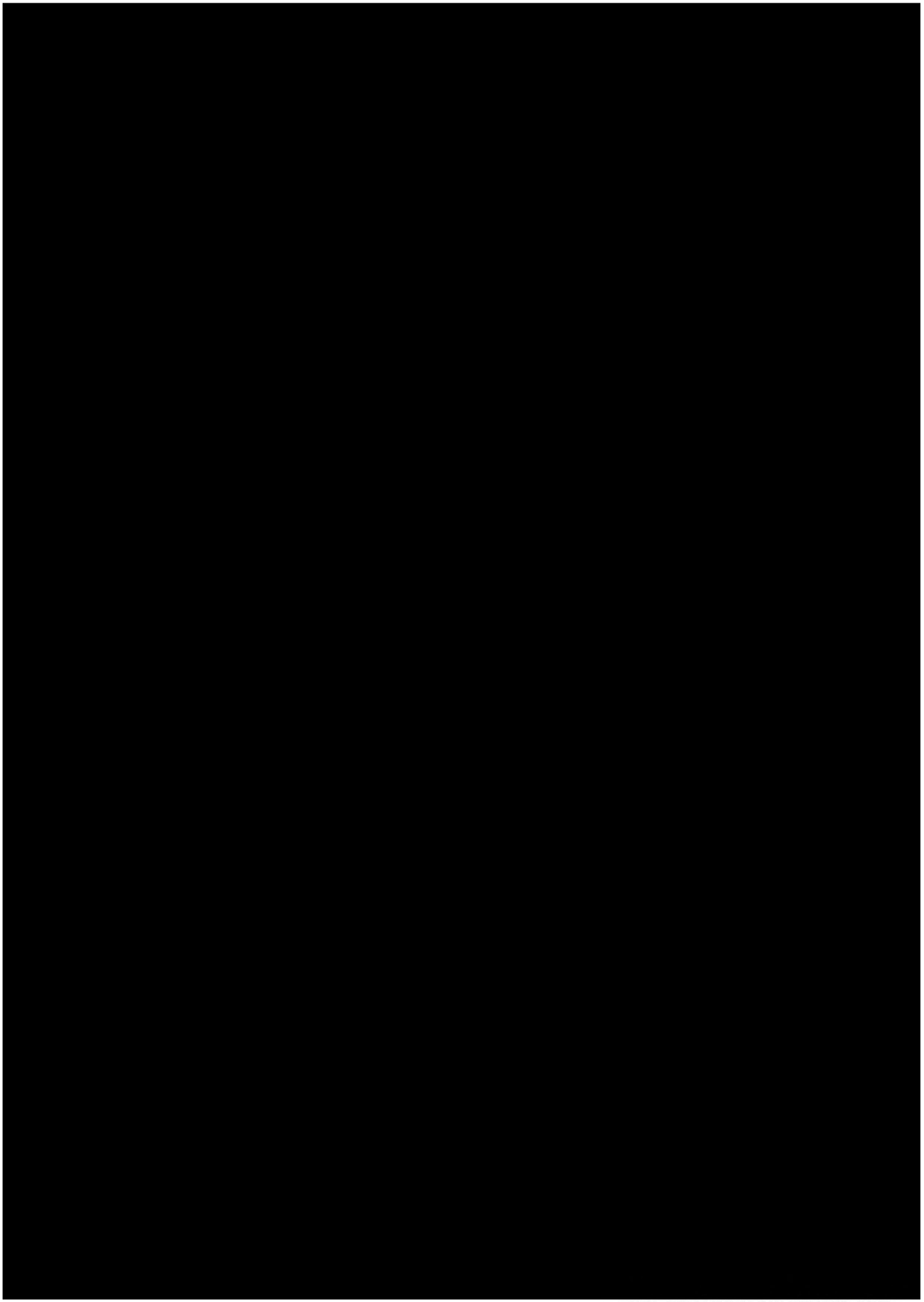

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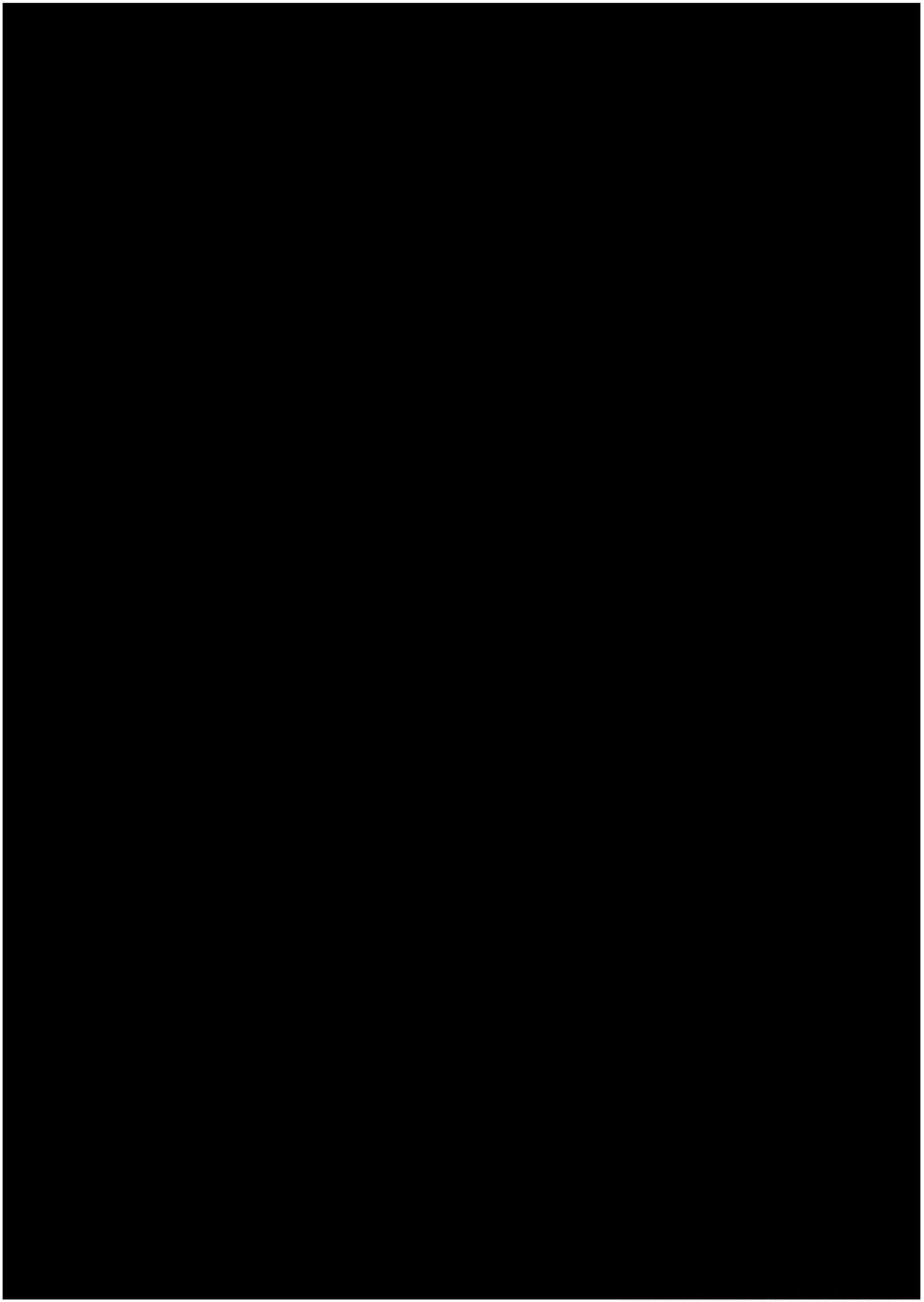

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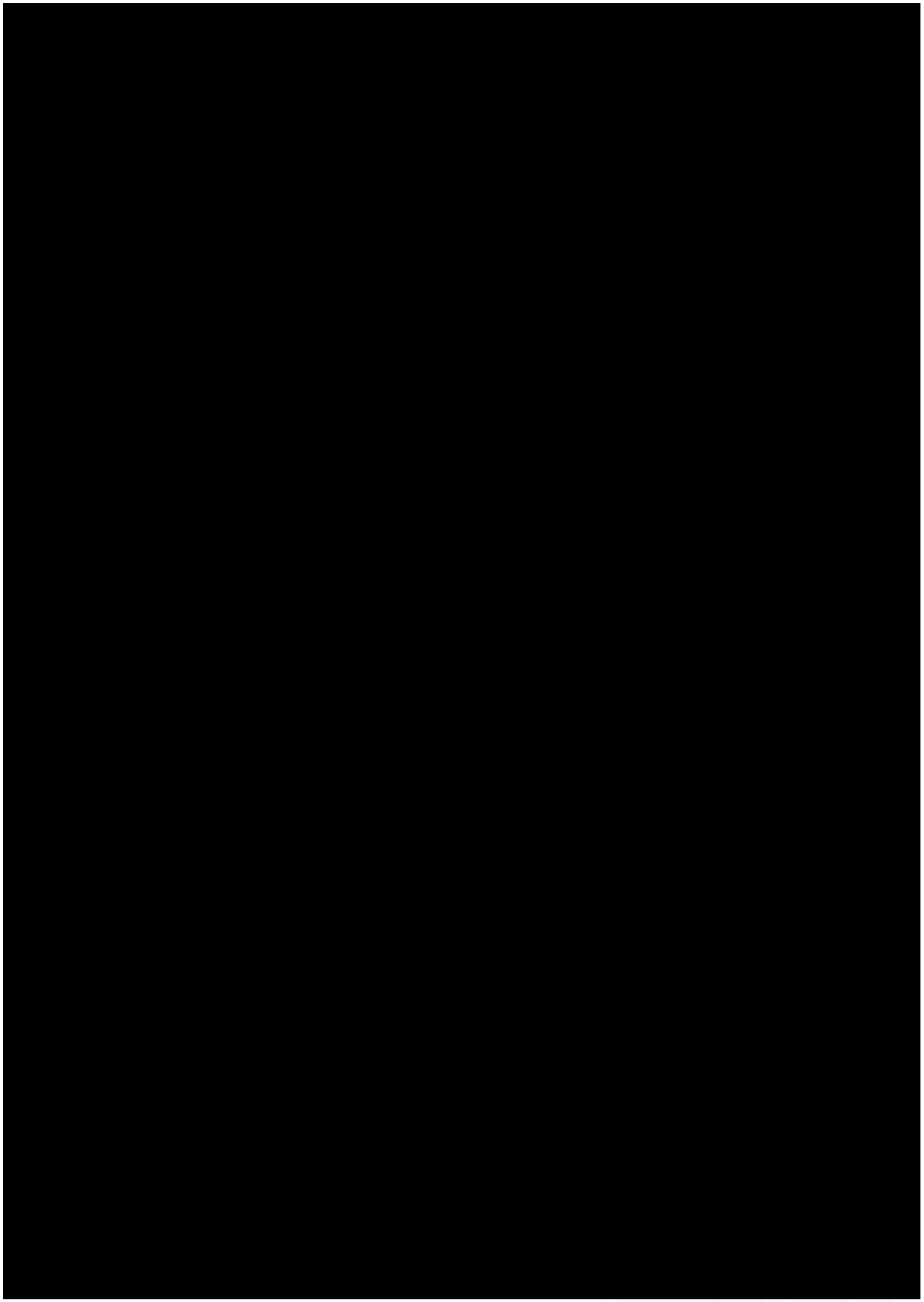

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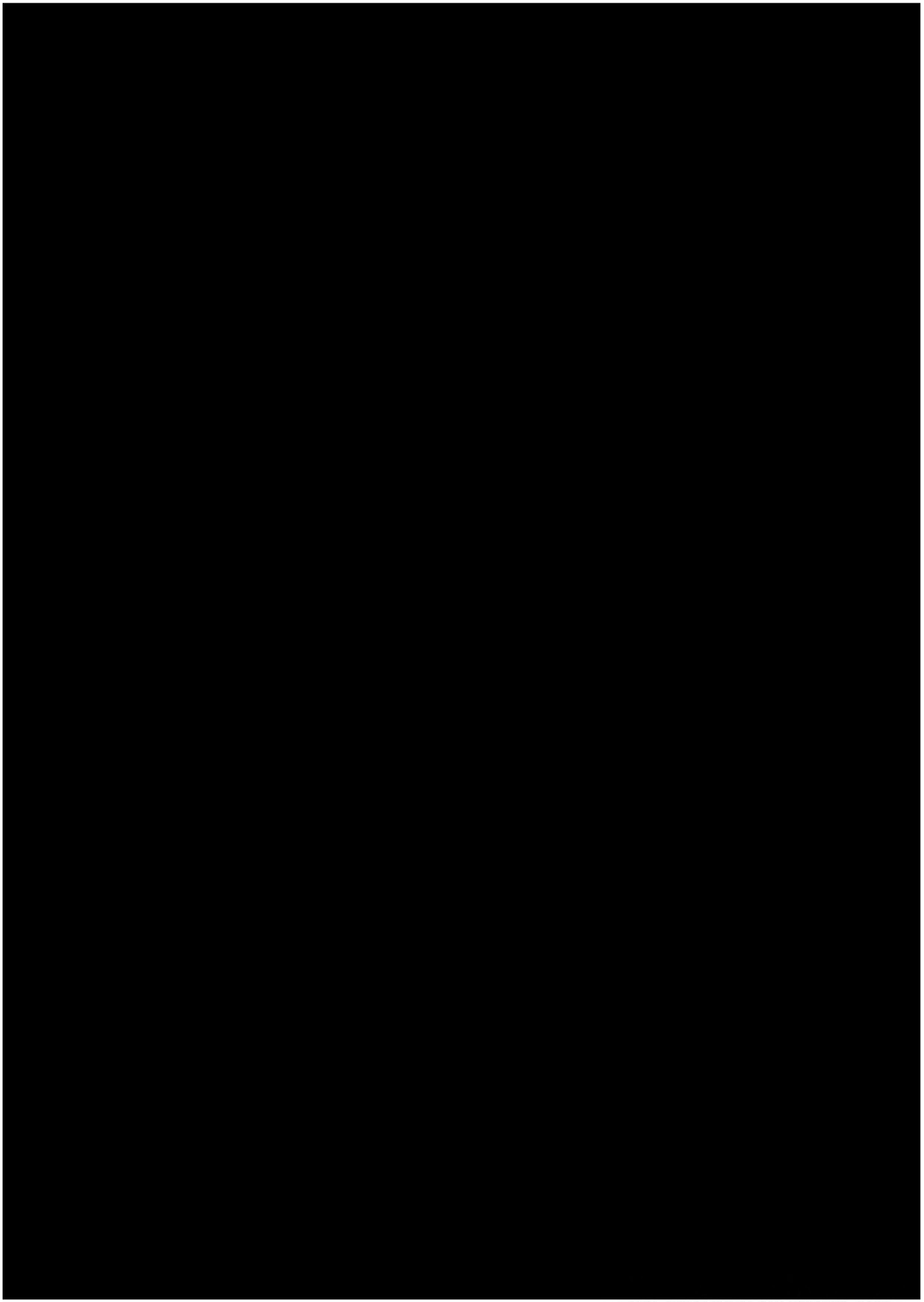

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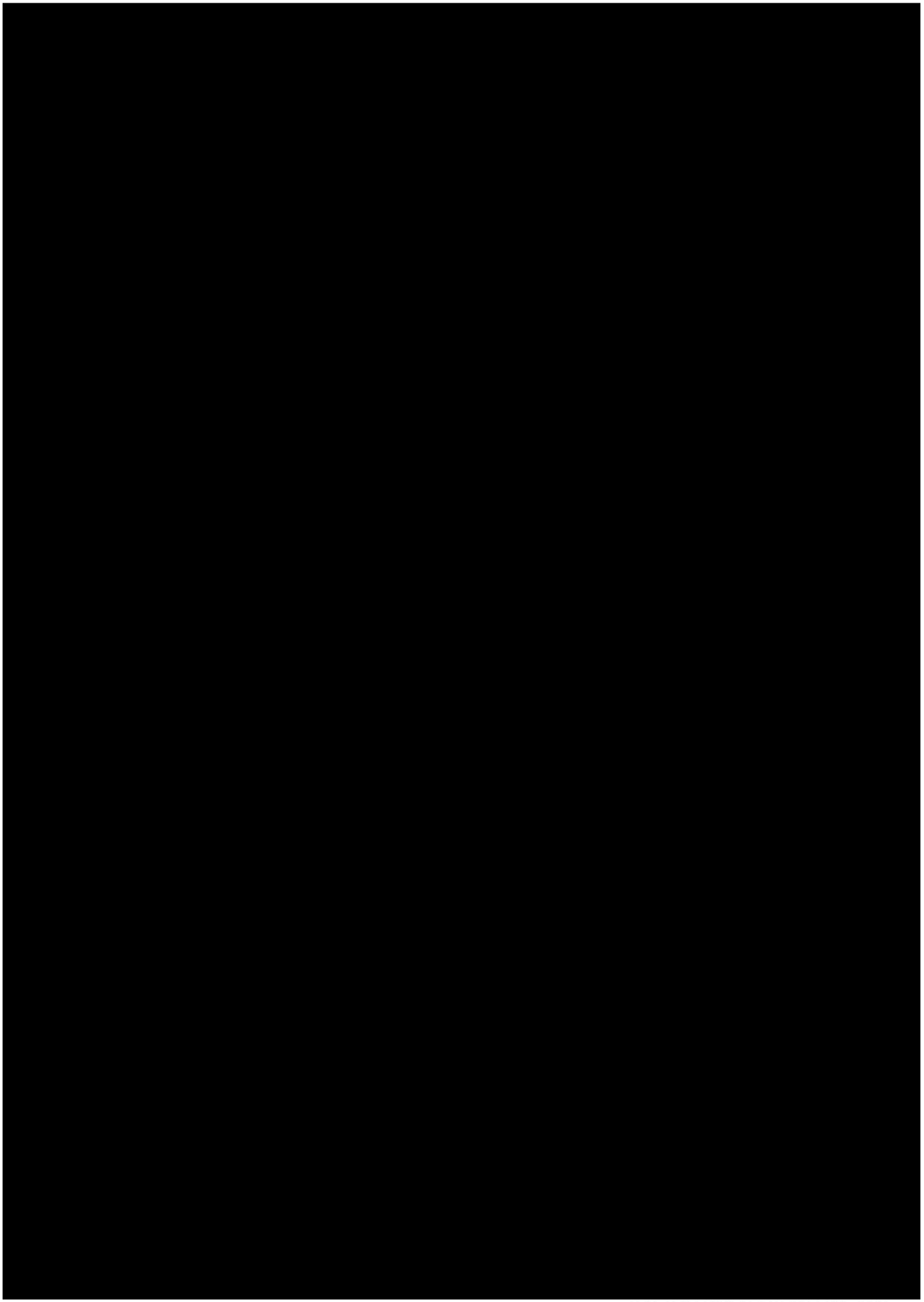

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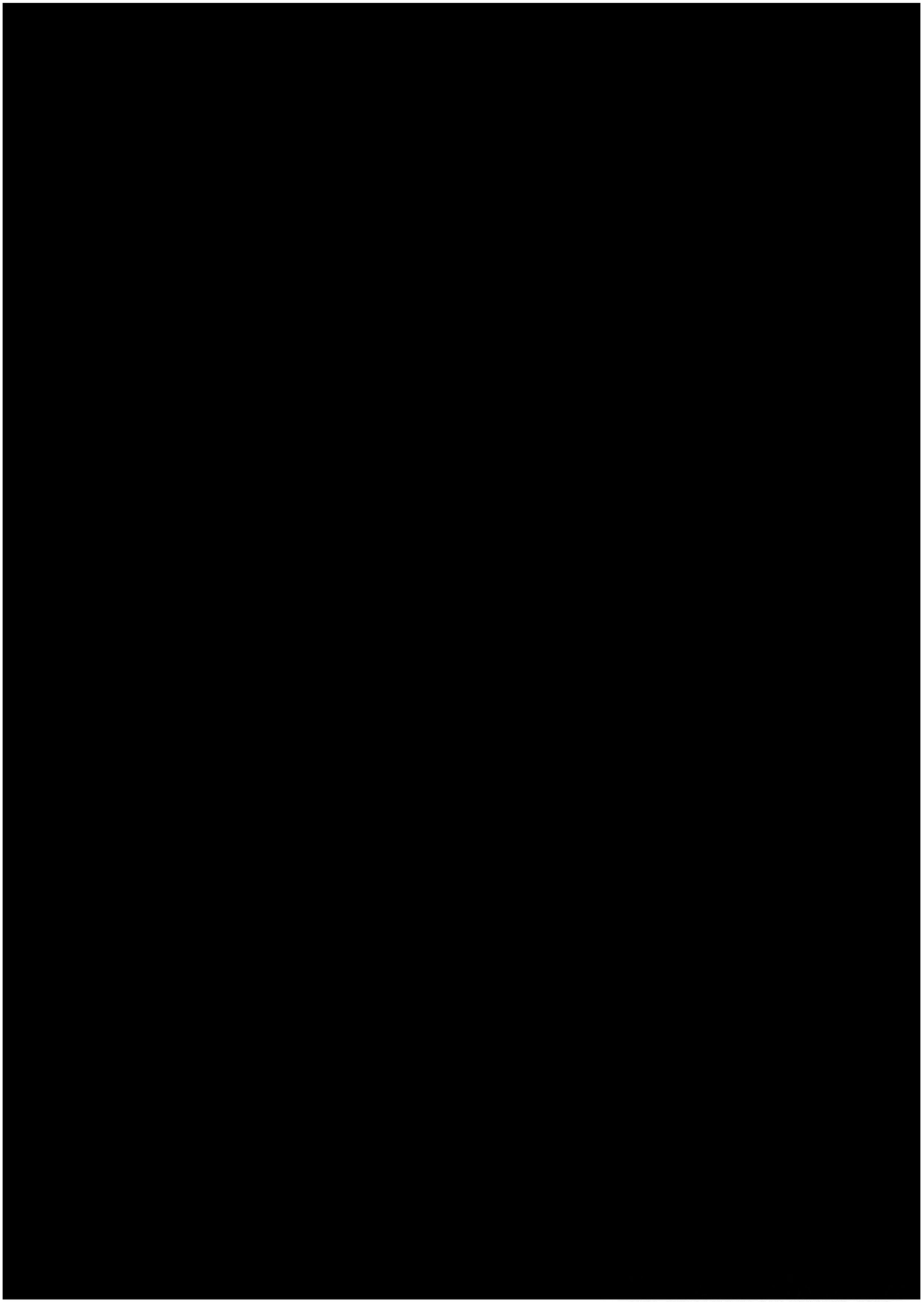

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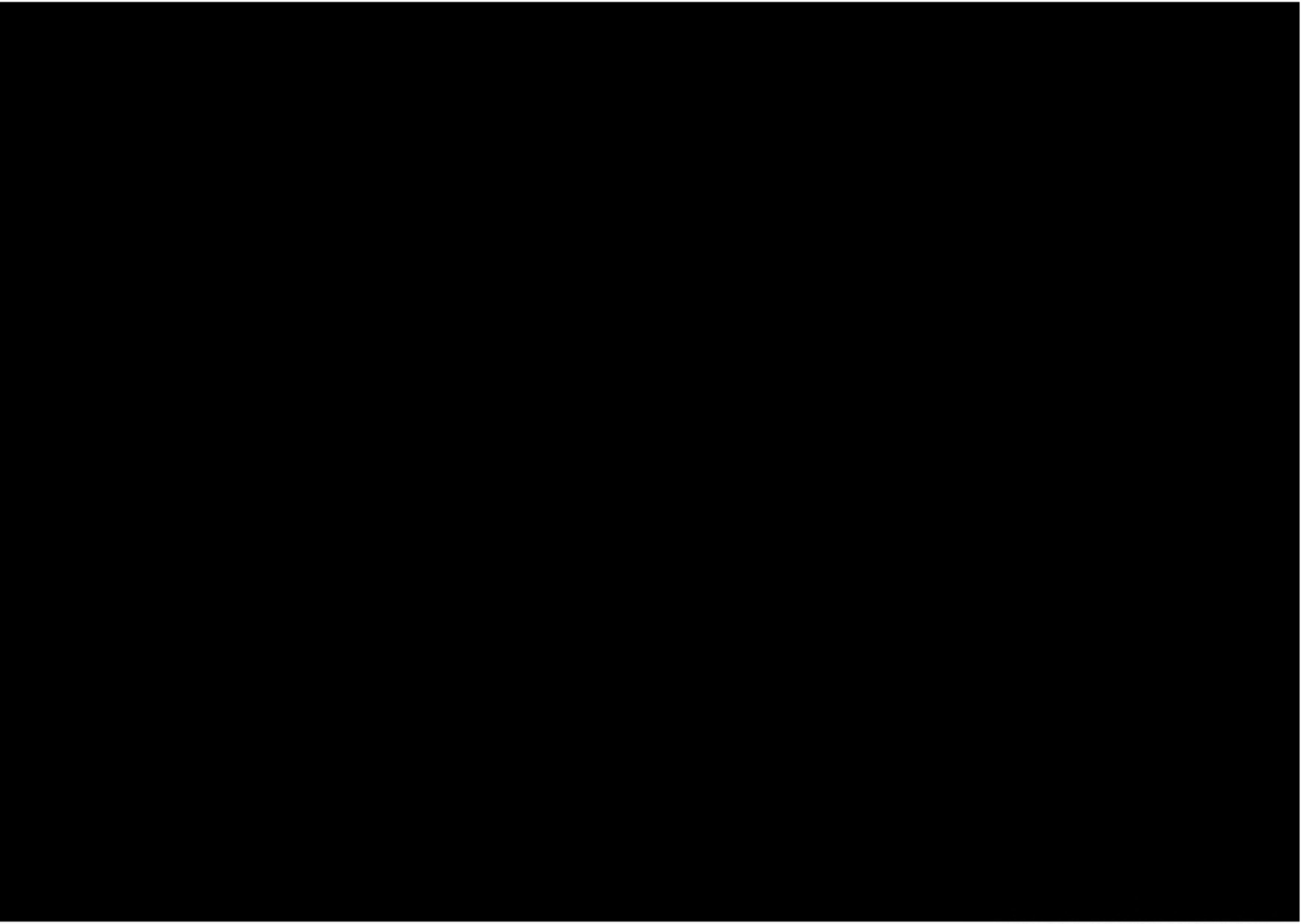

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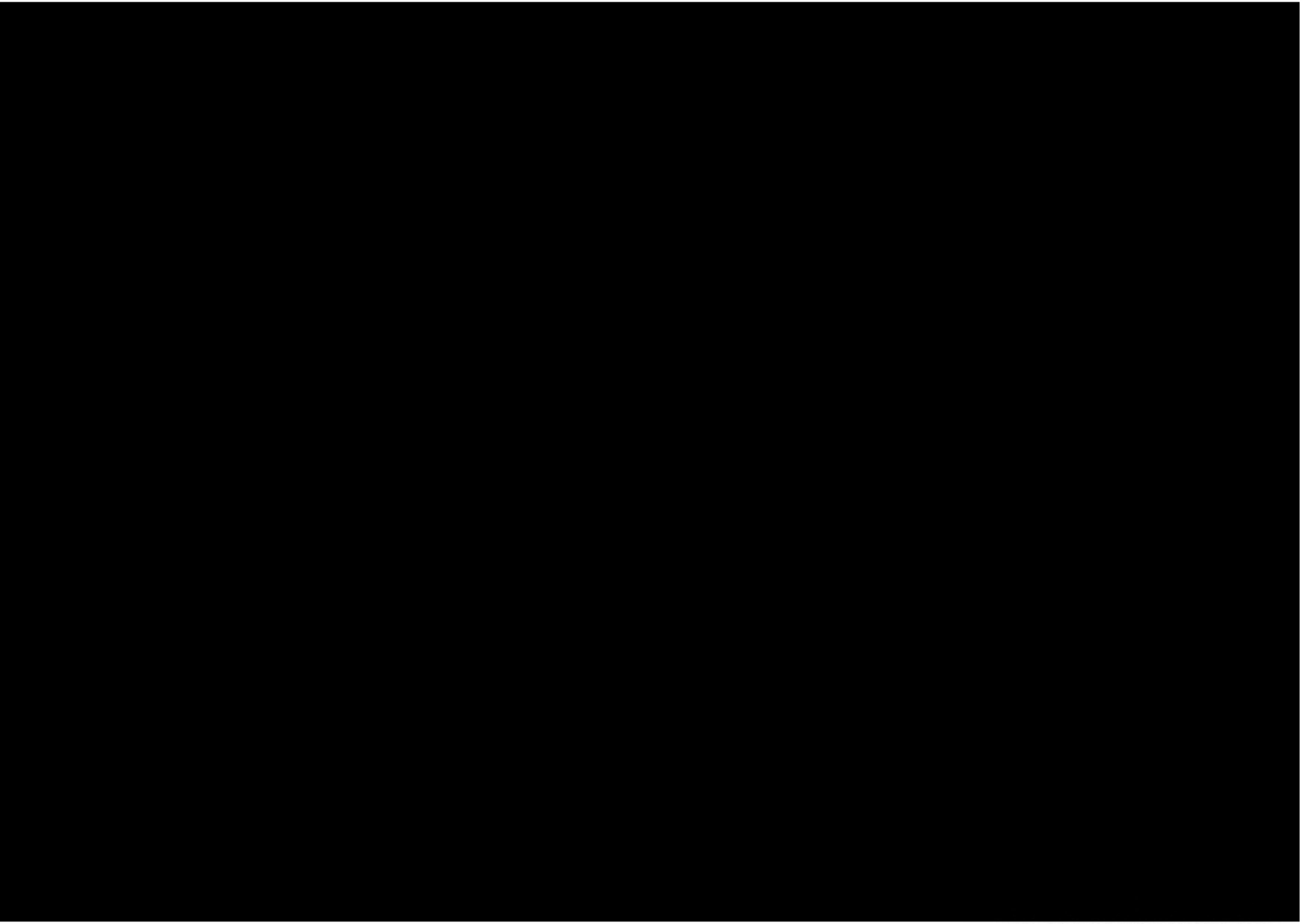

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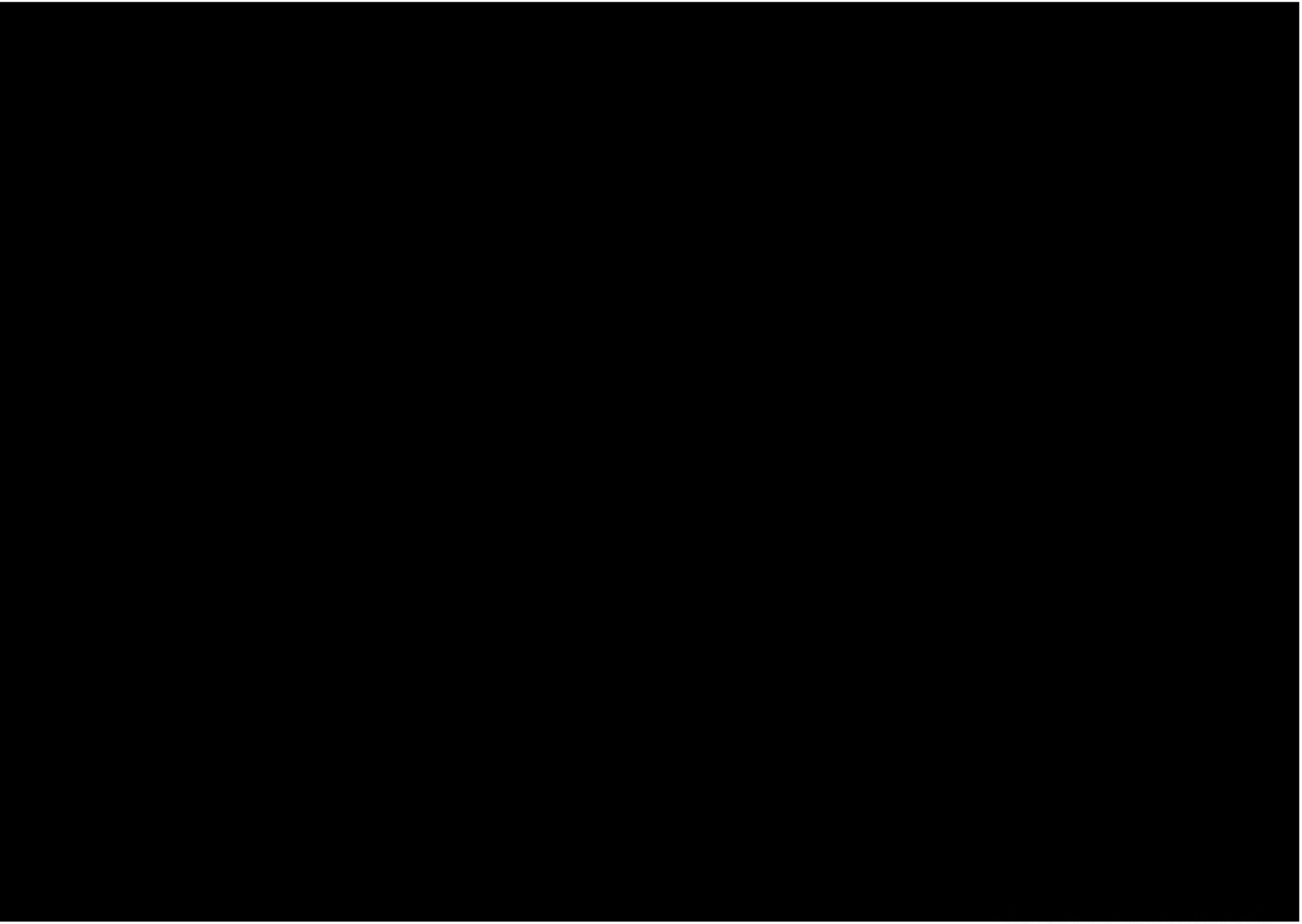

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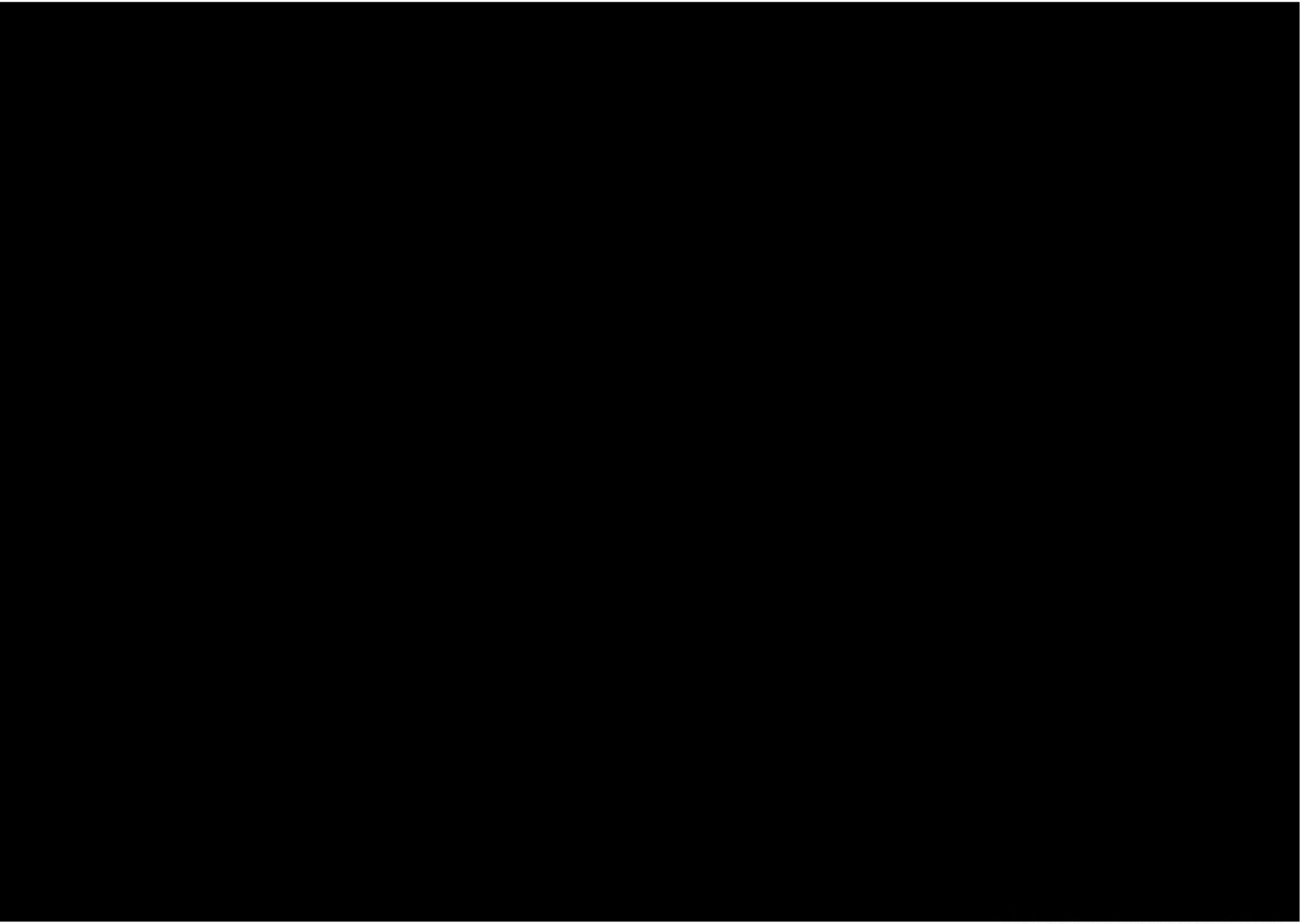

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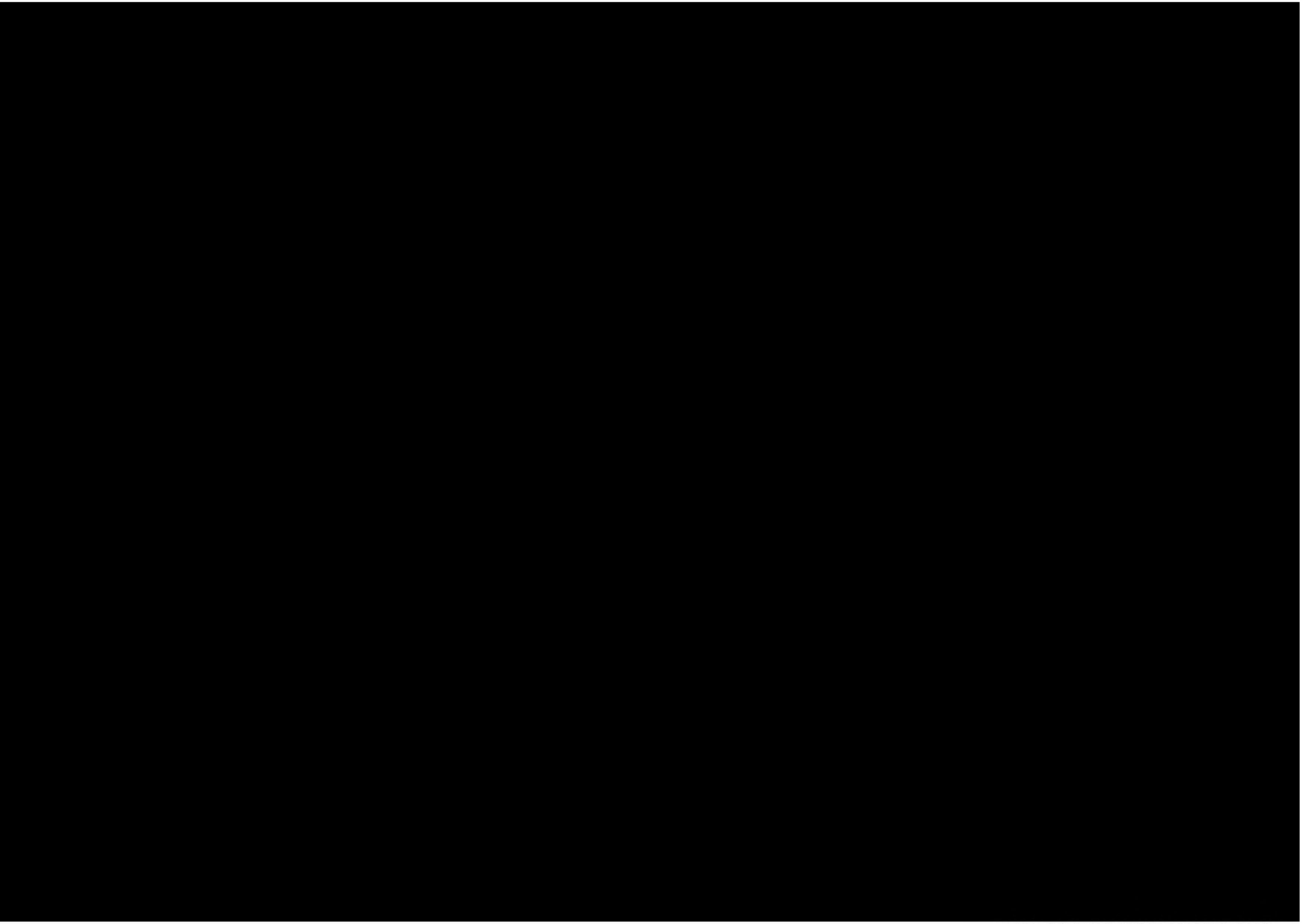

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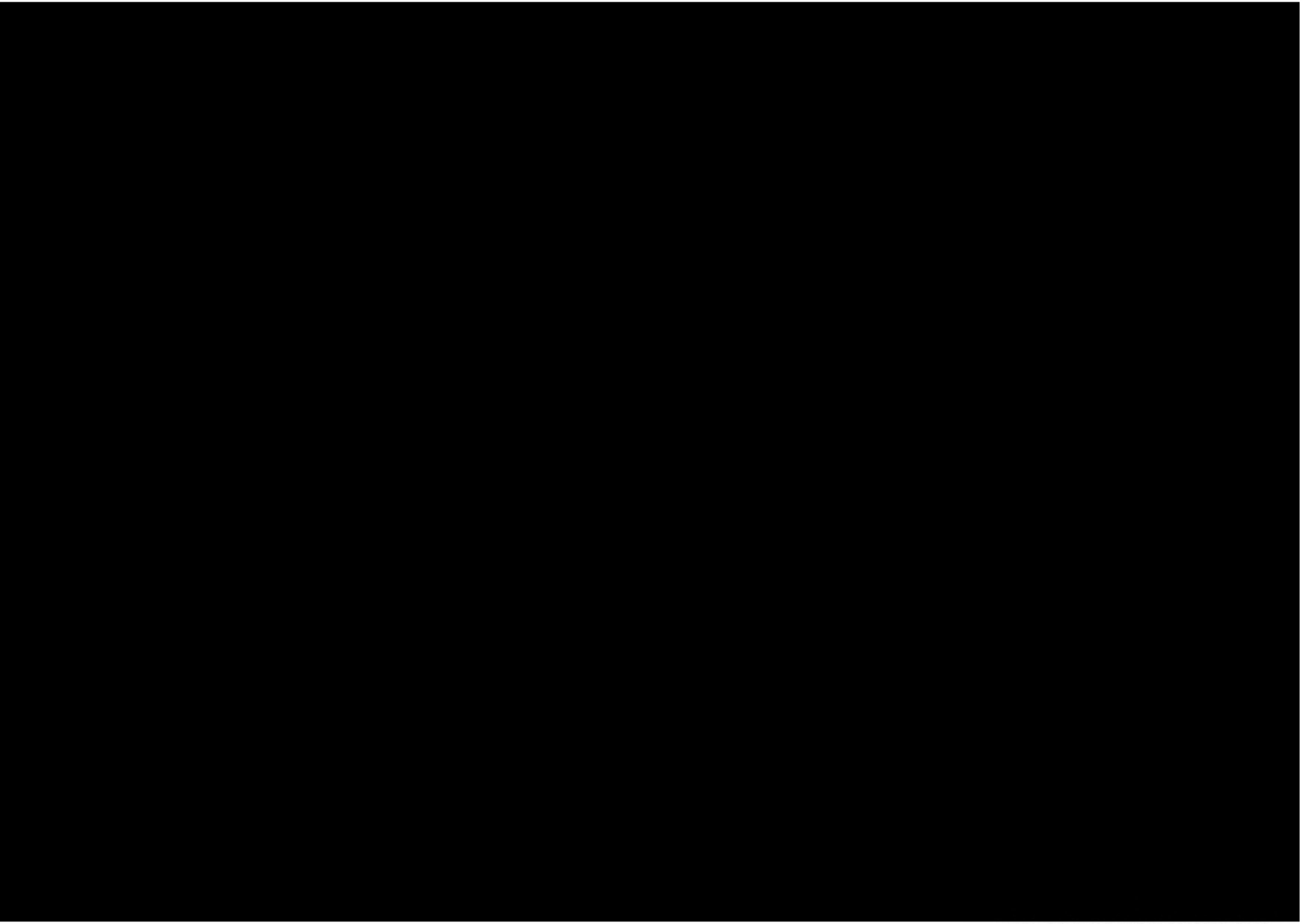

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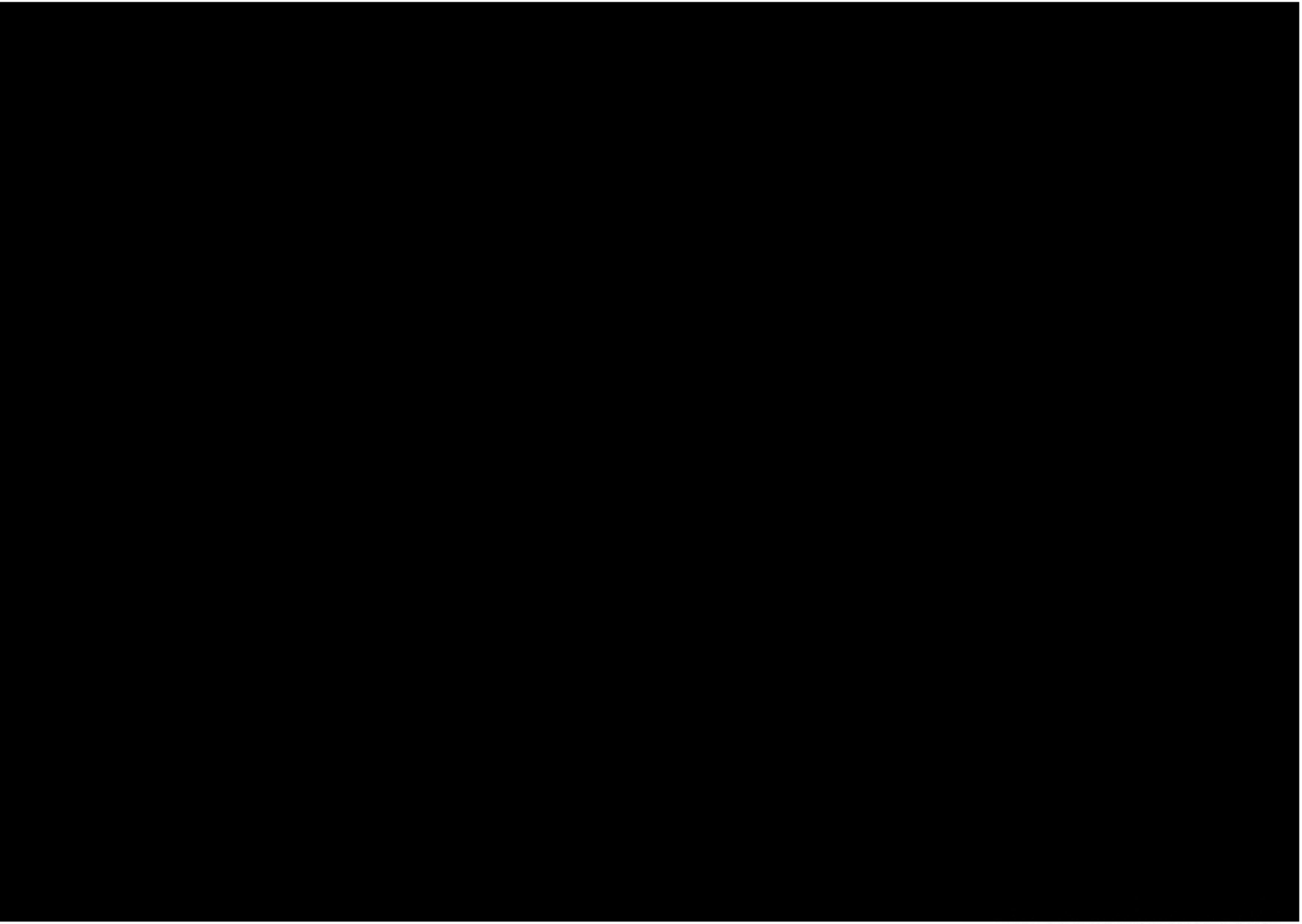

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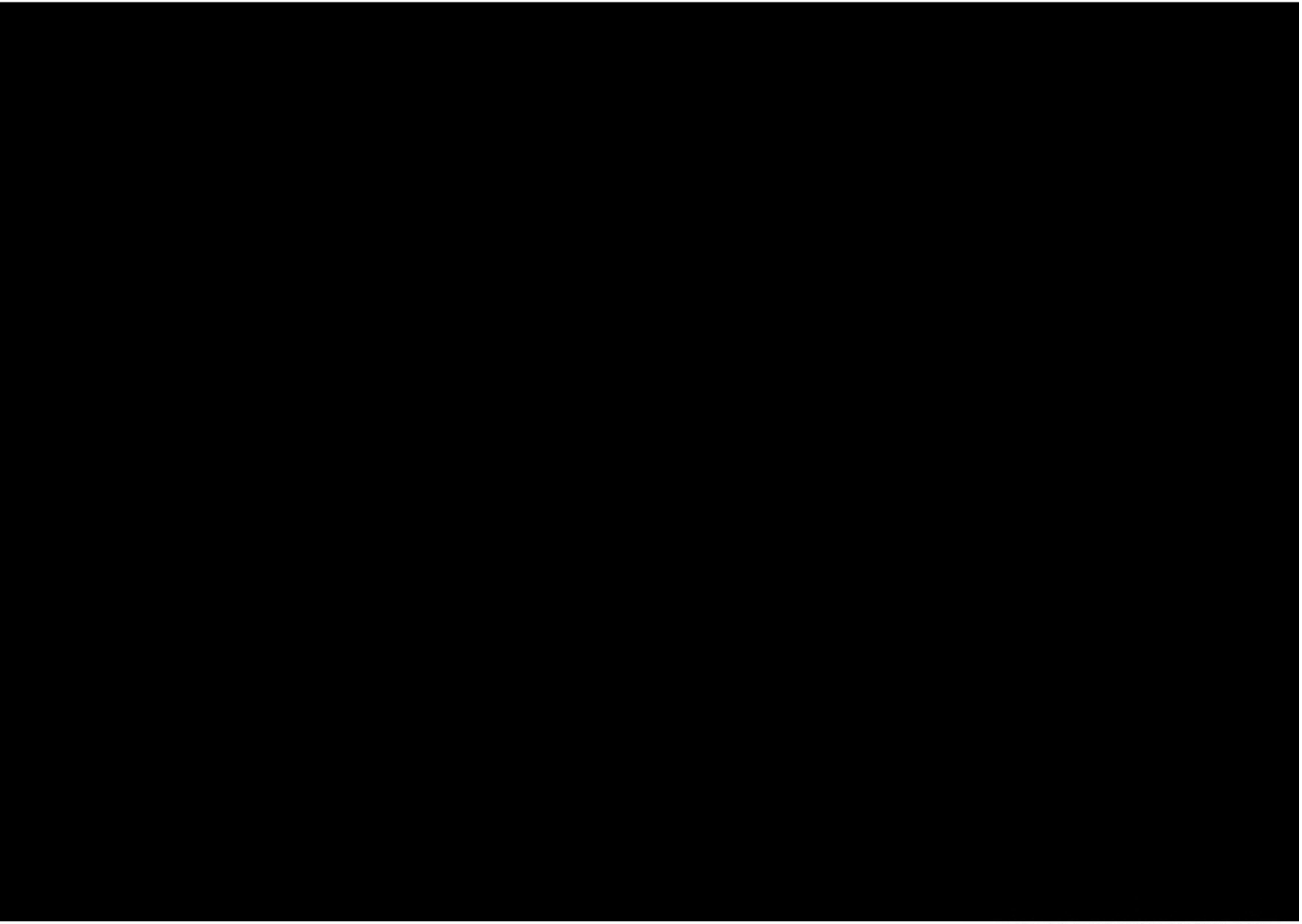

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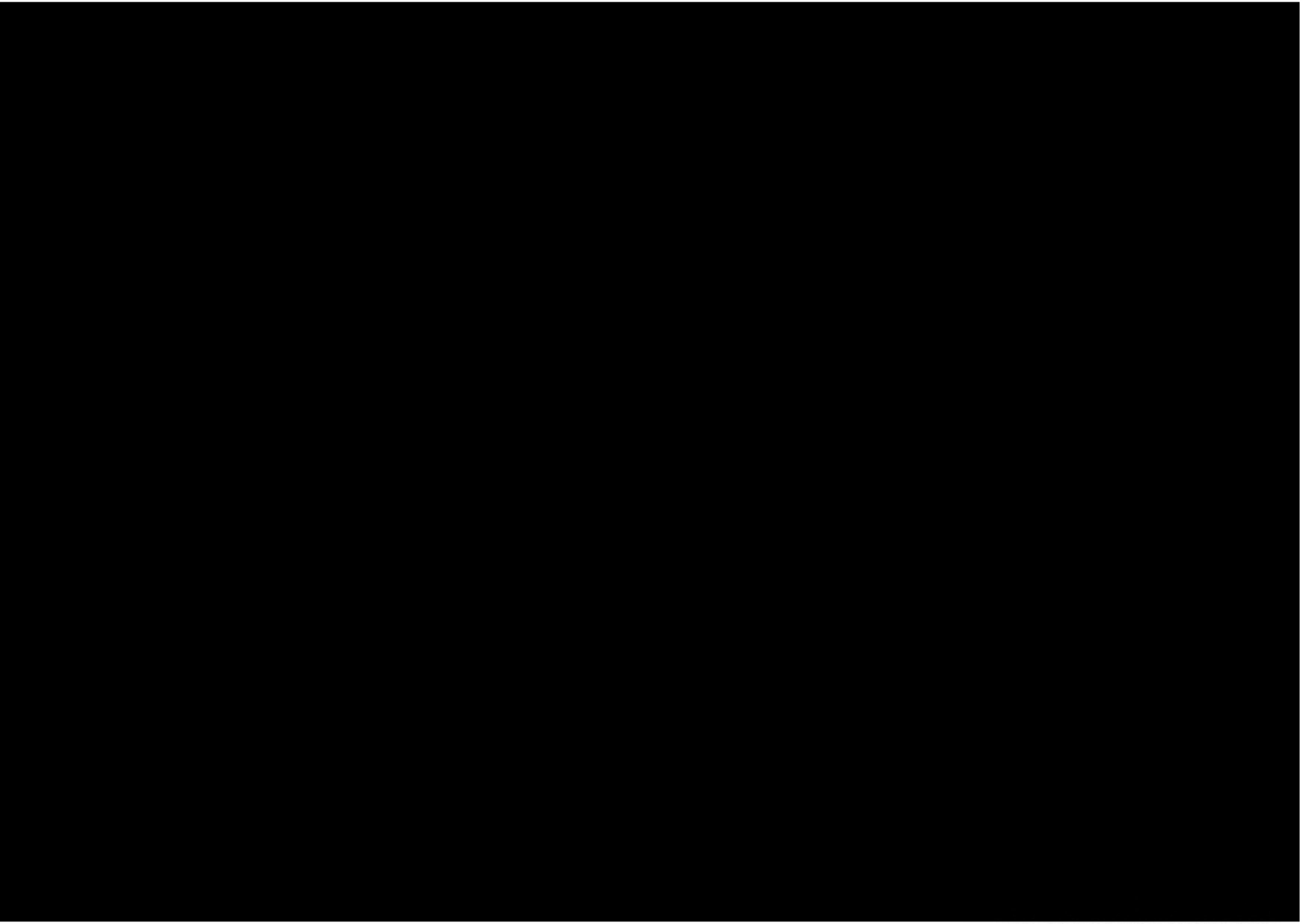

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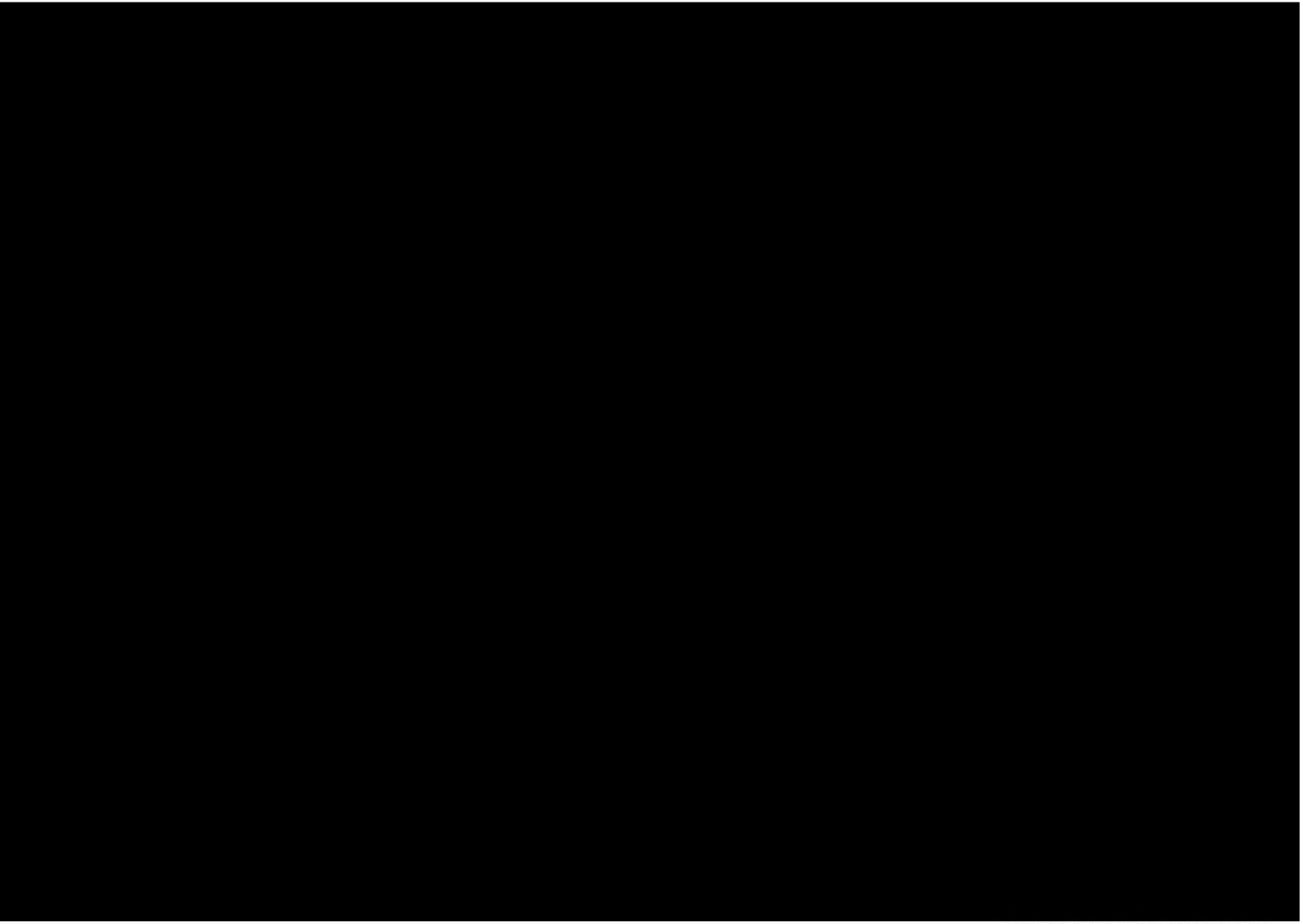

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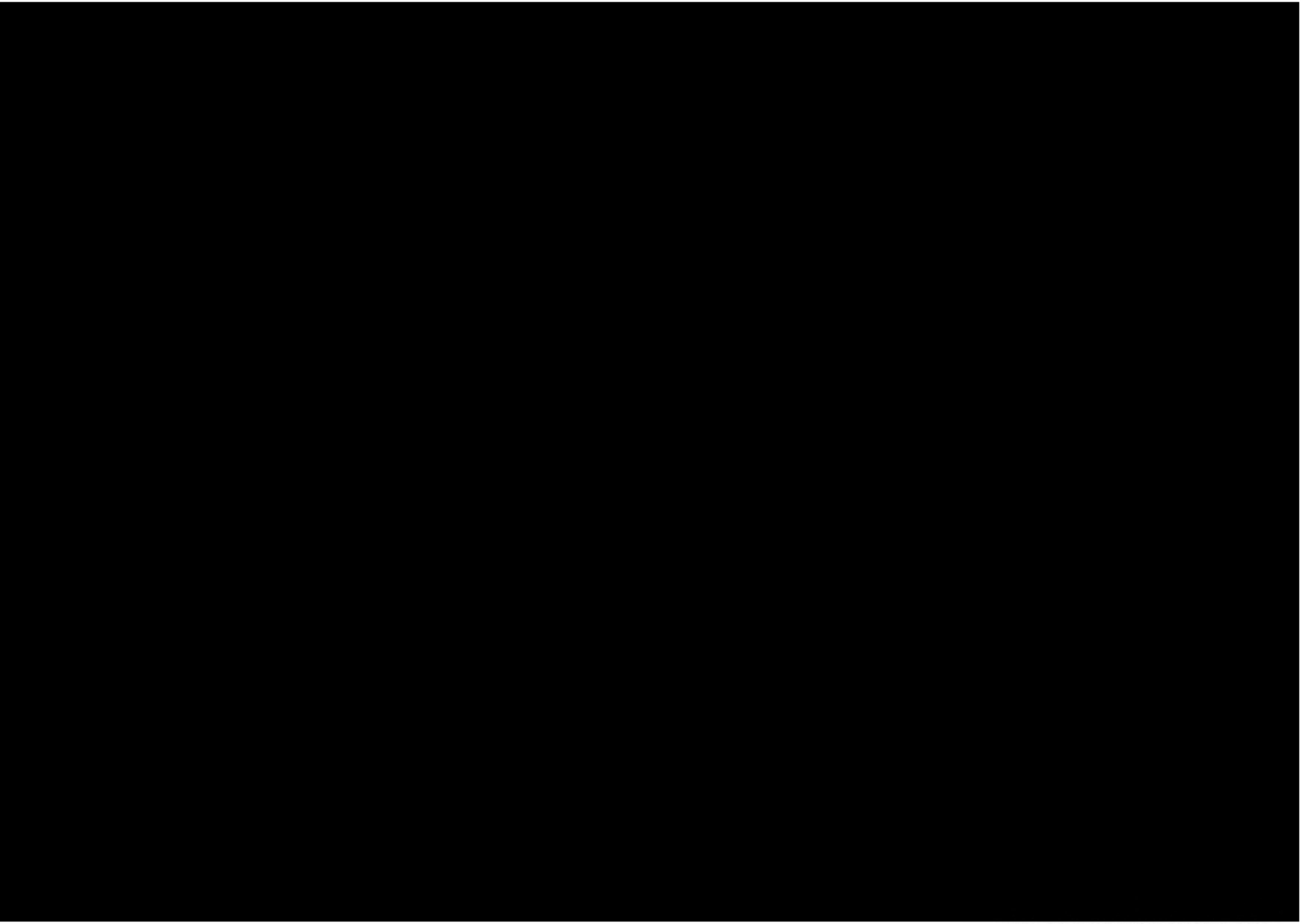

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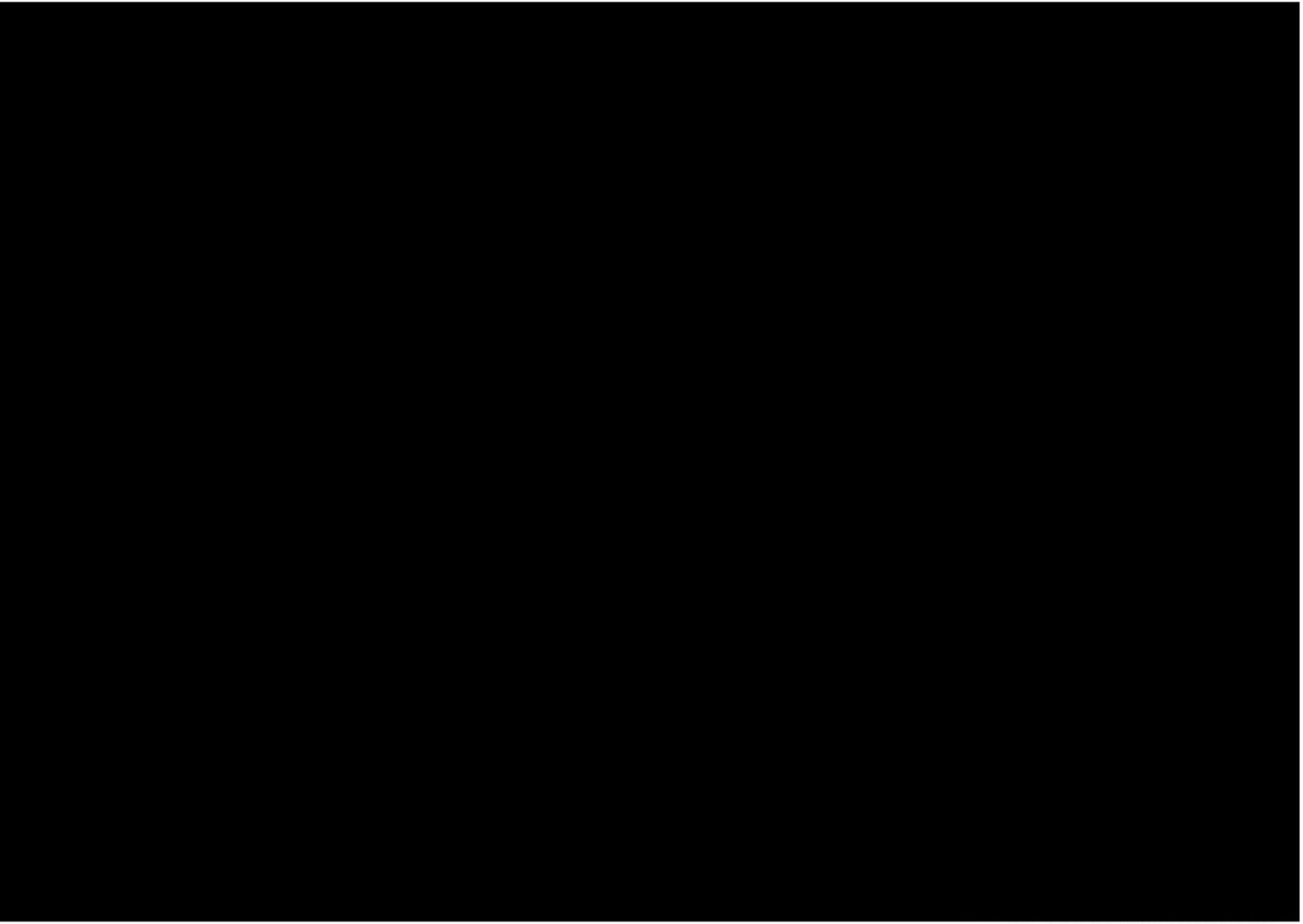

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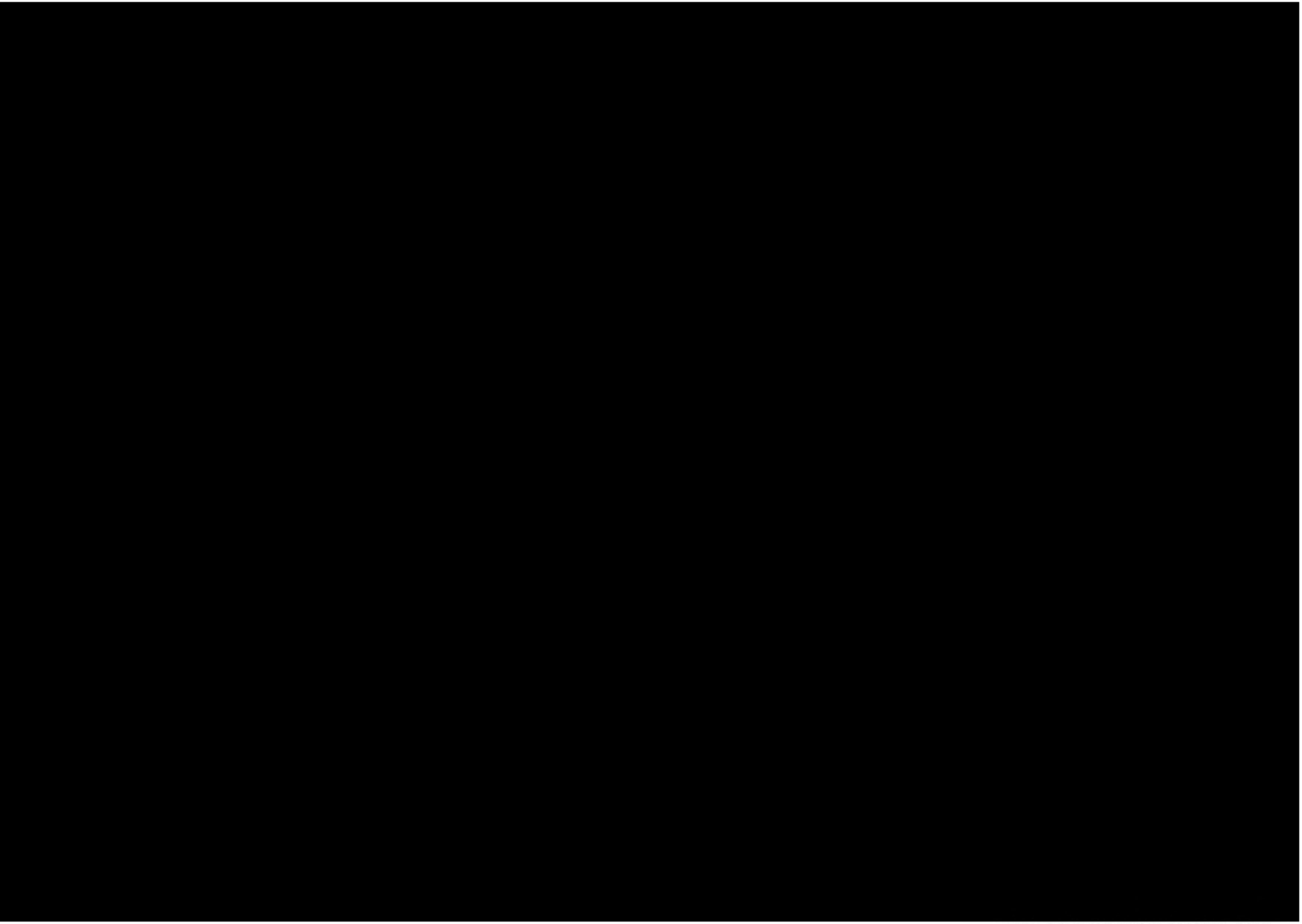

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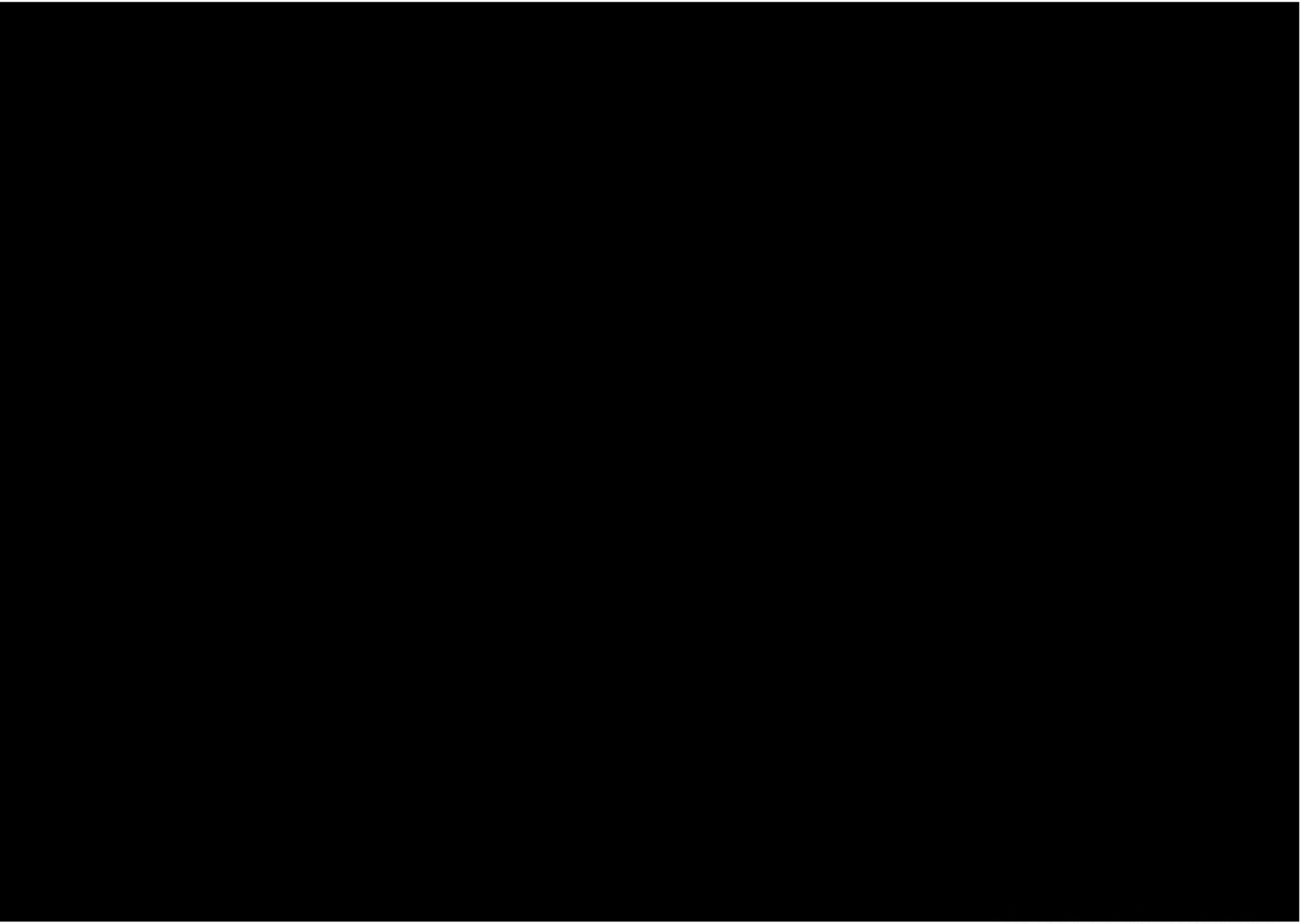

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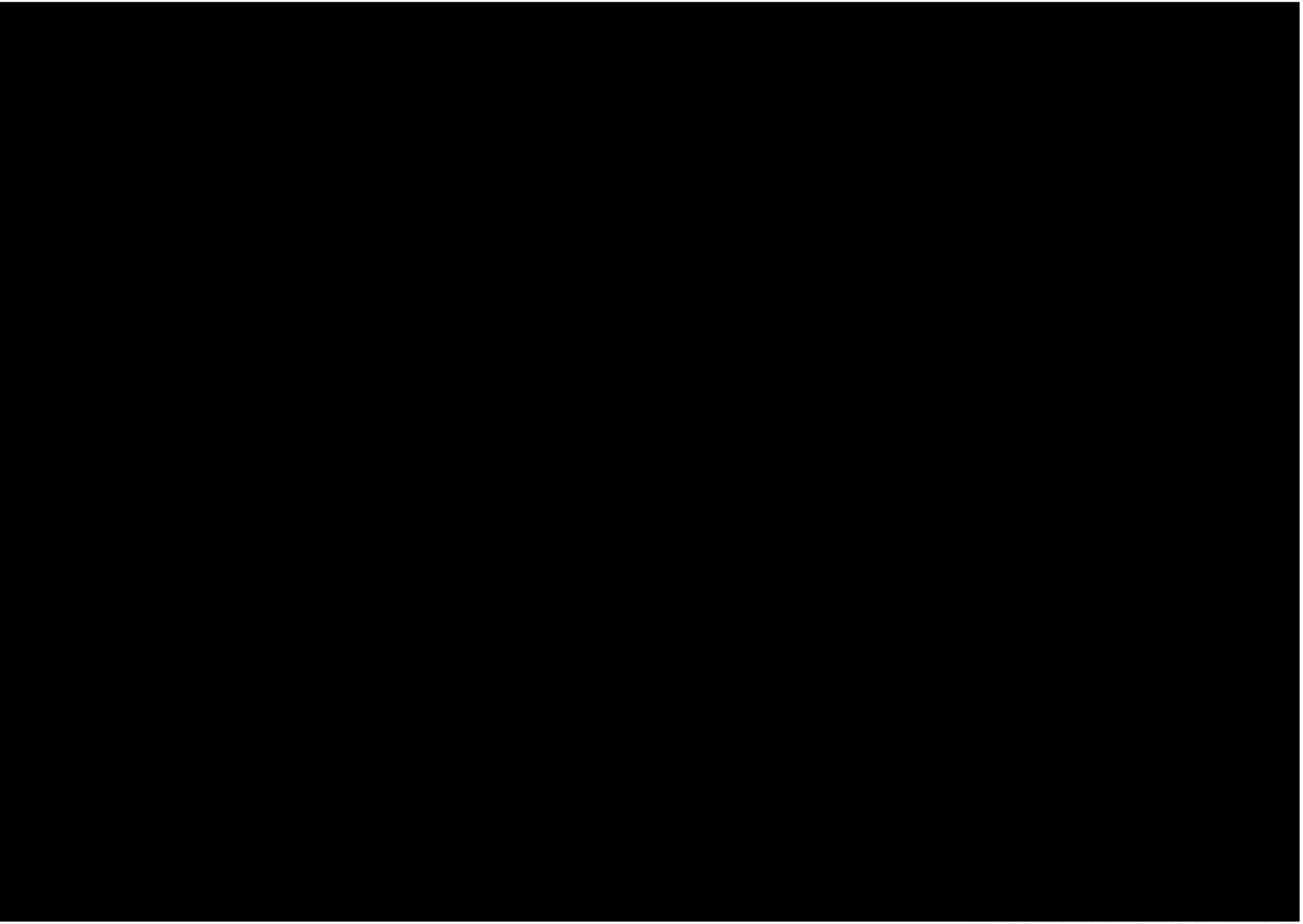

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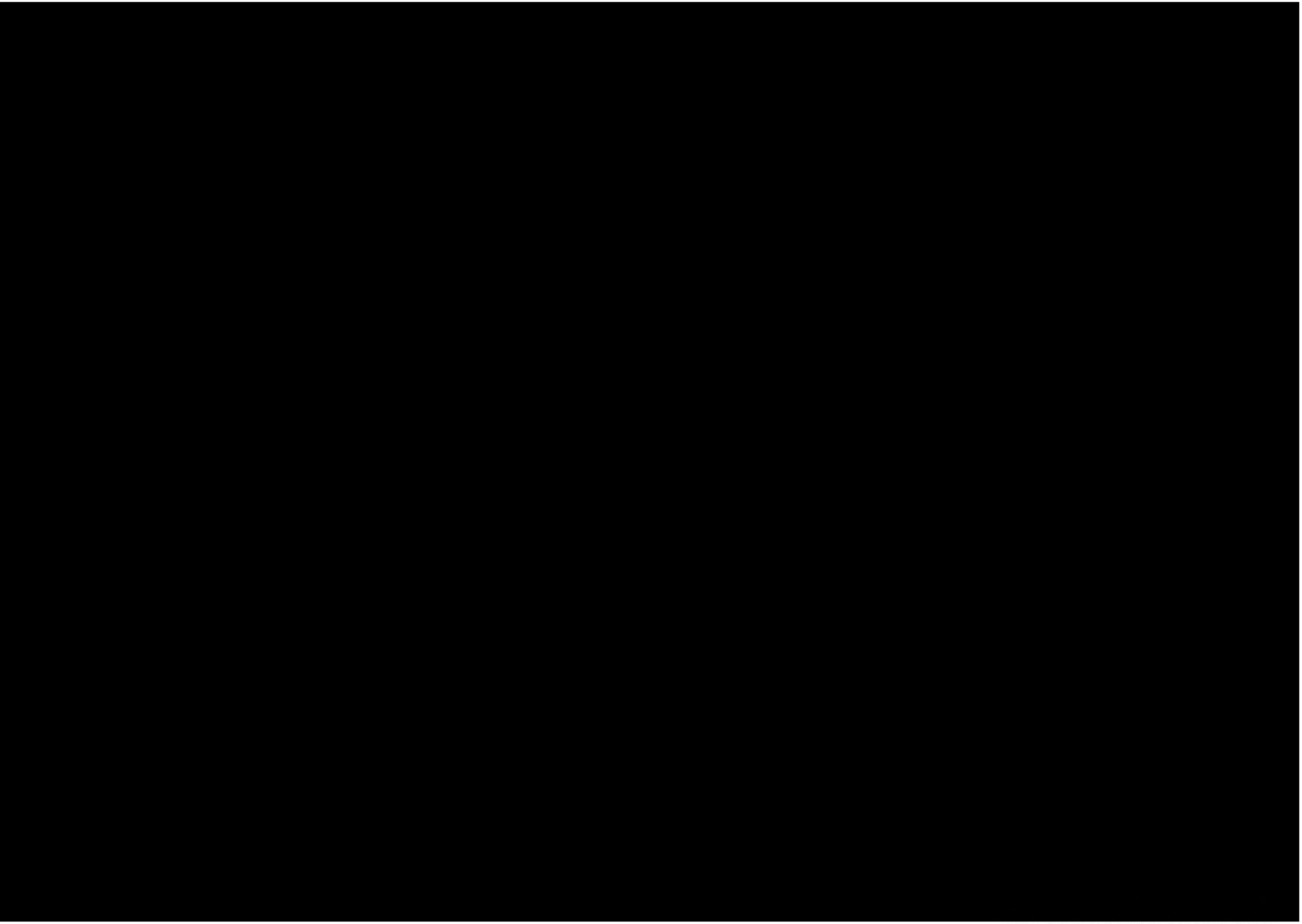

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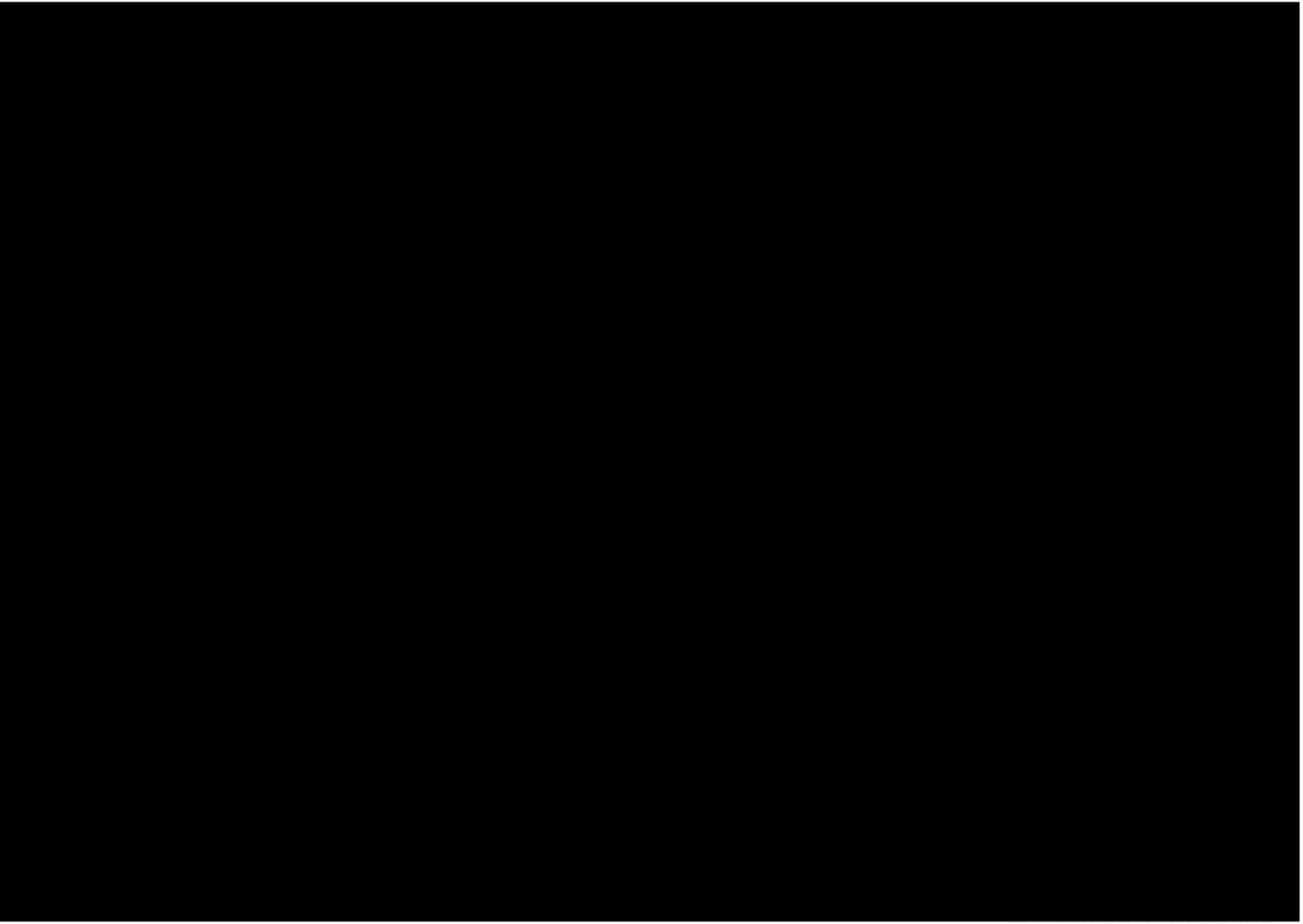

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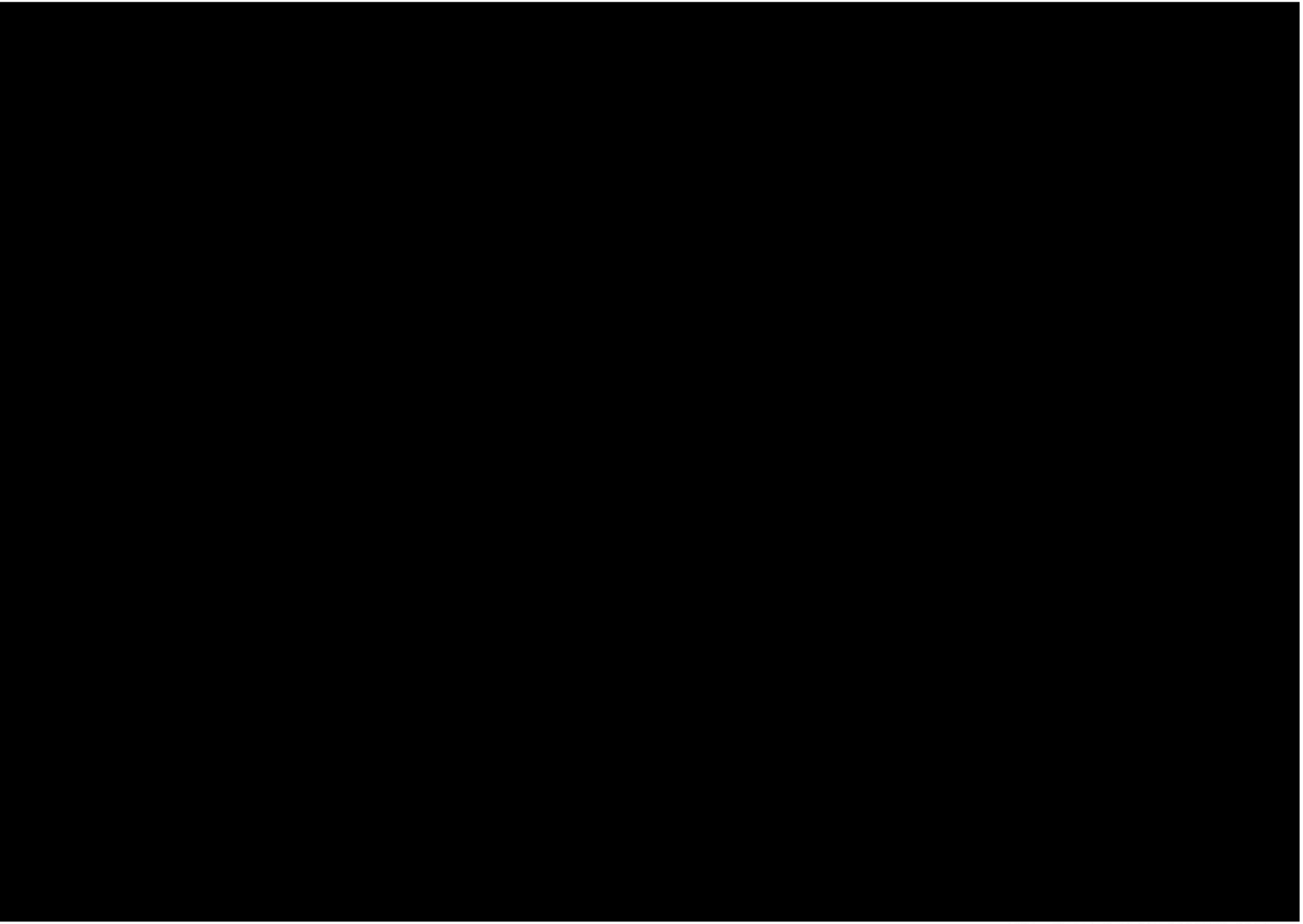

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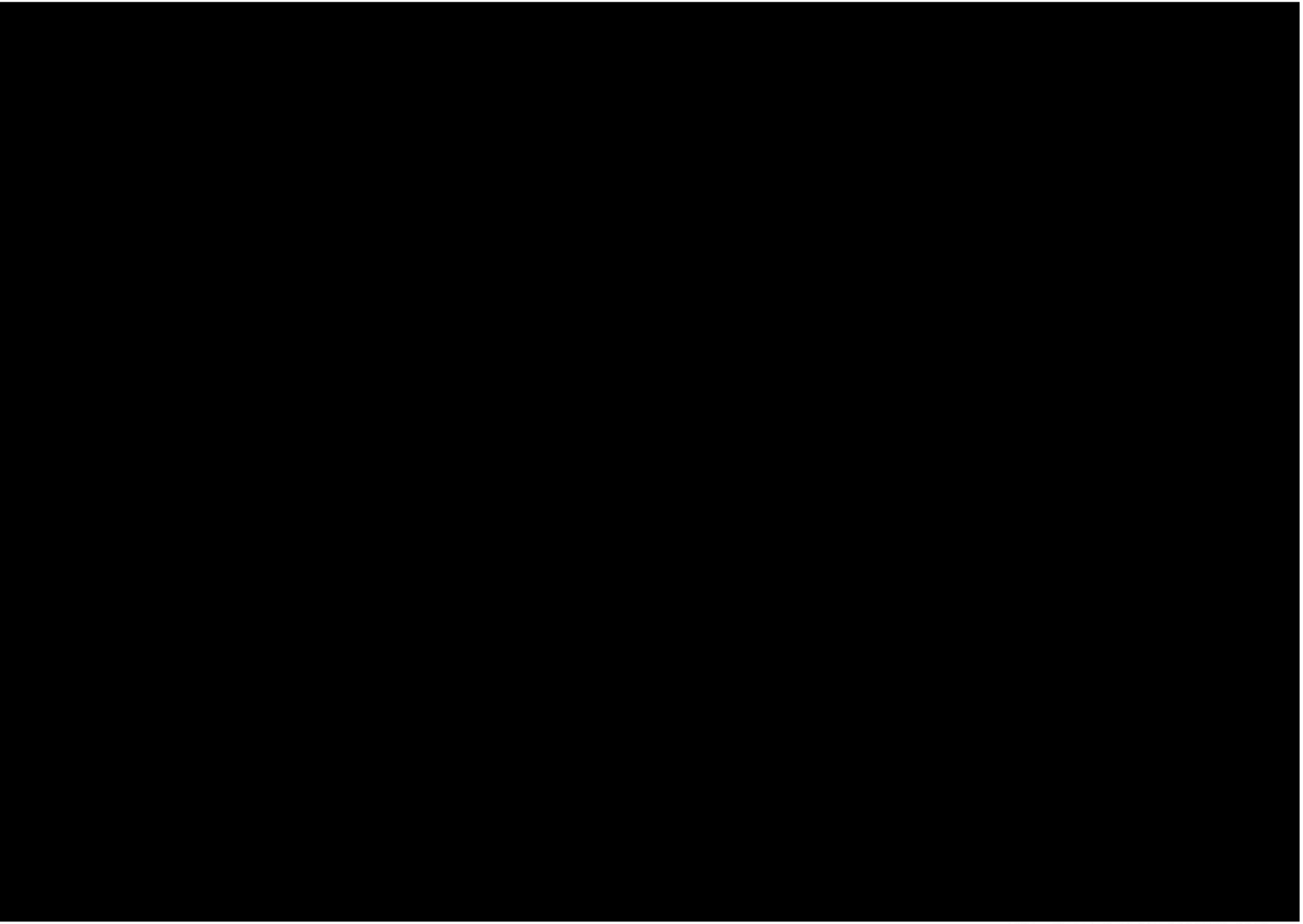

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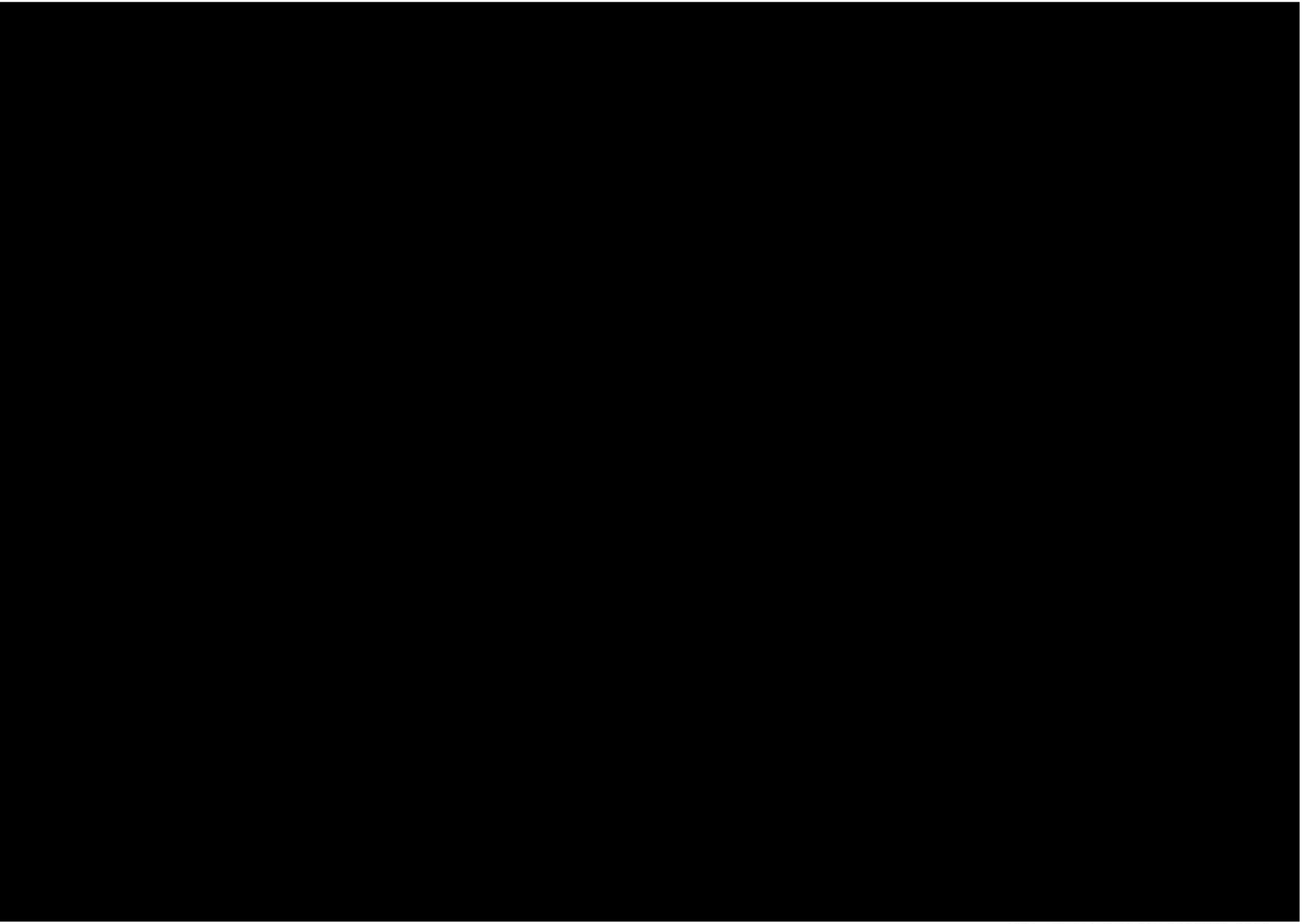

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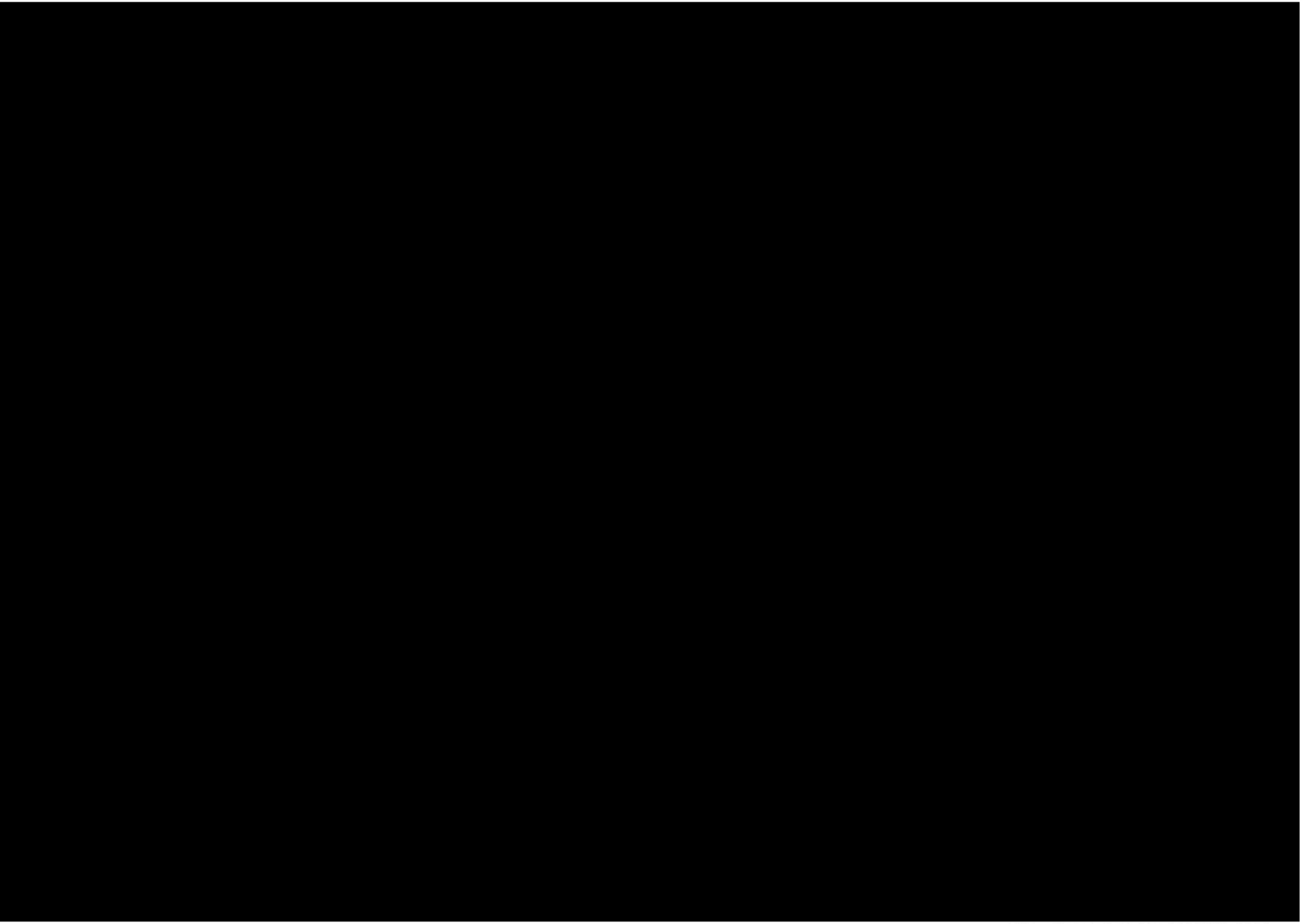

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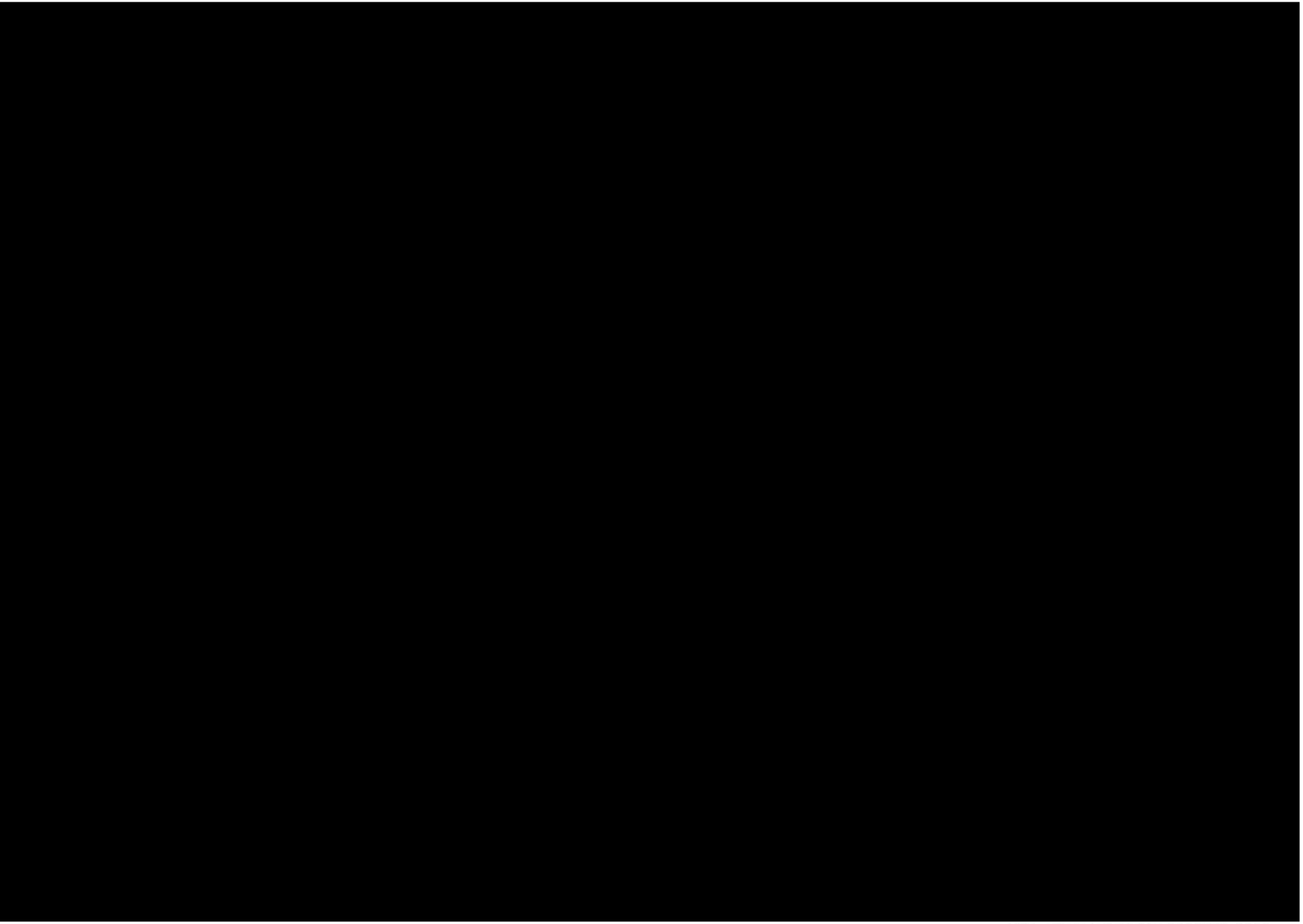

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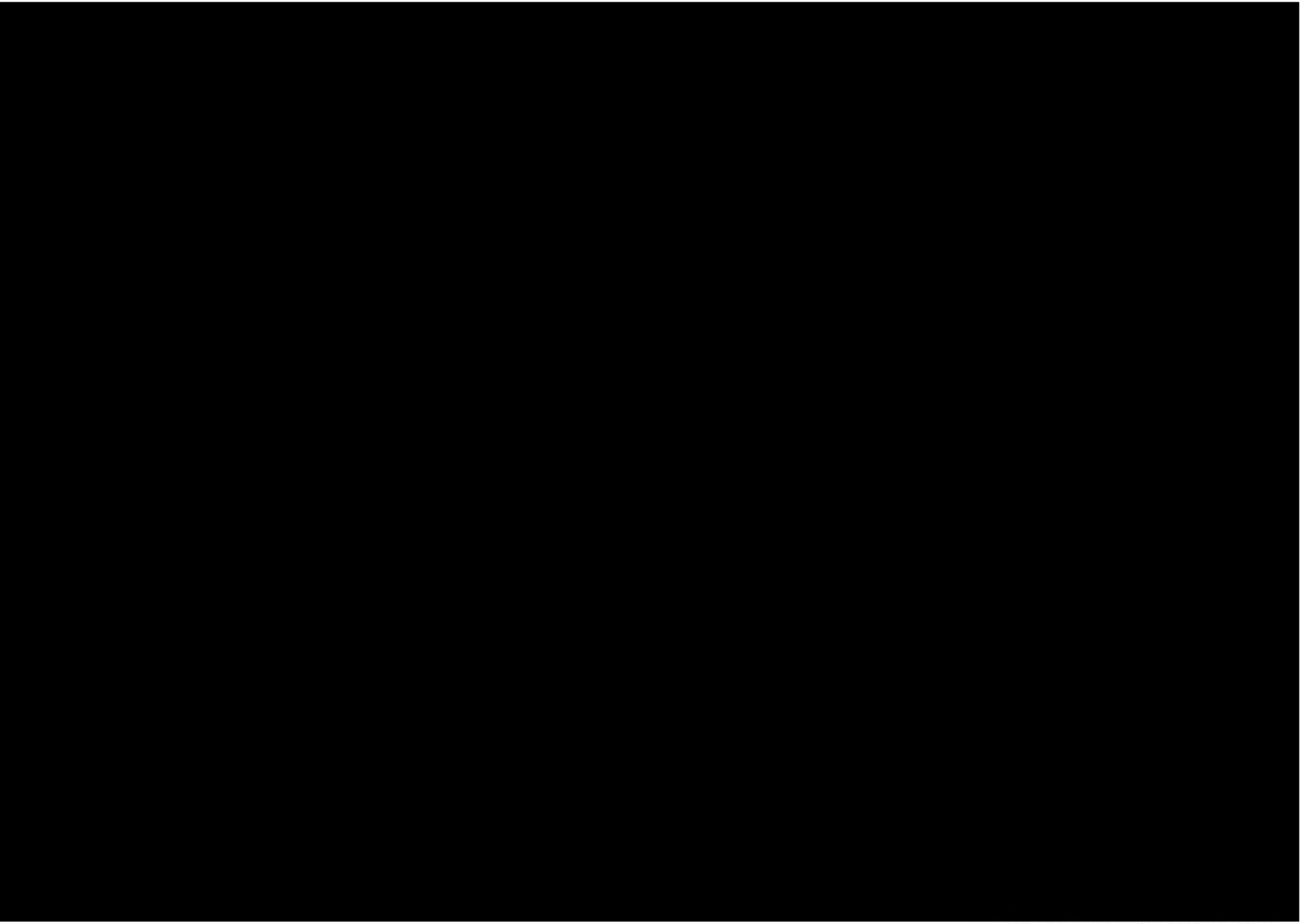

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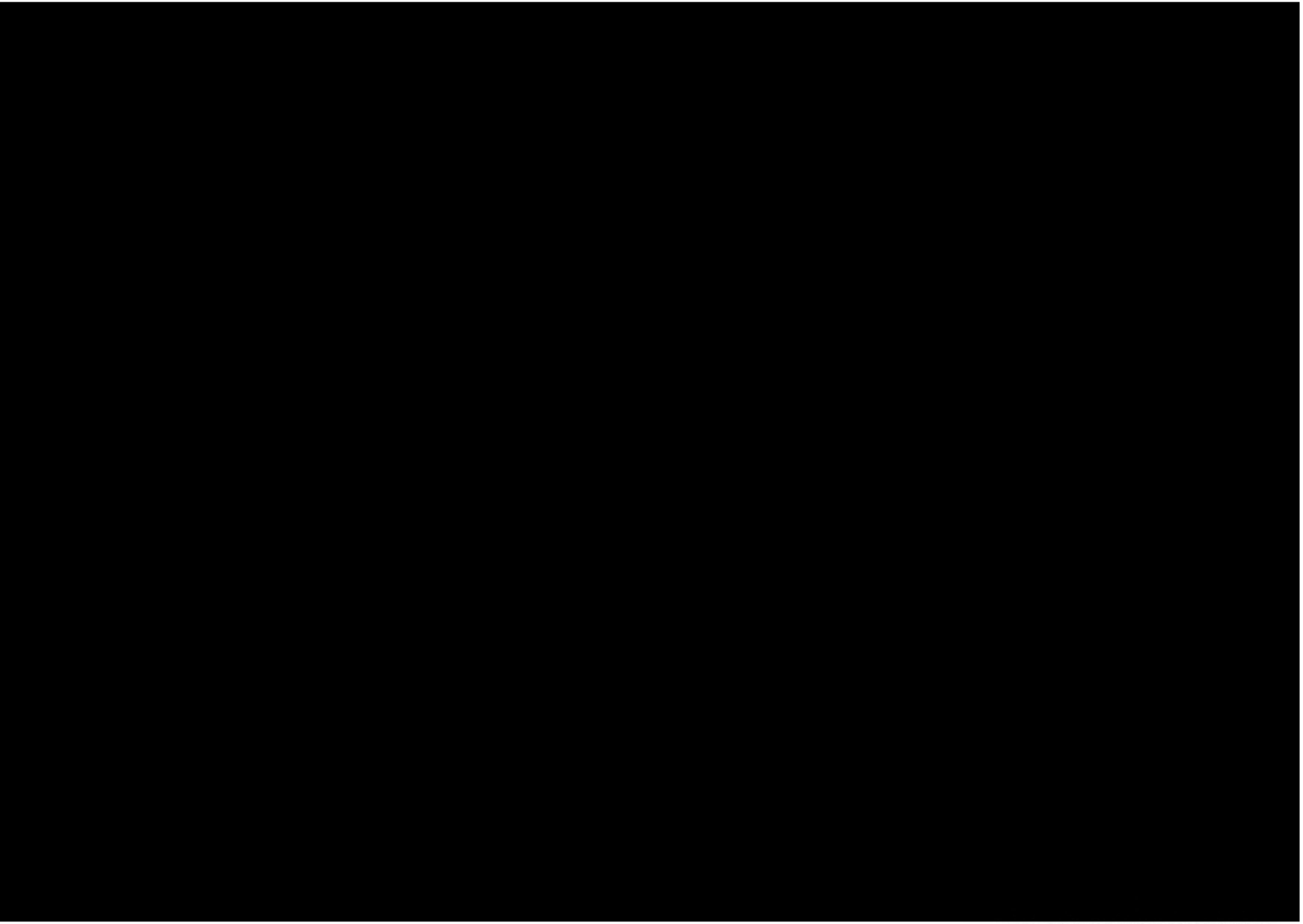

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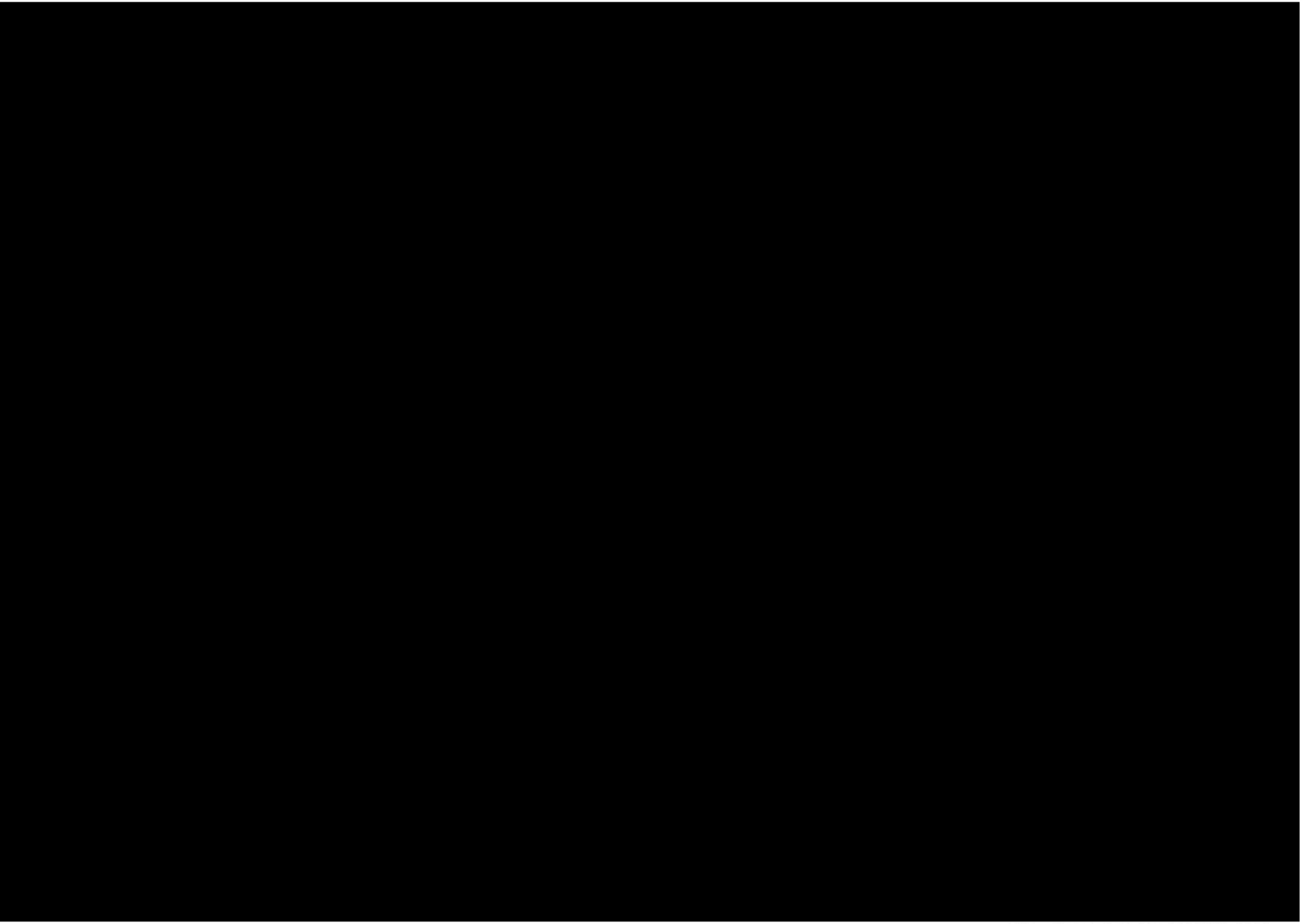

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Historical Shortfall Scheme

Application to join the Scheme

Please read this information before completing the application form

Please only complete one application form. If your claim relates to multiple branches and/or shortfalls, please include these in the same form. If you contracted with Post Office as various legal entities, you will need to complete a separate application for each legal entity. You may use separate sheets of paper to complete the application form if necessary.

When submitting your application, you should submit relevant supporting material that will enable your application to be properly considered. Failing to provide this information with your application may result in unnecessary delays.

7.4

In light of the ongoing coronavirus situation, please apply by email to minimise any potential delays with processing applications. If you don't have an email address yourself, a family member or friend is welcome to email on your behalf.

If you do not have any access to an email address to submit all or part of your application, in those circumstances applications can be sent by post. Please note postal applications and queries may not be processed immediately given the current circumstances.

If any additional information is required to help progress your application, you will be contacted about this.

This application form, the Eligibility Criteria and the Terms of Reference contain formal, legal information and language that is necessary for the integrity of the scheme. Where possible, such as in the questions and answers to help you complete your application, we have kept the information as clear and straightforward as possible.

Applications and other communications should be sent:

- by email to *historicalshortfallscheme* GRO
- or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers. If you do need to apply by post, please only provide copies of the supporting documents/material rather than original documents, which should be retained for your own records, and we advise using a trackable service such as Royal Mail Special Delivery if sending documents by post. Postal applications should only be submitted if the applicant has no access to an email address they can use.

Please note these are Post Office addresses as this is a Post Office scheme - please be assured eligible claims will be assessed by an independent advisory panel.

In order to be eligible for the Historical Shortfall Scheme, you must meet all of the criteria set out below:

1. **You must have, or have previously had, a contract directly with Post Office.** If you are applying to the scheme on behalf of another person or a company, they must have, or have previously had, a contract directly with Post Office.
2. **Your application must relate to shortfalls which arose in respect of previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X).** Please note that the High Court has held that the current version of Horizon (HNG-A – sometimes referred to as the 'Branch Technology Upgrade') is robust relative to comparable systems. If you have a concern you believe is related to the current version of Horizon, please contact *casereviewteam* GRO and if you experience an operational issue when using the current version of Horizon please report it to the Branch Support Centre.

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3. **If you are making an application on behalf of another person, you must be a legally appointed assignee, personal representative, attorney or deputy of the person you are making the application on behalf of.** Please note that you must provide proof of this legal relationship when you submit your application.
4. **You must agree to be bound by the Terms of Reference for the scheme, by returning a signed copy with your application.** A copy of the Terms of Reference is available on the scheme website.
5. **Your application and time with Post Office must not involve or relate to any criminal conviction(s).** Only the criminal appeal courts can consider past convictions. Please note a caution is not a criminal conviction and will not affect eligibility for the scheme.
6. **You must not have been part of the group litigation against Post Office that settled in December 2019.** The settlement reached by the parties was full and final. You must also not have entered into a settlement agreement with Post Office other than as part of the Initial Complaint Review and Mediation Scheme commenced in 2013 or as a result of Network Transformation or other scheme.

If you are unsure whether you are eligible for the scheme, please contact *historicalshortfallscheme* GRO

For further information about how Post Office will process your information, please see the privacy policy at *www.onepostoffice.co.uk/scheme*

7.4

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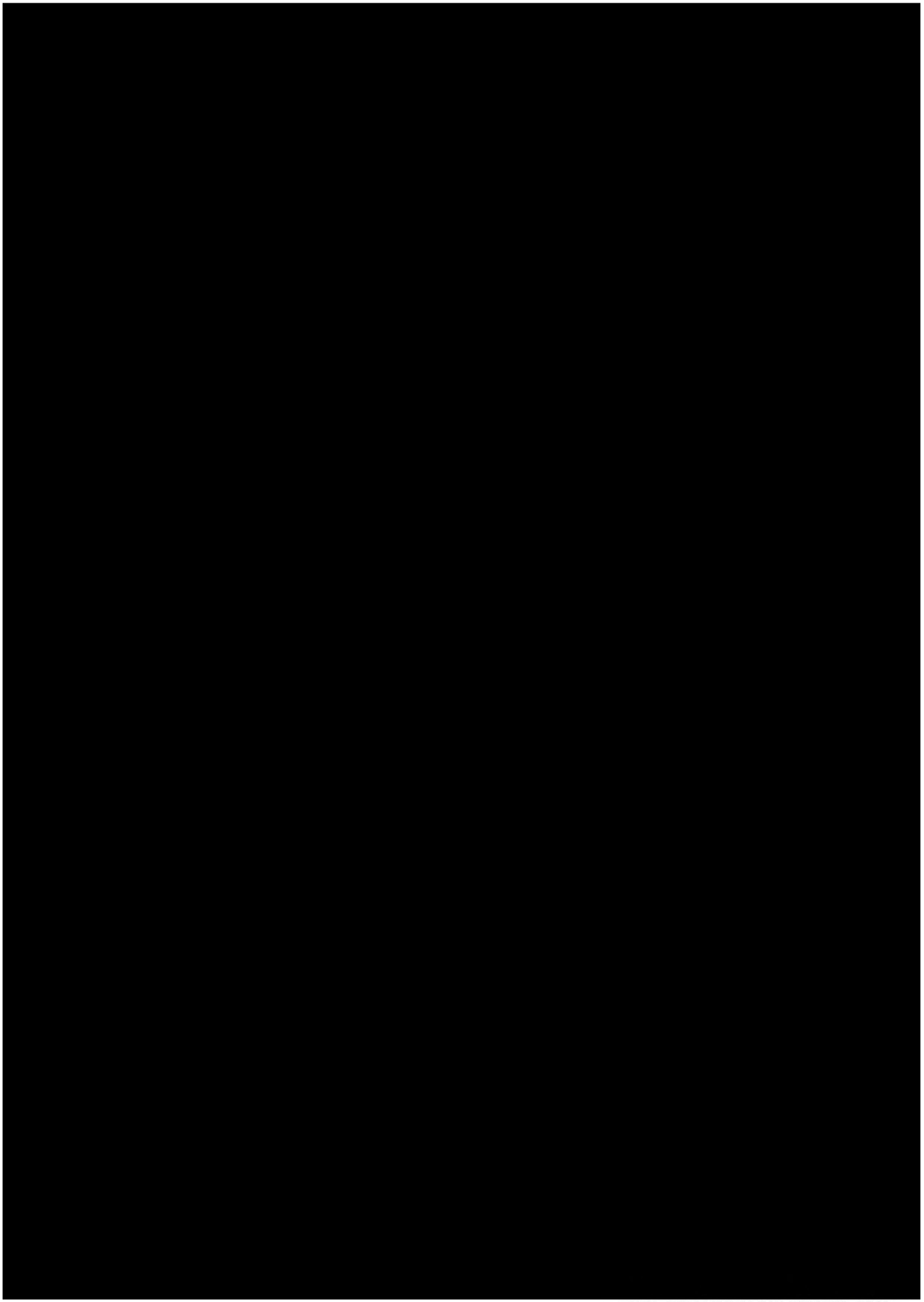

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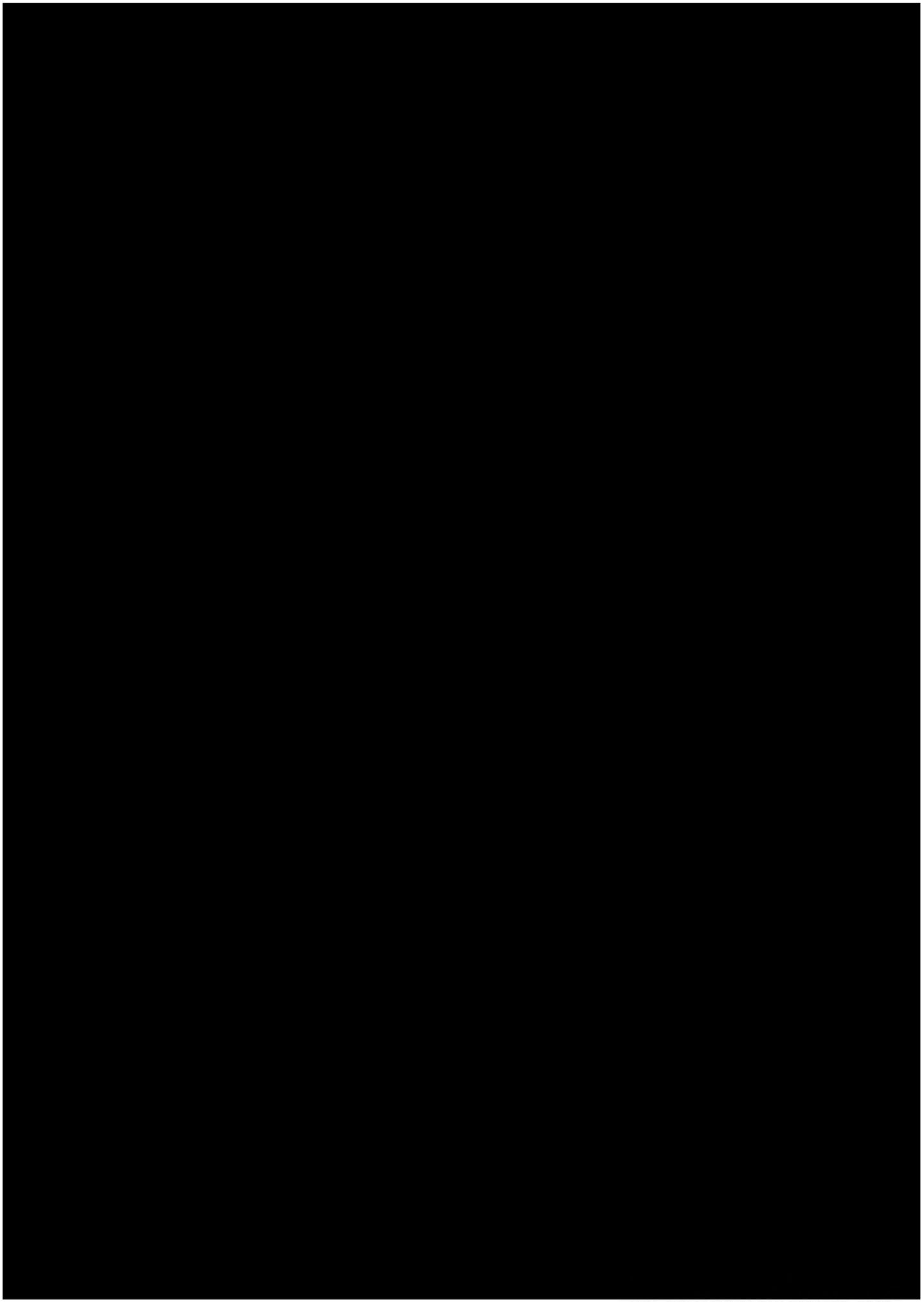

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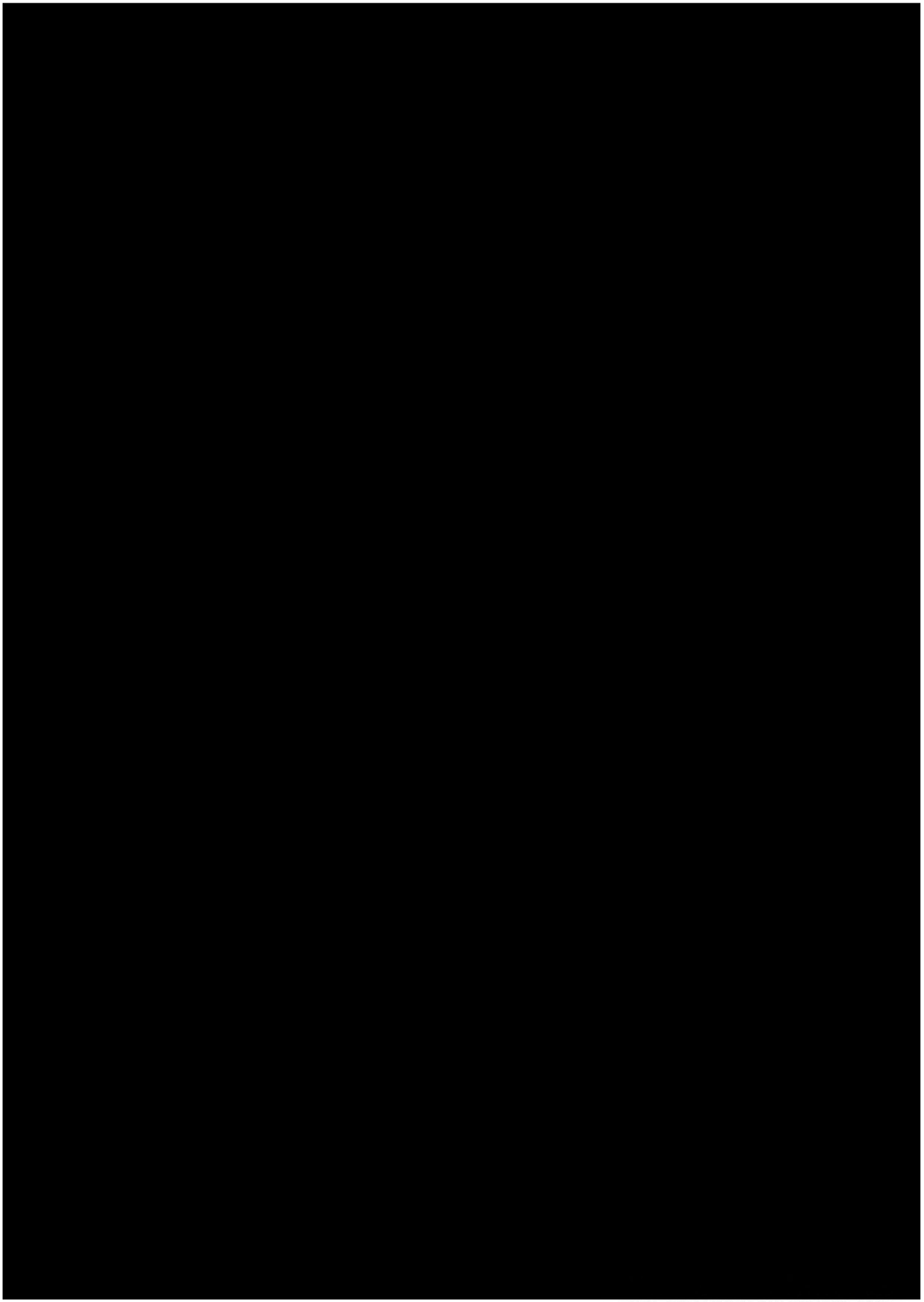

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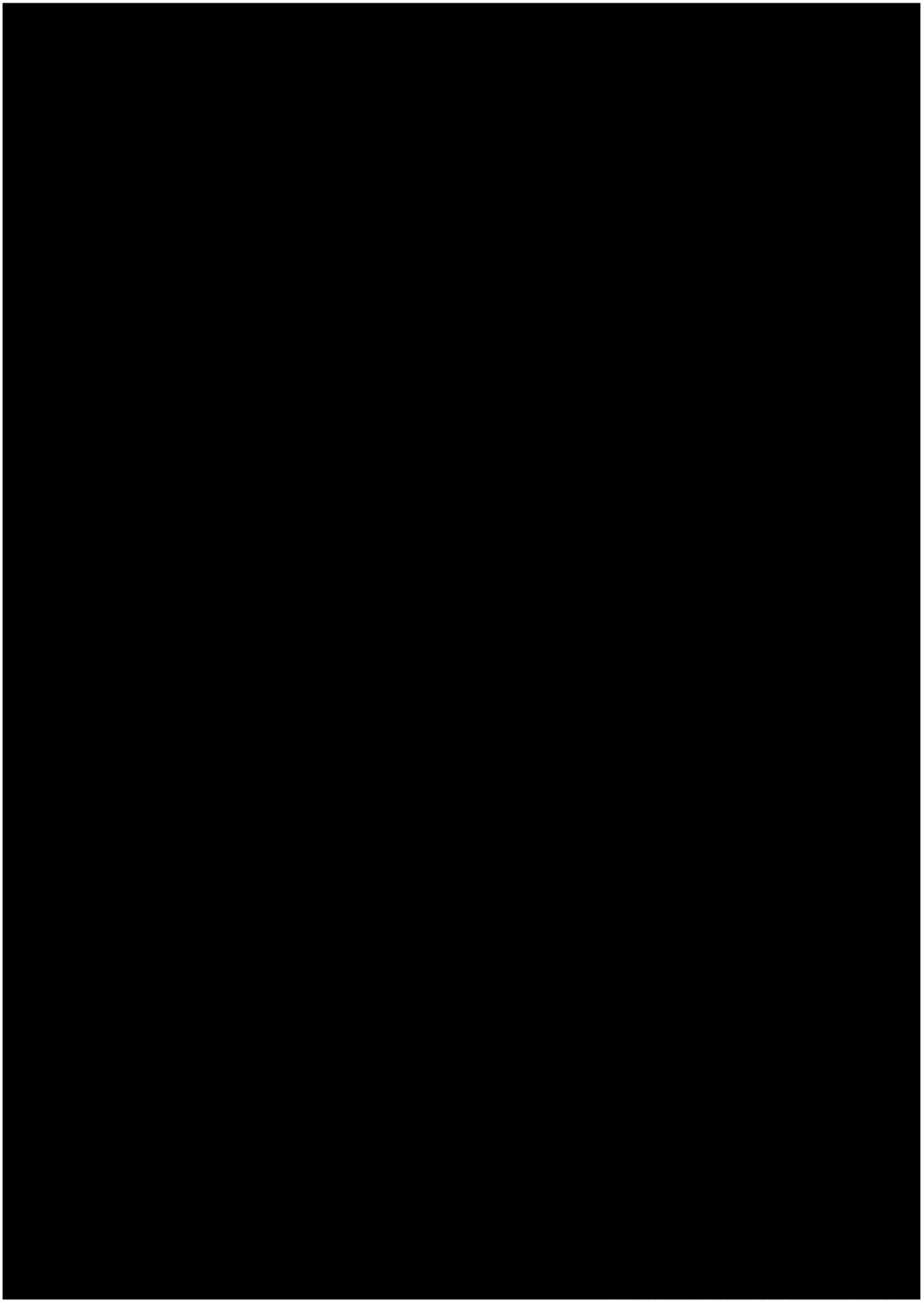

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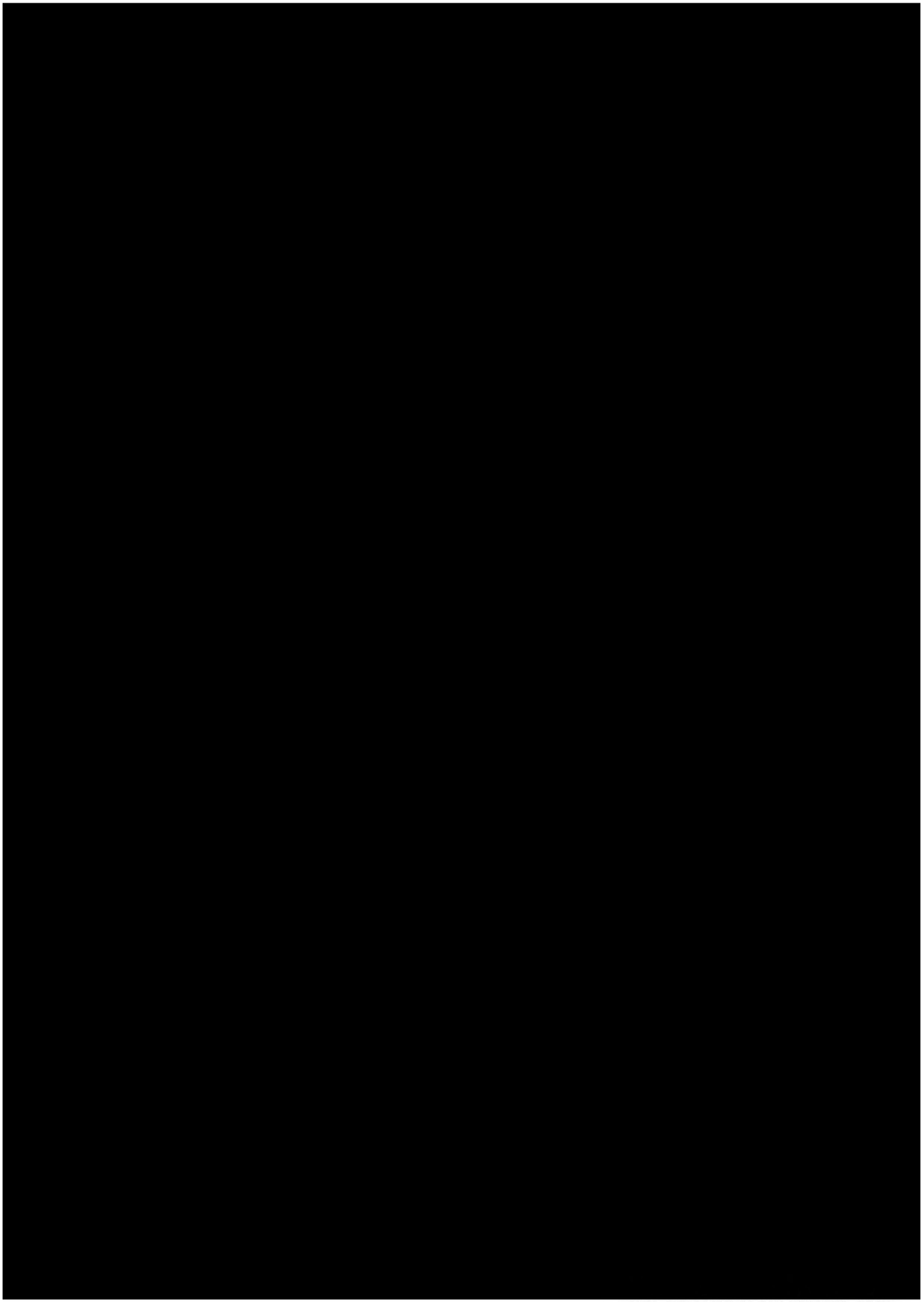

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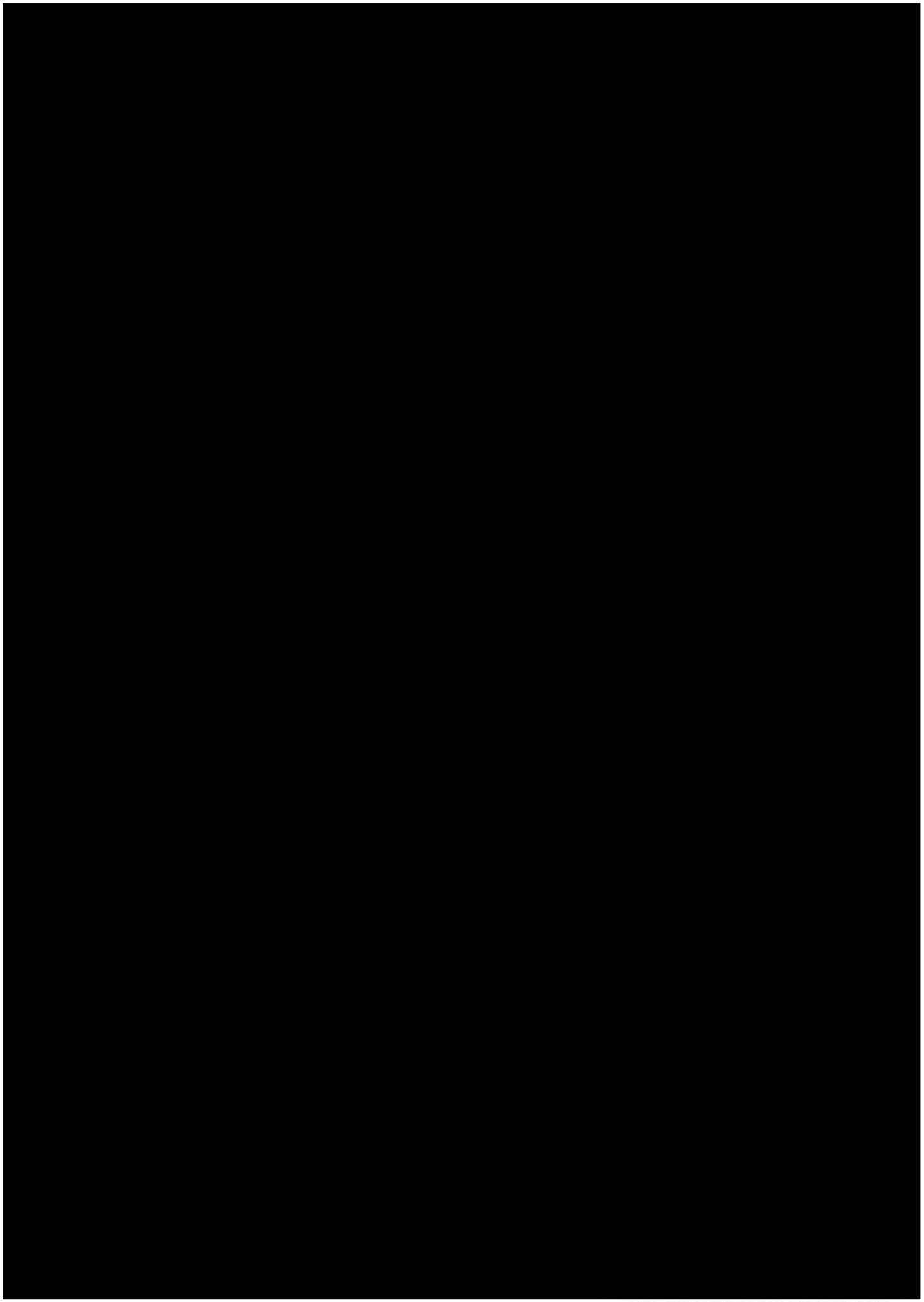

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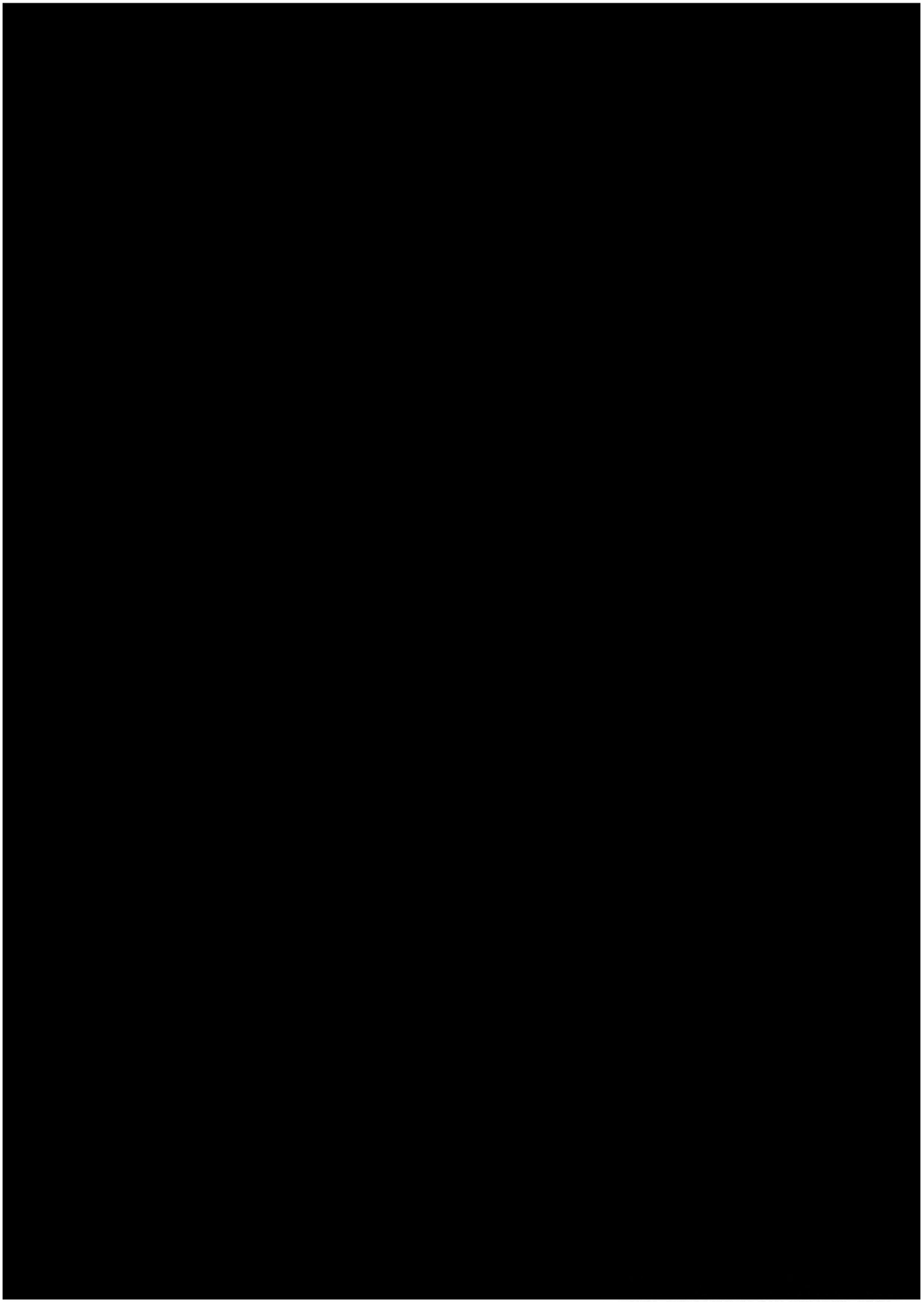

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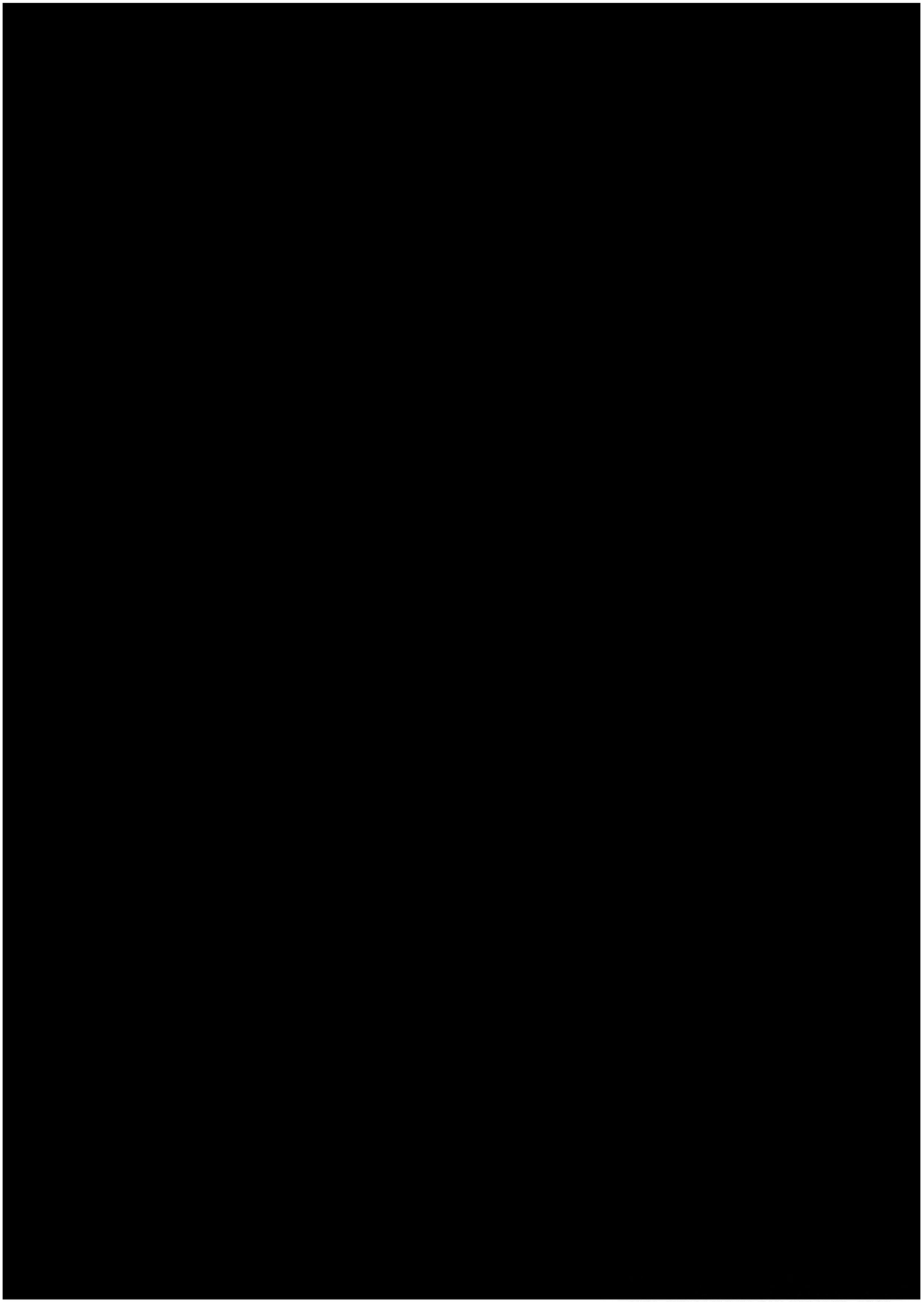

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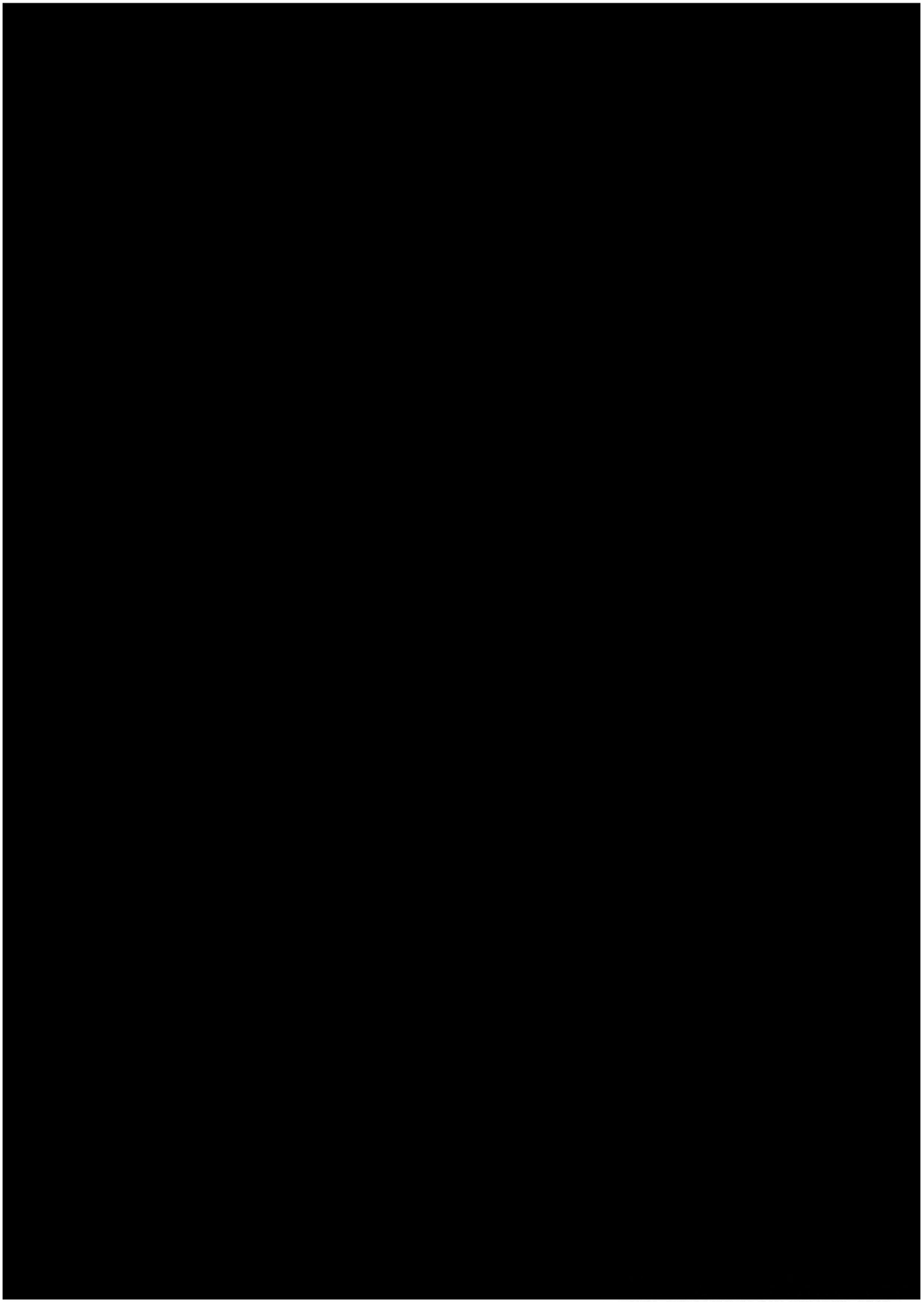

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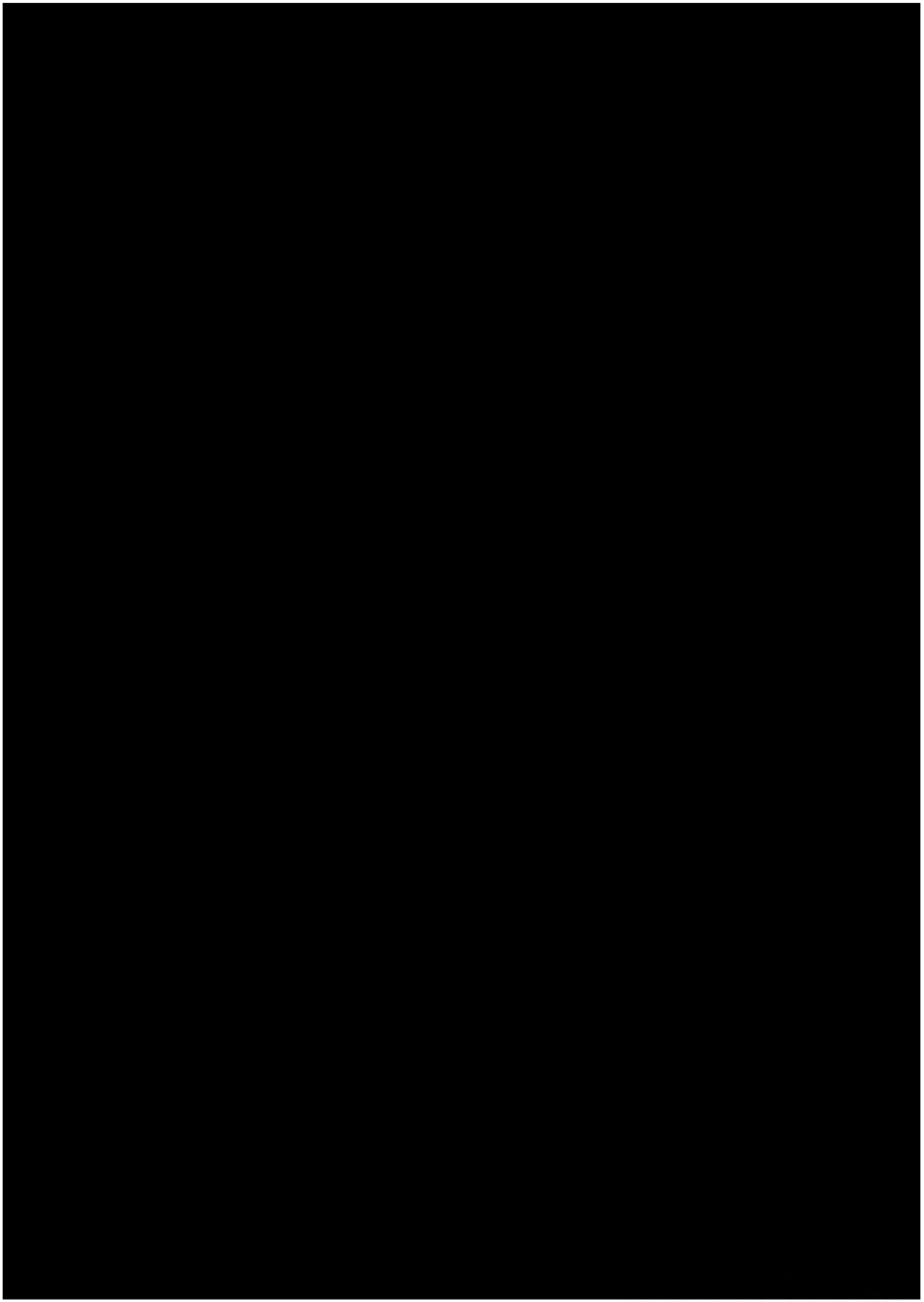

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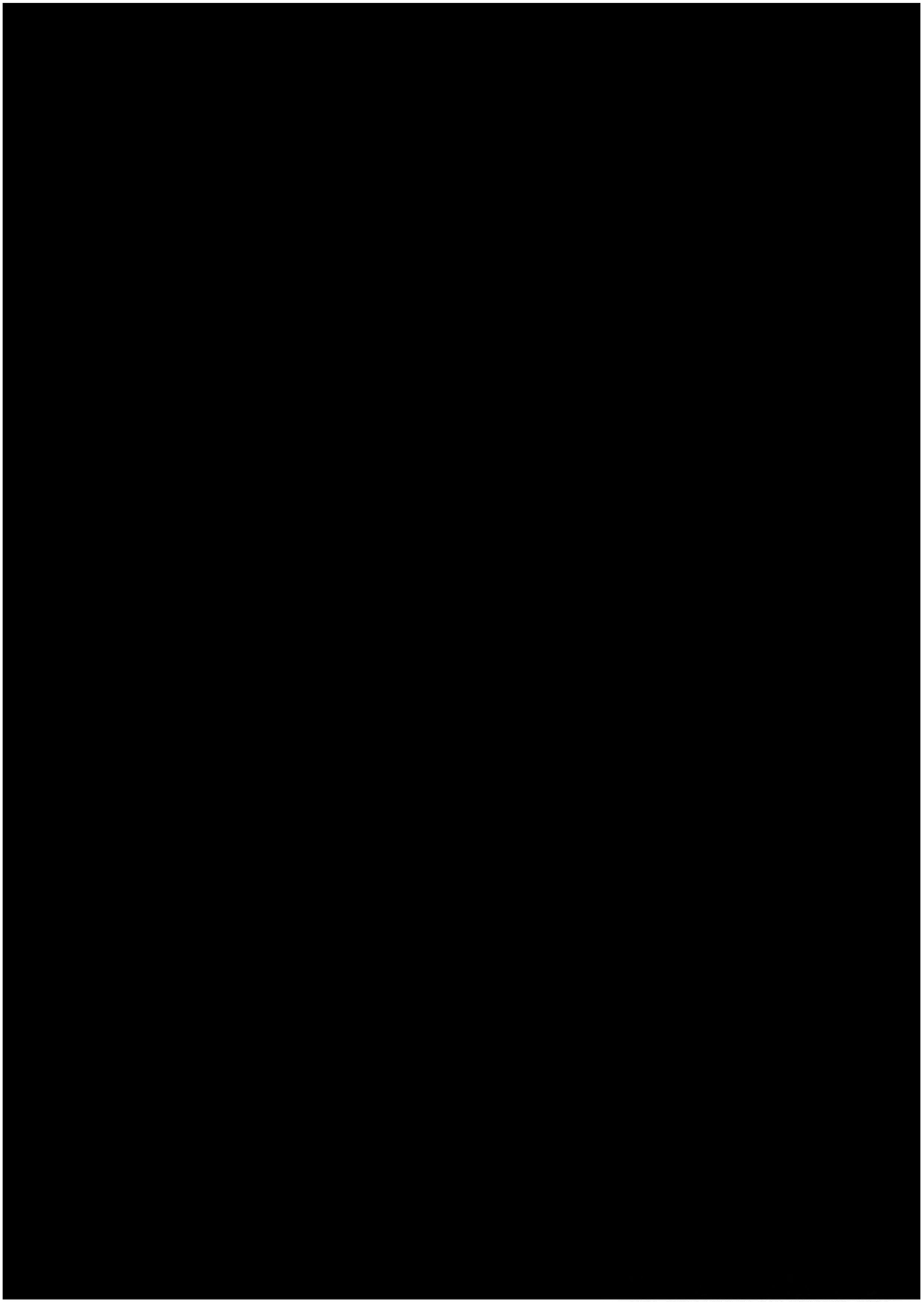

POL00448632

Mr Brian Trotter
Post Office
Contracts Adviser
Area Contracts
The Markets D.M.B.
6-16 New York Street
Leeds
LS2 7DZ

29th July 2008

SUBJECT: Yarm Post Office FAD: 2413272
Proposed Sale/ Resignation
Pay Recovery – Incorrect Recording of Mail in Horizon SmartPost

Dear Brian,

Due to certain events in my office over this past week, I write to you to update my file with Post Office Ltd.

7.4

I was informed that GRO therefore, I should direct my letter to you.

Background information is, basically, that my office was up for sale, under offer and the applicant was completing the selection procedure online. Unfortunately, during this last week, I have received my letter regarding Pay Recovery – SmartPost, please see letters attached.

To the best of my ability I have tried to resolve this issue between the Audit Team and my office. The error arising due to the directive and training given from Post Office Ltd representative and backed by the Federation.

In my case, I was instructed to enter mail in this way, in such large quantities, by Suzanne Richardson, Business Development Manager, and Federation Representative, Sue Edgar. Sue Edgar was advised by another Federation Representative from the North-West Area, who has apparently since resigned.

The saga thickens, after receiving another call from the Federation on Saturday 26th July 2008. I was advised that a letter regarding the SmartPost recovery had been received from a Federation Executive in Lancaster, informing that the Federation thought that the situation was not correct in the sense of training given, and now the recall of funds. Also, the letter stated that Post Office Ltd were aware of the error since January 2008. A legal procedure was indicated, and recovery of funds a possibility.

Second issue – email from Karen Halliwell to my prospective purchaser, Mr Roy Lewis, Friday 18th July, 2008. This correspondence advised Mr Lewis that my Office Remuneration would change – no copy to my Business Development Manager or myself. This email has resulted in me losing my sale for this office.

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If you require more clarification with regard to this email, kindly contact Sarah Laithwaite, Team Leader HR Dept. Tel: GRO Ref: 2478162.

Following my telecon with Sarah discussing my disappointment and concerns, Sarah called a meeting on Tuesday 22nd July with Karen Halliwell and other staff, to discuss and establish a procedure on how to inform future applicants, with regards to remuneration changes. This was too late for my sale, but hopefully, with a little bit of "Duty of Care" and Data Protection applied, it will avoid unnecessary grief for Postmasters in a similar situation.

I was absolutely delighted this error was rectified prior to any new Postmaster taking over. Eventually, when my correspondence with the Audit Team was complete, if Mr Lewis needed to be informed at the request of Post Office Ltd, I would have totally agreed. Maybe at the time of receiving his completed Application would have been, I think, a more suitable time, and with a reassurance that this is a one off case, as a result of an error caused by inadequate training given.

At my request, Sarah kindly agreed to call Mr Lewis on my behalf, and explain the reason for the email, agreeing that sending the email, as it was sent by Karen, was not the correct way or the most professional way of handling this matter.

Third issue – I have recently, in preparation for my sale, instructed my accountant to prepare my last eight months trading accounts at a cost of £1000. The remuneration invoices used included the mail overpayment. To date, I have never checked my monthly statement and had total faith in Post Office Ltd calculating procedures. Therefore, I cannot believe that Post Office Ltd has allowed this error to continue since August 2007. Mr Lewis also found this another reason to pull out of the sale.

Next I need to raise the point of my resignation, which is due to expire on August 14th, 2008. Obviously, due to the above events, I no longer have a sale at this moment in time. Kindly withdraw my resignation and confirm the same in writing.

Finally, as an observation, this whole issue and its contents are related to the Remuneration/Sale and the SmartPost error. A Post Office Ltd colleague thought the SmartPost error affected my remuneration and made a decision to inform my buyer. Question – Due to a lot of local competition and branches struggling, another Post Office Ltd colleague made a decision to run a special trial rate on Euros of 1.23 to thirty offices 10 commercial, 10 post offices within WHSmiths and 10 main offices, 1.19 to all others offices. Surely this is going to affect my remuneration to? Would Post Office Ltd also email prospective buyers each and every time a business decision is made, which may affect the office remuneration?

After checking with my Sales Agent, Remuneration for Yarm Post Office at £105,000 or £96,000 did not affect the asking price. With regards to the buyers balance report, I purchased this Post Office on the previous three years of financial statements, not up to the minute figures. The remuneration in today's economic market can go up or down at any time. Working through the recent closure programme and publicity received, it is the job of the Postmaster to work at his/her remuneration, with no guarantees, preferably with the support of Post Office Ltd, to achieve maximum sales activity and work towards achieving targets.

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I look forward to receiving your comments and a meeting convenient to you, if applicable.

Thank you,

Yours faithfully,

GRO

J.L. Watson
Postmistress
Yarm Post Office

CC: Mr. G. Hopper
Baines Jewitt Chartered Accountants

Mrs. A. Goncalves
Merritt & Co. Solicitors

7.4

POL00448632

Message

From: Janice Watson [GRO]
Sent: 17/04/2021 11:11:24
To: historicalshortfallscheme [GRO]
Subject: REF 000190 Janice L Watson
Attachments: Letter 14.07.08.pdf

****
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"Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at www.postoffice.co.uk/privacy"

7.4

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SJ 2776 8878 5GB

POST OFFICE®

www.postoffice.co.uk

Mrs Janice Lilian Watson
Yarm Post Office
Unit 5
Fairfax Court
Yarm
TS15 9QZ

RECEIVED

SUBJECT: Incorrect recording of Mail Items in Smartpost – Pay Recovery

Date 14th July 2008

HR - REF 2474929

17/7/08 £4500 July > Approx
£4500 Aug >

Dear Mrs Watson

7.4

Following an audit of your entries into Smartpost it has come to our attention that a number of transactions have been entered in error. This has resulted in you being overpaid.

The revised pay arrangements for mails introduced in October split the payment between acceptance and revenue collection (label sale). The considerable sum for acceptance (e.g. 1st class item = 15p) was based around the correct individual acceptance of specific items through Smartpost, namely:

- Only Items above the first weight step requiring individual weighing and checking
- All packets
- Others services as specified

It should be clear when the acceptance of an item does not warrant this substantial payment. Only mail that you are handling on an individual basis through Smartpost should attract a payment and in any event only mail above first weight step (100g for Inland and 20g for International).

To reiterate, no Letters, Large Letters below 100g, International Letters or Postcards below 20g should ever be sold in Smartpost. Stamps should always be provided for these types of transactions. The only exception would be

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59,449 Items

where an additional service is provided (e.g. Recorded Delivery, Special Delivery, etc) in which case you must use Smartpost.

On this occasion and in order to resolve this matter quickly Post Office Ltd (POL) will only recover payments made for items entered in Smartpost below first weight step (acceptance payments for Recorded Delivery items are not included in these recovery sums) and large bulk entries above first weight step.

The table below lists the volumes of items in question and summarises the sum that POL will be recovering:

7.4

Inland Mails Acceptance							
Period	Month due	Downloaded	Disallowed	Due	Paid	Owes	Value
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8	Dec	9003	5481	3522	9003	5481	822.15
9	Jan	12807	8270	4537	12807	8270	1240.50
10	Feb	9336	5337	3999	9336	5337	800.55
11	Mar	10479	6771	3708	10479	6771	1015.65
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11	Mar	581	9	572	581	9	2.07
12	Apr	730	19	711	730	19	4.37
1	May	728	22	706	728	22	5.06
2	June	529	12	517	529	12	2.76
							10589.67

I have enclosed a complete list of all incorrectly entered mails items used to derive the sum overpaid and now requiring recovery. Each spreadsheet is clearly marked with the period it refers to. The Minus figure at the end of each spreadsheet refers to the Recorded Delivery items which have been honoured.

£8991

I would also like to point out that we will seek a recovery on any monies for incorrect entries you may make. I would urge you to ensure you

POL00448632

and your staff follow the correct procedures as we will continue to monitor your branch - along with all others - for any non-compliant activity.

Please contact me within 2 weeks of the date of this letter so that we can agree a payback period. I will also be glad to answer any questions you may have.

Yours sincerely

Stefania Ulgiati
Remuneration & Contract Advisor
Post Office Ltd

Remuneration & Contract Team
80 Old Street
LONDON
EC1V 9NN

Telephone GRO

7.4

POL00448632

Message

From: Janice Watson GRO
Sent: 17/04/2021 11:12:45
To: historicalshortfallscheme GRO
Subject: 000190 Janice L Watson Yarm Post Office
Attachments: Letter 18.07.08.pdf

POL00448632

Mrs Janice Lilian Watson
Yarm Post Office
Unit 5
Fairfax Court
Yarm
TS15 9QZ

www.postoffice.co.uk

SUBJECT: Incorrect recording of Mail Items in Smartpost – Pay Recovery

Date 18th July 2008

Dear Mrs Watson,

Thank you for contacting me.

As agreed we will be recovering the overpayments over a period of 2 months starting with your July pay.

The table below lists the volumes of items in question and summarises the sum that POL will be recovering:

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If you have any questions please do not hesitate to contact me.

Yours sincerely

Stefania Ulgiati
Remuneration & Contract Advisor
Post Office Ltd

Remuneration & Contract Team
80 Old Street
LONDON
EC1V 9NN

Telephone: GRO

7.4

POL00448632



Yarm Post Office
5 Fairfax Court
Yarm
TS15 9QZ

Mr Andy Carpenter
Contracts Manager
Post Office Ltd
The Market Crown Office
6 -16 New York Street
Leeds
LS2 7DZ

June 14, 2010

SUBJECT: Yarm Post Office FAD 2413272

Dear Andy,

Finally got some time to prepare the enclosed for your review as requested.

I would like to take this opportunity to thank you for your call which provided some assurance that my time and efforts here at Yarm Post Office were not always constantly assessed, generating negative feedback.

Reading and preparing the enclosed papers, combined with recent customer abuse received only on Friday 11 June, 2010, regarding differing Bureau Euro rates across branches, my decision that my time with Post Office Ltd in my present position as Subpostmaster needs to draw to a close has been fortified. Please see Helpdesk Call Ref: H167761403, Billingham Crown Office v. Yarm Post Office - Euro Rate.

With regret Andy, I cannot accept your offer to have Sales Managers or Area Managers come into my branch to offer sales coaching to boost my remuneration. This is due to the fact that still at present, Post Office Ltd endorses business practices which damage and reduce my potential remuneration on a daily basis.

When joining Post Office Ltd, I was proud to be associated with and a part of "The People's Post Office", confident that all Post Offices operated under the same corporate umbrella, we were all one, is that not the idea of a 'branch' network? I am truly not comfortable with the way the Company chooses to conduct business at present. I understand market strategies, the need to embrace change, as well as the differences in markets in localities. However, the people making these decisions concerning preferential Bureau rates to offices not achieving targets must be made aware of the detrimental and difficult situation they are creating in offices such as Yarm. In addition, this strategy often creates a health and safety issue at the counter interface; on several occasions I have experienced both racism and threatening abuse as a result.

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I am extremely passionate about my role here at Yarm, always striving to run Yarm Post Office to optimise its potential, both for Post Office Ltd and my local community. Meeting customers' needs, maintaining minimum standards, introducing conversational selling and mail integrity are all part of our daily business methods. We are not officially part of any 'Step Programme', but this does not mean we do not set our own goals, targets and personal ambitions we seek to maintain.

With regards to selling Andy, your advice was to make my decision for the right reason. I think I have. My position at Yarm has become extremely stressful and I now need to sell my business, resigning from my current position with Post Office Ltd. Paula Vennels, Network Director, writes in her Agents Support Charter, "[We] *play a big part in delivering a consistent Post Office"* and that Post Office Ltd will *"treat you with respect and provide you with a timely response"*, claims and commitments which all appear debateable concerning the issues I have faced in my current position over the past two years.

Therefore, as of August 31, 2010, upon my financial year-end, I will be requesting my accountant to prepare my annual accounts as soon as possible, with a view of placing Yarm Post Office up for sale. Your offer to assist in my decision to sell would be greatly appreciated.

Obviously, this time, I will not be resigning until my new prospective purchaser has successfully attended an interview and presented his business proposition to Post Office Ltd. I understand from an article in '*Subspace*', that the Post Office have launched a new recruitment procedure designed to be more commercially-focused and to improve communication for everyone. I hope these improvements will be apparent in my next attempt to sell my business.

As mentioned to you on the telephone, ironically, I lost my last sale due to failings and negligence in the recruitment process, as the HR department discussed my sales performance directly with my prospective purchaser, failing to advise correctly that my footfall was expected to experience a gain from an office closure one mile away.

However, that does not surprise me as nobody I contacted at Post Office Ltd appeared to be aware of the office closure either. No preparation and no assistance whatsoever was offered to ease the transitional period or to accommodate the additional footfall which just arrived at my door on the 7th December 2008.

As a result, this does leave me with a worry at present. My business, staff-wise, is in an excellent position to sell. Due to staff retirement, I run Yarm Post Office with my two very-well experienced part-time staff, myself, and currently my holiday relief. I would be grateful to receive confirmation on the plans for Stainton Post Office, as the current Subpostmaster plans to retire and the local press mentions plans for the closure of the present Post Office.

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Due to my personal plans in August, I would preferably not have to re-hire, but if needs must it would be necessary to make plans for my footfall to increase again, once Stainton closes. Coulby Newham Post Office would be another alternative for Stainton residents, also advised in the local press, undergoing re-opening after a period of closure.

I look forward to receiving your comments.

Yours faithfully,

GRO

Jan Watson

POL00448632

Customer Service Centre
PO Box 740
Brampton
BARNSLEY
S73 0ZJ
Tel GRO
Fax GRO
Textphone (for people who are deaf or hard of hearing) GRO
Email customercare GRO

Mr P J Randall

GRO

Your Ref:
Our Ref: 1-1252425810

7 December 2009

7.4

Dear Mr Randall,

Thank you for your letter for the attention of the Mr Alan Cook, Chairman of the Royal Mail Group.

As previously explained in my correspondence to you on the 30 November as the Travel Money Co-ordinator for Post Office Limited your details have been passed to me for reply. I am now in a position to answer your question regarding why all Post Offices do not offer the same rate of exchange.

From time to time Post Office Limited carries out foreign currency pricing trials and initiatives in certain areas to judge the impact of different pricing strategies. The results of these trials then provide us with the evidence that we need to decide our pricing strategy nationally.

I can confirm that Thornaby Post Office is currently taking part in one of these initiatives and that is why the rate was different to the rate available in Yarm Post Office. Our rates of exchange in branches are always clearly displayed either on a rateboard, through an in branch poster or customers can ask for a printed quote to help them make an informed decision.

I do hope the above information has helped clarify the issue that you have raised and I would like to assure you that your continued custom is valued.

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If you are unhappy with this response you can ask for a review of your complaint under our appeals procedure. Should you wish to take this action please contact our appeals team giving your reasons, together with any further evidence you have to support your appeal, at the address below:

Post Office Appeals
Freepost
PO BOX 740
Barnsley
S73 0ZJ.

If you are still unhappy after our appeal response you may then contact the Financial Ombudsman Service.

Once again please accept my apologies for any concern that may have been caused and I do hope that you will have no further cause for concern.

If you need any further help or information about Post Office products and services please visit our website www.postoffice.co.uk. Alternatively you can call GRO between 8:15am and 6pm Monday to Friday and 8:30am to 2pm on Saturday.

Yours sincerely

Lisa Cawthorne

Travel Money Co-ordinator

If you have difficulty reading this letter, it is available in a different format free of charge by telephoning GRO

To help us improve the service we provide, an independent agency conducts telephone interviews with a sample of customers who have used our helpline each month. All feedback is welcomed and used to further improve the service. If you prefer not to be contacted please call GRO within seven days of the date of this letter and quote the reference from the top of this letter

POL00448632

FOR THE ATTENTION OF:-
MR A COOK.
CHAIRMAN ROYAL MAIL GROUP,
ROYAL MAIL HOUSE,
148 OLD STREET,
LONDON,
EC1V 9HQ.

P J RANDALL

GRO

15 11 09

7.4

Dear Mr Cook

Just recently I required to purchase some US Dollars (cash). I was informed be fellow travellers (family) that THORNABY T.C post office were offering a far greater rate of exchange than YARM (my local P.O), so I obviously dealt with Thornaby which ~~my~~ meant a difference of £41 to my benefit.

Could you kindly explain to me why all Post offices cant offer the same rate of exchange as I find this situation puzzling.

The staff at Yarm are a wonderful group of people always polite and courteous

POL00448632

yet they were clearly embarrassed when they explained the position they were in

Yours

PJ Randall

7.4

POL00448632

Mr Brian Trotter
Post Office
Contracts Adviser
Area Contracts
The Markets D.M.B.
6-16 New York Street
Leeds
LS2 7DZ

RECEIVED
31 JUL 2008

29th July 2008

SUBJECT: Yarm Post Office FAD: 2413272
Proposed Sale/ Resignation
Pay Recovery – Incorrect Recording of Mail in Horizon SmartPost

Dear Brian,

Due to certain events in my office over this past week, I write to you to update my file with Post Office Ltd.

7.4

I was informed GRO therefore, I should direct my letter to you.

Background information is, basically, that my office was up for sale, under offer and the applicant was completing the selection procedure online. Unfortunately, during this last week, I have received my letter regarding Pay Recovery – SmartPost, please see letters attached.

To the best of my ability I have tried to resolve this issue between the Audit Team and my office. The error arising due to the directive and training given from Post Office Ltd representative and backed by the Federation.

In my case, I was instructed to enter mail in this way, in such large quantities, by Suzanne Richardson, Business Development Manager, and Federation Representative, Sue Edgar. Sue Edgar was advised by another Federation Representative from the North-West Area, who has apparently since resigned.

The saga thickens, after receiving another call from the Federation on Saturday 26th July 2008. I was advised that a letter regarding the SmartPost recovery had been received from a Federation Executive in Lancaster, informing that the Federation thought that the situation was not correct in the sense of training given, and now the recall of funds. Also, the letter stated that Post Office Ltd were aware of the error since January 2008. A legal procedure was indicated, and recovery of funds a possibility.

Second issue – email from Karen Halliwell to my prospective purchaser, Mr Roy Lewis, Friday 18th July, 2008. This correspondence advised Mr Lewis that my Office Remuneration would change – no copy to my Business Development Manager or myself. This email has resulted in me losing my sale for this office.

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If you require more clarification with regard to this email, kindly contact Sarah Laithwaite, Team Leader HR Dept. Tel: GRO Ref: 2478162.

Following my telecon with Sarah discussing my disappointment and concerns, Sarah called a meeting on Tuesday 22nd July with Karen Halliwell and other staff, to discuss and establish a procedure on how to inform future applicants, with regards to remuneration changes. This was too late for my sale, but hopefully, with a little bit of "Duty of Care" and Data Protection applied, it will avoid unnecessary grief for Postmasters in a similar situation.

I was absolutely delighted this error was rectified prior to any new Postmaster taking over. Eventually, when my correspondence with the Audit Team was complete, if Mr Lewis needed to be informed at the request of Post Office Ltd, I would have totally agreed. Maybe at the time of receiving his completed Application would have been, I think, a more suitable time, and with a reassurance that this is a one off case, as a result of an error caused by inadequate training given.

At my request, Sarah kindly agreed to call Mr Lewis on my behalf, and explain the reason for the email, agreeing that sending the email, as it was sent by Karen, was not the correct way or the most professional way of handling this matter.

Third issue – I have recently, in preparation for my sale, instructed my accountant to prepare my last eight months trading accounts at a cost of £1000. The remuneration invoices used included the mail overpayment. To date, I have never checked my monthly statement and had total faith in Post Office Ltd calculating procedures. Therefore, I cannot believe that Post Office Ltd has allowed this error to continue since August 2007. Mr Lewis also found this another reason to pull out of the sale.

Next I need to raise the point of my resignation, which is due to expire on August 14th, 2008. Obviously, due to the above events, I no longer have a sale at this moment in time. Kindly withdraw my resignation and confirm the same in writing.

Finally, as an observation, this whole issue and its contents are related to the Remuneration/Sale and the SmartPost error. A Post Office Ltd colleague thought the SmartPost error affected my remuneration and made a decision to inform my buyer. Question – Due to a lot of local competition and branches struggling, another Post Office Ltd colleague made a decision to run a special trial rate on Euros of 1.23 to thirty offices 10 commercial, 10 post offices within WHSmiths and 10 main offices, 1.19 to all others offices. Surely this is going to affect my remuneration to? Would Post Office Ltd also email prospective buyers each and every time a business decision is made, which may affect the office remuneration?

After checking with my Sales Agent, Remuneration for Yarm Post Office at £105,000 or £96,000 did not affect the asking price. With regards to the buyers balance report, I purchased this Post Office on the previous three years of financial statements, not up to the minute figures. The remuneration in today's economic market can go up or down at any time. Working through the recent closure programme and publicity received, it is the job of the Postmaster to work at his/her remuneration, with no guarantees, preferably with the support of Post Office Ltd, to achieve maximum sales activity and work towards achieving targets.

POL00448632

I look forward to receiving your comments and a meeting convenient to you, if applicable.

Thank you,

Yours faithfully,

GRO

J.L. Watson
Postmistress
Yarm Post Office

CC: Mr. G. Hopper
Baines Jewitt Chartered Accountants

Mrs. A. Goncalves
Merritt & Co. Solicitors

7.4

POL00448632

Date: 15-Jul-2008
Title: smart post change

From Post Office Ltd

MBS 204 - smart post change - Tuesday 15 July 2008

We have experienced some problems regarding the reconciliation of bulk entries of mail items in smart post. Some errors have occurred due to clerks inadvertently inputting a very high number. Once entered these numbers cannot easily be reversed resulting in additional work required to rectify the situation.

To address this problem, from today, the maximum number of items that can be processed in each session using the quantity icon is 20. If you try to process more than 20, a message screen will display which resets the number back to 20. This means that if you require to process more than 20 items for the same customer in smart post you will need to process them in lots of 20.

Additionally please continue to ensure that all valid items recorded through smart post are checked individually as normal. Refer to your Operations Manual, Inland and International mail services booklets for details.

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YARM D 15 JL 08 Post Office

SJ 2776 8878 5GB

POST OFFICE

www.postoffice.co.uk

RECEIVED

Mrs Janice Lilian Watson
Yarm Post Office
Unit 5
Fairfax Court
Yarm
TS15 9QZ

SUBJECT: Incorrect recording of Mail Items in Smartpost – Pay Recovery

Date 14th July 2008

HR – REF 2474929

Dear Mrs Watson

17/7/08 £4500 July > Approx
£4500 Aug >

7.4

Following an audit of your entries into Smartpost it has come to our attention that a number of transactions have been entered in error. This has resulted in you being overpaid.

The revised pay arrangements for mails introduced in October split the payment between acceptance and revenue collection (label sale). The considerable sum for acceptance (e.g. 1st class item = 15p) was based around the correct individual acceptance of specific items through Smartpost, namely:

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£8991

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POL00448632

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Please contact me within 2 weeks of the date of this letter so that we can agree a payback period. I will also be glad to answer any questions you may have.

Yours sincerely

Stefania Ulgiati
Remuneration & Contract Advisor
Post Office Ltd

Remuneration & Contract Team
80 Old Street
LONDON
EC1V 9NN

Telephone: GRO

7.4

POL00448632

Mrs Janice Lilian Watson
Yarm Post Office
Unit 5
Fairfax Court
Yarm
TS15 9QZ

POST OFFICE

www.postoffice.co.uk

SUBJECT: Incorrect recording of Mail Items in Smartpost – Pay Recovery

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If you have any questions please do not hesitate to contact me.

Yours sincerely

Stefania Ulgiati
Remuneration & Contract Advisor
Post Office Ltd

Remuneration & Contract Team
80 Old Street
LONDON
EC1V 9NN

Telephone GRO

7.4

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Claim Review Team Request

Date	Name Of Agent	FAD	Branch Name	Start Date	End Date	Reason For leaving	Error Notice Requests	Compensation	Remuneration	Additional comments or data needed
04-06-20	000190_Janice L Watson	241327	Yarm	Yes	Yes	Yes	Yes	Yes	Yes	More than one branch appointment? And HR Assistants check please.
-	-	-	-	16.08.2002	05.03.2012	Voluntary resignation				Payr.area 01 Agent Monthly Contract Single Agent HR assistants below

FAD Code6 (Bra...	Branch Assistant...	National Insuran...	First Name ↑	Surname	DOB	Type	Start Date	End Date	Horizon ID
241327	Yarm	GRO	ALISON	SIGSWORTH	GRO	General	12/1/2008		ASI001
241327	Yarm	GRO	CLAIRE	WHITE			12/8/2016		CWH001
241327	Yarm	GRO	HAZEL	ANDERSON			12/3/2018		
241327	Yarm	GRO	JACKIE	LOWERY		General	6/12/2000		JLO003
241327	Yarm	GRO	JOANNE	LARDER		General	4/1/2018		
241327	Yarm	GRO	KENDRA	VINE		General			
241327	Yarm	GRO	TIFFANY	MARKL					
241327	Yarm	GRO	VALERIE	COPELAND		General	11/23/2012		VCO001

POL00448632

Remuneration:

Pers.No.	Name of employee or applicant	WT	Wage Type Long Text	Number of	Amount	In-per	PY	For-pe
109051	Mrs Janice Lilian Watson	/101	Total gross	0.00	GRO	201012	01	201012
109051	Mrs Janice Lilian Watson	/101	Total gross	0.00		201101	01	201101
109051	Mrs Janice Lilian Watson	/101	Total gross	0.00		201102	01	201102
109051	Mrs Janice Lilian Watson	/101	Total gross	0.00		201103	01	201103
109051	Mrs Janice Lilian Watson	/101	Total gross	0.00		201104	01	201104
109051	Mrs Janice Lilian Watson	/101	Total gross	0.00		201105	01	201105
109051	Mrs Janice Lilian Watson	/101	Total gross	0.00		201106	01	201106
109051	Mrs Janice Lilian Watson	/101	Total gross	0.00		201107	01	201107
109051	Mrs Janice Lilian Watson	/101	Total gross	0.00		201108	01	201108
109051	Mrs Janice Lilian Watson	/101	Total gross	0.00		201109	01	201109
109051	Mrs Janice Lilian Watson	/101	Total gross	0.00		201110	01	201110
109051	Mrs Janice Lilian Watson	/101	Total gross	0.00		201111	01	201111

POL00448632

Telephone conversation with Jan
2 June 2010 - 18.50 to 20.05

Call arranged due to Jan not wanting branch visits by Vicky Hughes.

Many issues raised by Jan that have not been addressed previously, bullet points below expand on detail;

- Perception of losing a sale of the branch due to actions of a previous BDM who had instructed wrongly how to account for mail resulting in a £8k claw back
- Considering putting on market in August '10
- Last 2 years having to compete with WH Smith and another PO offering preferential rates on BDC
- The above resulting in a lost £9k sale and perception of customer being Jan not wanting the business
- Above resulted in customers writing to Alan Cook
- Worked well with Rachael Oysten but not so well with Suzanne Richardson due to differing styles
- Has no problem with change
- Feels that the pressure on the counter is unbelievable
- Has had letters from RM re a parcel being incorrectly sent overseas and segregation issues but works extremely hard to comply in these areas
- Referred to Rachael walking out of a meeting in tears as she was under so much pressure to achieve targets
- Doesn't bear grudges with people
- Has had same staff for 8 years and has a real sense of duty of care for them
- Disappointed that sales reports were received throughout the year but final year end reports not received [due to RO moving on]
- Vicky arrived at lunch time which is a very difficult time to discuss issues as on counter
- Prefer no calls between 12 -2pm
- Call w/c 14 June to arrange visit

Summary

Jan was very positive about growing the business and wants what is best for her staff and the branch, she feels let down by previous line managers as none of her concerns have been dealt with by a contracts manager when she had been assured they had been passed on. This clearly had not happened.

Andy gave his telephone number and office address details and stated he was available at any time Jan wished to talk; it was agreed that Vicky could make contact to arrange a visit and Jan would do her best to work together with Vicky; Andy asked Jan to send details of any unresolved issues to him at the Leeds address; Andy prompted Jan to contact him should she decide to sell as he would guide her through the process;

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Message

From: claimreviewteam [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CC58A1A6E8A04E40B17649E4EAB78AA6-CLAIMREVIEW]
Sent: 17/02/2021 14:41:09
To: karen derbe1 [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=ea5d978af402470fb21d7d58e73401bf-karen derbe]
Subject: FW: DFR/Remuneration Information

Hi Karen,

Update from Stew below ☺

Regards

Dean

Dean Morris
Claim Review Advisor

1st Floor Admin Room
Ty Brwydran
Atlantic Close
Llansamlet, Swansea, SA7 9FJ
GRO
GRO

POST OFFICE
WE'RE STRONGER TOGETHER

7.4

From: Stewart Barclay GRO
Sent: 17 February 2021 14:35
To: claimreviewteam GRO
Subject: RE: DFR/Remuneration Information

Hi Karen

I'll have no nails or lapels left if I carry on finding things as hard as these!

See below where you can see that for April, May and June the numbers for this product were over 10k each month.

This was corrected by way of two negative entries one in July and one in August

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7.4

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Text message for both states:



7.4

So, they entered negative traffic/products in there totalling 59945 (29973 and 29972) at 15p each = £8991.75 over the two months of July and August 2008.

The main reason for correcting things this way is that when it all works out, the correct numbers of products are held in the records, from remuneration all the way to product manager reporting and Finance.

You wouldn't normally find things like this as "DFRs".

Cheers

Stew

POL00448632

Stewart Barclay
Postmaster Contracts Policy Advisor
Agents Development and Remuneration Team
7 Firmstone Street
Wollaston, Stourbridge
West Midlands
DY8 4NT
Mobile number: GRO

WE'RE STRONGER TOGETHER

Advance warning of leave. I shall be off between 24/02/21 and 01/03/21 inclusive.

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From: claimreviewteam < GRO >
Sent: 17 February 2021 10:01
To: Stewart Barclay < GRO >
Subject: DFR/Remuneration Information

7.4

Hi Stew.

I am hoping you can help please.

I am on a case Yarm 241327 – Janice L Watson 16/08/2002-05/03/2012.

It would seem in documents I found on the Cloud that in 2008 she been incorrectly recording Mail Items in Smartpost and received a letter to recover £8991.75.

On 18/07/2008 she had a letter stating she had agreed to repay this amount over 2 months starting July 2008 pay.

Are you able to check whether approx. £4500.00 was repaid in 2 monthly instalments around this time.

Many Thanks

Karen

Claim Review Team
Post Office Ltd

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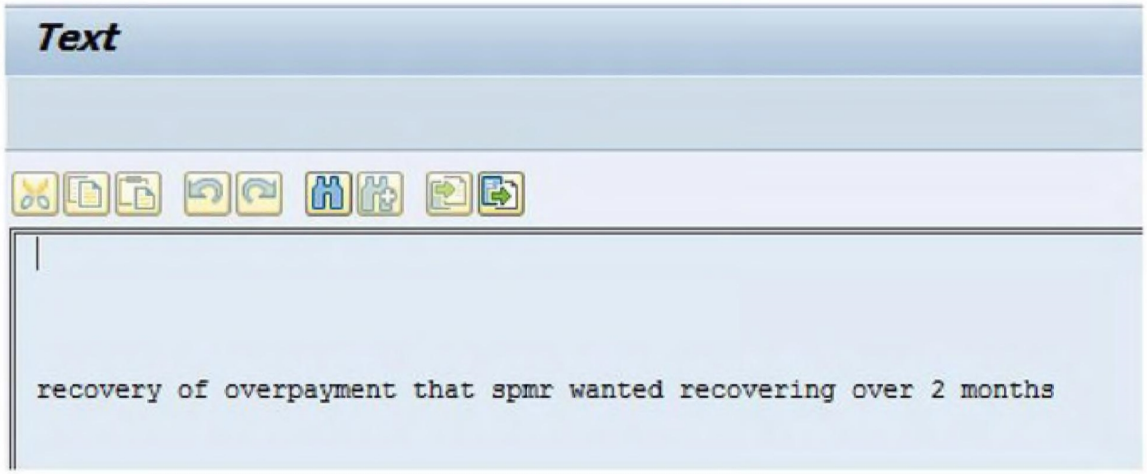

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Markets Branch Office
6/16 New York Street
Leeds
GRO

Confidential
Mrs Jan Watson
Yarm Post Office
5 Fairfax Court
Yarm
TS15 9QZ

28 June 2010

Dear Jan

7.4

Thank you for your letter dated 14 June 2010.

I am sorry to hear that you feel the need to draw to a close your career as a Subpostmistress, but as promised, please feel free to give me a call at any time for advice on the resignation / recruitment process.

With regards to your comments on Area Sales Manager visits, as I mentioned during our telephone conversation on the evening of 2 June 2010 not admitting Post Office personnel into Yarm branch is an issue. As a Subpostmistress you have a contract for services with Post Office Ltd who reserve the right to ensure a Post Office branch is operated in the prescribed manner, the role of the Area Sales Manager being to focus specifically on sales.

The introduction of Area Sales Managers is a positive step to help both Subpostmasters and Post Office Ltd maximise sales potential, with branches such as Yarm being seen as pivotal to the success of Post Office Ltd. You state in your letter that you are 'passionate about your role and strive to optimise potential', your Area Sales Manager [Vicky Hughes] main objective is to help you achieve that same goal.

I am unable to change the events you refer to in the past or indeed change Post Office Ltd marketing strategies, I can however offer you my support going forward and assure you that Vicky Hughes will work with you to drive Yarm branch forward, something that will clearly be a positive for any potential applicant for the role of Subpostmaster. I have therefore asked Vicky to contact you and arrange to visit Yarm branch.

With regards to your questions on surrounding branches, the situation at Stainton is that the branch is due to close on 30 June 2010; our Agency Network Change team are however looking for alternative provision of service in the area. An appointment has been made in Coulby Newham but a date has not been set for the opening.

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Whilst I appreciate this response is not what you wished with regards to the Area Sales Manager visits, I am sure you will understand and adopt a professional approach. Please feel free to give me a call at any time for help or advice.

Yours sincerely,

GRO

Andy Carpenter,
Agents Contracts Manager
GRO

cc: Vicky Hughes, Area Sales Manager

7.4

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This document has been updated please see Operational Focus week 19

Back to Main Menu

Operational workaid
The operational reference document for Post Office® branches
week 17
17 - 23 July 2003

Postal Services: Royal Mail/Parcelforce Worldwide. All Post Office branches

Authors: Kevin Shepherd/Steve Rockliffe

Post Office® smart post

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Please note: Roll-out of smart post will be phased. The 'go-live' date for your branch is **7 August 2003.**

Please read this Workaid and keep it in a safe place ready for your launch date.

7.4

Introduction

Post Office® smart post supports all the mails products and services we offer, including HM Forces mail.

It works by asking you to specify your customer's needs on the system at the start of each transaction. You are then prompted to enter additional information in a logical sequence. Smart post displays icons of the products and services that meet the customer's requirements, and will only allow you to 'sell' services that are available to the destination country.

When transacting mails services using the current system, you need a high level of knowledge to complete the transactions correctly. Smart post reduces the need for you to use additional reference materials when serving your customers, as product and country information is built into the help function on the system.

This means you will be able to:

- carry out your transactions accurately at all times (business rules and procedures such as weight and insurance limits will be defined by the system, and information will be kept up to date).
- offer customers a choice of services that meet their requirements, offering only those that are available to the destination country.

Horizon icon for smart post

To use smart post, touch the new 'smart post' icon (F9) on the Serve Customer screen (where the 'Scales' icon was previously positioned).



Fall-back

Please note: For a period of time, the 'Scales' icon will still be accessible for fall back purposes. From the Serve Customer screen, select:

- Other Products (F13)
- Scales (F9)

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Using smart post

In this Workaid we will work through some examples of mails transactions completed using smart post, to introduce you to the main smart post screens on Horizon.

We will also look at the Help function, which you can use while you are within smart post to find information about products and services. You can also look up specific country information, such as lists of prohibitions and restrictions.

Remember, you must always follow any Horizon on-screen prompts.

Posting a UK item

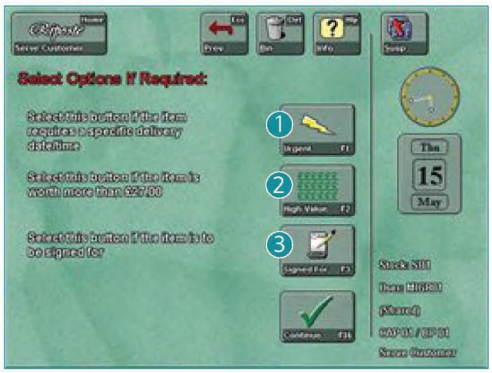
To introduce you to the main screens, the first example we will use is a mail item weighing 650g, with no special requirements, posted to a destination in the UK.

With the item on the weighing scales, from the Serve Customer screen:

- Select 'smart post' (F9)

When you select the smart post (F9) icon to begin any mails transaction the 'Options' screen (below) will be displayed.

You will see 3 icons, that will prompt you to ask the following 3 questions to determine your customer's requirements.



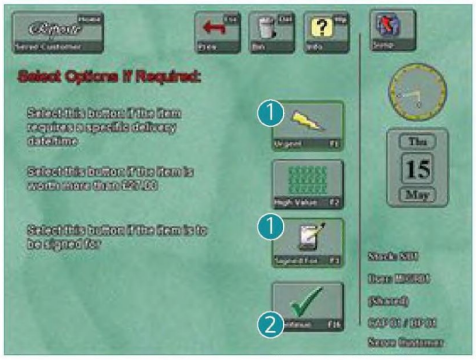
1. **Is it Urgent (F1)?** - the next screen will display services that offer a guaranteed delivery time, such as Special Delivery and Parcelforce Express services.
2. **Is it High Value (F2)?** - the next screen will display services that offer more than **£28*** compensation, such as Special Delivery, Enhanced Compensation, and Parcelforce Express services. (*Increased from £27 to £28 from 8 May, as part of Royal Mail tariff change)
3. **Does it need to be Signed For (F3)?** - the next screen will display services where a signature is collected on delivery, such as 1st and 2nd class with Recorded (Signed For) as an 'additional' service, Special Delivery, or Parcelforce Express services.

The Options screen

If the customer answers 'yes' to any of the questions, touch the appropriate icon(s).

1. When you select an option by touching the icon, a green outline will appear around it (see illustration opposite).

To deselect an option, touch the same icon again and the green outline will disappear.



You may select as many options as you wish, or none if the customer has no special requirements. Smart post acts as a 'filter', and will select and display the services that meet these requirements.

2. If the customer says that the item is not urgent or valuable, and a signature is not required, touch Continue (F16) to continue the transaction.

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The Weight Input screen



1. **If your scales are not linked to Horizon** the Weight Input screen will appear, and you will need to input the weight of the item in grammes. The 'UK Primary Services' screen will then appear.

If your scales are linked to Horizon, and an item has been placed on the scales, you will bypass the Weight Input screen and the 'UK Primary Services' screen will appear immediately.

(The 'Primary' services are all the main services that meet the requirements identified at the Options screen.
Any 'additional' services such as Recorded and Enhanced Compensation will appear at the Final Mails screen as appropriate).

The Primary Services screen



The Primary Services screen will display a choice of services that are available for an item of this weight, that meet the requirements you highlighted on the 'Options' screen (Urgent, High Value, Signed For)

Remember that if you do not choose any 'options' the services will not be 'filtered' for you and you will see all the service icons illustrated here.

1. Offer the customer a choice of services and touch the appropriate icon to continue. In the following example we have selected 1st class (F6).

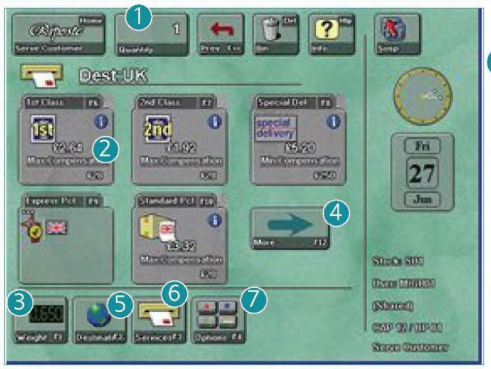
There are a number of additional icons on the Primary Services screen.

1. Touch the Quantity icon if a customer is posting a number of items of the same weight to the same destination by the same service.

2. The postage cost for the item and the level of compensation included are shown on each service icon.

3. If your scales are not linked to Horizon the weight of the item on the scales will be displayed on an icon here. **Note:** If your scales are linked to Horizon, as soon as the 'UK Primary Services' screen is displayed another customer can use the scales. You will not see this weight box.

4. If there is not enough room for all the available services icons to be displayed , a 'More' (F12) icon will be available. Touch 'More' (F12) to display the additional icons. To return to the previous 'UK Primary Services' screen touch it again.



5. Smart post always defaults to UK. To post an item to an international destination touch the Destination icon then choose the destination. This will ensure smart post offers only services that are available to the destination country.

6. Touching the Services (F3) icon will allow you to change the service you selected. For example: if you select 2nd class, you can touch Services F3 to move back and select 1st class instead.

7. Touch the Options icon to return to the Options screen, where you can alter the selected options, Urgent, Valuable, Signed For.

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The Final Mails screen

When you touch the appropriate icon to select a Primary service the Final Mails screen will appear.



1. It includes a 'Settlement Panel' that shows the name of the Primary service you selected, the weight of the item and the total postage cost.
2. To the right of the 'Settlement Panel' there is an 'Additional Services' area. This displays the icons of any additional services that are available. (In this case Recorded - Signed For).

You may now select or deselect any additional services. As you do so the charges and total cost, shown in the Settlement Panel, will be updated.

3. There is also a 'Prepaid' icon in the event that postage/part postage has already been affixed.

- Tell the customer the cost of sending the item as an ordinary 1st class letter and check if he/she would like any of the available additional services

4. When you have confirmed the service and price, touch the End icon (F5).

7.4

Printing a postage label

'Do you wish to print a postage label?'

The 'Do you wish to print a postage label?' prompt will appear.



- Touch the ✓ icon (Enter) if you wish to print a postage label.

If the item does not meet the criteria for using a postage label, and you wish to sell stamps instead, touch ✖.

The transaction is now entered on the system, and cannot be cancelled or reversed.

'Insert label'

At the 'insert label' prompt insert a blank postage label into the bottom of the counter printer. When it is aligned correctly touch ✓ (Enter)



Note that you cannot abandon the postage label transaction by returning to 'Serve Customer'. A 'no entry' sign will be shown on the 'Riposte' icon from this screen onwards.

While the label is printing, Horizon will display the message 'Please wait while the label is being printed'.

This message has been added so that you cannot confirm the label has printed correctly before it has actually been printed.

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'Did the label print OK?'

The 'Did the label print OK? prompt will appear.

1. If the label printed correctly, touch ✓ (Enter).

When you confirm that the label has printed correctly (or if you settle the transaction without printing a postage label), Horizon will automatically print a Mail Item receipt. (Exceptions: Horizon will not print a Mail Item receipt for Special Delivery items or Express Parcels (PFW Guaranteed Services)).

The receipt includes an optional Certificate of Posting.

The postage label transaction now appears in the sales stack, and you will be returned to the Serve Customer screen. This allows you to continue the customer session.



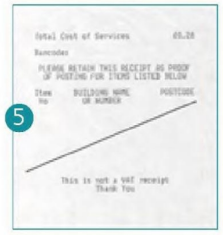
Mail item receipt

The Mail Item receipt shows:

1. The date of the transaction
2. Details about the item, including weight, destination and the service selected
3. The total cost







Certificate of Posting

4. If a customer would like proof of posting for any ordinary item listed on the Mail Item receipt, enter the number of items, the Building name or number and Postcode.
5. If the customer does not want a Certificate of Posting, you must strike through this area.

If you have used the Quantity function to post a number of identical items, and there is not enough room on the Mail Item receipt to enter all the details, issue Certificate of Posting (P326) as normal.

Please remember: You must issue only one Certificate of Posting for each item.

For the services listed on the right you must destroy the Horizon produced Mail Item receipt and issue the special branded Certificate of Posting.

In some cases the branded Certificates of Posting include additional information, such as track and trace numbers.

- Recorded - Signed For
- Airsure
- Swiftair
- International Signed For
- Parcelforce Worldwide International Standard and Economy.

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Urgent or valuable UK items

For urgent or valuable items, you can enter the weight of the item and its value, and smart post will show you what services are available, and calculate the cost.

- From the Serve Customer screen, and with the item on the scales, touch the 'smart post' icon (F9)
- At the Options screen ask your customer if the item is urgent, worth more than £28, and/or requires a signature

The following is an example of an item that is urgent and requires a signature. It weighs 350g.

- Touch the appropriate icons
  - Urgent (F1)
  - Signed For (F3)
- When you have selected all relevant options, touch Continue (F16).

Note: If your scales are not linked to Horizon you will need to enter the weight of the item now.

The 'Primary Services' screen will display the following options:

Special Delivery

Express Parcel (only branches that accept Express Parcels)

BFPO

1. Select 'Special Del.' (F8)



Remember: If you want to compare the prices for Special Delivery and Express Parcels you can choose Express Pcl and proceed to the Final Mails screen to check the cost, then choose the Services (F3) icon from the bottom of the screen to return to this screen.

The price for the minimum compensation level is shown on the Special Delivery icon.

The Special Delivery Value Input screen

The screen will now display a 'Value Input' box.

1. A Value Input box will always appear when 'High Value' is selected at the Options screen and the customer has to state the value of goods enclosed.
2. Ask the customer the **actual value of the goods**, and enter the amount in pounds and pence using the numeric keypad.

If the value entered is incorrect, touch the ✖ icon on the 'Value Input' box and try again, or touch the 'Prev' (Esc) to return to the previous (Primary Services) screen.

3. Touch ✓ (Enter) to confirm the amount is correct.



Note: smart post will not allow you to enter a value that exceeds the maximum compensation available for the chosen service.

If you enter a value that is too high, a warning message will appear informing you of the maximum compensation available for that service, and you will need to enter a lower value.

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Final Mails screen

When you enter the value of the goods, the Final Mails screen will appear.



1. The cost of sending the item, based on its weight and the compensation required, will be shown in the settlement panel.

Please note: Consequential Loss is available as an 'additional service'. Five icons are shown, one for each level of compensation. If the customer needs Consequential Loss insurance, touch the appropriate icon.

- Confirm the service and price with the customer, then touch End (F5) to finish.

The 'Do you wish to print a postage label?' prompt will then appear. (See Printing a Postage Label, page 5).

Options selected include Urgent, or High Value, or both

When posting items to destinations in the UK, if you select any combination of options that include either Urgent, or High Value, or both, you will always be offered **Special Delivery and Express Parcel** at the Primary Services screen. (Note: If your branch does not accept Express Parcels the 'Express Pcl' icon will not be displayed).

If you choose High Value with no other options, in addition to Special Delivery and Express Parcel, you will also be offered Standard Parcel. If if you choose this option, at the next screen **Enhanced Compensation** will be automatically selected and you will immediately be prompted for the value of compensation required.

Signed For

If you select Signed For with no additional options, in addition to **Special Delivery and Express Parcel** (if your branch accepts Express Parcels), you will also be offered **1st class and 2nd class**. At the Final Mails screen the Recorded icon will be highlighted, and the cost of Recorded - Signed For will already be included in the total cost shown in the settlement panel. (You may deselect Recorded if the customer changes his/her mind by touching the bin icon, then Recorded F6).

Heavy urgent or valuable items ~ UK

This section applies only for those branches that accept Express Parcels. If your branch does not accept these items the 'Express Pcl' icon will not be displayed.

The following example shows the acceptance procedure for an urgent item weighing 15kg posted to a destination in England.

- With the item on the scales, from the Serve Customer screen, touch 'smart post' (F9)
- At the Options screen select Urgent (F1)
- Touch Continue (F16)
- Enter the weight of the item at the Weight Input screen (electronic scales linked to Horizon weigh only up to 6kg)
- From the 'Primary Services' screen select 'Express Pcl' (F9). (You will not be offered Special Delivery, as 10kg is the maximum weight limit for Special Delivery).

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Select Region screen

The next screen will prompt you to select the destination region.

1. Select the appropriate region - in this case England, Wales + S. Scotland (F1).

Please note: If you need help, you can find information about the various regions by using the smart post Help function whilst in the Select Region screen. A list of postcodes in each PFW zone will be displayed. (See the Help facility instructions at the end of this Workaid).



PFW Express Parcels Primary Services screen

The 'PFW Express Primary Services' screen will appear.

1. Ask the customer when the item needs to be delivered, and touch the appropriate service icon.

In this example we have chosen delivery by 10am (F7).



7.4

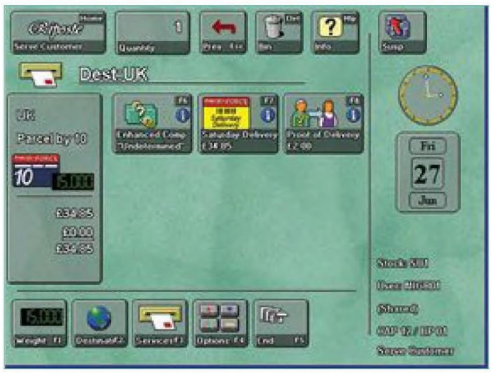
Final Mails screen

From the Final Mails screen you can choose additional services such as Enhanced Compensation (F6), Saturday Delivery (F7), or Proof of Delivery (F8).

If you select any of these options, a green outline will appear around the icon, and additional charges will be added in the settlement panel.

When you have selected any additional service(s) required:

- Touch End (F5)



Express Parcels documentation

- Complete the standard Parcelforce Express documentation as normal.

Please note: For Express Parcels the total value of each transaction will be automatically accounted for by Horizon on the Parcel Revenue line of the Cash Account. Therefore Horizon will not allow you to print a postage label or settle to stamps.

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International items

All the international products and services for both Royal Mail and Parcelforce Worldwide are included in smart post. You also have access to information about them, including details of prohibited and restricted items for each country.

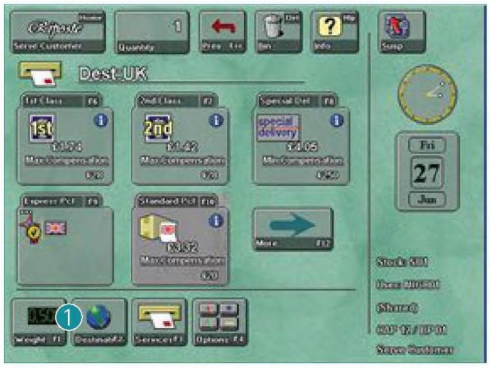
The following example is of a small package being posted to Nepal. It weighs 500g.

- With the item on the weighing scales, from the Serve Customer screen, choose 'smart post' (F9).
- Ask the 3 key questions at the Options screen, and select the appropriate icons.

In this example the item is not urgent or valuable, and the customer does not require a signature on delivery.

- Touch Continue (F16).
- Enter the weight if your scales are not linked to Horizon.

The 'Primary Services' screen automatically defaults to the UK, where all the services displayed are inland ones.



1. To choose an international destination select Destination (F2).

Country Hot Keys screen

The next screen displays icons for thirteen countries, in addition to the icons for the UK and Channel Islands.

Note: All these icons have a blue 'i' (information) symbol. This means you can now obtain specific country information, including a list of prohibitions and restrictions, for those countries (see Help facility ~ country information).



- Touch the appropriate country icon if it is displayed.

1. If an icon for the destination country is not displayed touch the 'More' icon (F16). You can then start to type in the country's name.

Please note: It is extremely important that, from the Destination screen, you **do not choose another country** that you know is in the same price zone.

To ensure the additional services displayed are the **correct ones for the destination**, you **must** touch the More icon (F16) if the appropriate country icon for the item is not displayed on this screen.

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Destination Search screen



1. On the Destination search screen, as you start to type the name of the country, the picklist will start to change, so after typing 1 or 2 letters that country name will be displayed.
2. Touch the required country when it appears in the picklist.
3. Touch the ✓ icon (F1).

Primary Services screen

Smart post now displays the primary services available to the destination.

The services shown will depend on your selections at the 'Options' screen, and the weight of the item.

- Offer your customer a choice of appropriate services

The choices displayed will be airmail letter/small packet/printed papers, International Parcel or Surface mail. If you touch 'More' you will also see Postcard and International Articles for the Blind

1. Touch the appropriate service to continue. In this case we have selected Airmail Small Packet (F7)

You must ensure the destination shown here is the actual destination of this item. This ensures the correct services for the destination are displayed. Additionally, the destination name is printed on the customer's Mail Item receipt.



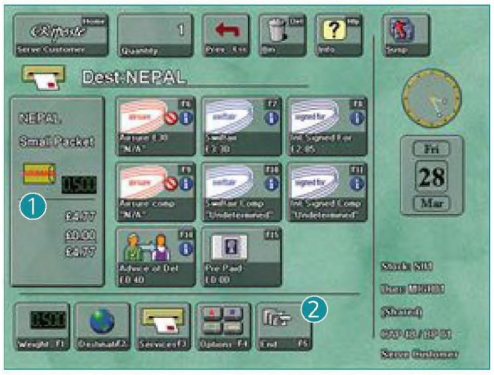
Remember: Where the prices are not shown on the icon this means that there are several primary services available. For example, to check the services available for Surface Mail touch the Surface Mail icon to move to the next screen, then touch the Services (F3) icon to return to this screen.

Final Mails screen

On the Final Mails screen all the available additional services for the selected primary service will be shown.

Any that are edged in green match the requirements you selected at the Options screen.

You will only be allowed to choose additional services that are available to the destination country and/or meet the customers requirements. For example in this illustration the Airsure icon has a 'no entry' sign and N/A. That means Airsure is not available to Nepal, and you will not be able to select it.



1. The settlement panel gives information about the chosen service, including the cost.

- Ask the customer if any of the available additional services are required. (If yes, touch the appropriate icon)

2. Confirm the total charge and touch End (F5)

The 'Do you wish to print a postage label?' prompt will then appear. (See Printing a Postage Label, page 5). A Mail Item receipt will automatically be printed.

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International mail - Additional services

If you ask the 3 questions at the Options screen, then select the destination, smart post will filter the services and prices so you see only appropriate services that are available to that destination, based on the options selected.

Urgent, valuable or signature required?

Smart post will tell you if you can send an item by Airsure, or Swiftair so you can't make a mistake. However you will still need to check the prohibitions and restrictions for each country using the 'Info' (Hlp) icon. (See page 17)

Additional services that are not available have a 'No Entry' sign on the icon and cannot be selected.

Please note: If 'Signed For' is selected at the 'Options' screen, Airsure will be shown as an additional service even though it does not offer a signature on delivery. However, if you select this, a screen message will advise you that Airsure is not a signed for service but is fully tracked to its destination and can be checked on the Royal Mail website.

You must ask the customer whether this is acceptable before selling the service.

The following is an example of an item being posted to the USA. The customer tells you it is urgent and a signature is required. It weighs 1kg.

- With the item on the scales, from the Serve Customer screen, select smart post (F9)
- Touch Urgent (F1) and Signed For (F3), then touch Continue (F16)
- Enter the weight of the item if your scales are not linked to Horizon, and at the UK Primary Services screen select Destination (F2)
- Touch the country icon for USA (F3) (remember to touch More (F16) to enter the country name if the appropriate country icon is not displayed here).

7.4

Primary Services screen

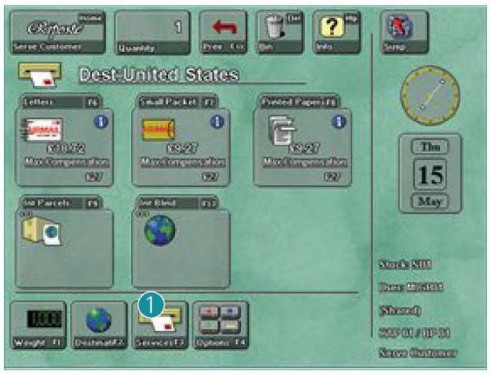
You will see the United States Primary Services screen. If you select any of the 'primary' services shown here, Additional services will be available on the next screen that will offer faster or guaranteed delivery, and a signature on delivery.

Talk to your customer about the choice of available services. The choice is likely to depend on the urgency and cost.

- Confirm the service required and touch the icon to select it.

1 **Remember:** if you select a service and move to the next screen to check the price, you can return to this screen by touching the Services (F3) icon.

In this example we have chosen Airmail Small Packet.



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Final Mails screen

1. Because you highlighted Urgent and Signed For at the Options screen, on the Final Mails screen you will see that the Swiftair icon is highlighted in green.

Airsure is not available to USA, and Signed For will not offer accelerated delivery, so these icons have a 'No Entry' sign.

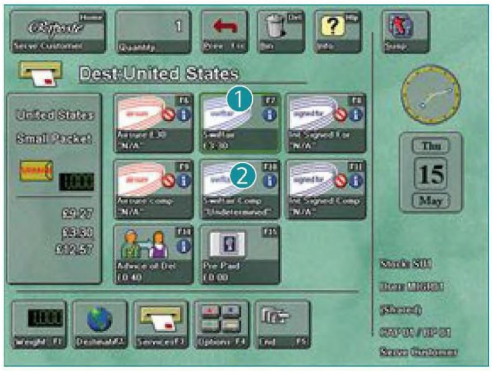
For Swiftair two levels of compensation are available.

- Check the value of the item. Remind your customer that compensation will be payable up to a maximum of £30, but that a higher level of compensation is also available.

2. If compensation over £30 is required touch the Swiftair (F10) icon that ends 'Comp Undetermined'. Smart post will then prompt you to enter the value of the item.

When you enter the value of compensation required you will be returned to the Final Mails screen, where you will see the total cost in the settlement panel.

- Touch End (F5).
- Print the postage label as normal.



Please remember: A Mail Item receipt will automatically be printed. But for Swiftair (and other Priority Services items) you must **destroy the system produced receipt**, and issue the Swiftair service receipt.

7.4

HM Forces mail

A large number of HM Forces items currently accepted at Post Office branches are wrongly priced. With smart post the correct prices for Forces items will be available on the Horizon system.

However, to price Forces items correctly you will still need to know whether the BFPO numbers are located in Europe or Worldwide.

This information is not available through the smart post Help function at this time. This is because the Help function links to Royal Mail's and Parcelforce's customer websites, and information about the location of HM Forces is confidential.

When accepting BFPO items you should:

- Ensure you have the latest Operational Focus BFPO update article on hand to check whether the BFPO is in Europe or Worldwide.
- With the item on the scales, from the Serve Customer screen, select 'smart post' (F9).
- At the Options screen ask the customer the 3 key questions, and highlight any appropriate icons.
- Touch Continue (F16).
- Enter the weight of the item if your scales are not linked to Horizon.
- From the 'UK Primary Services' screen select 'More' (F12).
- Select 'BFPO' (F11).

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Primary Services screen

If no options were selected at the Options screen all the following services will be available:

BFPO Europe (F6)
BFPO World (F7)
BFPO Parcels (F8)
BFPO Special Delivery (Europe) (F9)
BFPO Special Delivery (Worldwide) (F10)
BFPO Surface (F11).

- Refer to the latest Operational Focus BFPO update article to check whether the BFPO is in Europe or Worldwide.



1. Select the appropriate service. In this example we have selected BFPO Europe (F6).

If you select Urgent, High Value, or both at the Options screen (whether or not you also select Signed For), only BFPO Special Delivery Europe and Special Delivery Worldwide will be available.

For items where only High Value is selected, BFPO Parcels (Enhanced Compensation) will be available in addition to BFPO Special Delivery.

For items where only Signed For is selected, Recorded, by airmail or surface will be available.

Final Mails screen

The next screen will be Final Mails, where any additional services will be available.



1. The settlement panel here shows the cost of sending the item by airmail to a BFPO in Europe.

- Touch End (F5).

Please note: Smartpost is able to print postage labels for BFPO letters and parcels.

The 'Do you wish to print a postage label?' screen will appear.

- Follow the procedure for printing a postage label.
- Issue a Mail Item receipt or service receipt as appropriate.

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Other services

Inland Articles for the Blind

This service is available for items up to 7kg in weight that are not of high value or urgent and do not require a signature.

From the 'UK Primary Services' screen:

- Touch the 'More' icon (F12)
- Touch the 'Blind' icon (F13)

No additional services are available for inland Articles for the Blind.

International Articles for the Blind

This service is available for items up to 7kg in weight.

From the 'International Primary Services' screen:

- Touch the 'Int Blind' icon (F13)

The following additional services are available, depending on the destination

- Airsure
- Swiftair
- Int Signed For.

Inland Standard Parcels with Enhanced Compensation ~ accounting for the fee

Smart post produces postage labels whose value **includes** the Enhanced Compensation fee. Therefore you must **not affix** additional postage stamps to the back of the Standard Parcel Certificate of Posting (COP) (P6159).

- Affix the postage label, for the full amount of postage due, to the item.
- Complete only the bottom section of a Standard Parcel COP (P6159).
- Tear off and retain this section for reconciliation at the end of the week.
- Affix a Standard Parcel Traffic serial number (P6156) to the item.
- Detach the corresponding numbered counterfoil from the Standard Parcels Traffic Schedule (P6156) and affix it to the Mail Item receipt.
- Complete the Building name or number and Postcode sections on the Mail Item receipt.
- Hand the customer the Mail Item receipt. (The Mail Item receipt will show that the customer has paid for Enhanced Compensation).

7.4

Other options and functionality

Prepaid functionality

The Prepaid icon appears in the Final Mails screen and must be used when:

- an item has postage partly prepaid in postage stamps or franking machine impressions
- an item has been returned to the sender because insufficient postage has been paid (overseas items only).

Partly prepaid items

From the Final Mails screen:

- Select Prepaid (F15).
- Enter the value of the postage affixed to the item .
- Touch the ✓ icon.

Smart post will deduct the prepaid amount from the total cost of primary and additional services.

- Complete the transaction by producing a postage label or selling stamps for the outstanding postage.

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Underpaid (overseas) items

Postage labels produced when an item has been returned to the sender due to insufficient postage, must have a Fully Paid (FP) service indicator affixed. Therefore, when you enter a prepaid amount for an overseas item followed by a request to print a label, the system will ask whether '**a Postage**' label or an '**Underpaid**' label is required.



If the item has been returned due to insufficient postage:

- Select Underpaid ✖ (F1).

If the item is being posted for the first time:

- Select Postage ✔ (Enter).

Quantity functionality

Smart post allows you to use the Quantity function to produce labels for multiple items of the same weight, being sent by the same service to the same country of destination. (eg. 5 x 1st class items each weighing 100g, sent to UK addresses).

7.4

At the Primary Service or Final Mails screen:

- Touch the 'Quantity' icon and enter the quantity.
- Select the required service.

At the 'Do you wish to print a postage label?' screen, print the label as normal.

- If the postage label printed correctly touch the ✓ icon (Enter).

You will be prompted to insert another label.

- Insert the second postage label into the printer and select ✔ (Enter).
- Repeat the process for all further labels within the customer session.

When the final label has printed, smart post will print the Mail Item receipt.

Rejecting postage labels within a multiple label transaction session

If a postage label is rejected within a multiple label transaction session, smart post will print a Mail Item receipt for any labels that have been printed correctly, and also a Rejected Label receipt for the label that has just been rejected.

You will need to keep the two receipts separate. Give the Mail Item receipt to the customer as normal and retain the Rejected Label receipt for reconciliation purposes if a label did not print.

Any labels already successfully produced will remain on the sales stack but to produce the outstanding labels you will need to touch End (F5) and you will then be prompted to insert the remaining labels.

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Changing your selections

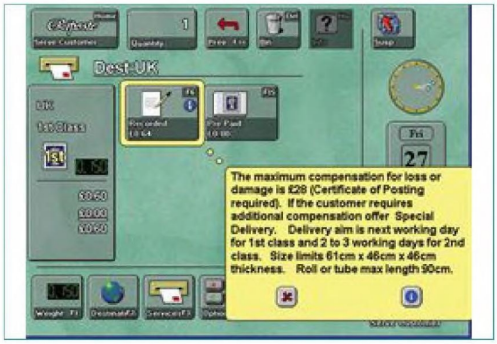
You can use the four icons at the bottom of the 'Primary Service' screen to re-set your criteria selections.



1. Weight (F1) – If your scales are not connected to Horizon you can change the weight you originally entered, right up until the 'Do you wish to print a postage label?' prompt is displayed.
2. Destination (F2) –You can change the destination you originally selected up until the 'Do you wish to print a postage label?' prompt is displayed.
3. Services (F3) – You can change the primary service you selected up until the 'Do you wish to print a postage label?' prompt is displayed. Use the 'Services' icon to return to the Primary Services screen and choose a different primary service.
4. Options (F4) – You can make changes to the options you originally selected (Urgent, High Value, Signed For), up until the 'Do you wish to print a postage label?' prompt is displayed.

7.4

Help facility ~ Bubble Help



You can find information about Royal Mail and Parcelforce Services by touching the Info (Hlp) icon, and then touching any product or service icon. Bubble help information includes details of delivery aims, compensation levels and size limits for the selected product.

The example opposite shows the bubble help information that would be displayed for the Recorded- Signed For service.

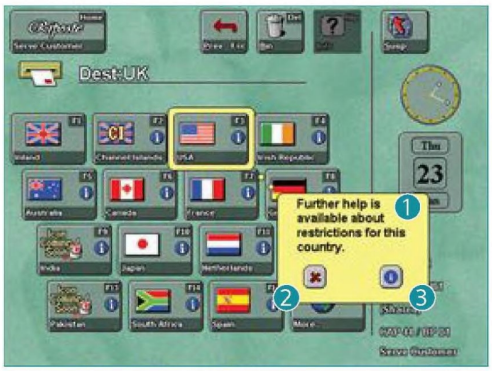
Touch the ✖ icon to make the bubble help disappear

Help facility ~ country information

Smart post provides additional information whenever you see a blue ⓘ symbol. To access this information:

- Touch the 'Info' (Hlp) icon
- Touch any icon that contains the blue ⓘ symbol





1. Bubble help will display a message that further information is available
2. Touch the ✖ icon to make the bubble help disappear or,
3. Touch the ⓘ icon to display the additional information

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Help Index ~ Jump to Countries

If you touch the blue symbol in the bubble help, the Help Index page will be displayed



1. To find information about a country's prohibitions and restrictions, touch **'Jump to Countries'**

- Use the arrow keys on the keyboard to scroll up or down the page

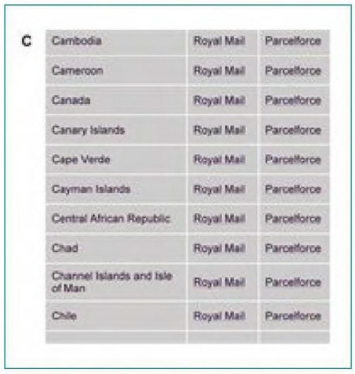
Countries Index

If you touch Jump to Countries, an index of countries will be displayed



If you want further information about a country, for example prohibited or restricted goods, or customs requirements, touch the first letter of the word from the alphabetical list at the top of the screen. (For example, for Canada touch 'C'). You must touch the screen - you cannot use the keyboard to select the appropriate letter.

A page displaying all countries beginning with C will be displayed.



- Touch 'Royal Mail' or 'Parcelforce' on the appropriate country line, or use the arrow keys, to move to the Royal Mail or Parcelforce country information page

Country information

A Royal Mail or Parcelforce screen with all the country information, including prohibitions and restrictions for that country, will be displayed.



Royal Mail country information



Parcelforce country information

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Touching 'Jump to Index' or 'Jump to Countries' on any of the help pages will take you to the appropriate screen.

- Use the arrow keys on the keyboard to scroll up or down the Index pages
- Touch Exit at the bottom of the screen, or press ESC on the keyboard to return to the Horizon screens.

Help facility ~ information about products and services

You can also obtain information on all Royal Mail and Parcelforce products and services from the Help Index page.

Index of products and services



1 For example: If you require further information about Royal Mail's compensation policy, you should touch the letter 'C' at the top of the screen.

A page showing all the products and services beginning with 'C' will be displayed.

- Use the arrow keys on the keyboard to scroll up or down the page to the appropriate product or service, or

1 Touch the line that displays the product or service you want information about (eg. Compensation Policy)



Product information

You will then see a screen giving information about that product or service.



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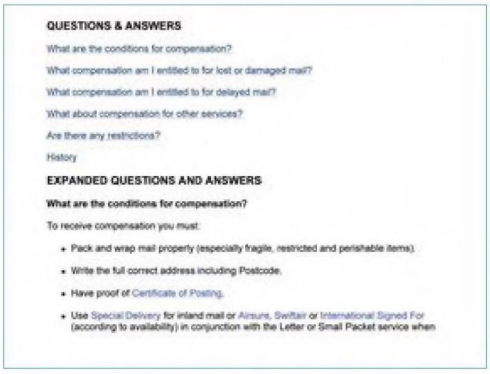
Product Q & As

The product information page also includes a section of frequently asked questions.

- Press the TAB key on the keyboard to scroll down the questions or press the Shift and Tab keys together to scroll back up.
- Touch the relevant question to select the information you require.



QUESTIONS & ANSWERS

What are the conditions for compensation?

What compensation am I entitled to for lost or damaged mail?

What compensation am I entitled to for delayed mail?

What about compensation for other services?

Are there any restrictions?

History

EXPANDED QUESTIONS AND ANSWERS

What are the conditions for compensation?

To receive compensation you must:

- Pack and wrap mail properly (especially fragile, restricted and perishable items).
- Write the full correct address including Postcode.
- Have proof of Certificate of Posting.
- Use Special Delivery for inland mail or Airsure, Swiftair or International Signed For (according to availability) in conjunction with the Letter or Small Packet service when

7.4

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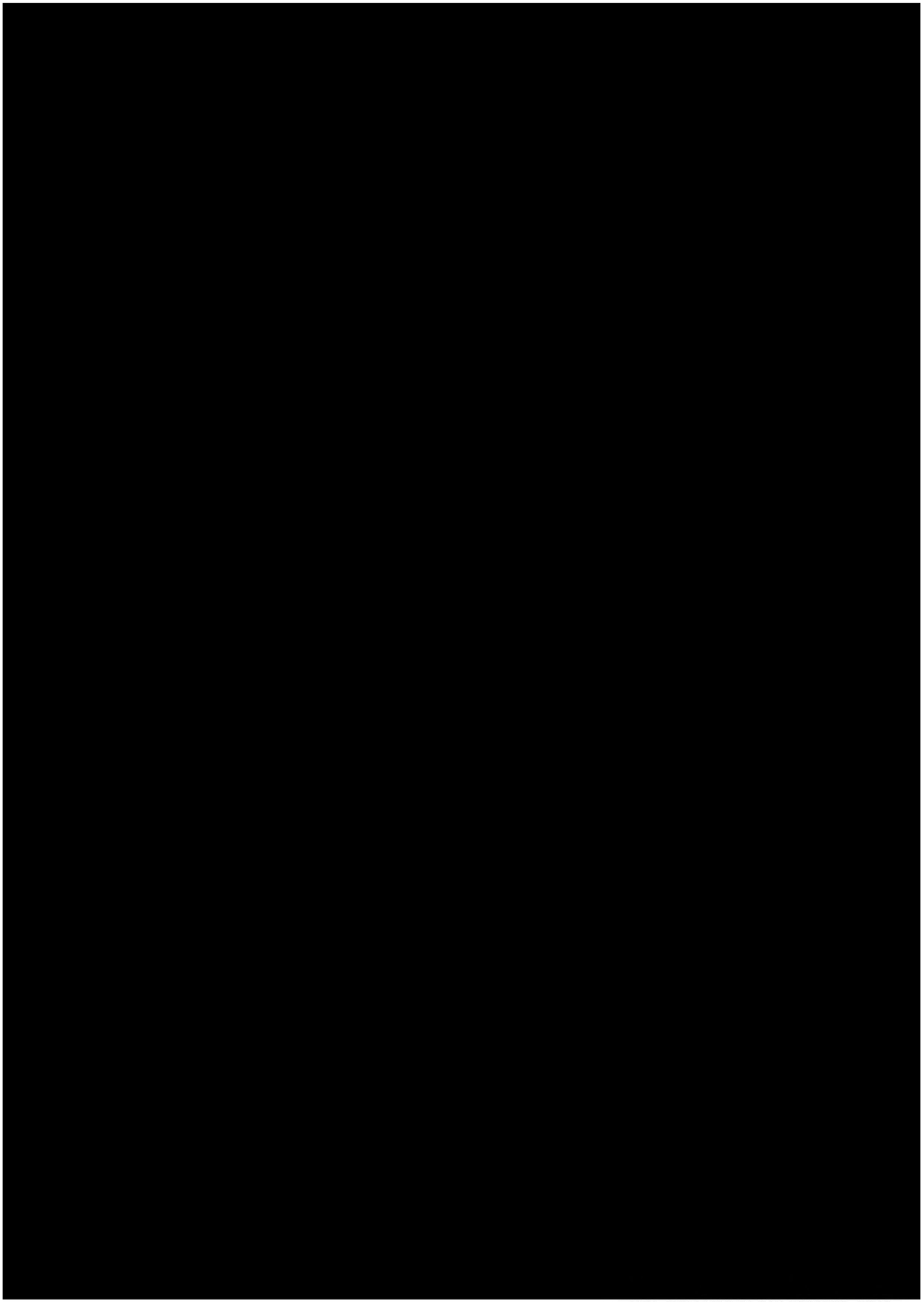

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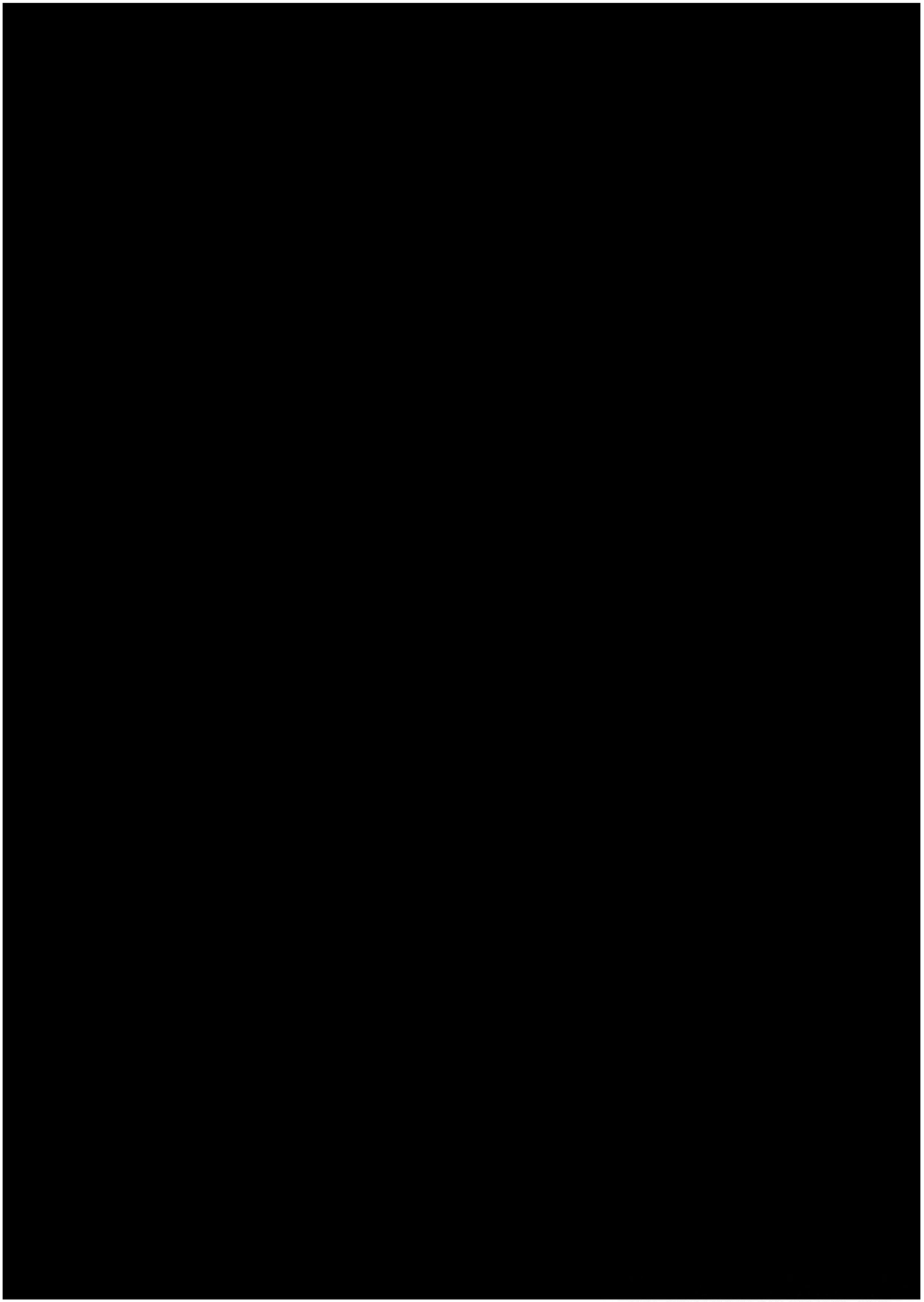

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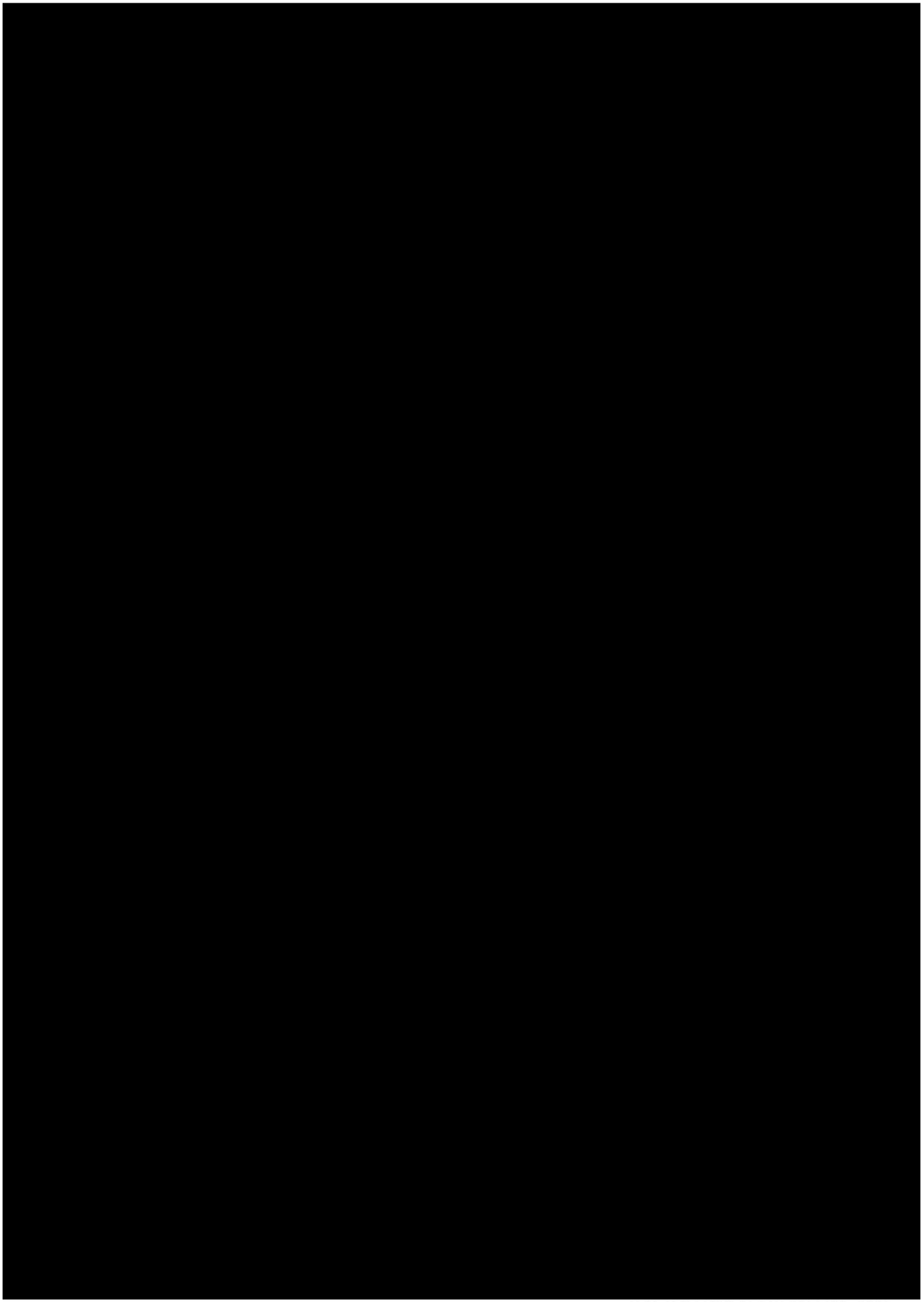

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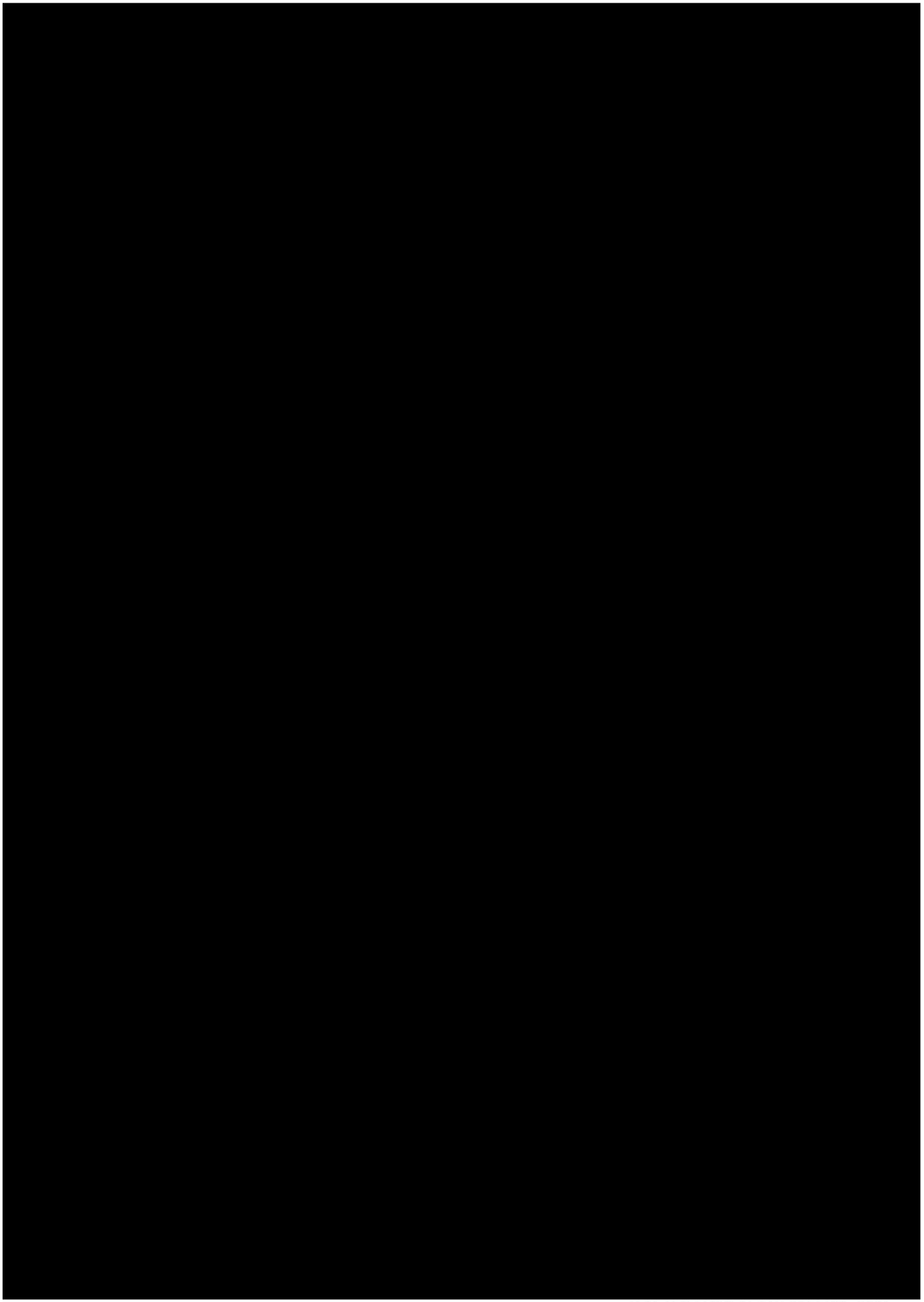

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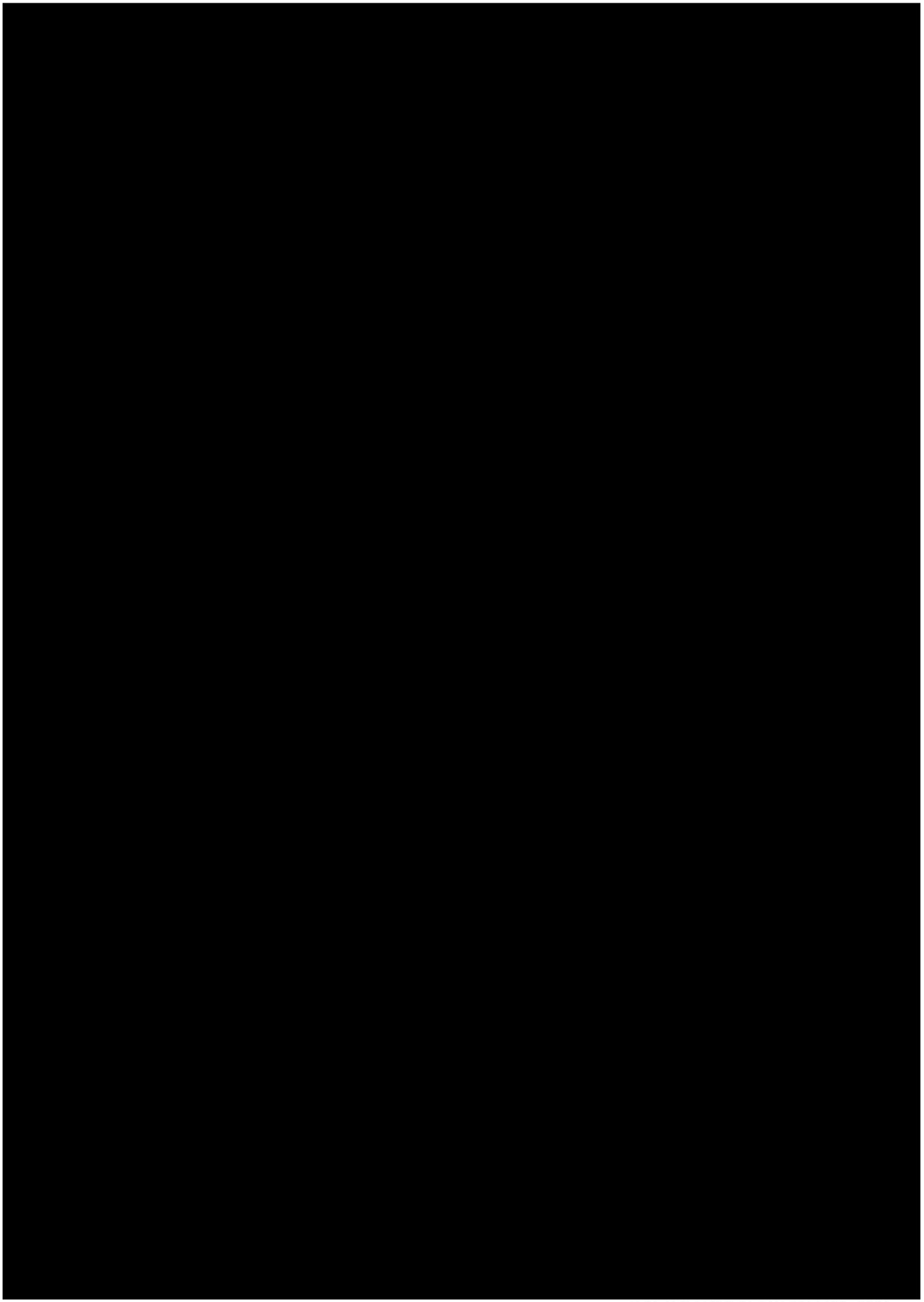

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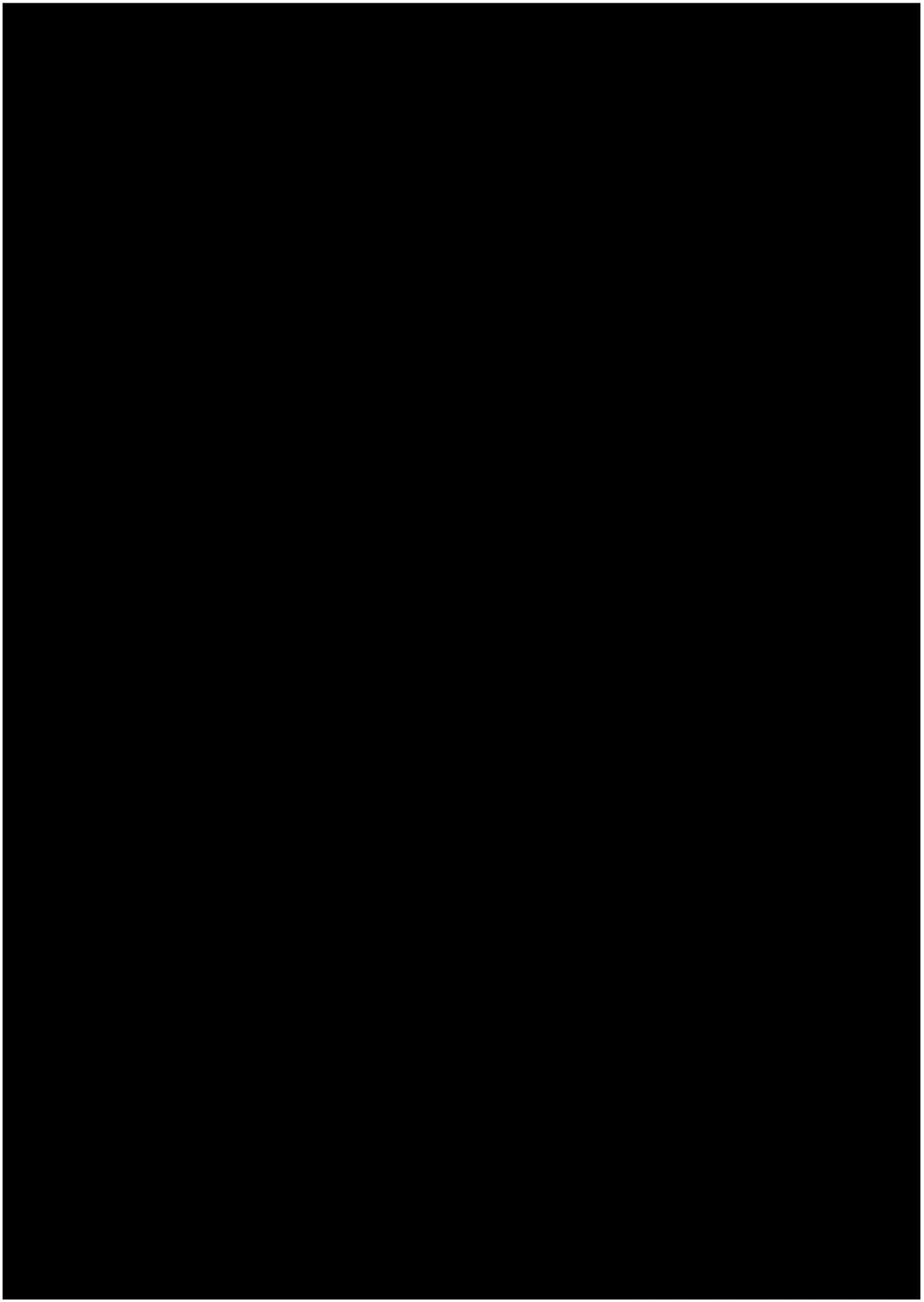

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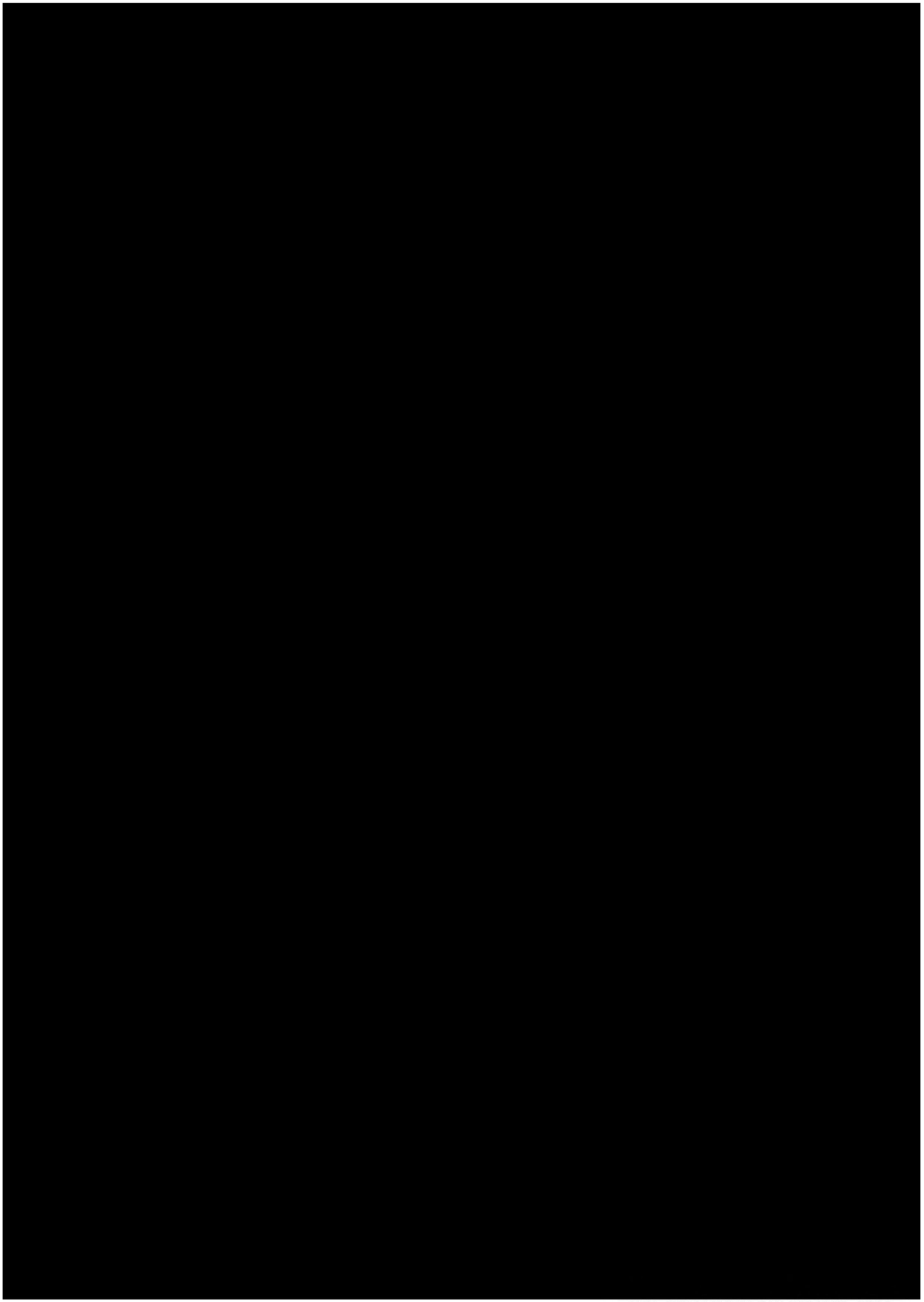

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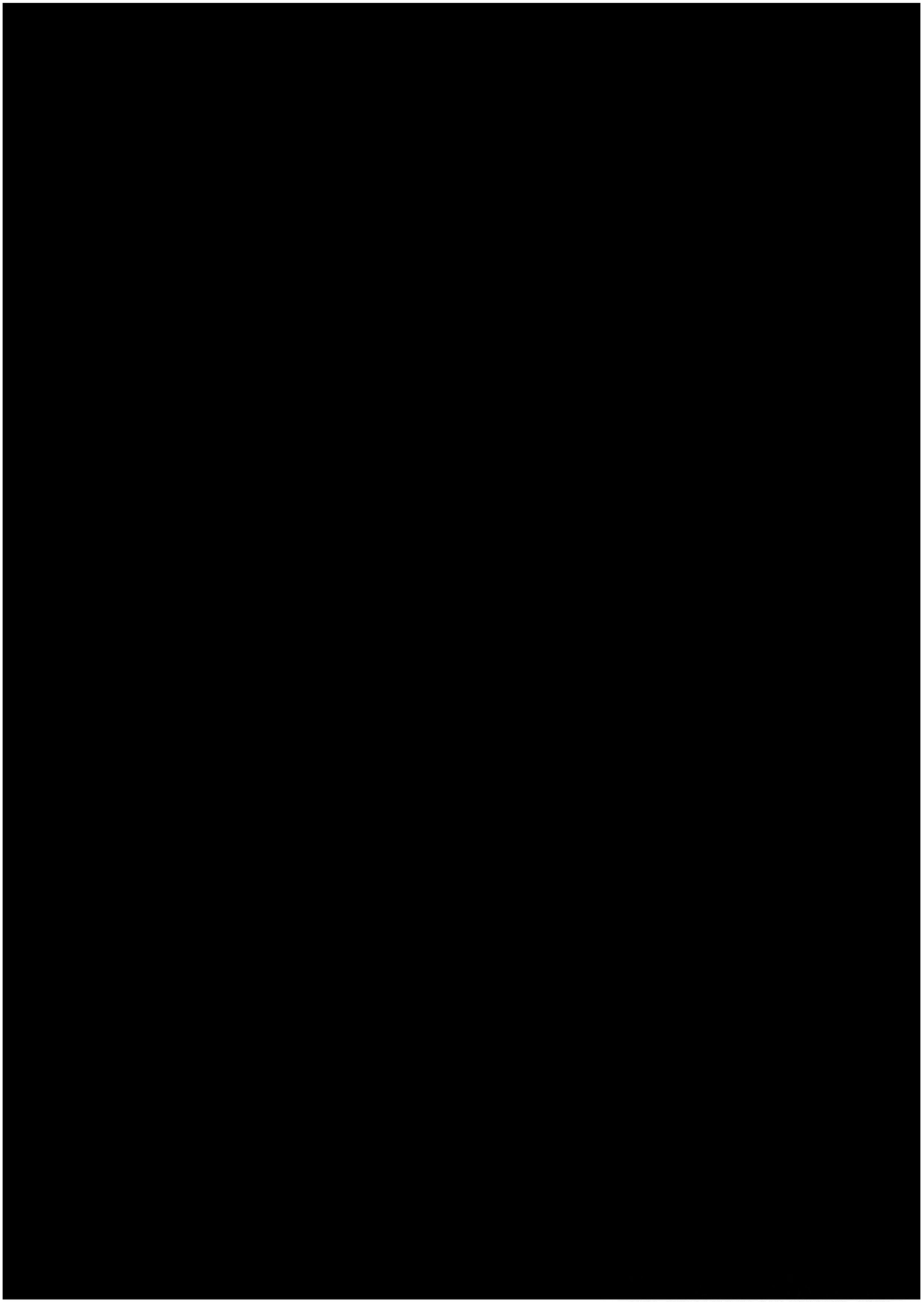

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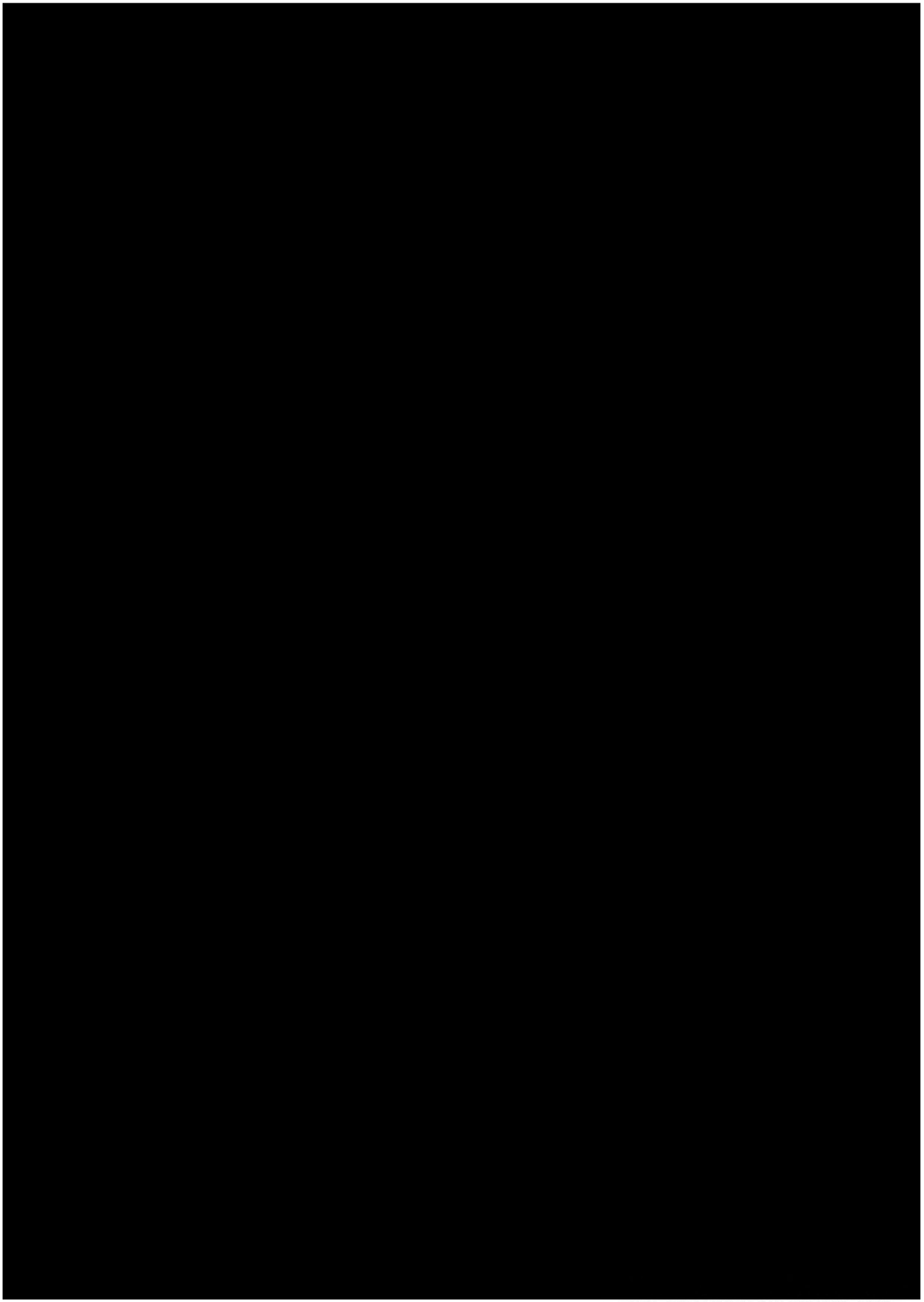

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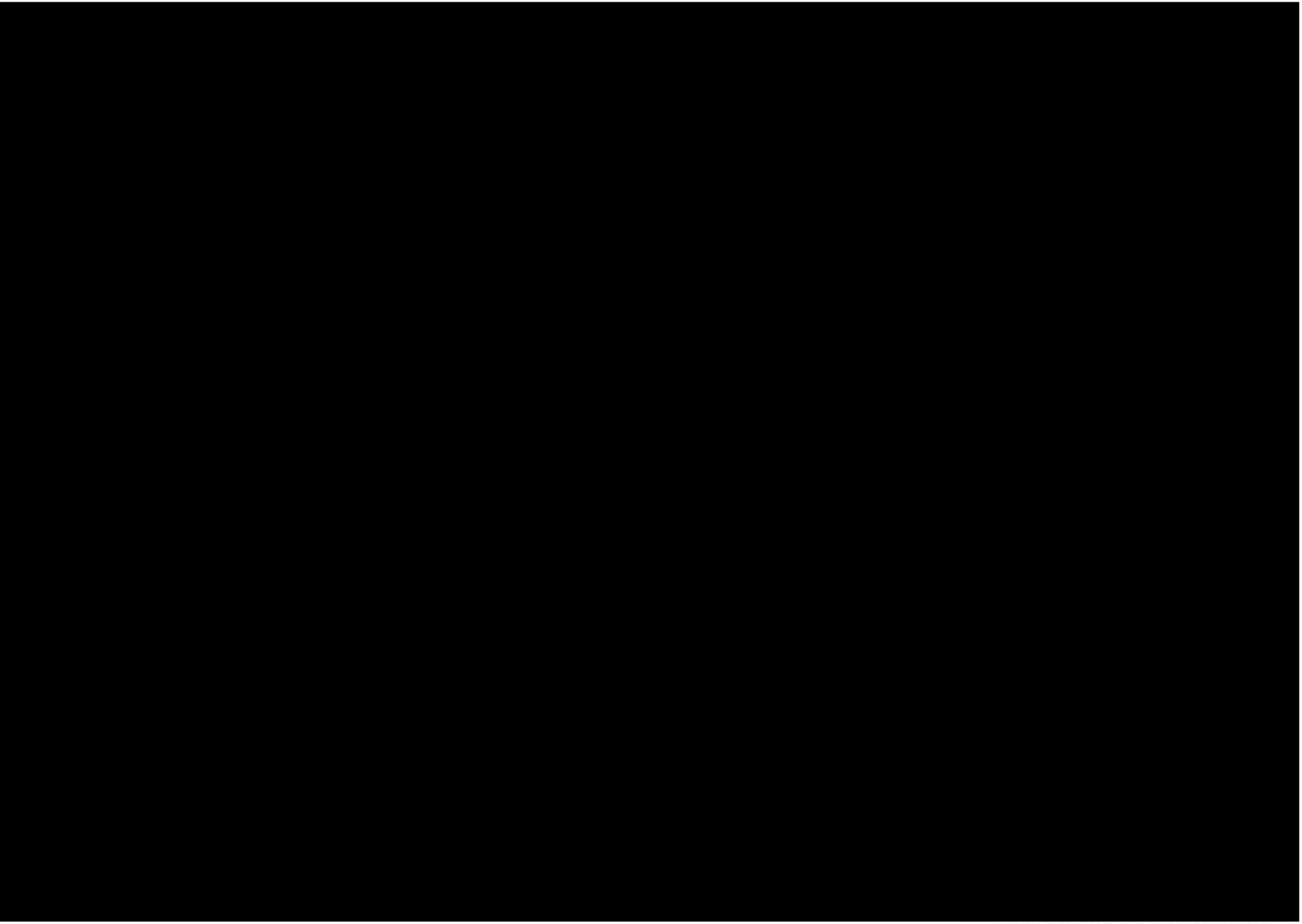

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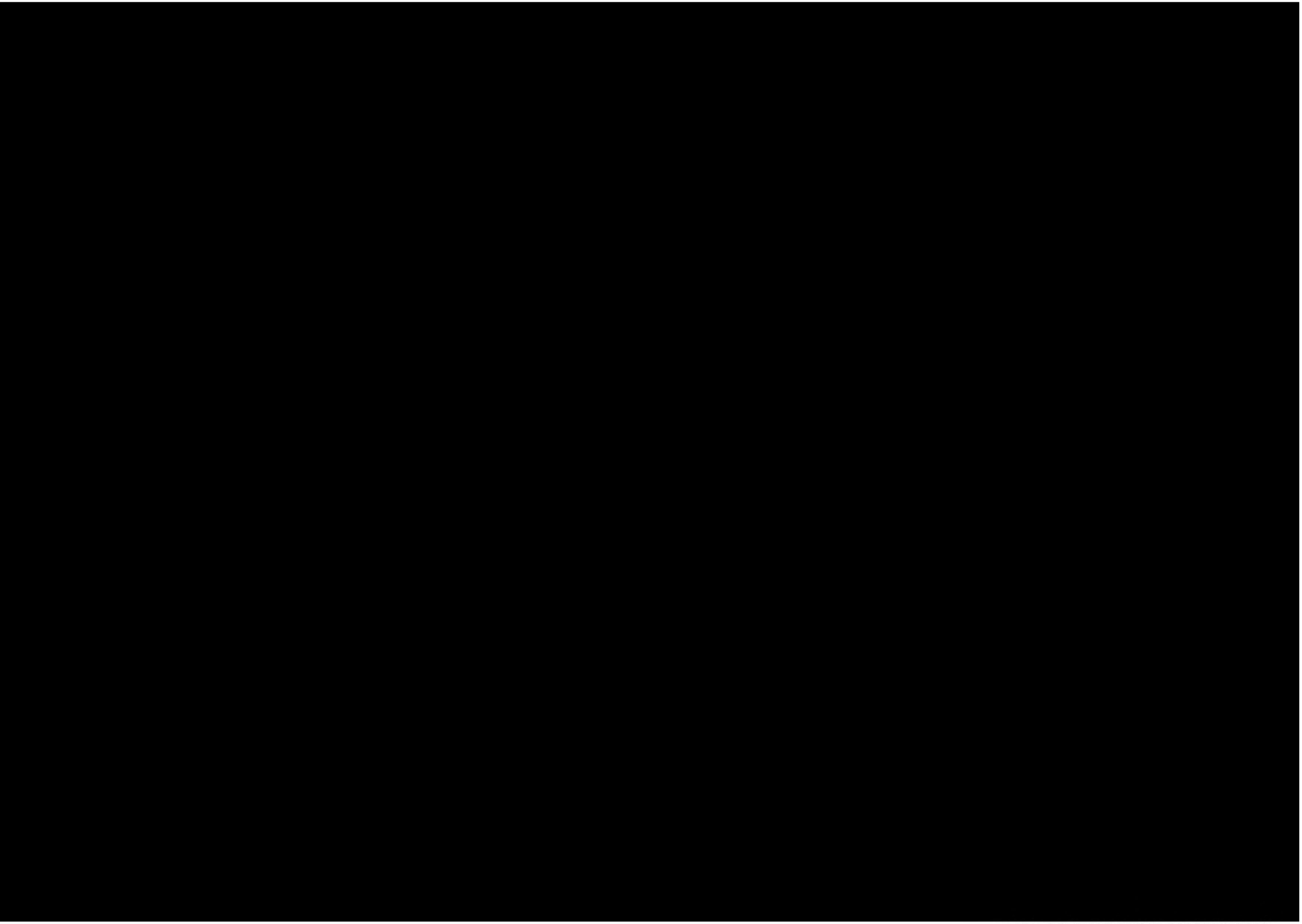

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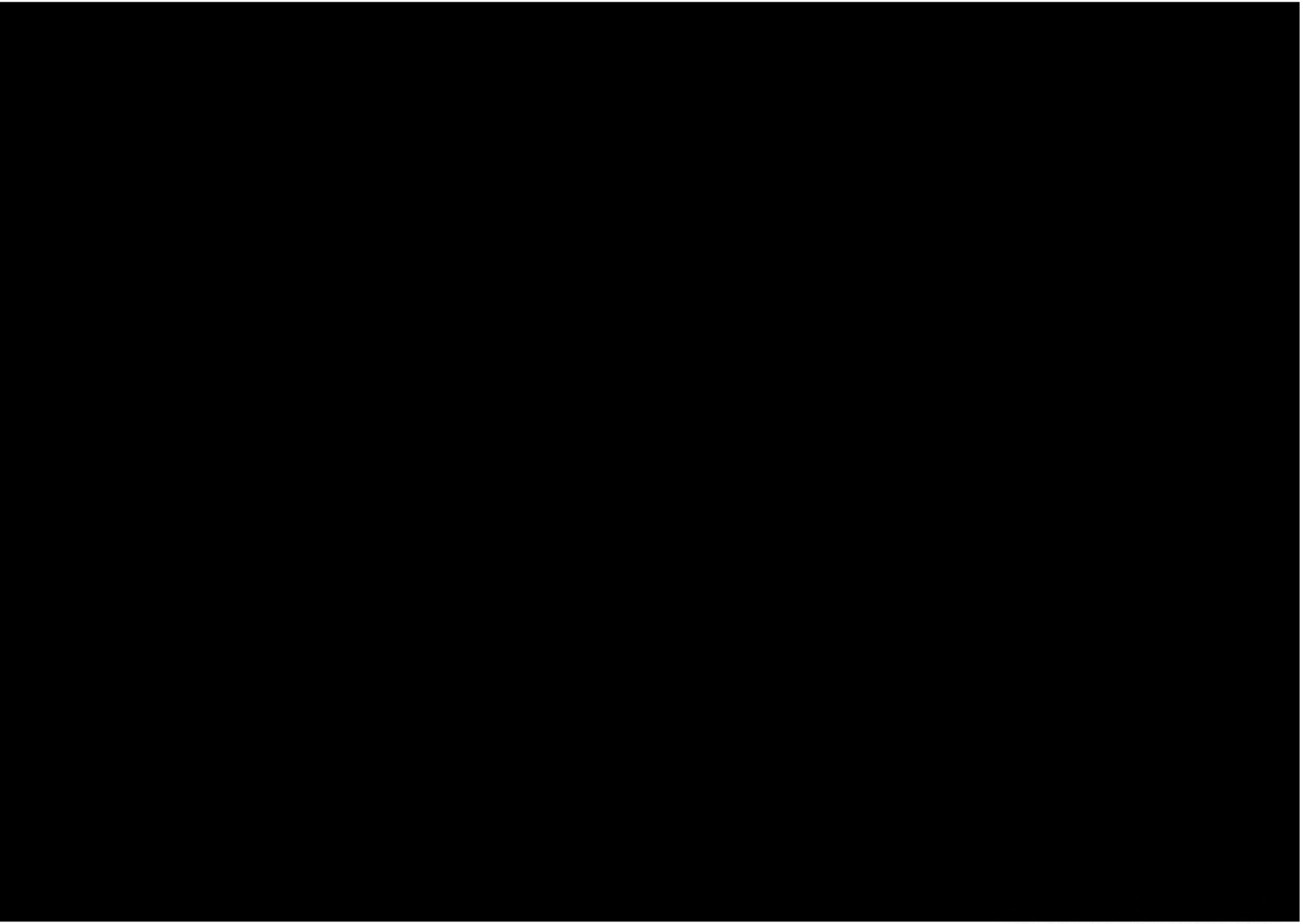

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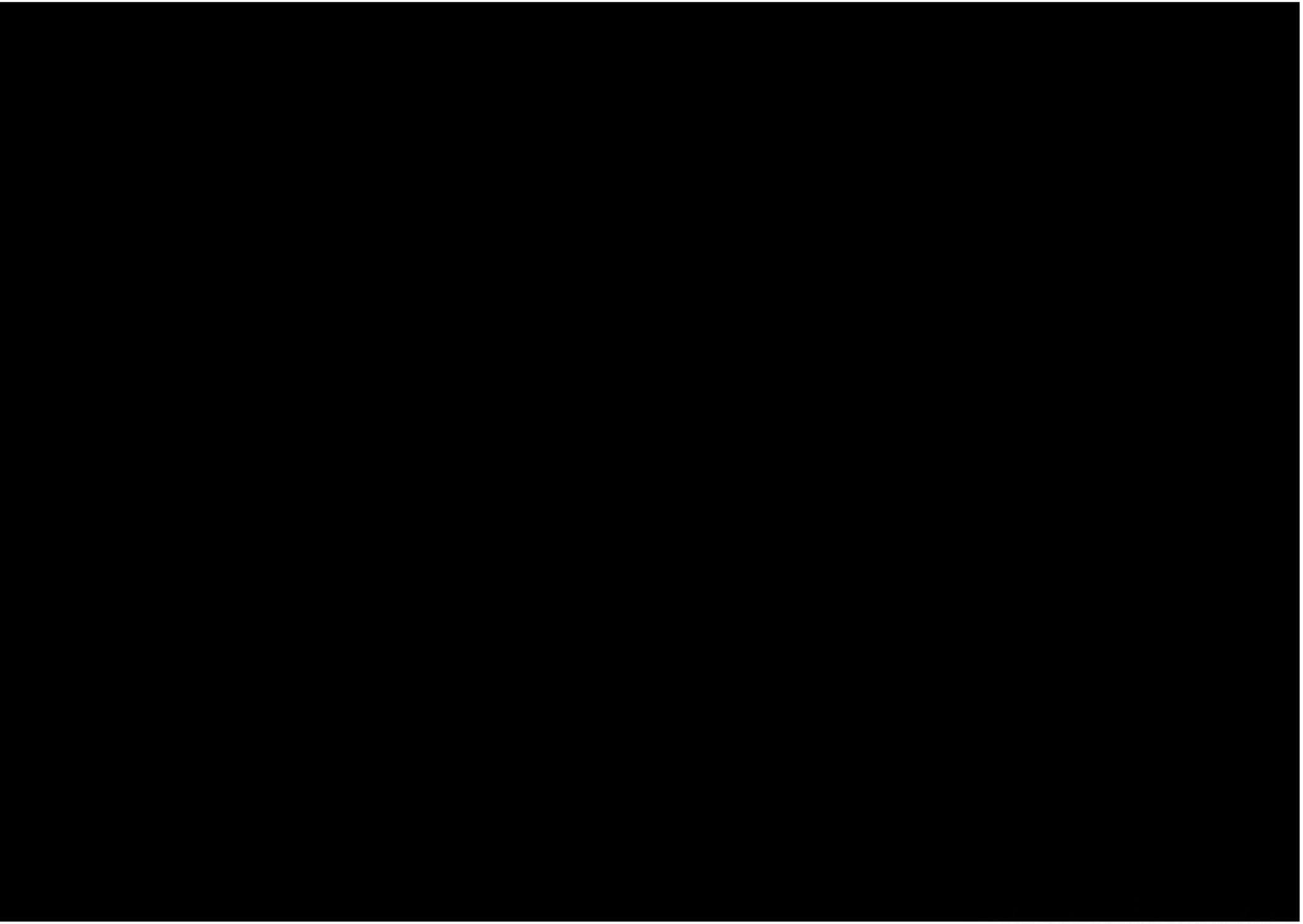

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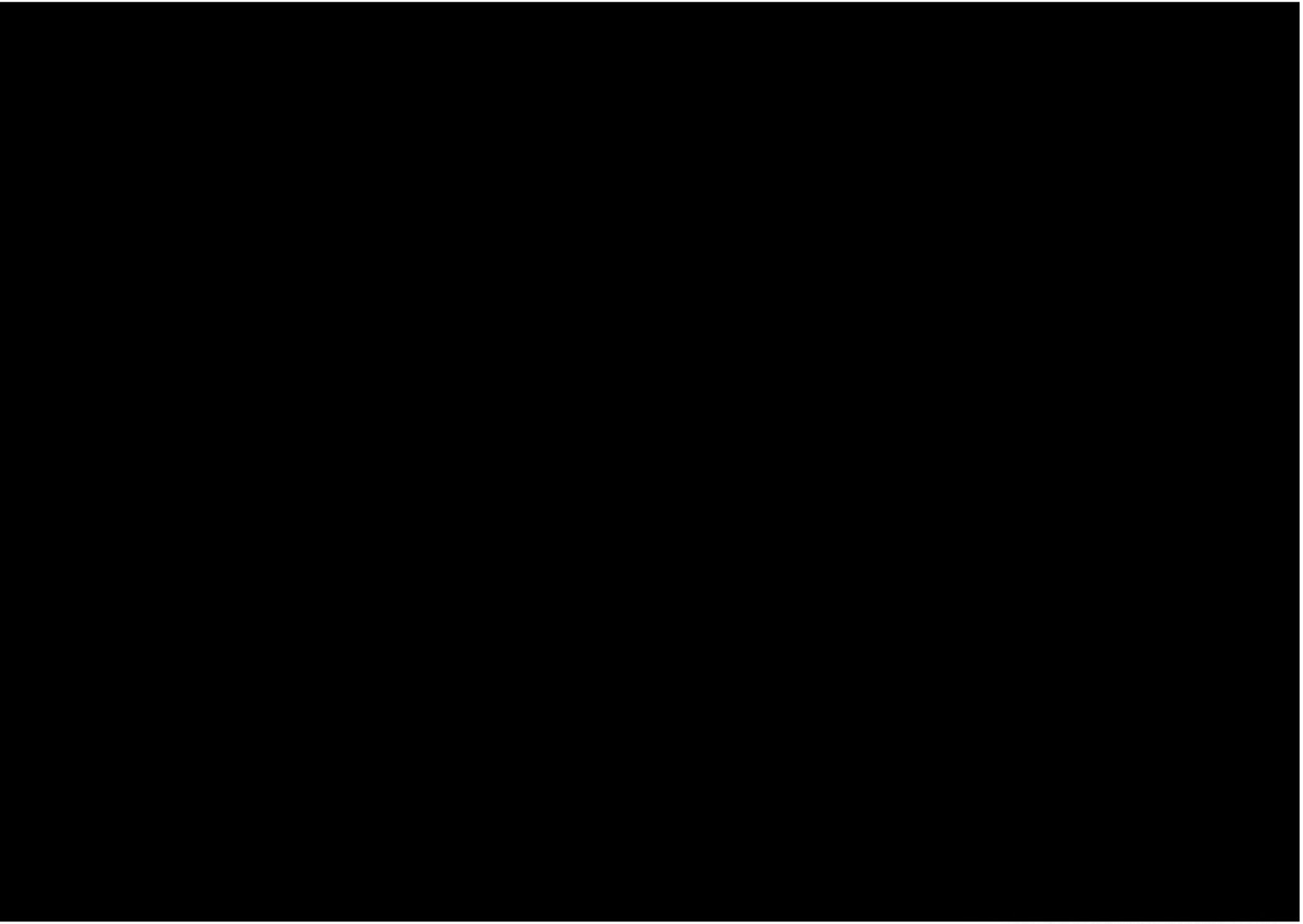

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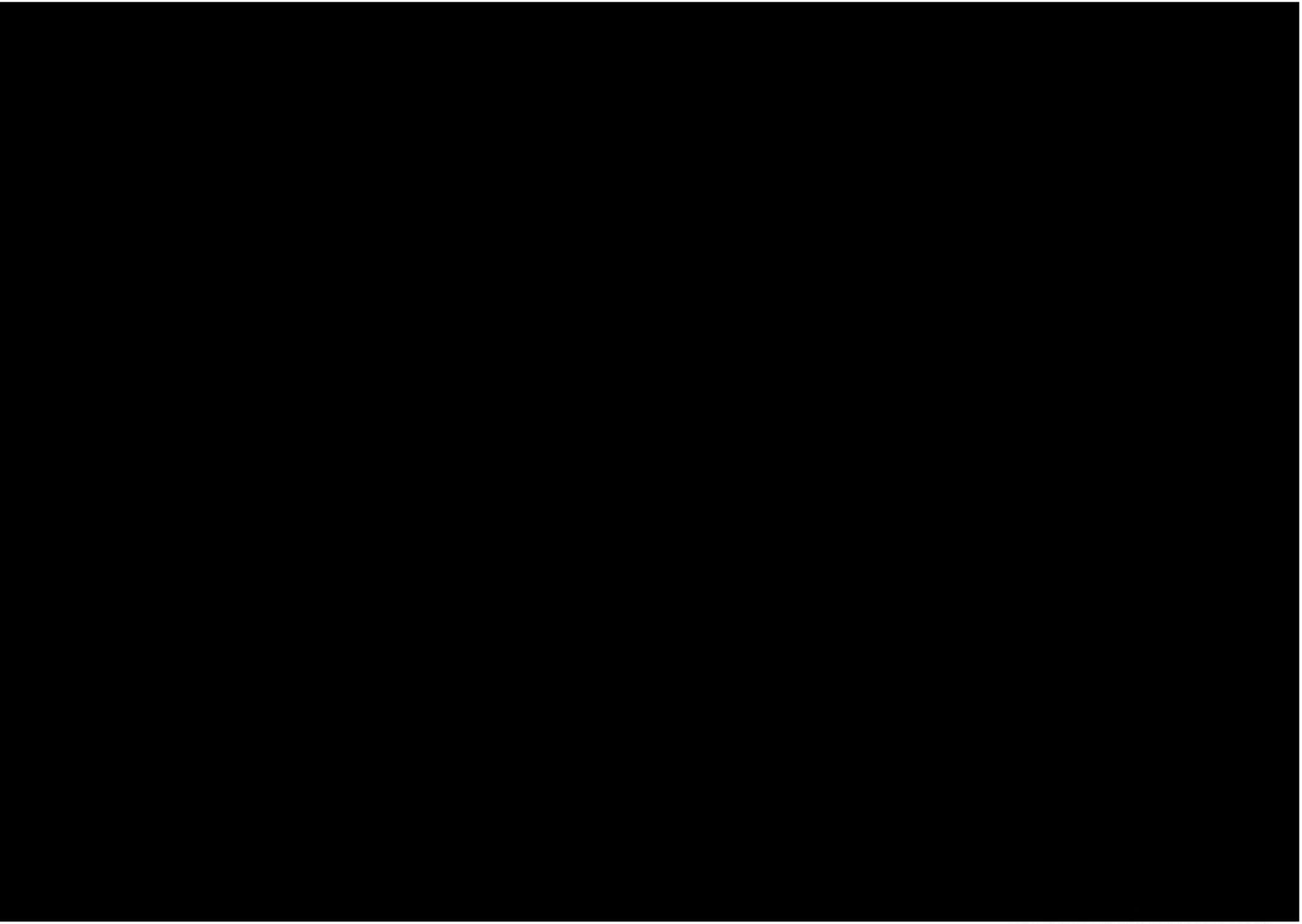

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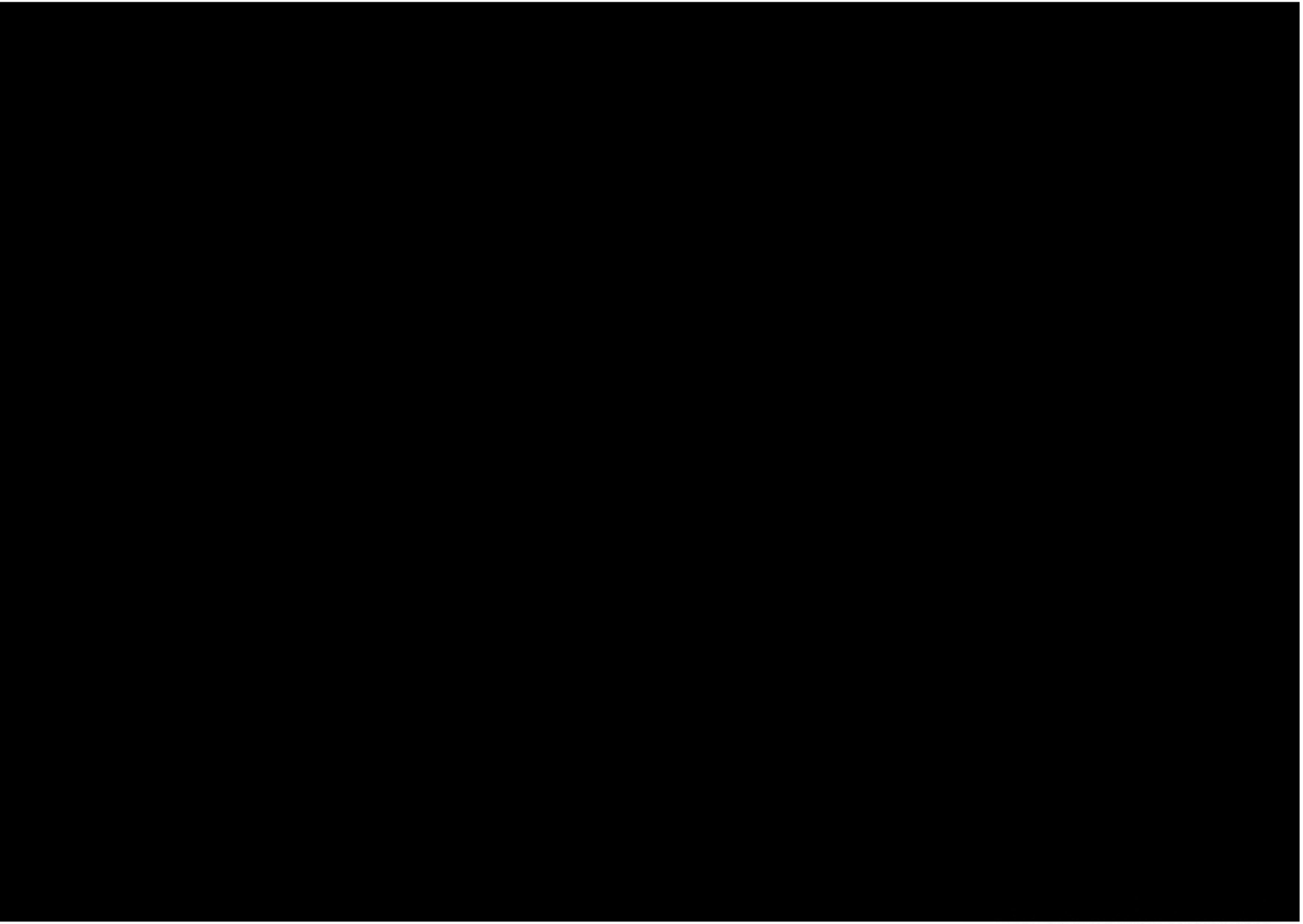

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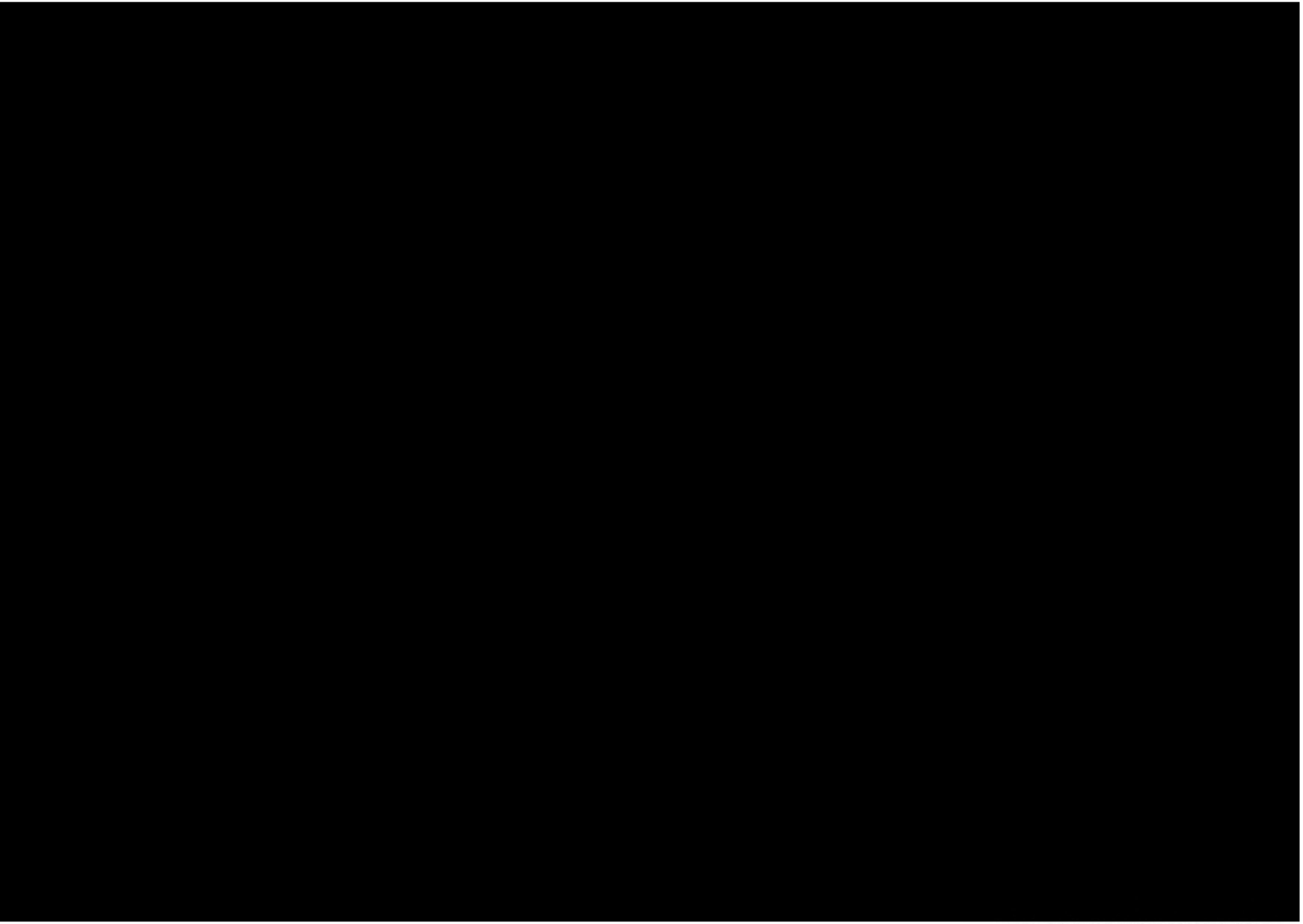

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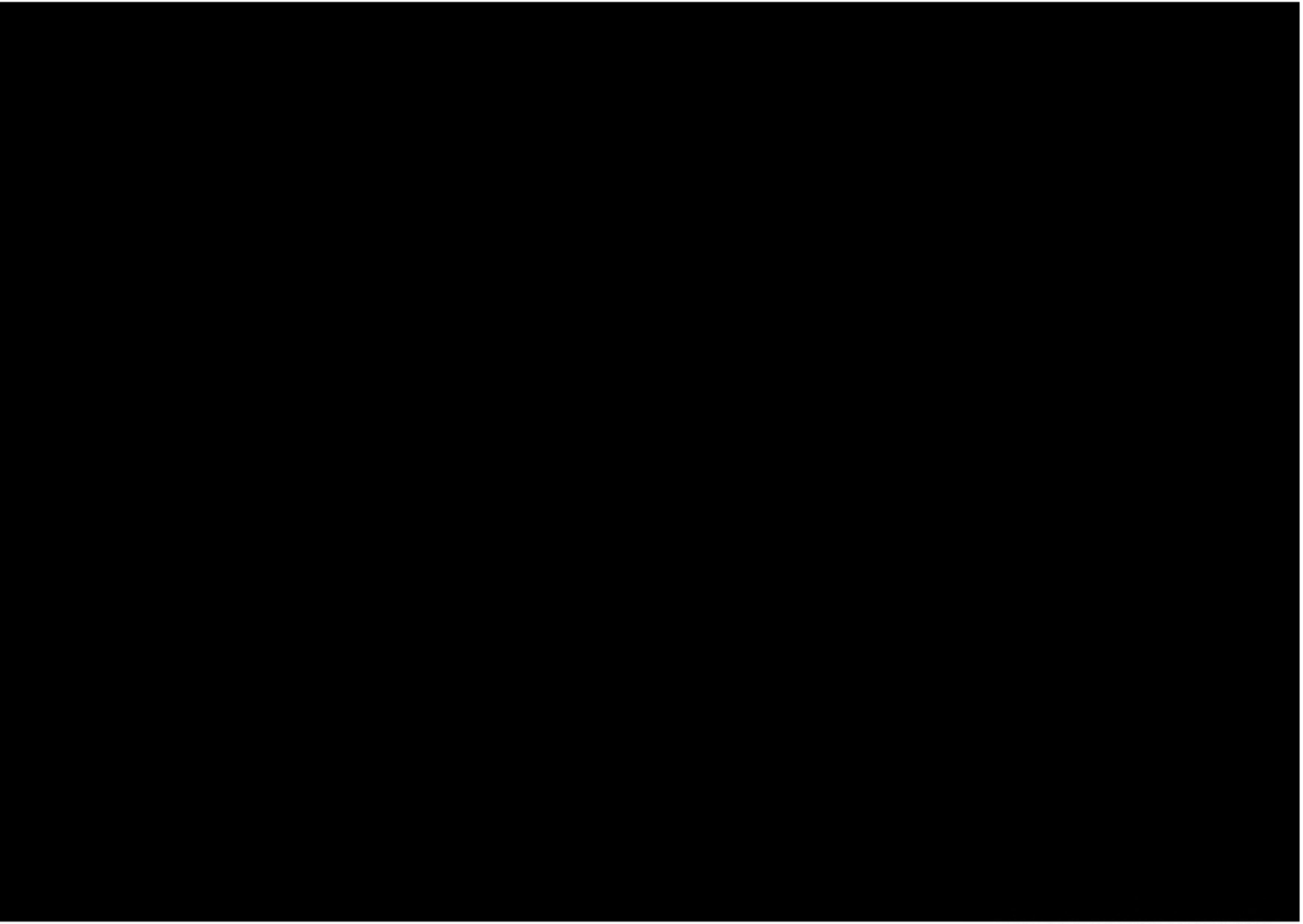

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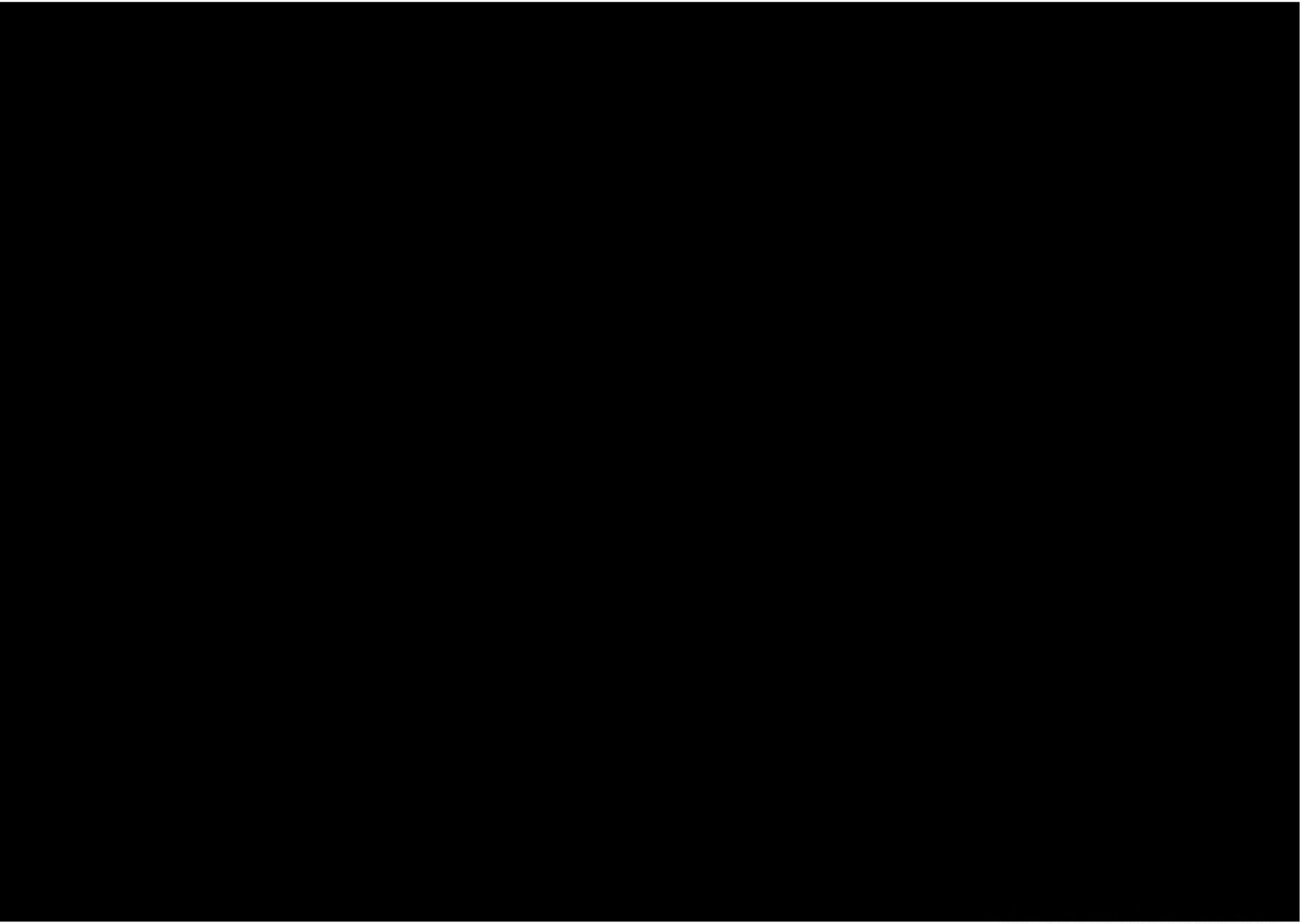

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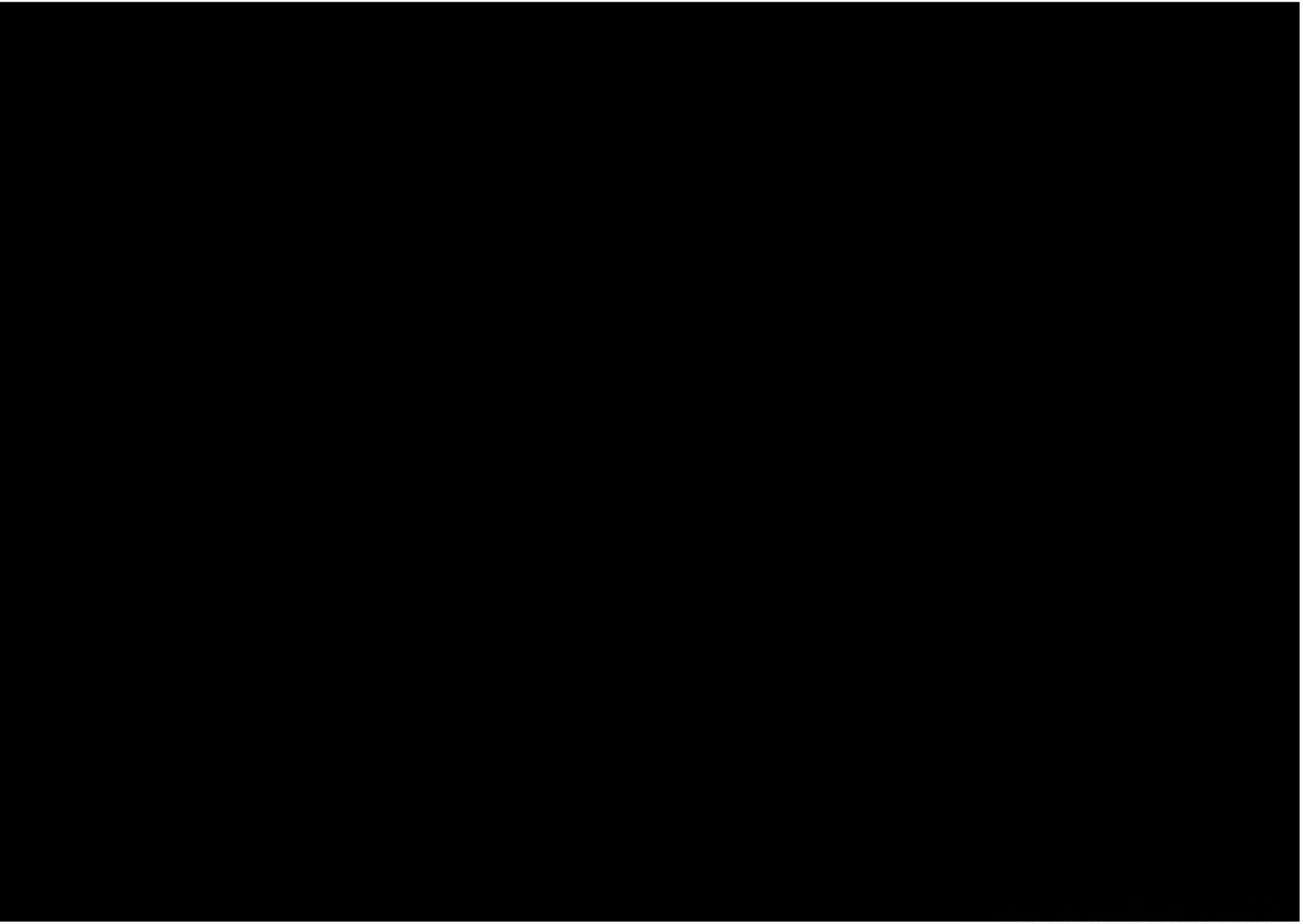

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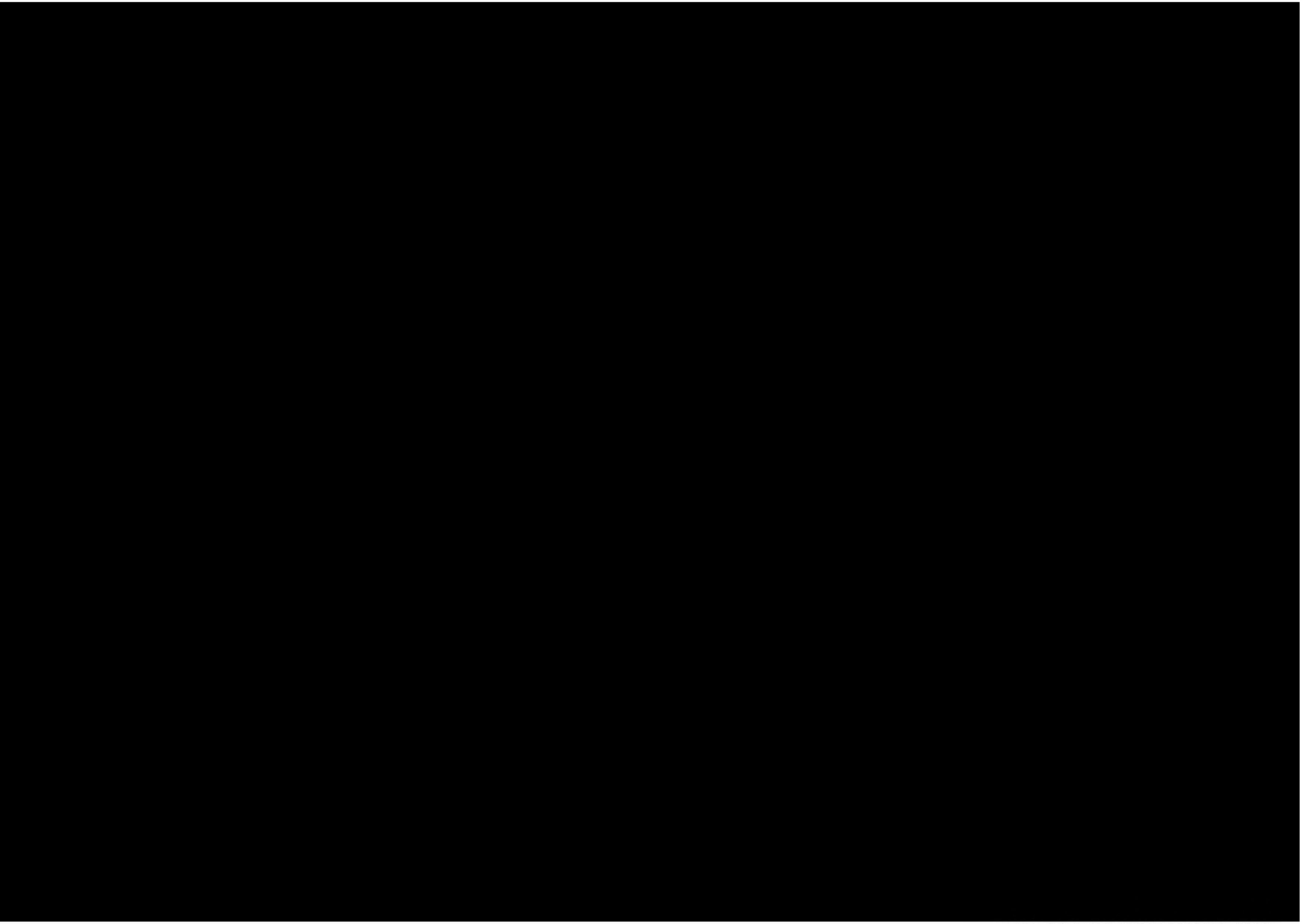

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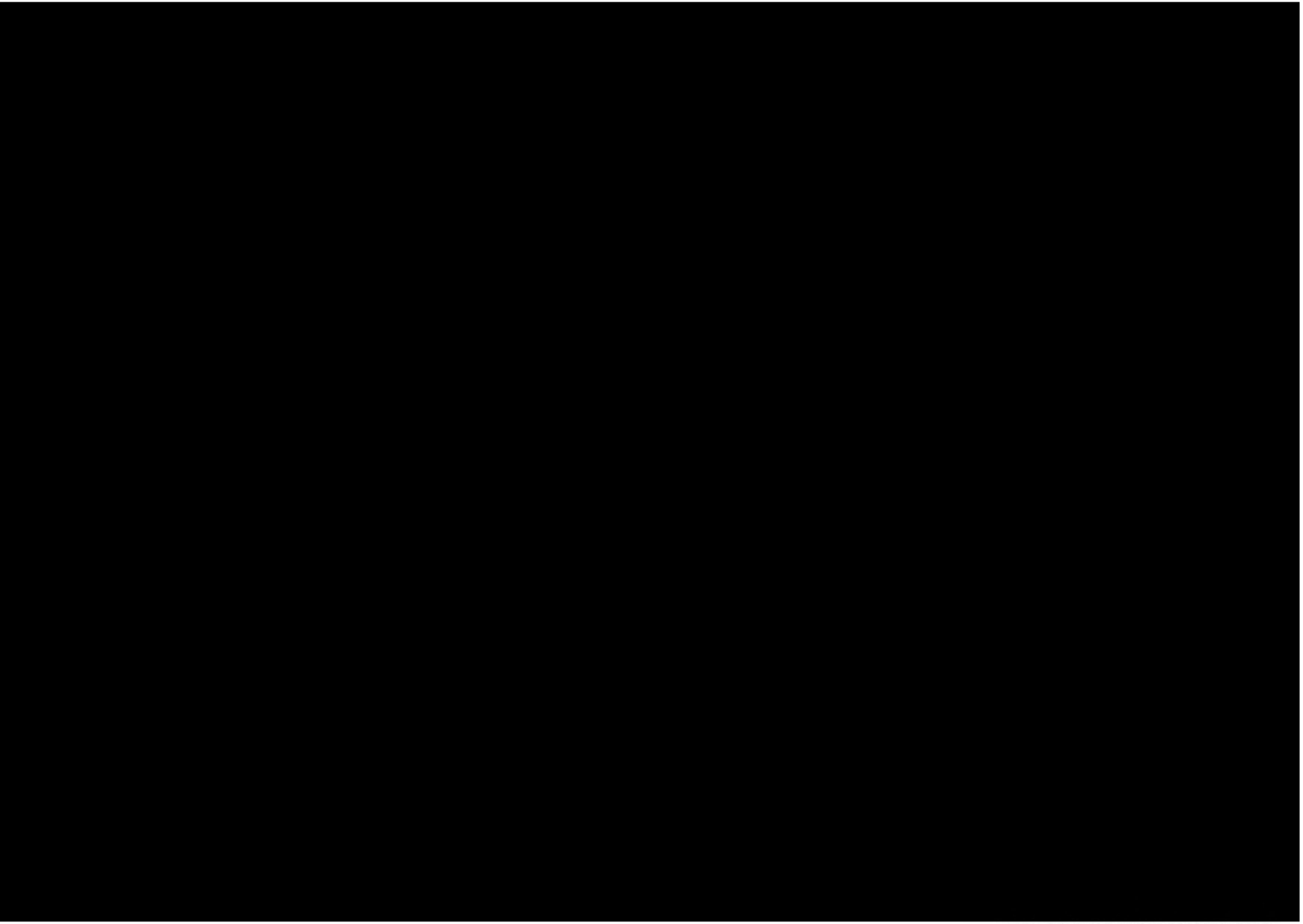

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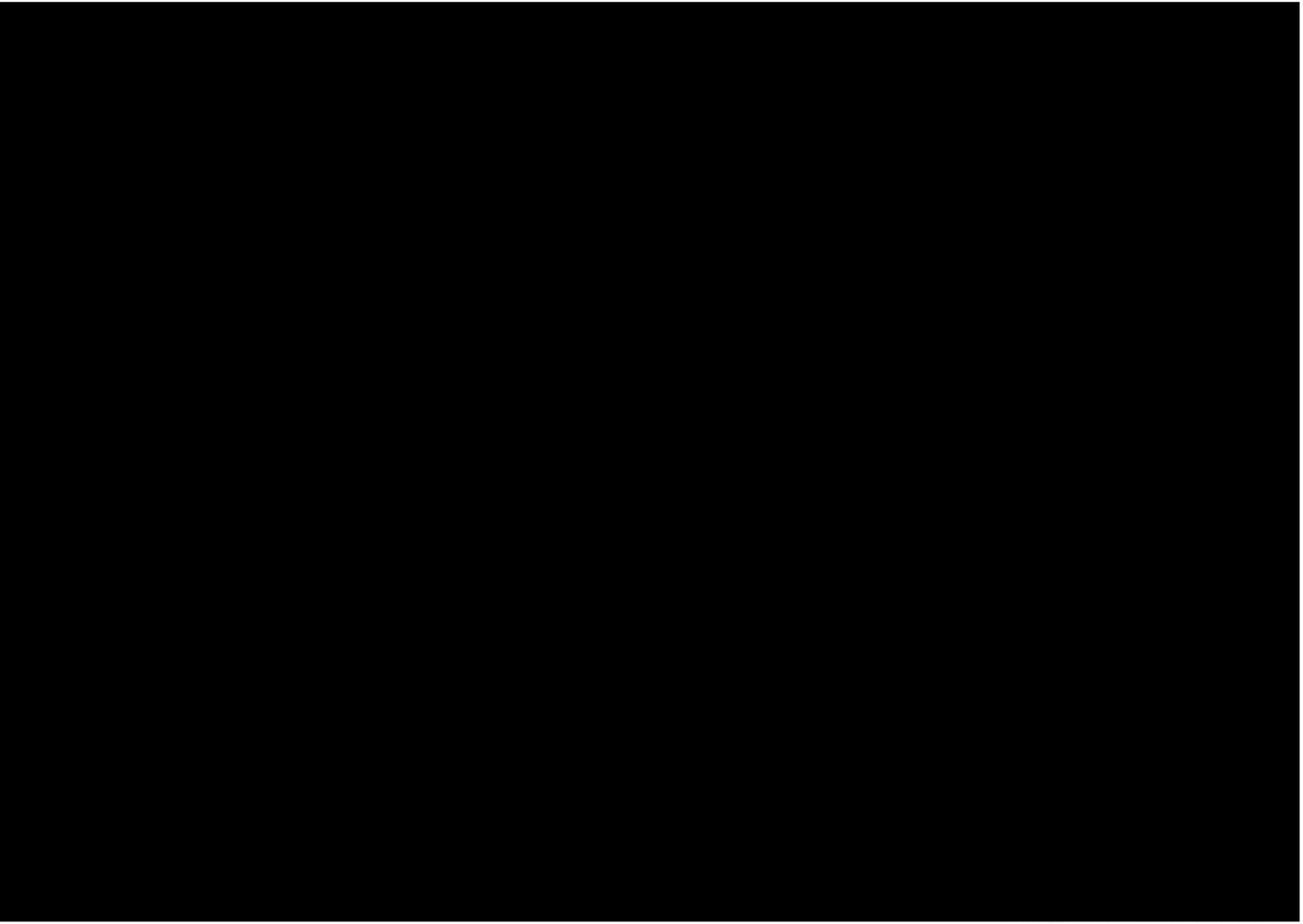

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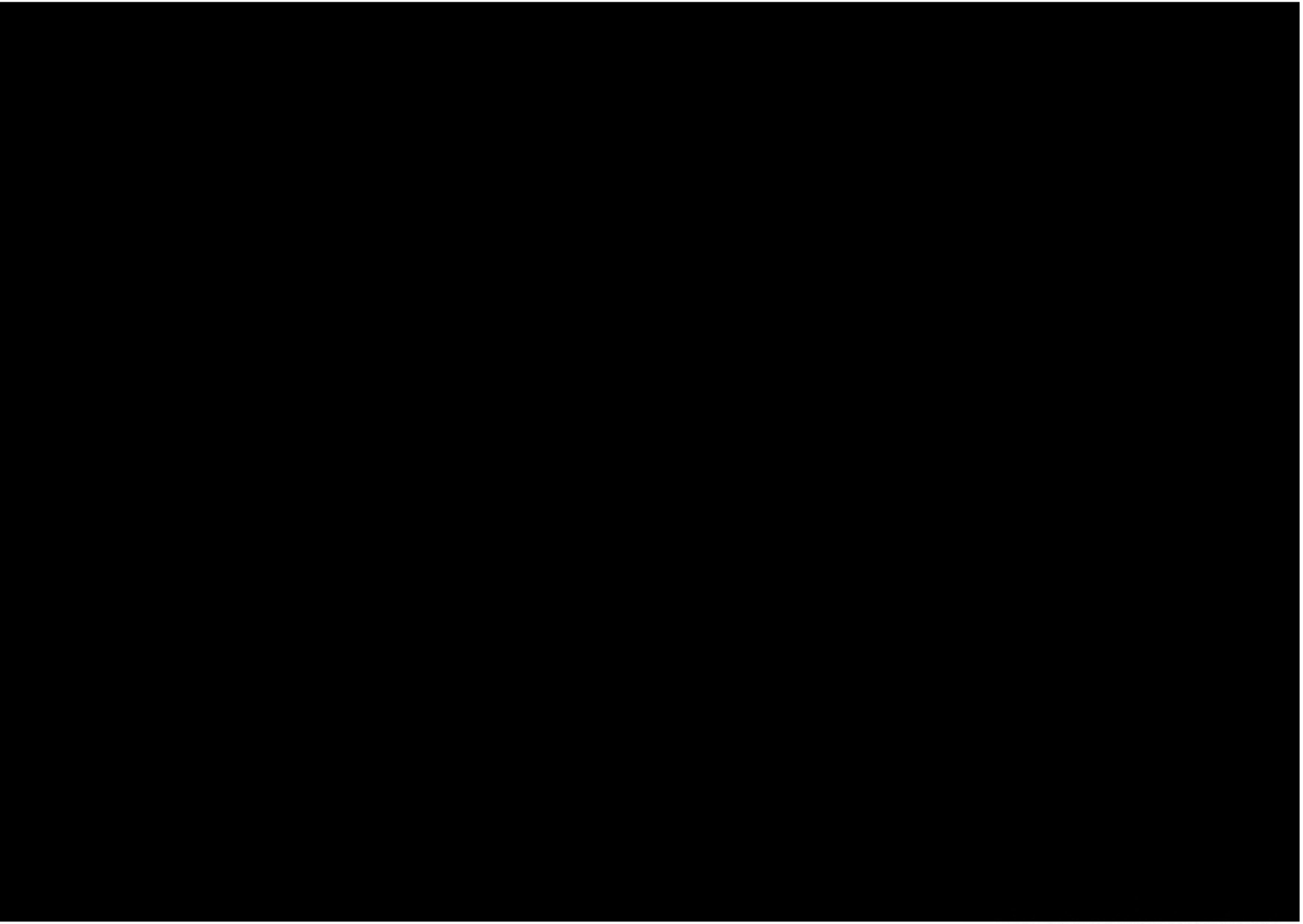

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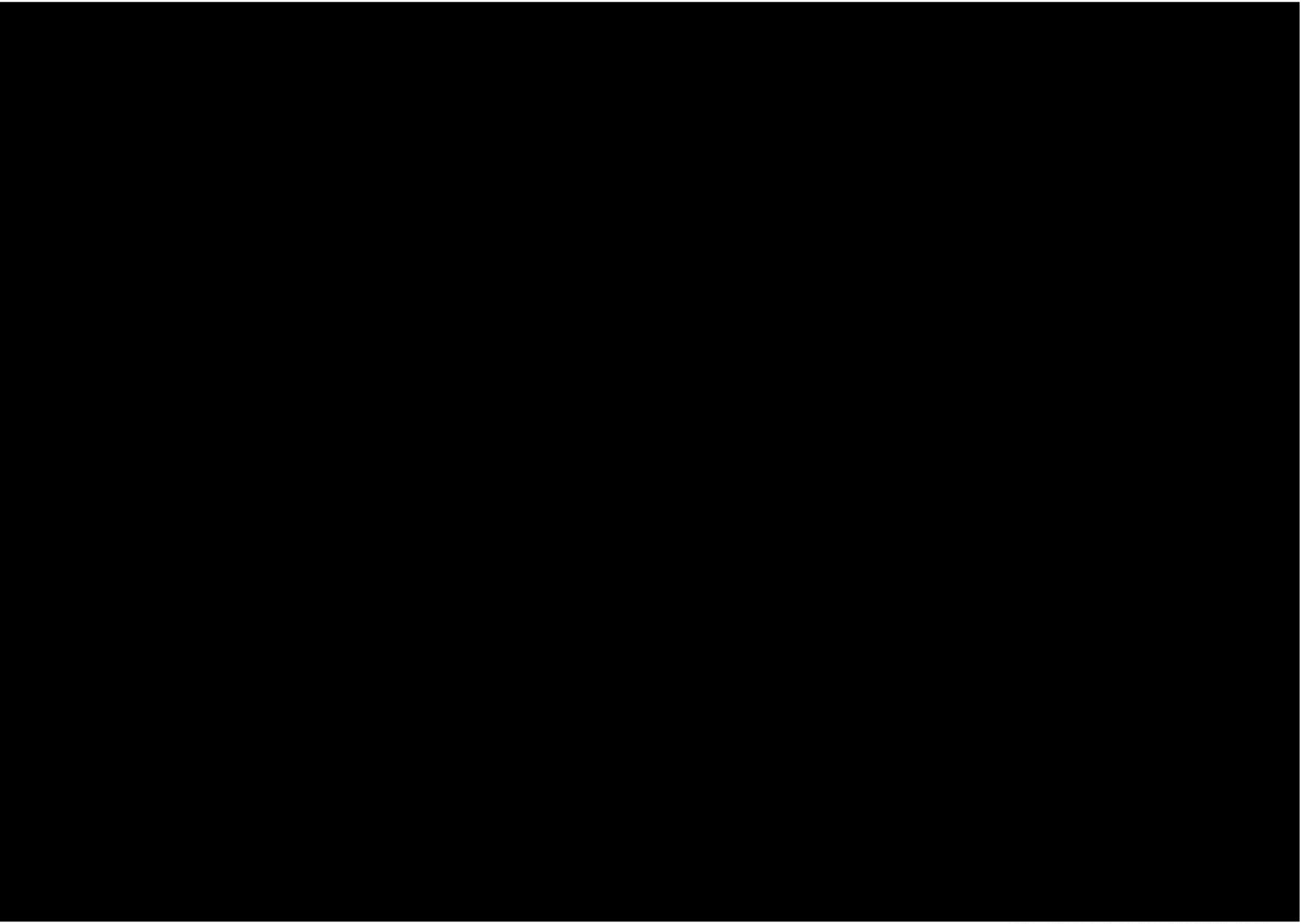

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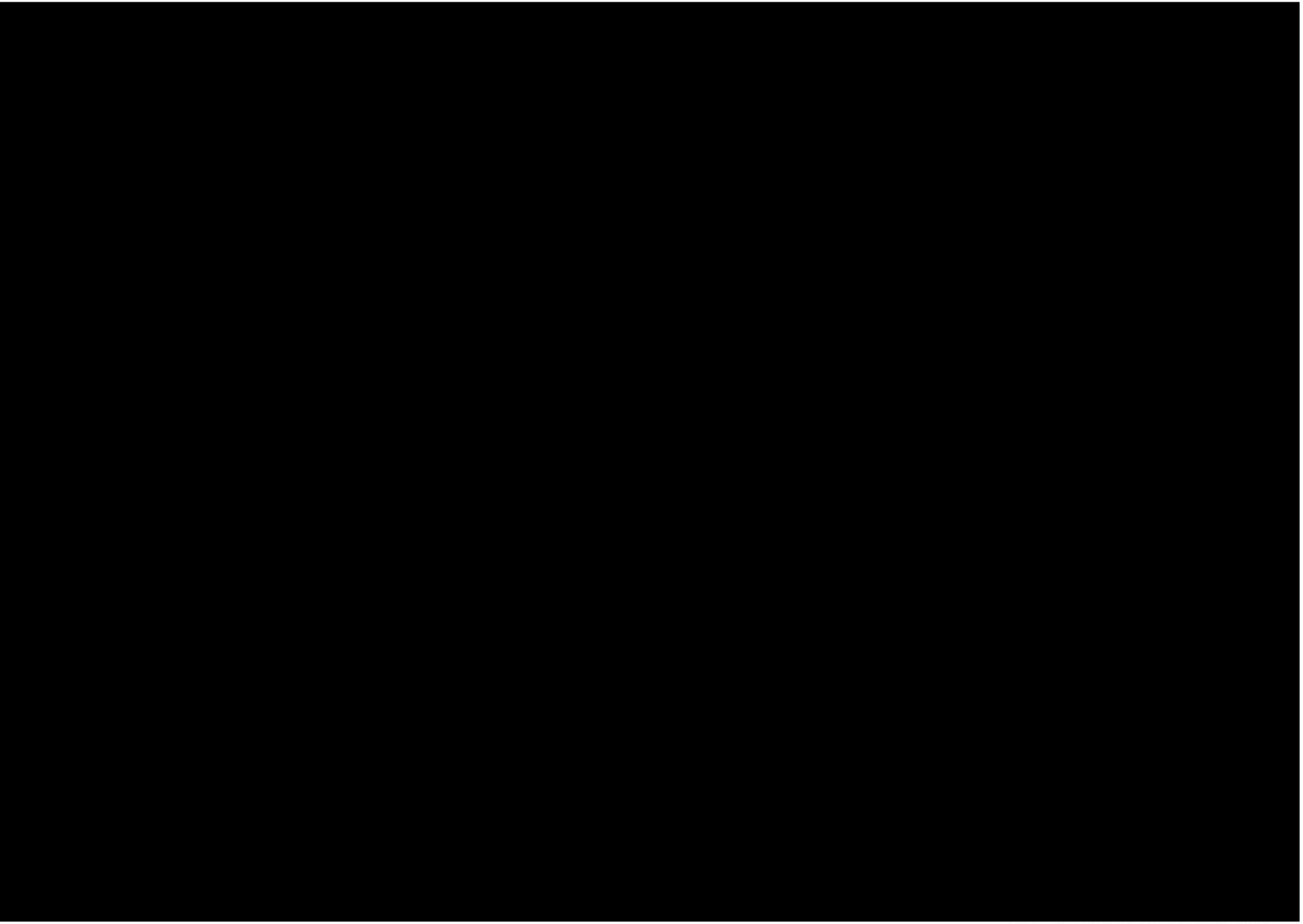

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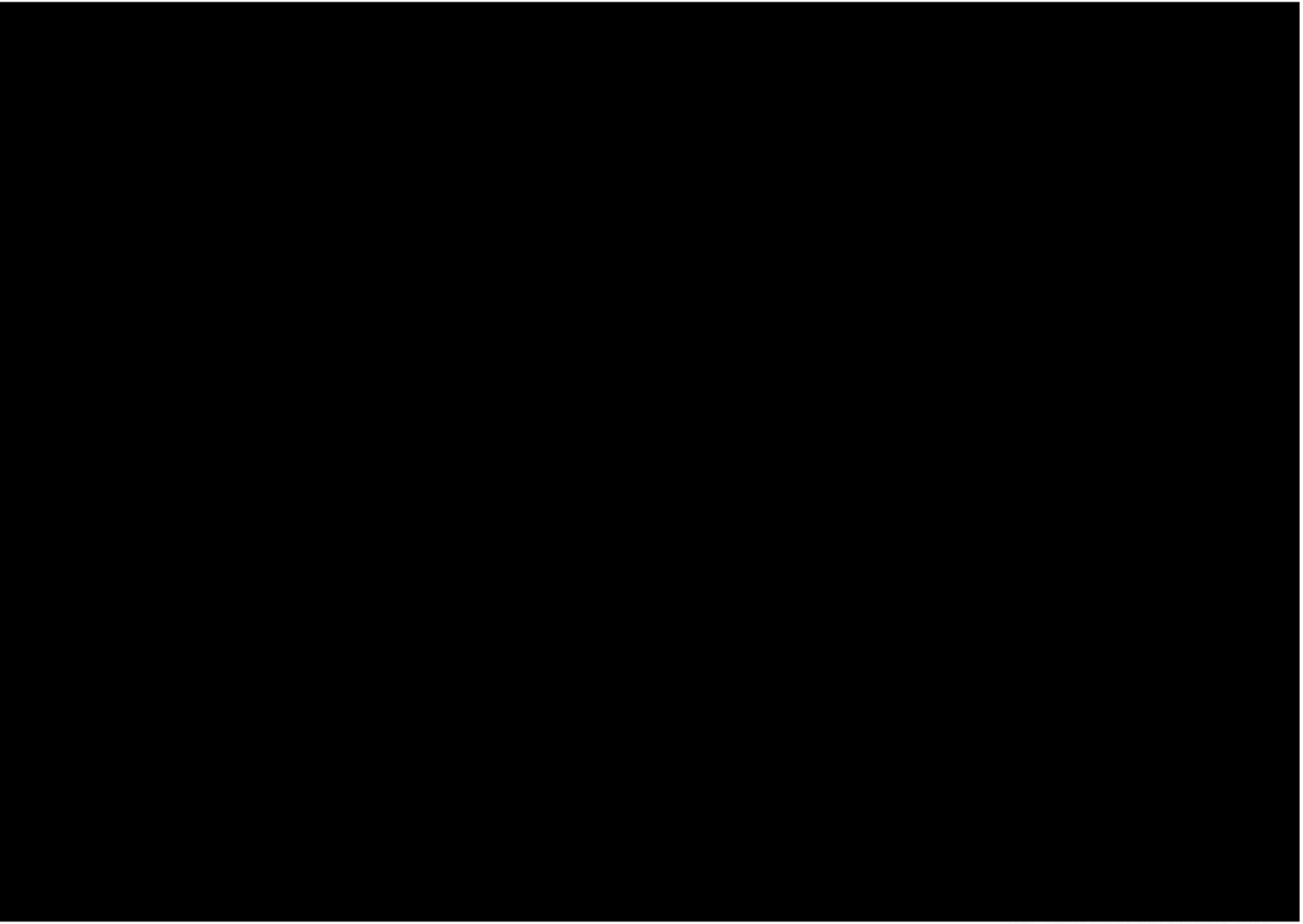

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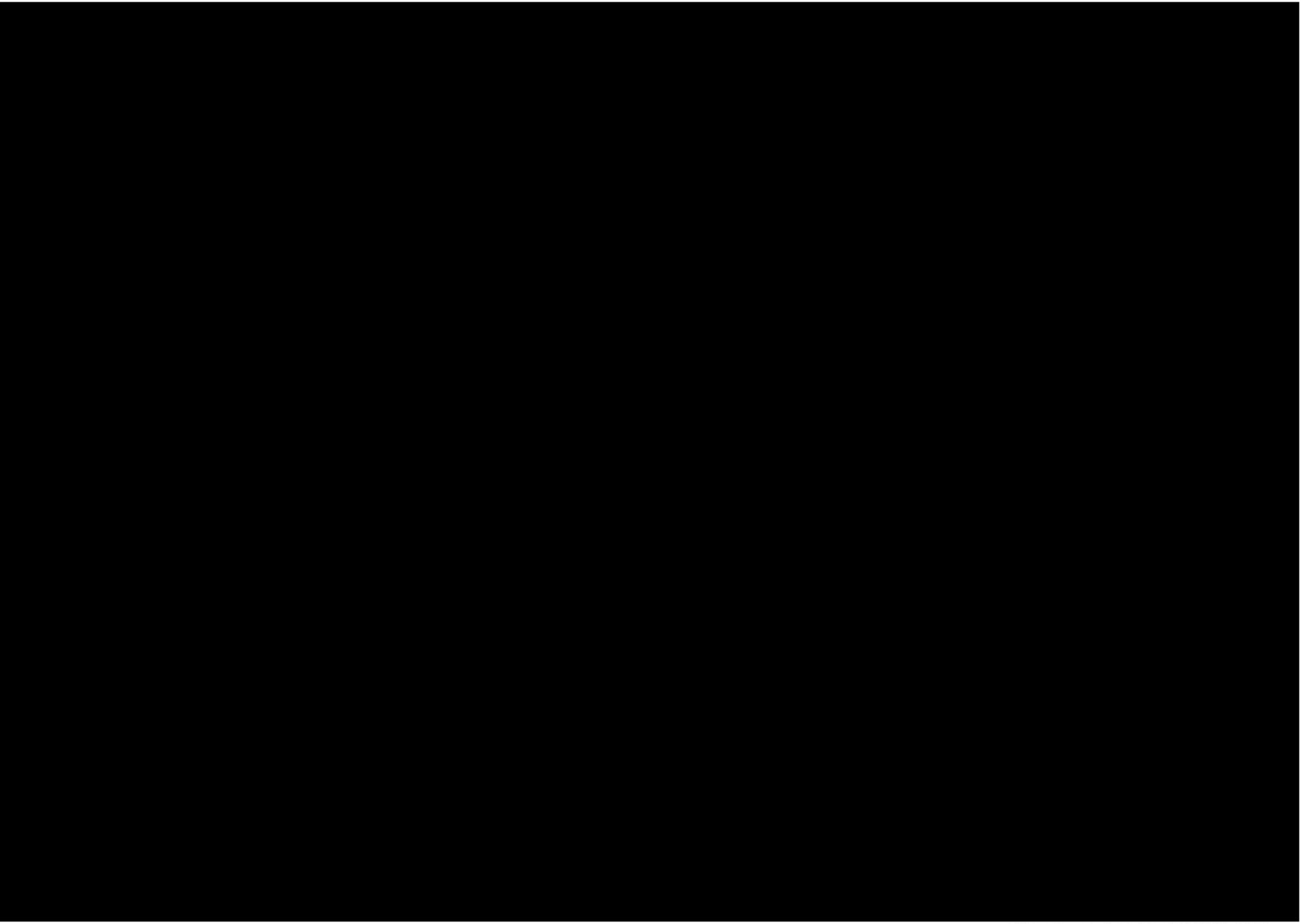

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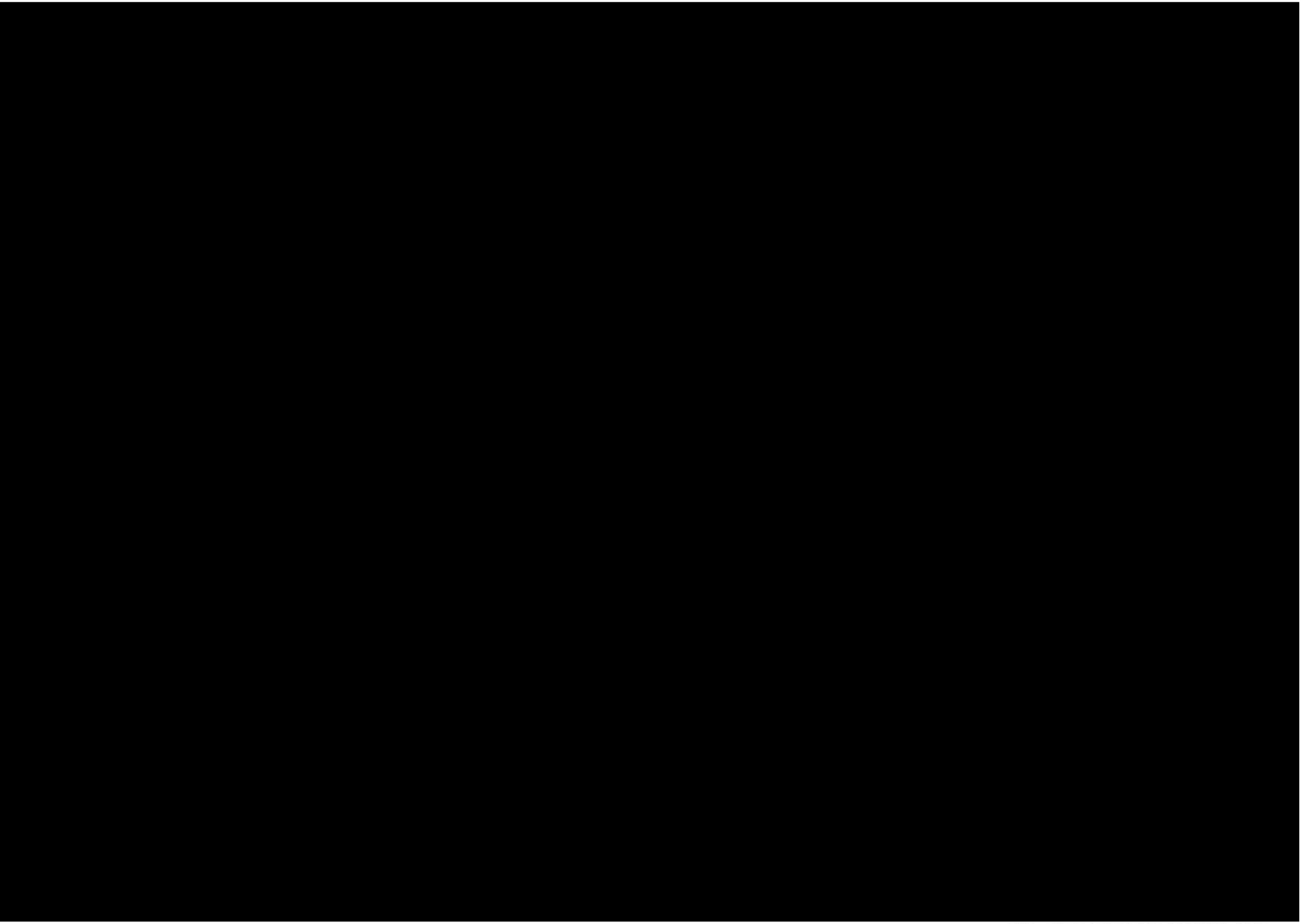

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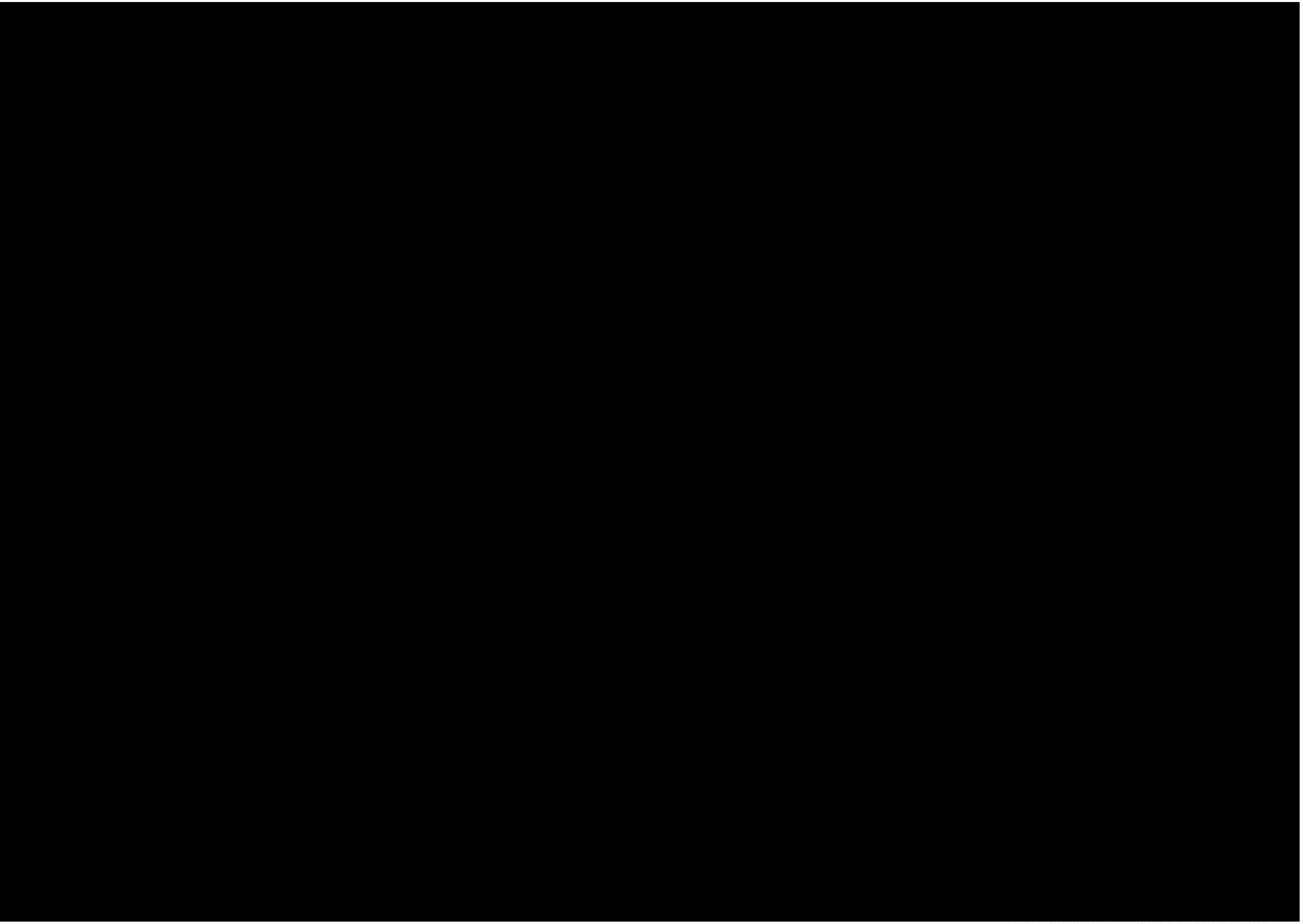

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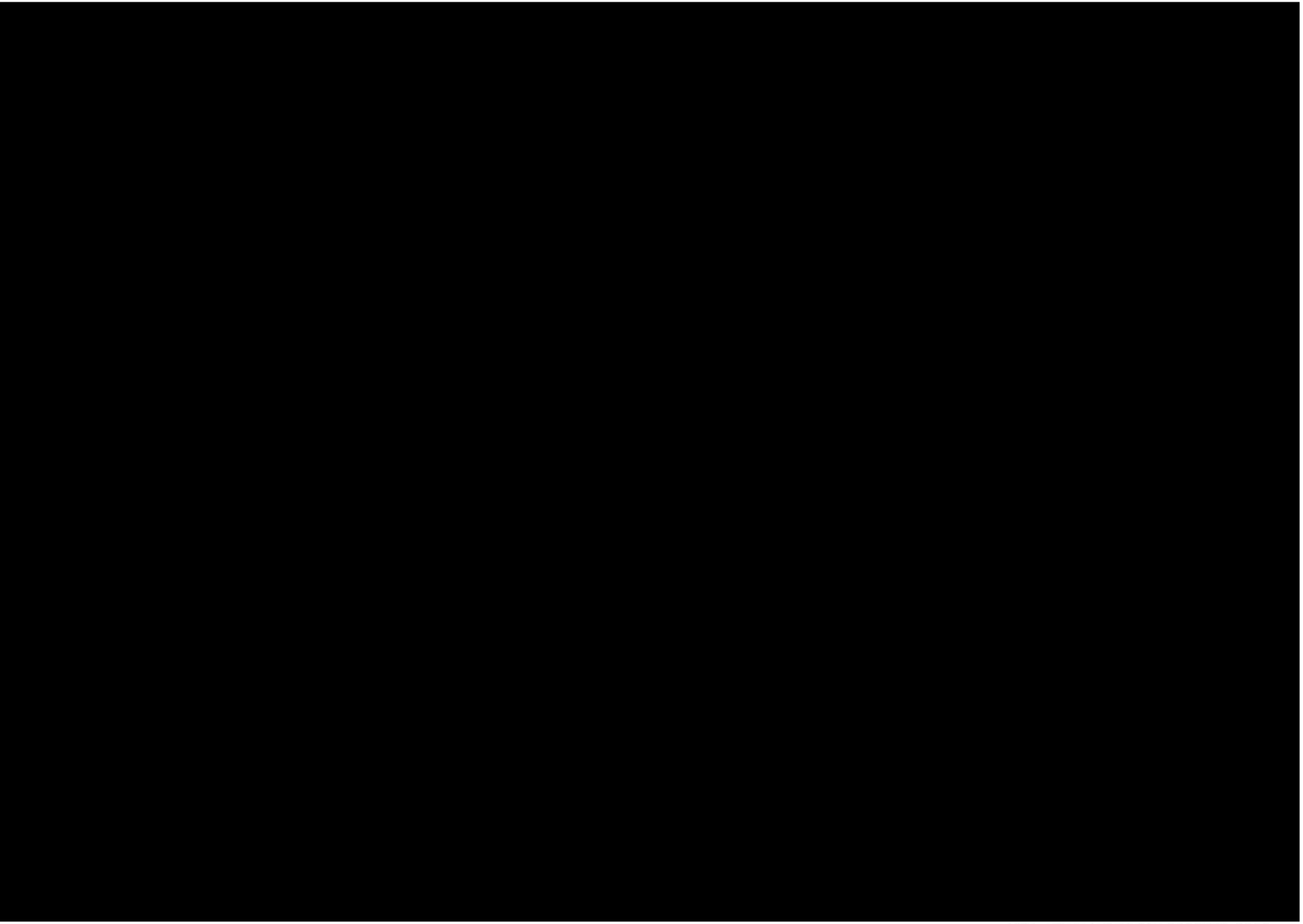

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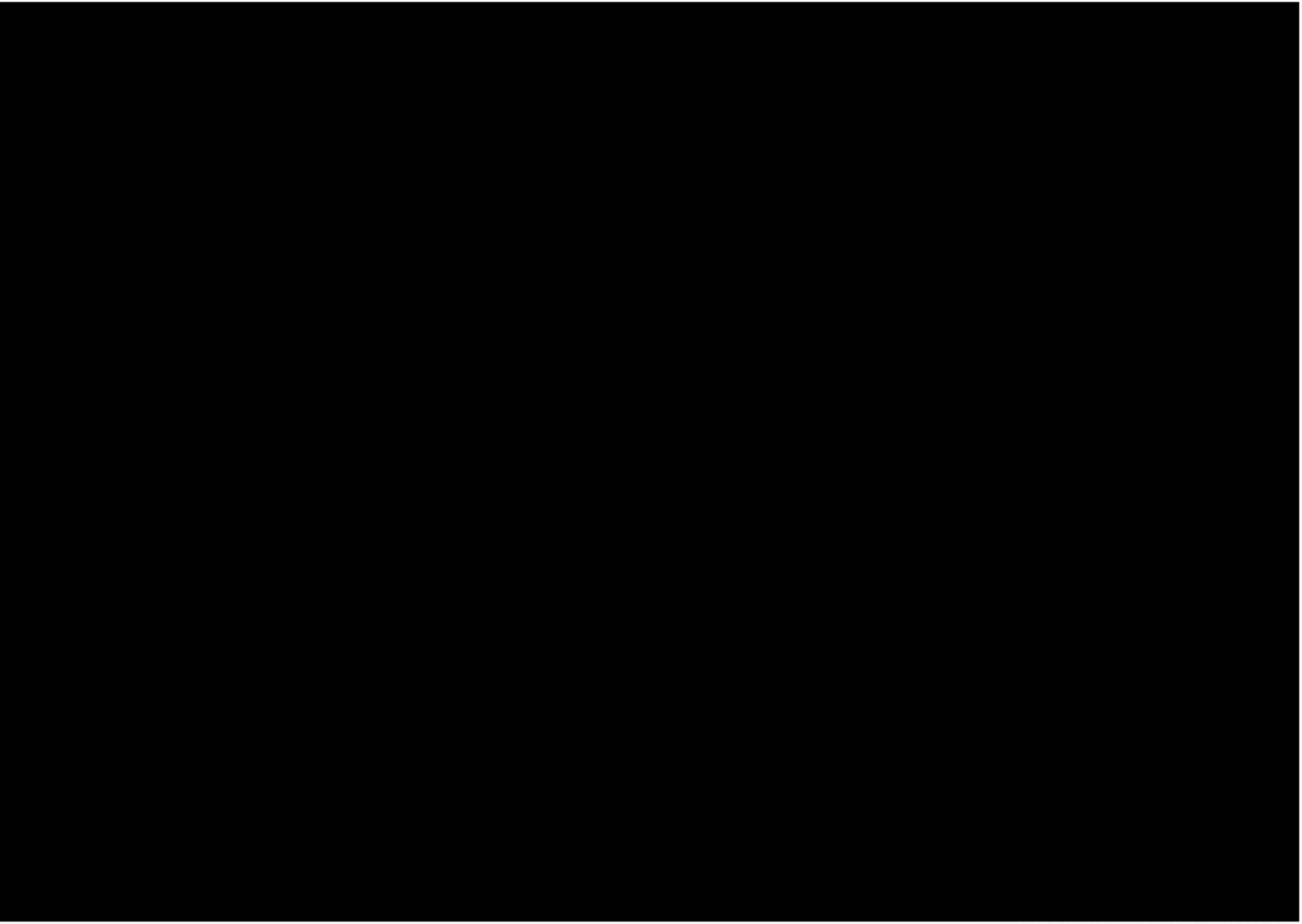

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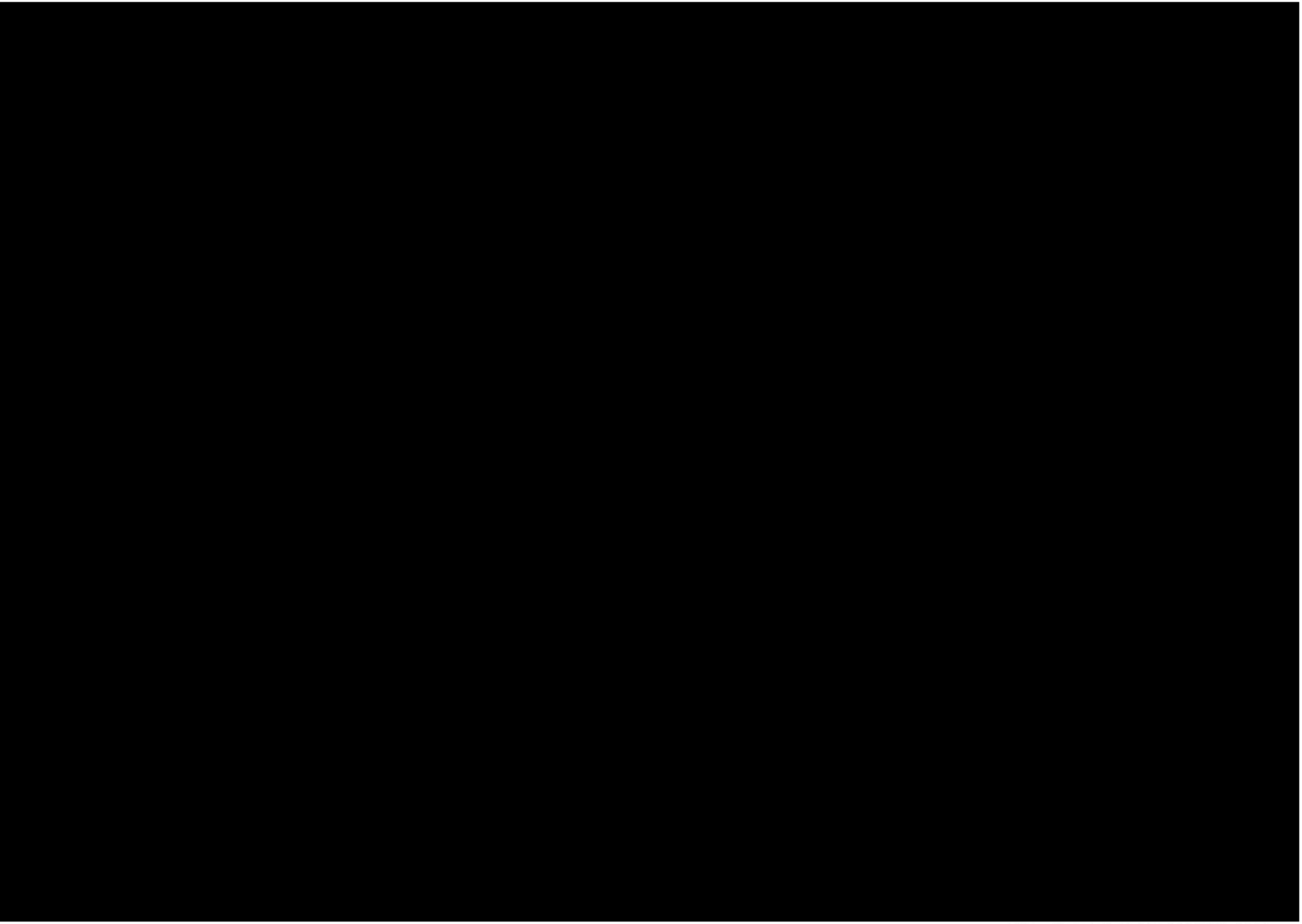

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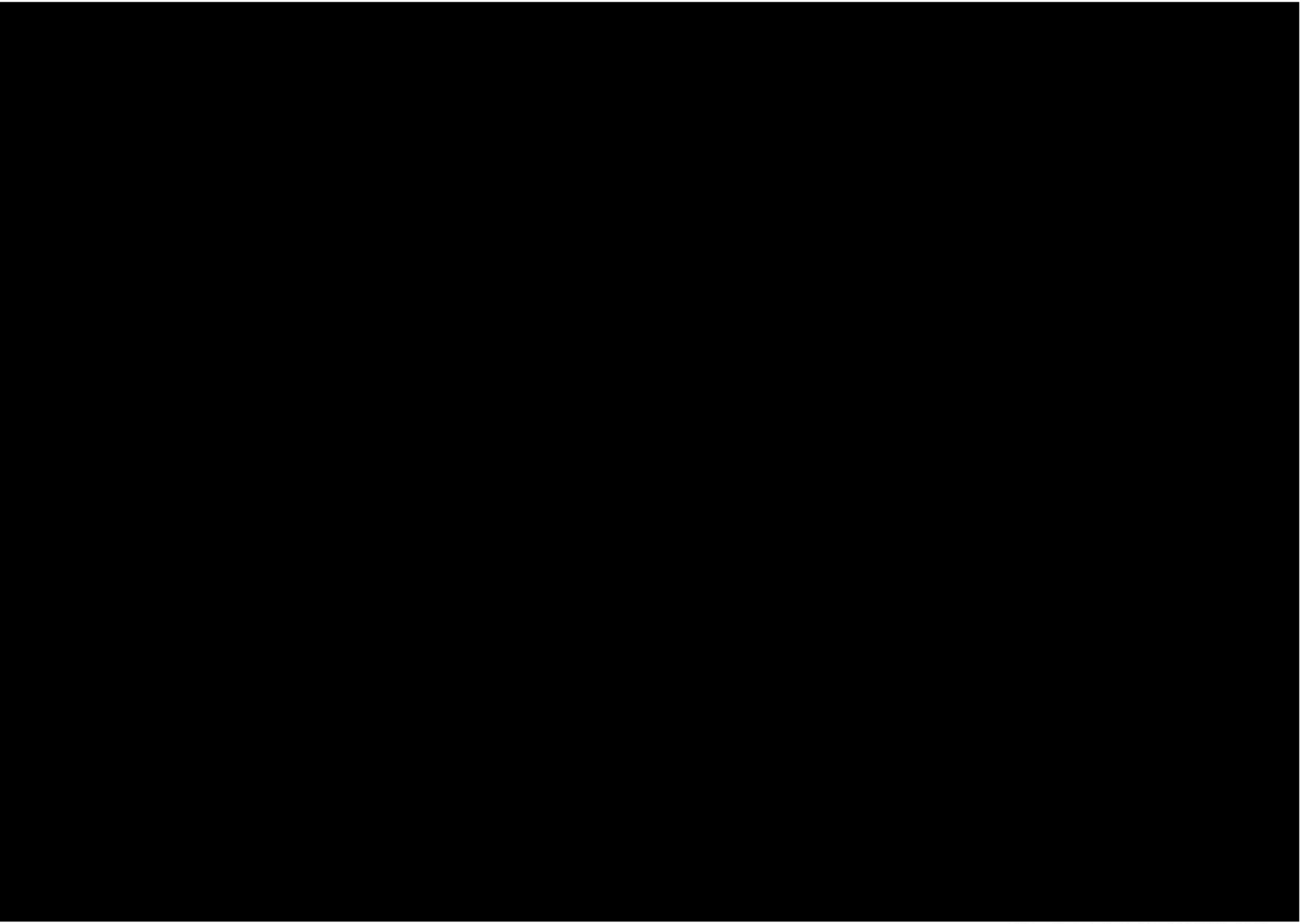

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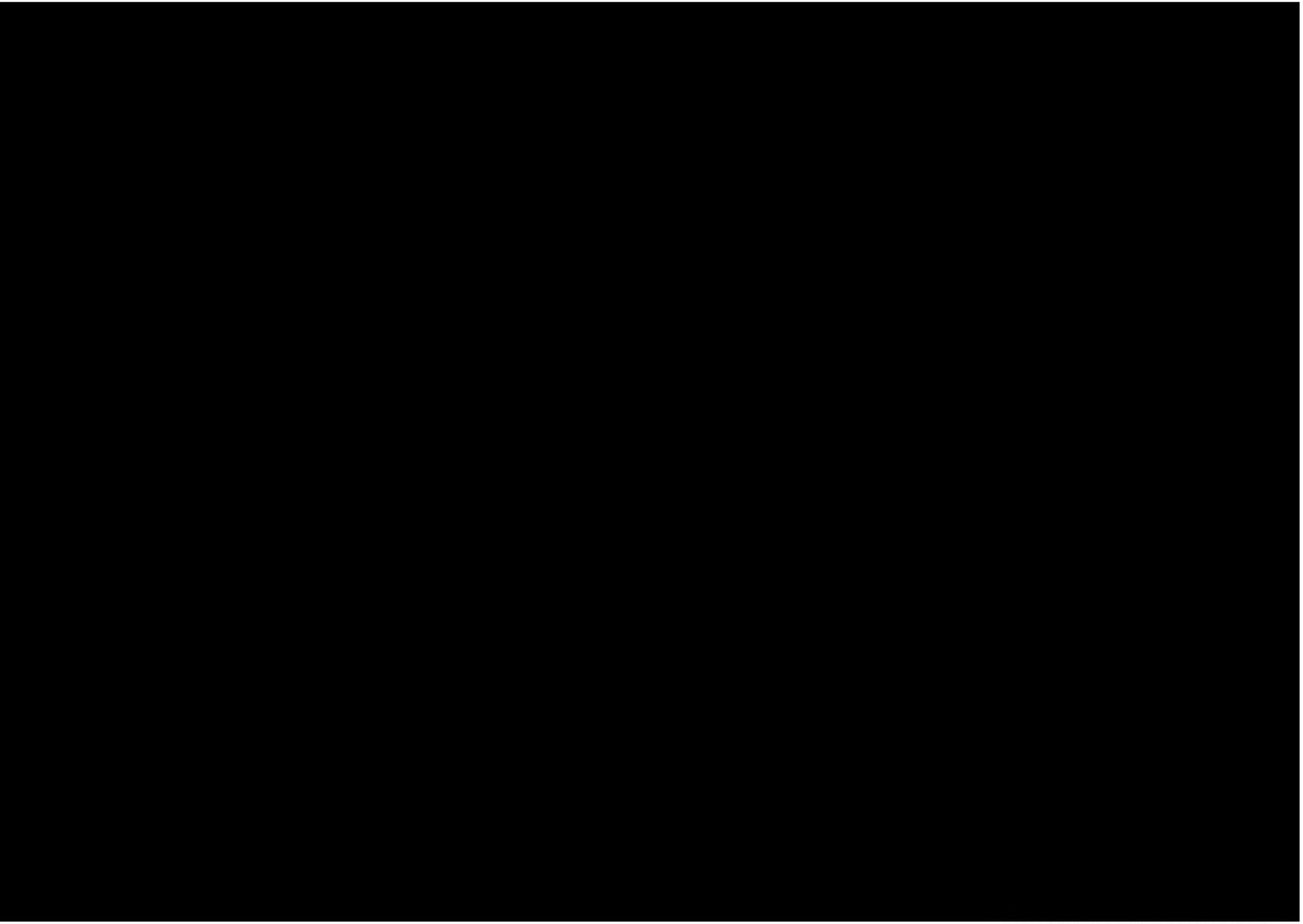

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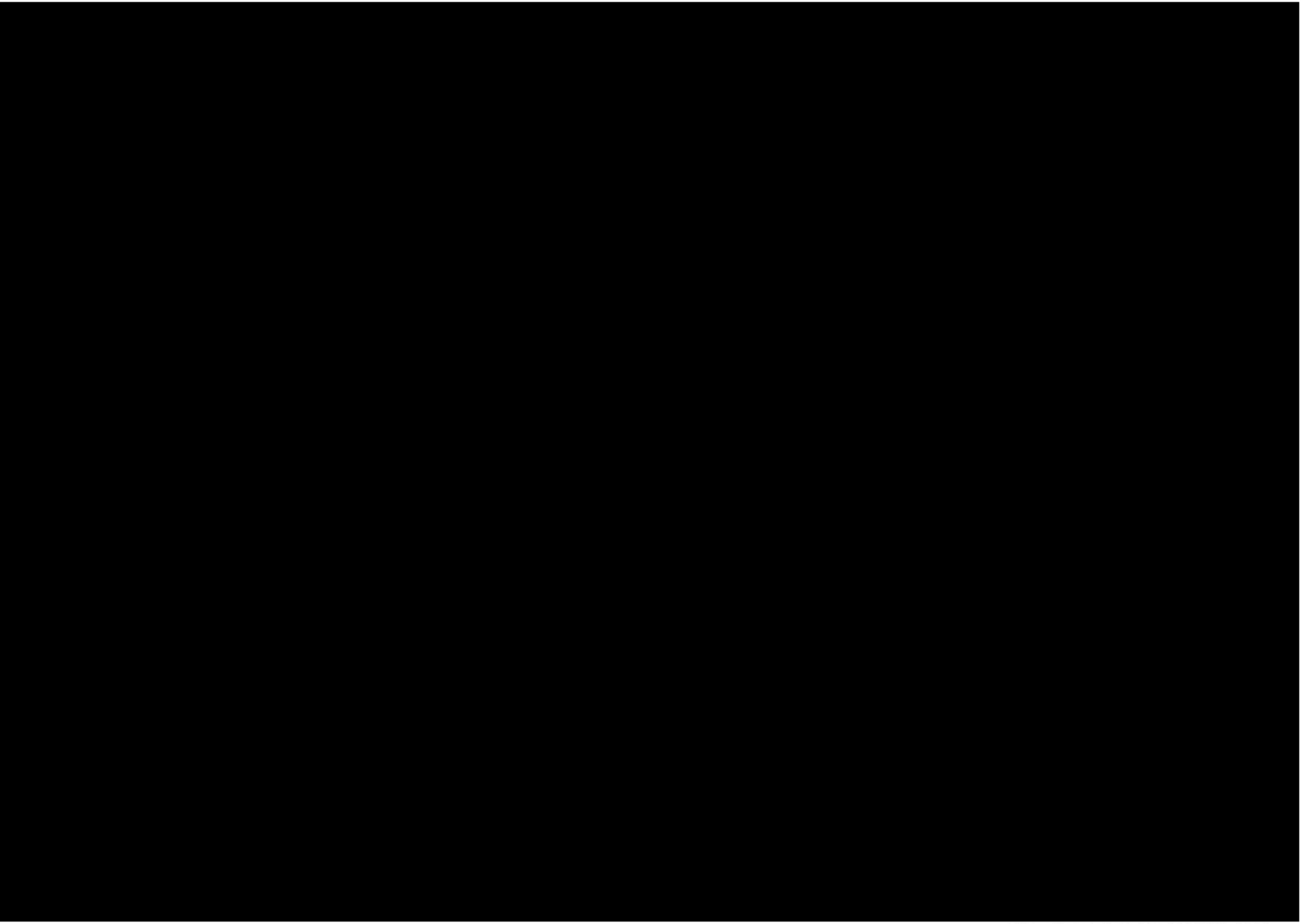

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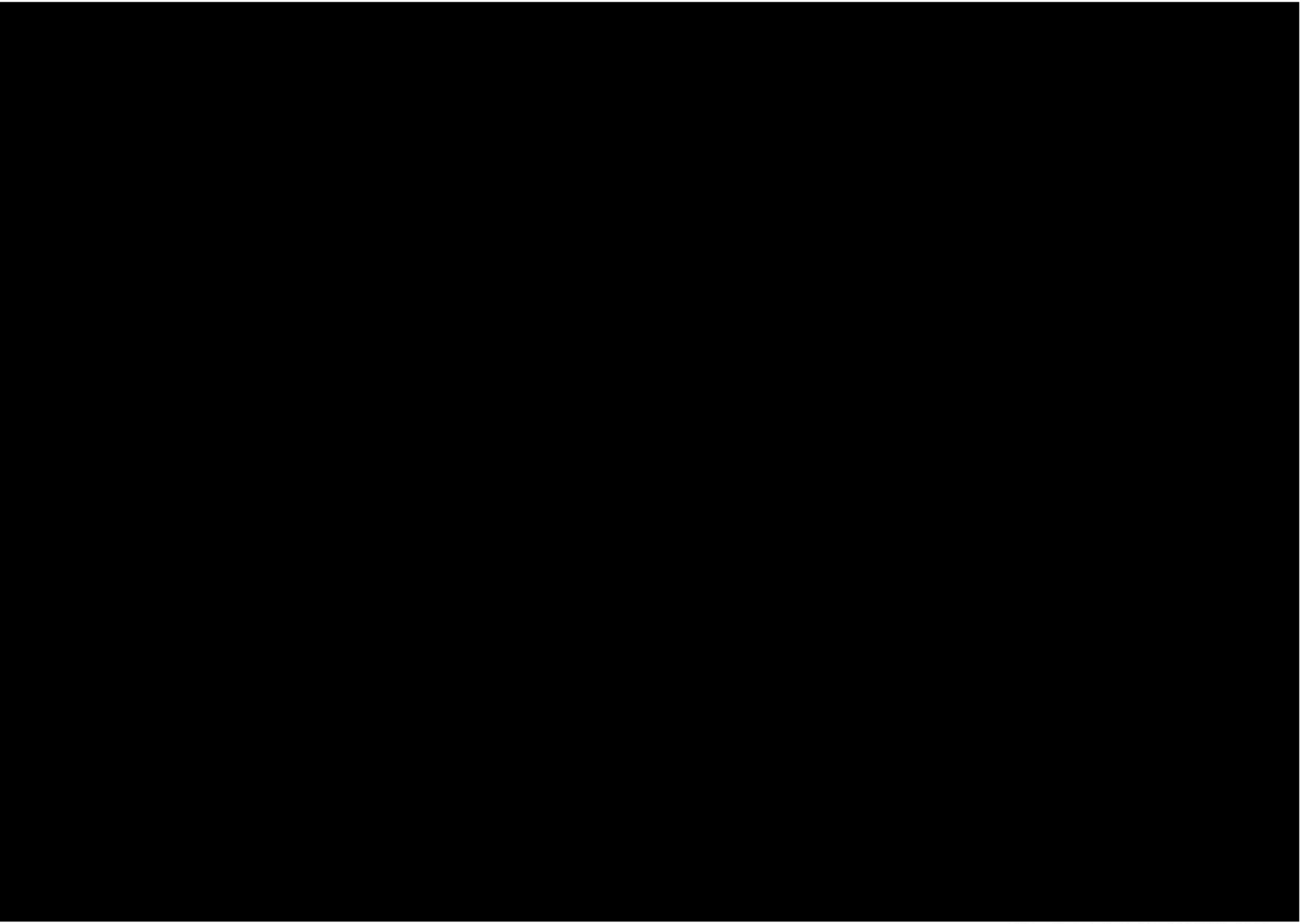

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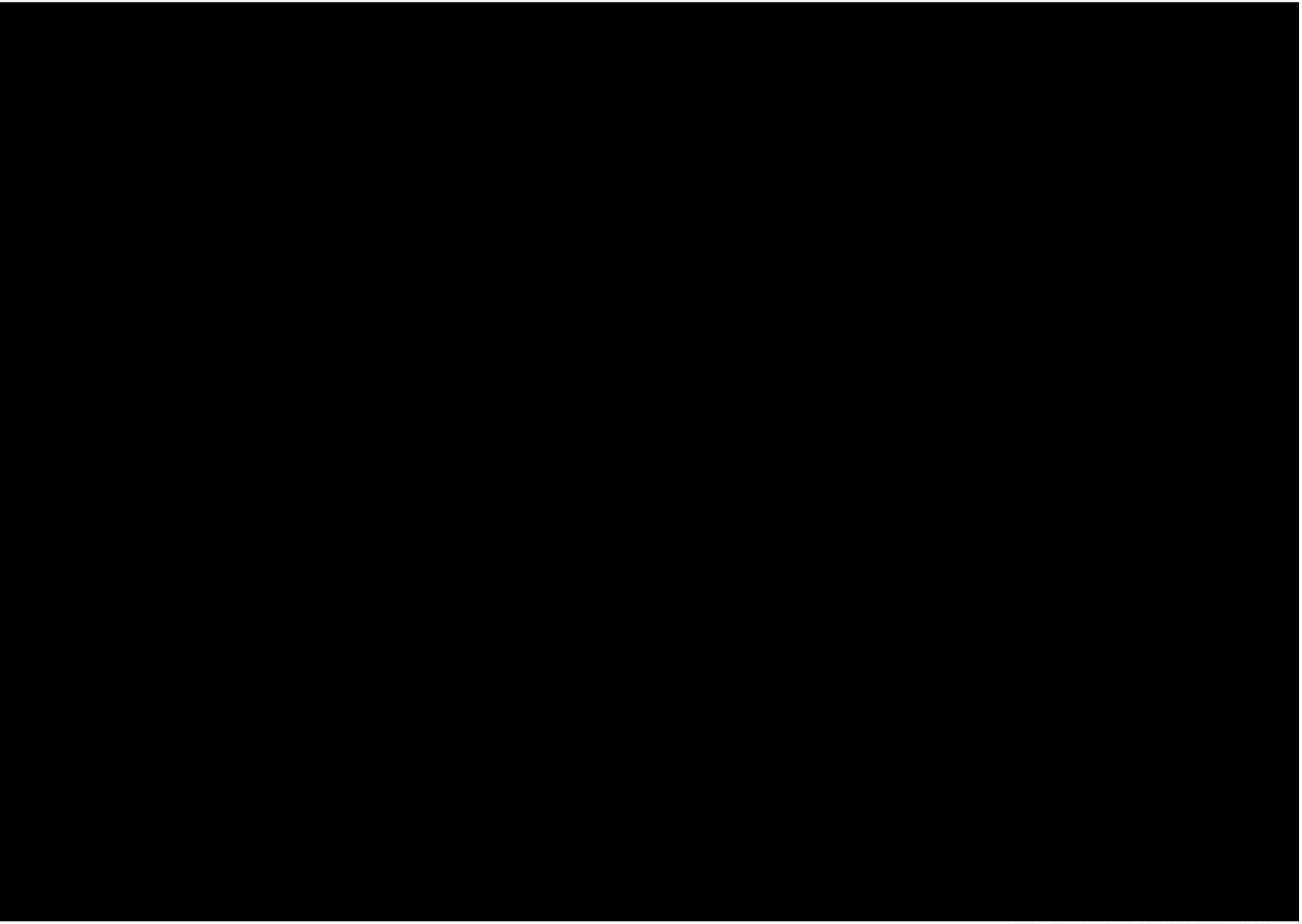

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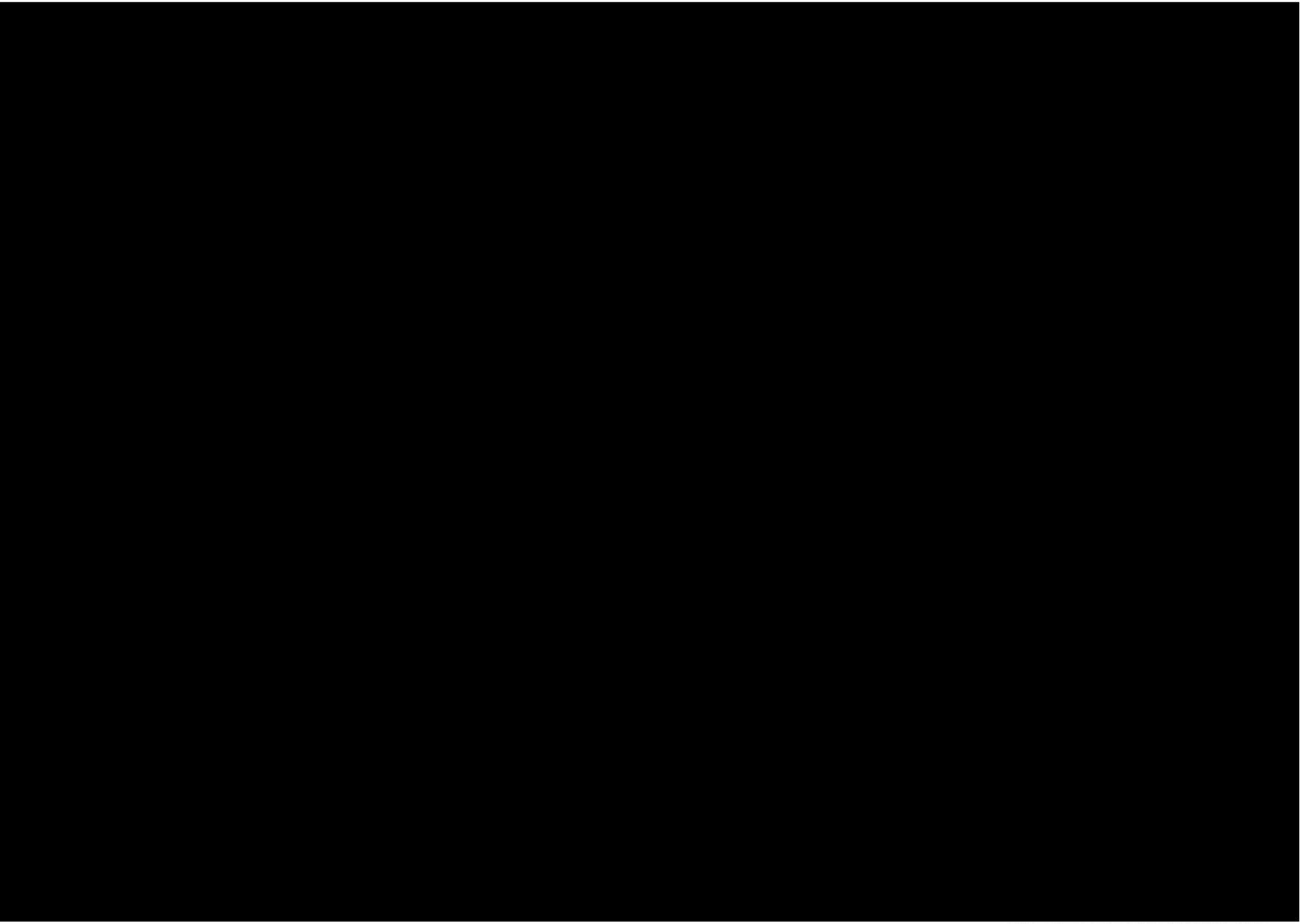

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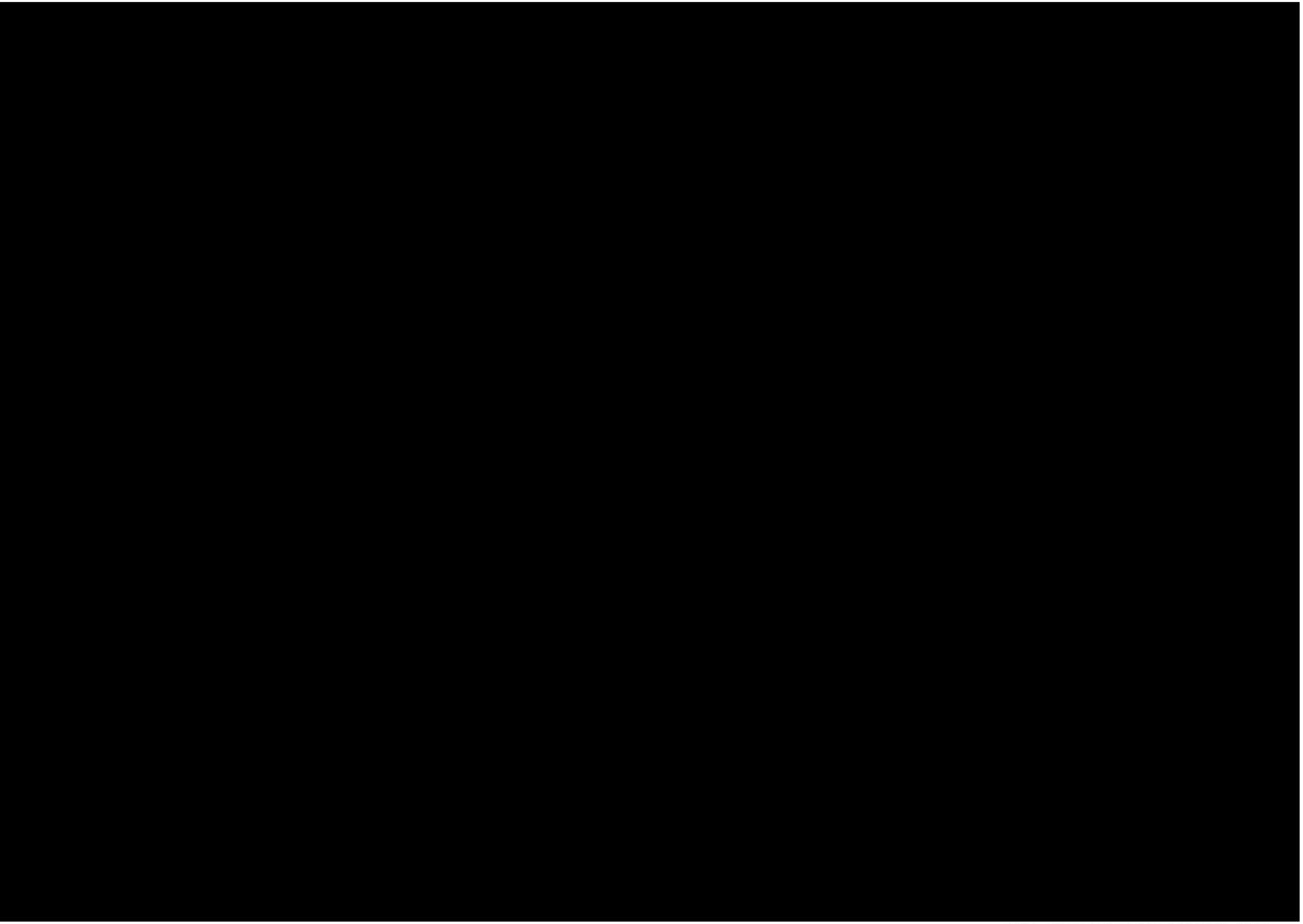

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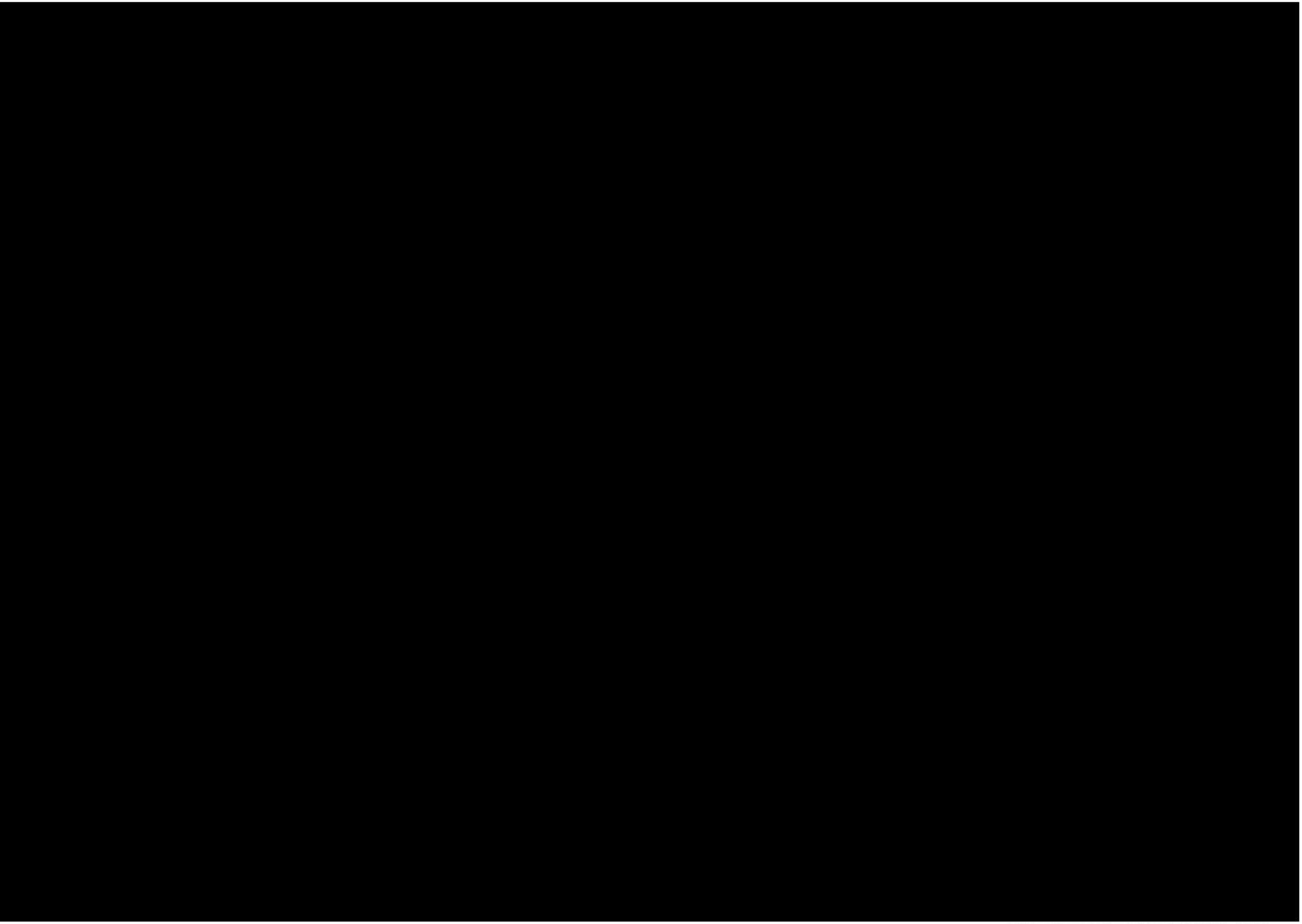

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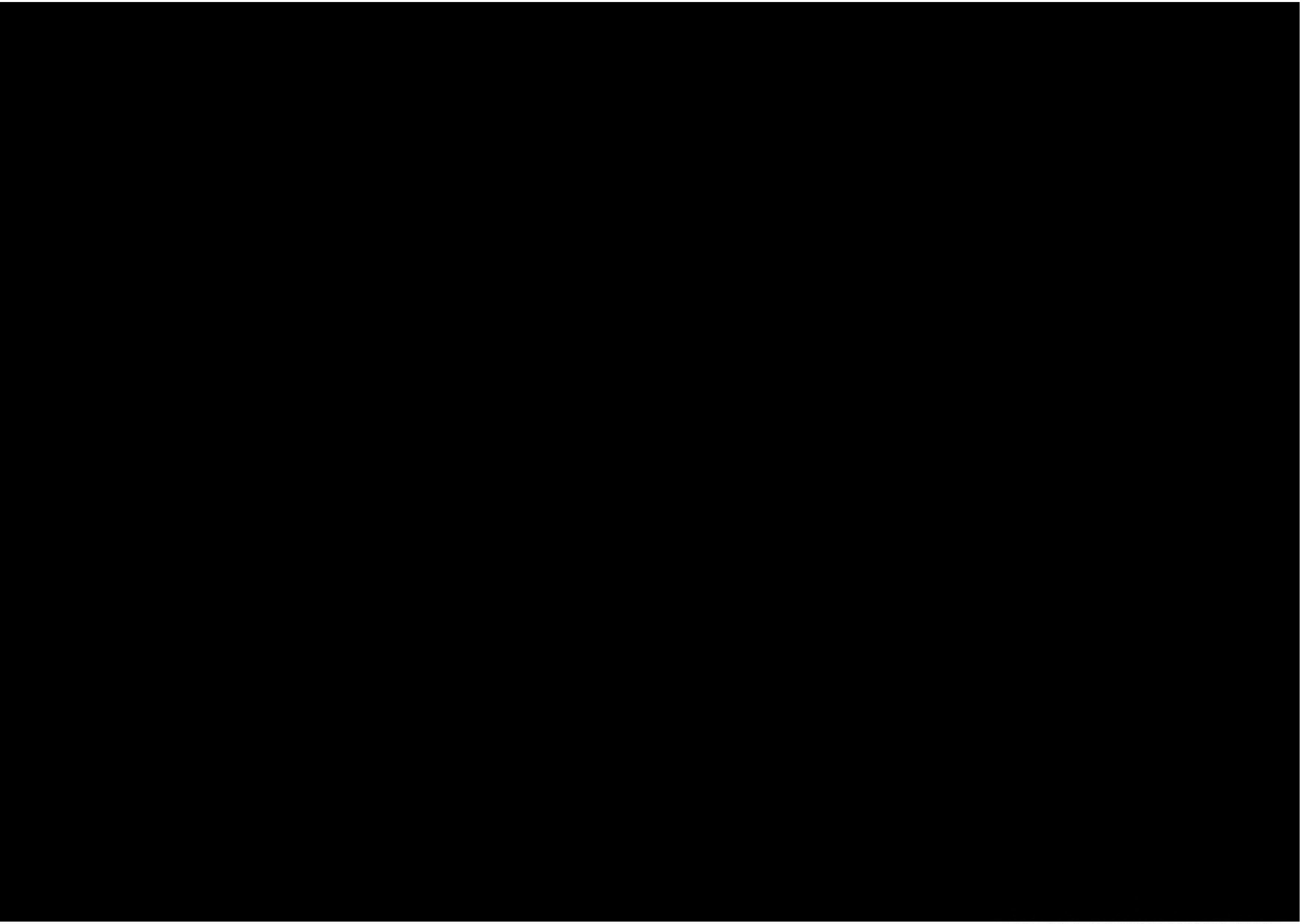

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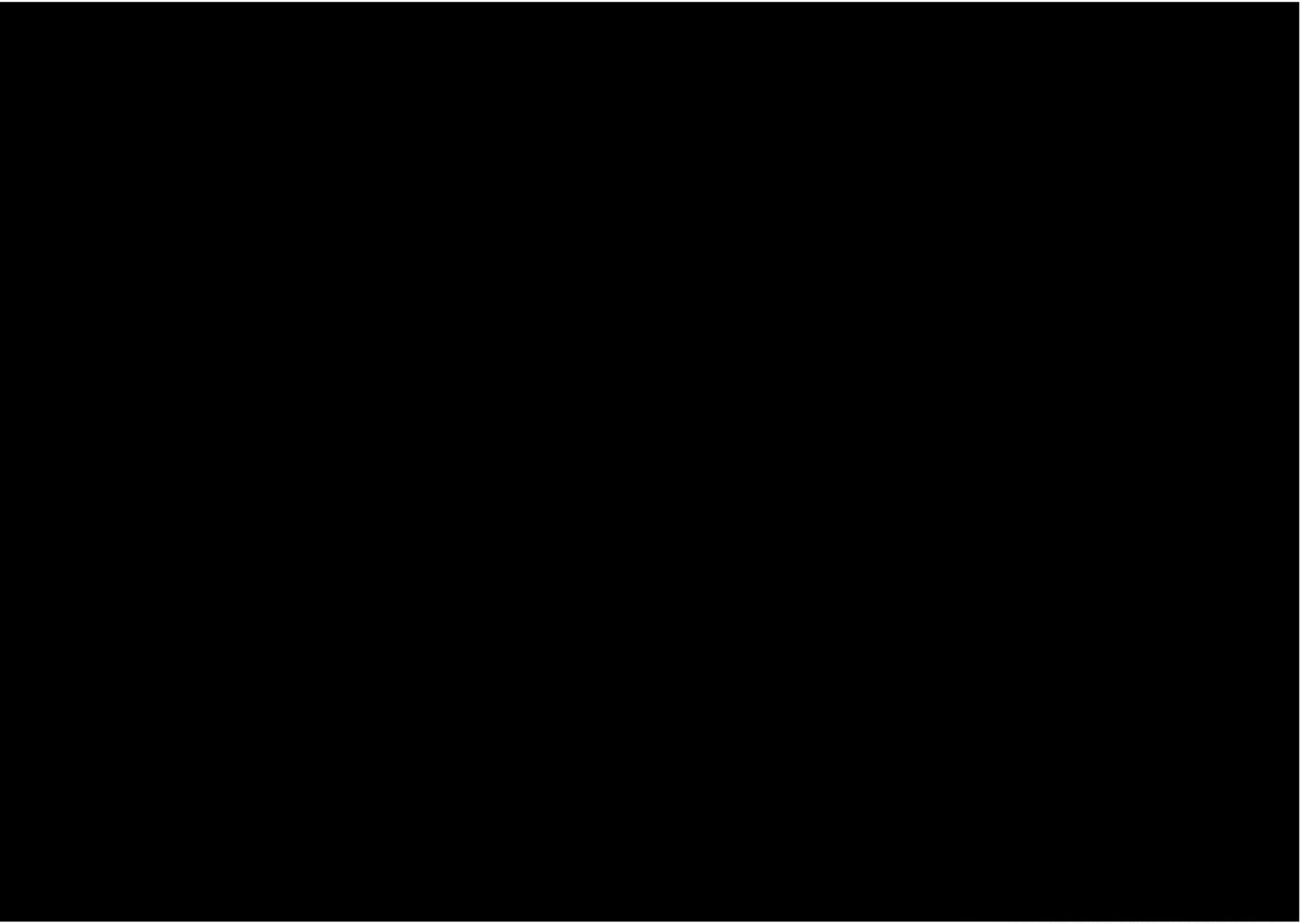

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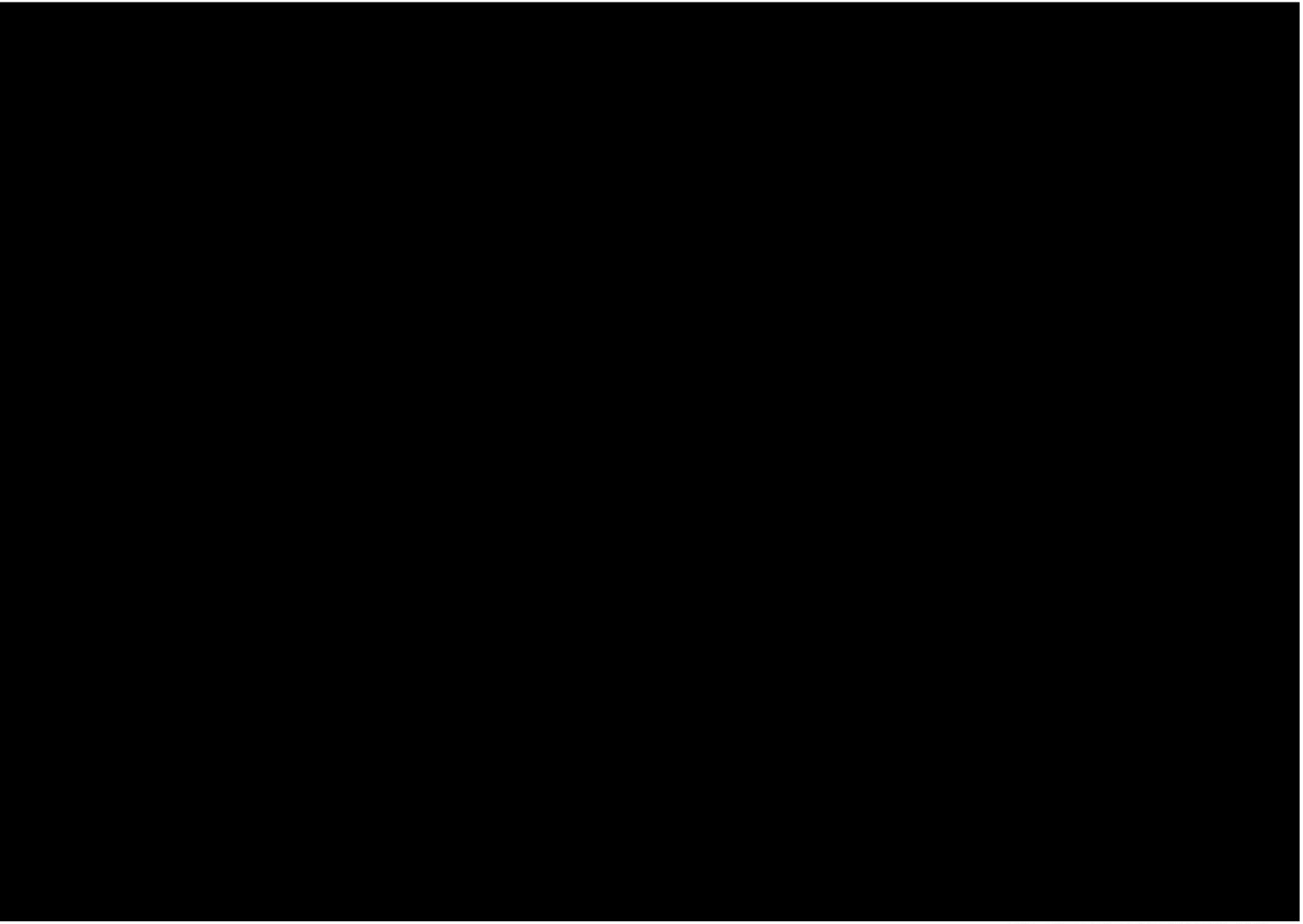

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POST OFFICE

Historical Shortfall Scheme

Application to join the Scheme

Please read this information before completing the application form

Please only complete one application form. If your claim relates to multiple branches and/or shortfalls, please include these in the same form. If you contracted with Post Office as various legal entities, you will need to complete a separate application for each legal entity. You may use separate sheets of paper to complete the application form if necessary.

When submitting your application, you should submit relevant supporting material that will enable your application to be properly considered. Failing to provide this information with your application may result in unnecessary delays.

In light of the ongoing Coronavirus situation, please apply by email to minimise any potential delays with processing applications. If you don't have an email address yourself, a family member or friend is welcome to email on your behalf.

If you do not have any access to an email address to submit all or part of your application, in those circumstances applications can be sent by post. Please note postal applications and queries may not be processed immediately given the current circumstances.

8.4

If any additional information is required to help progress your application, you will be contacted about this.

This application form, the Eligibility Criteria and the Terms of Reference contain formal legal information and language that is necessary for the integrity of the scheme. Where possible, such as in the questions and answers to help you complete your application, we have kept the information as clear and straightforward as possible.

Applications and other communications should be sent:

- by email to historicalshortfallscheme[GRO]
- or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers. If you do need to apply by post, please only provide copies of the supporting documents/material rather than original documents, which should be retained for your own records, and we advise using a trackable service such as Royal Mail Special Delivery if sending documents by post. Postal applications should only be submitted if the applicant has no access to an email address they can use.

  Please note these are Post Office addresses as this is a Post Office scheme – please be assured eligible claims will be assessed by an independent advisory panel.

In order to be eligible for the Historical Shortfall Scheme, you must meet all of the criteria set out below:

1. **You must have, or have previously had, a contract directly with Post Office.** If you are applying to the scheme on behalf of another person or a company, they must have, or have previously had, a contract directly with Post Office.

2. **Your application must relate to shortfalls which arose in respect of previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X).** Please note that the High Court has held that the current version of Horizon (HNG-A – sometimes referred to as the 'Branch Technology Upgrade') is robust relative to comparable systems. If you have a concern you believe is related to the current version of Horizon, please contact casereviewteam[GRO] and if you experience an operational issue when using the current version of Horizon please report it to the Branch Support Centre.

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3. **If you are making an application on behalf of another person, you must be a legally appointed assignee, personal representative, attorney or deputy of the person you are making the application on behalf of.** Please note that you must provide proof of this legal relationship when you submit your application.
4. **You must agree to be bound by the Terms of Reference for the scheme.** A copy of the Terms of Reference is available on the scheme website and is also contained below within the application form.
5. **Your application and time with Post Office must not involve or relate to any criminal conviction(s).** Only the criminal appeal courts can consider past convictions. Please note a caution is not a criminal conviction and will not affect eligibility for the scheme.
6. **You must not have been part of the group litigation against Post Office that settled in December 2019.** The settlement reached by the parties was full and final. You must also not have entered into a settlement agreement with Post Office other than as part of the Initial Complaint Review and Mediation Scheme commenced in 2013 or as a result of Network Transformation or other scheme.

If you are unsure whether you are eligible for the scheme, please contact historicalshortfallscheme GRO

For further information about how Post Office will process your information, please see the privacy policy at www.onepostoffice.co.uk/scheme.

Historical Shortfall Scheme Terms of Reference

In order to enter the Historical Shortfall Scheme, you must agree to these terms of reference.

1. Post Office intends to establish the Historical Shortfall Scheme (the **"Scheme"**) to address past issues regarding its point-of-sale accounting system, Horizon.
2. The purpose of the Scheme is to resolve past issues with current and former postmasters who, in good faith, believe they may have been affected by shortfalls which relate to previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X) (**"Historical Shortfalls"**). The Scheme will not deal with issues arising with the current version of Horizon (HNG-A, sometimes referred to as the 'Branch Technology Upgrade').
3. All applications to join the Scheme must be received by Post Office by midnight on Friday 14 August 2020. If they are not, Applicants will not be eligible to join the Scheme unless Post Office agrees otherwise.
4. Applications and other communications should be sent:
   4.1 by email to historicalshortfallscheme GRO
   4.2 or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers.

   In light of the ongoing Coronavirus situation, at the time of launch (1 May 2020) post may not be dealt with immediately. **Please apply by email; postal applications should only be submitted if the applicant has no access to an email address they can use.** We will update the information on the scheme website if circumstances change.

   Please note these are Post Office addresses as this is a Post Office scheme – please be assured eligible applications will be assessed by an independent advisory panel.
5. Applicants to the Scheme are required to agree to these Terms of Reference. Applicants who do not agree to the Terms of Reference will not be eligible to participate in the Scheme.
6. Once an application has been made, either party may write to the other to request relevant information. The parties shall co-operate with one another in providing any information which the other party may reasonably request. Information obtained and provided in relation to each application should be proportionate to the circumstances of that application.
7. Eligible applications made under the Scheme will be individually investigated and the outcomes assessed by an independent advisory panel. Following assessment of the claim, Post Office will write to the Applicant setting out the outcome of his or her application.
8. In the event the Applicant is dissatisfied with the outcome of his or her application, the following Dispute Resolution Procedure shall apply:

8.4

a. The Applicant must notify Post Office by email or post within 28 days that he or she wishes to engage the dispute resolution procedure. Please see the previous advice around using email wherever possible in light of the ongoing Coronavirus situation.

b. As soon as is practicable, at least one Post Office representative shall meet with the Applicant by telephone and endeavour to resolve all issues regarding any outstanding shortfalls in good faith and in a manner that takes into account the legitimate interests of Post Office and the Applicant (the **"Good Faith Meeting"**).

c. If the dispute is not resolved as a result of the Good Faith Meeting, either party may within 28 days escalate the dispute to a member of Post Office's senior management (the **"Escalation Meeting"**) in writing by email or by post. Please see the previous advice around using email wherever possible in light of the ongoing Coronavirus situation.

d. If the dispute is not resolved as a result of the Escalation Meeting, either party may refer the matter to Wandsworth Mediation Service (**"WMS"**) within 28 days for mediation (the **"Mediation"**). WMS is a charity chaired by Stephen Ruttle QC, one of the two independent mediators who assisted the parties to reach agreement between Post Office and the claimants in the group litigation. All income generated by WMS is used to support the services it provides in the community. WMS will carry out the Mediation in accordance with standard terms. The Applicant will not be required to contribute towards the costs of Mediation but the Mediation will be limited to four hours in duration.

e. All Good Faith Meetings, Escalation Meetings and Mediations shall be carried out on a confidential and "without prejudice" basis, to ensure each party is able to engage in an open and meaningful fashion.

f. Any settlements reached shall be on a full and final basis and shall not be capable of being re-opened save in the event of fraud. The terms of each settlement will be recorded in writing and signed by both parties.

g. In relation to disputes which are not resolved at, or as a result of any Mediation:

i. disputes for sums totalling not more than £10,000 shall be resolved by recourse to civil proceedings in the County Court pursuant to the Small Claims Track and shall be subject to the fee scale applicable thereto. The parties agree not to seek reallocation of the proceedings to the Fast Track or the Multi Track; and

ii. disputes for sums totalling in excess of £10,000 shall be referred to and finally determined by arbitration under the Arbitration Act 1996. The appointing authority shall be either Charles Flint QC or Stephen Ruttle QC, the number of arbitrators shall be one, the seat of arbitration shall be London, England and the language of the arbitration shall be English.

8.4

9. These dispute resolution procedures may be varied by agreement between Post Office and the Applicant or, if it becomes apparent that amendments to these terms would allow the Scheme to operate more effectively without causing any material disadvantage to the Applicants, by agreement between Post Office and Charles Flint QC or Stephen Ruttle QC.

10. Post Office will deal with all Applicants in good faith and in light of the lessons learned from Mr Justice Fraser's judgments in the group litigation. However:

a. entry into the Scheme does not guarantee that a relevant shortfall will be repaid or written off; and

b. by creating the Scheme, Post Office does not waive any of its own legal rights. The duty of good faith is reciprocal and, if it appears from the investigation of any application made that the Applicant has not acted consistently with his or her own duties of good faith, Post Office shall not be precluded from taking such steps as may be open to it as a matter of law.

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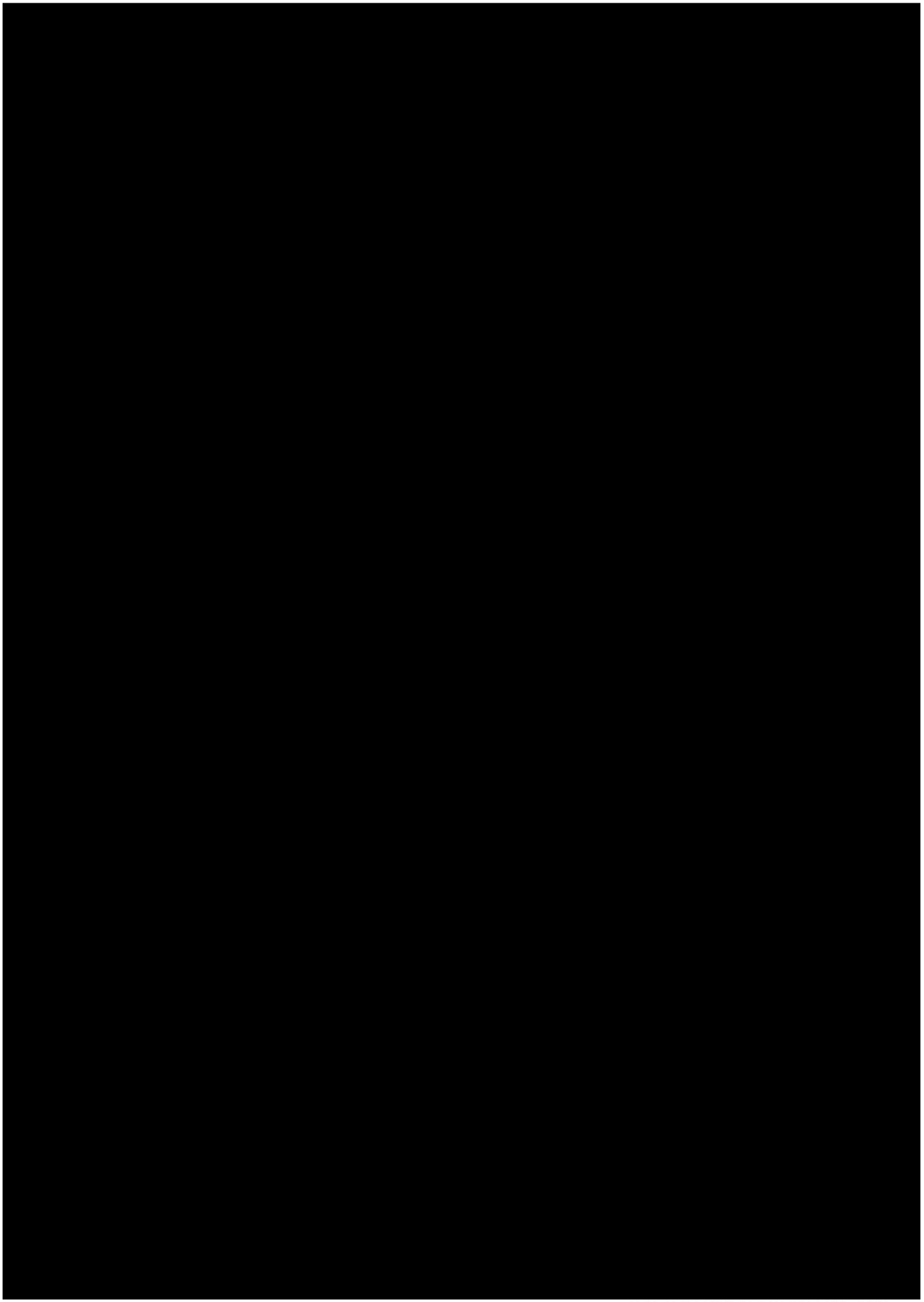

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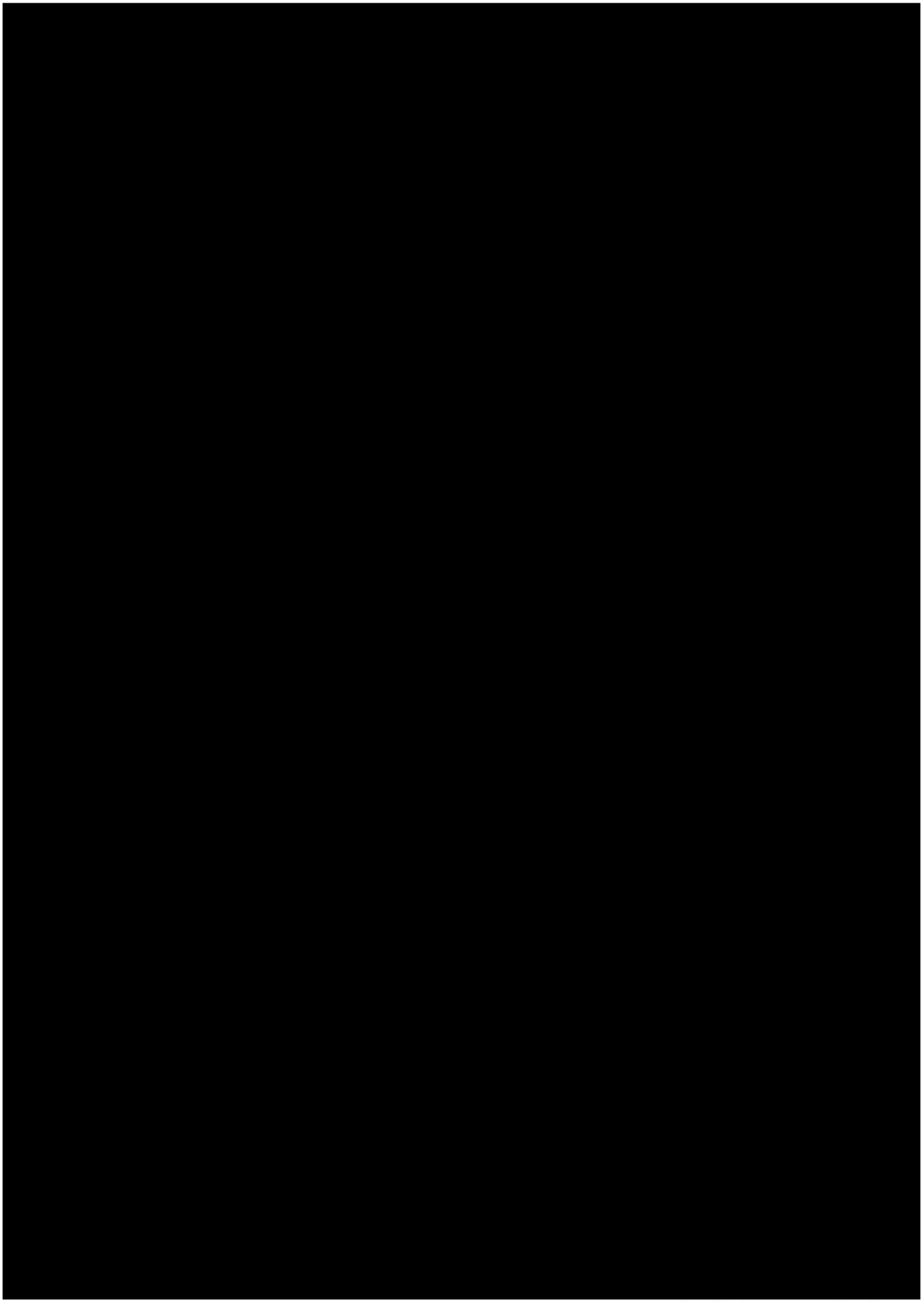

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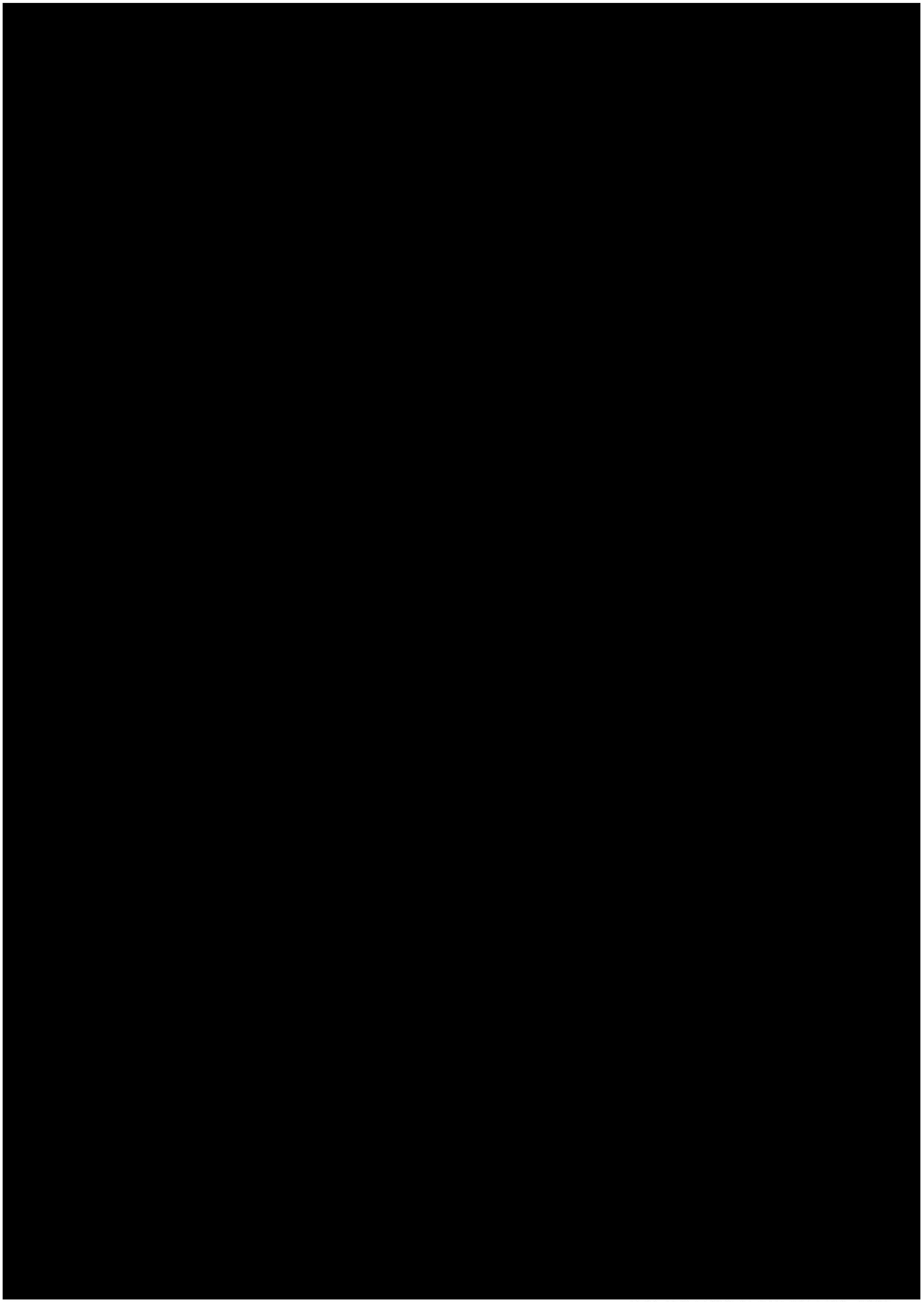

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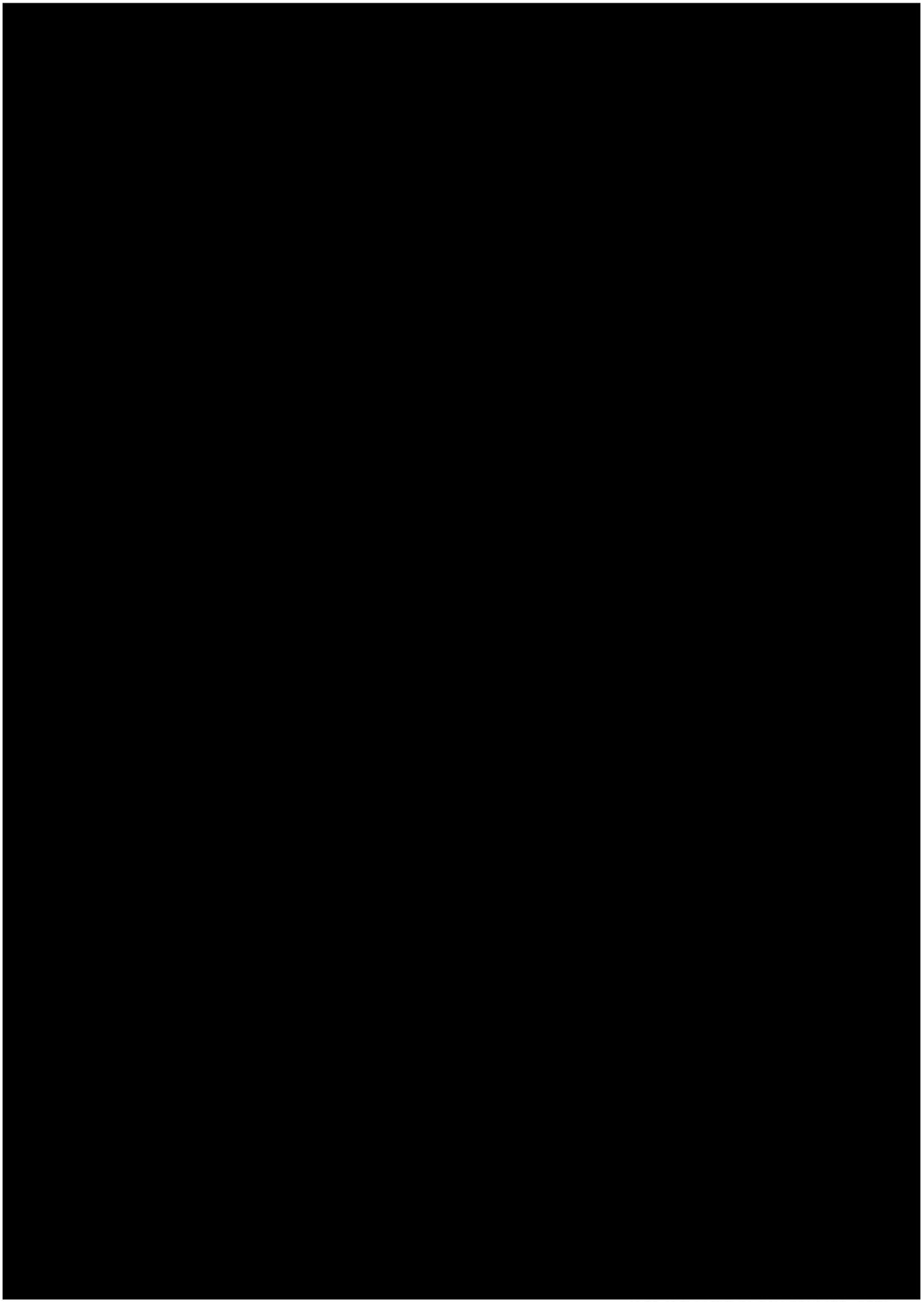

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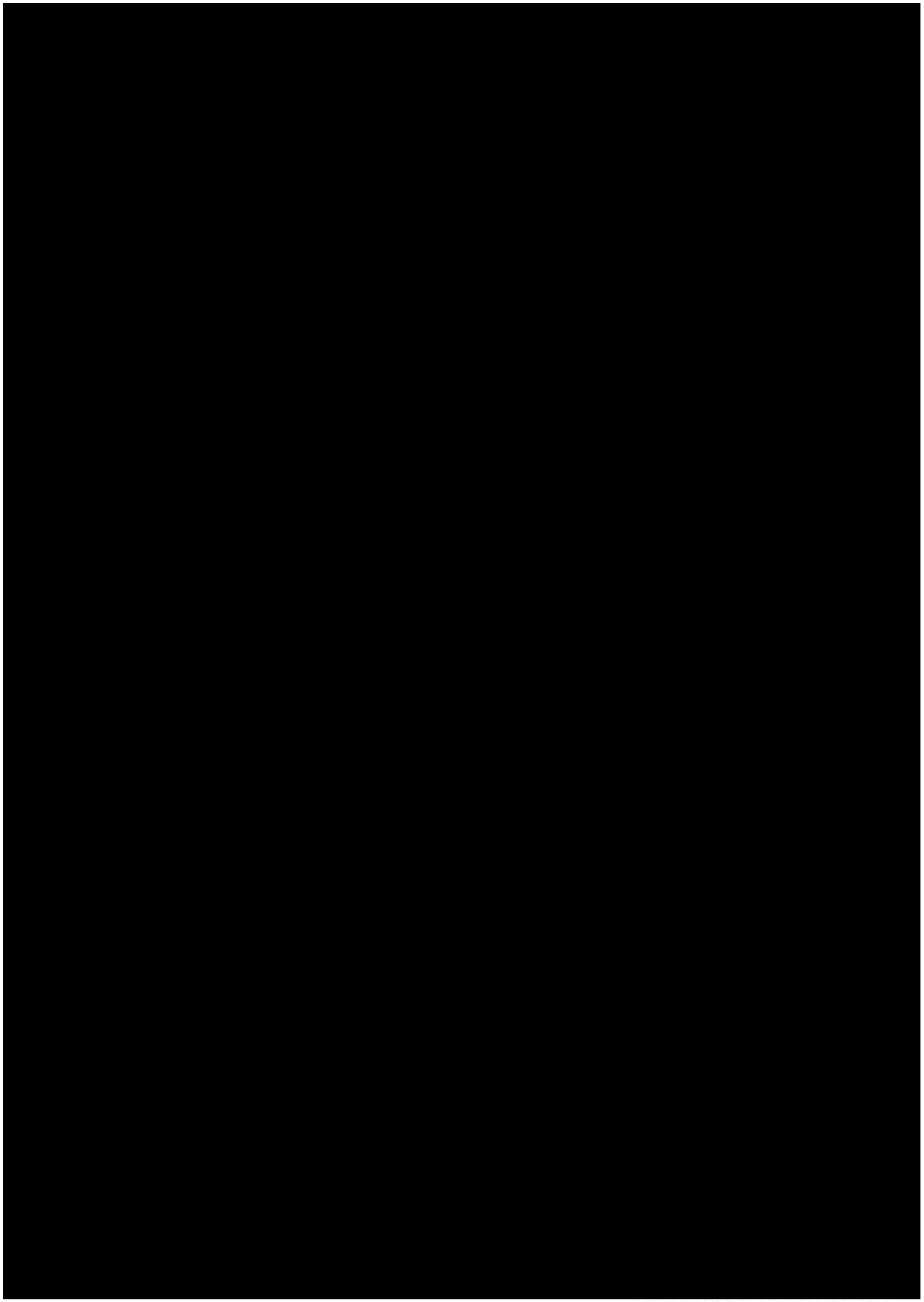

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Royal Mail Group plc Adjusted rates of pay and arrears are provisional, being subject to check. Any underpayments will be corrected. Payees will be liable to refund any overpayment.

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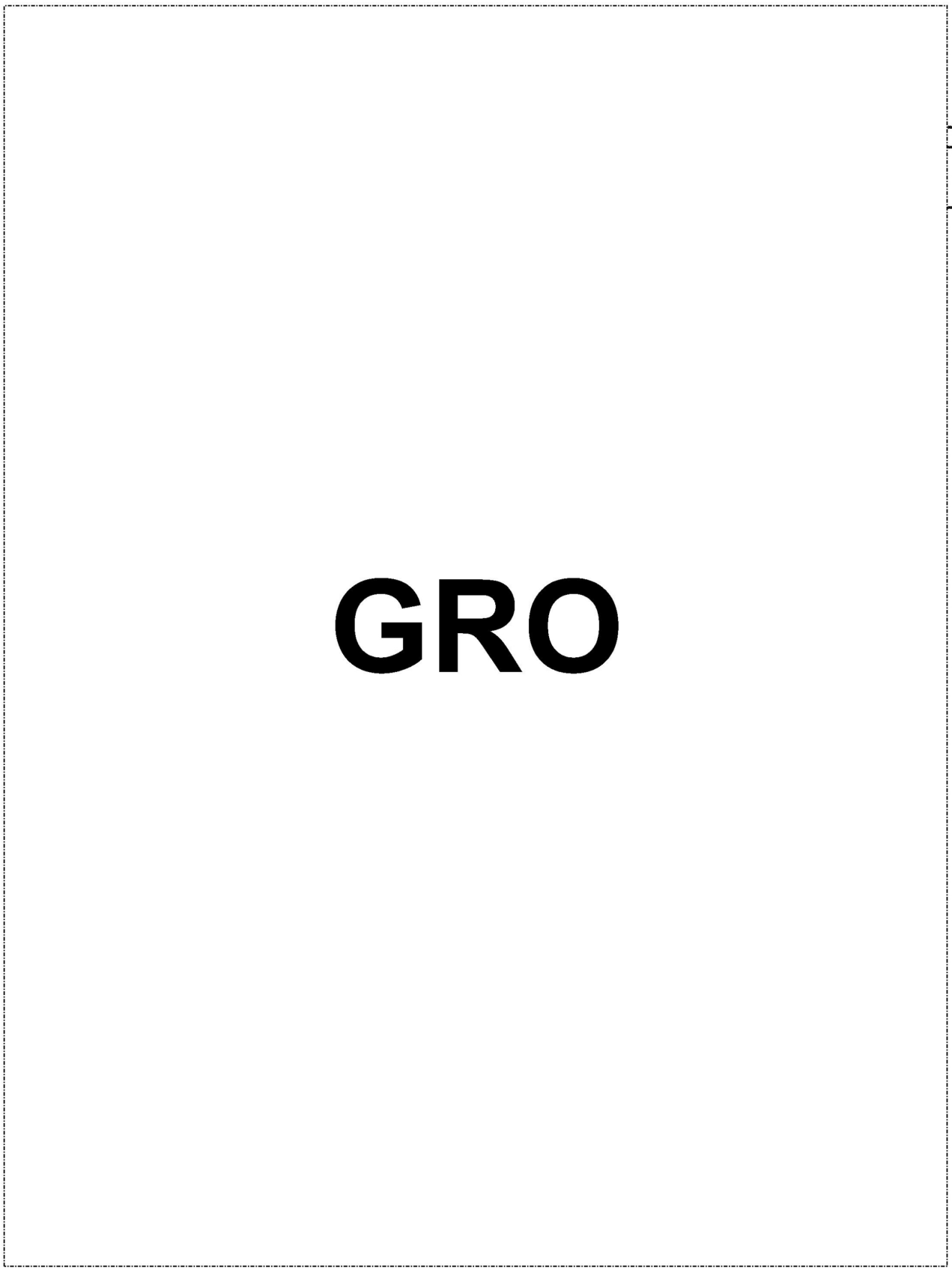

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To:
Post Office Limited
148 Old Street
London
EC1V 9HQ

RE: BEDMINSTER PARADE BRANCH (EXISTING BRANCH) – TERMINATION REQUEST LETTER

1. I, **BNSL Ltd** of **Imperial Arcade east Street Bedminster Bristol BS3 4HH** (**Existing Agent**) hereby offer to terminate my current sub-postmaster contract with Post Office Limited for the operation of the Existing Branch (**Existing Contract**) by mutual consent on the terms set out in this Termination Request Letter on less than the notice period required by the Existing Contract to **BNSL Ltd** to enter into a new contract with Post Office Limited to operate a **Main** Post Office Branch from the same premises.

2. I acknowledge and agree that:

   2.1 if and only if this signed Termination Request Letter is submitted to Post Office Limited within the timescales previously notified to me by Post Office Limited, I will be deemed to have made a legal offer to Post Office Limited to terminate the Existing Contract with effect from 23:59 on the day immediately before **11/01/2013** or such later date as may be notified in writing by Post Office Limited to the Operator (the **Start Date**) (**Request to Terminate**);

   2.2 I will not be able to withdraw my Request to Terminate without the prior written consent of Post Office Limited;

   2.3 my Request to Terminate may only be accepted by Post Office Limited in writing within two weeks of the date on which Post Office Limited receives this Termination Request Letter properly signed by me from **BNSL Ltd** (**Acceptance Period**). If Post Office Limited does not accept my Request to Terminate by signing and returning to me one copy of this Termination Request Letter before the Acceptance Period has ended, it shall be deemed to have been rejected and I shall continue to operate the Existing Branch in accordance with the Existing Contract, which shall continue in full force and effect, subject to its terms;

   2.4 if the **Main** Post Office Agreement between Post Office Limited and me **BNSL Ltd** in relation to the Branch (**Agreement**) is terminated by Post Office Limited at any time in accordance with the terms of the Agreement prior to the Start Date, Post Office Limited's acceptance of my Request to Terminate shall be deemed to have been immediately withdrawn and I shall continue to operate the Existing Branch in accordance with the Existing Contract, which shall continue in full force and effect, subject to its terms;

   2.5 if the Existing Contract is terminated by Post Office Limited in accordance with its terms prior to the Start Date, the Agreement may be terminated by Post Office Limited immediately by giving written notice to me **BNSL Ltd** under the Agreement;

   2.6 the Existing Contract shall continue in full force and effect (subject always to the prior exercise by Post Office Limited of any right of termination contained in the Existing Contract) up to and including 23:59 of the day immediately before the Start Date, at which time (provided Post Office Limited has accepted my Request to Terminate in accordance with the terms of this Termination Request Letter) the Existing Contract shall be deemed to have been terminated by the mutual agreement of both myself and Post Office Limited;

   2.7 I shall be required to continue to operate the Existing Branch in accordance with the terms of the Existing Contract up to and including 23:59 of the day immediately before the Start Date;

   2.8 the termination of the Existing Contract shall be without prejudice to: (i) any rights and/or obligations of me and/or Post Office Limited accrued under the Existing Contract before the Start Date; (ii) any rights and/or obligations under the Existing Contract that are expressed to survive termination; and (iii) the payment of any money owed, whether under the terms of the Existing Contract or any other contract or lease or licence between me and Post Office Limited or between me and any company in the Royal Mail Group (meaning Royal Mail Group Limited, its holding companies and subsidiaries, and any subsidiaries of such holding companies. For the purposes of this Termination Request Letter, holding company and subsidiary shall have the meanings given to them in section 1159 of the Companies Act 2006);

8.4

2.9 without affecting any amounts due to me which have accrued under the Existing Contract in relation to the period before the Start Date, I shall cease to be entitled to all of the rights and benefits under the Existing Contract, including, where applicable, remuneration payable under that contract, statutory sick pay, sick absence scheme substitution allowance, absence to attend territorial or reserve forces allowance or holiday substitution allowance from 00:00 hours on the Start Date;

2.10 I acknowledge that any statutory obligations relating to the staff at the Existing Branch which may apply as a consequence of termination of the Existing Contract shall be my responsibility; and

2.11 Post Office Limited shall have no liability to me if **BNSL Ltd** to submit my Request to Terminate to Post Office Limited or fails to do so within Post Office Limited's timescales.

3 Conversion Payment

I further acknowledge and agree that:

3.1 Post Office Limited has certain obligations under the Agreement to pay **BNSL Ltd** the **Conversion** Payment (as defined in the Agreement), subject to the relevant terms and conditions set out in the Agreement;

3.2 Post Office Limited will not be liable for any tax which may be due, or for any other deduction required to be made, in respect of the **Conversion Payment**;

3.3 the **Conversion Payment** paid to the Operator under the Agreement shall be in full and final settlement of any and all claims that I (being either the operator being appointed by Post Office Ltd under the Agreement or a shareholder and/or director of **BSNL Ltd** have or may have against Post Office Limited (or any other member of the Royal Mail Group) or its officers or employees howsoever arising and whether arising out of the termination of my position and the Existing Contract and whether under common law, contract, statute or otherwise. I agree that this is reasonable given that I am either the operator being appointed by Post Office Ltd under the Agreement or a shareholder or director of **BSNL Ltd**.

8.4

I confirm that neither BSNL Ltd Post Office Limited or any person connected with BNSL Ltd or Post Office Limited has placed me under any pressure or undue influence to sign this Termination Request Letter and that I have taken independent professional advice on the terms of this Termination Request Letter.

Signed GRO .....

Print Name: BALJIT SAMRA
(Existing Agent of the Existing Branch)

Date: 28-01-2013

in the presence of:

GRO .....
(Signature of Witness)

LAKHVIR SAMRA
(Full Name of Witness)

LAKHVIR SAMRA

.....

.....
(Address of Witness)

GRO .

3A_4059364_6

TRL1 CLEARED 08.10.12

POL00448632

(Occupation of Witness)

TO BE COMPLETED BY POST OFFICE LIMITED:

The Request to Terminate set out above is EITHER
Accepted*
OR
~~Not Accepted~~*
by Post Office Limited.

***delete as applicable**

Signed ..... GRO .....

Print Name: Graham K Padget.....

Title: Contractual Agreement Production Manager.....
a duly authorised signatory of Post Office Limited

Date: 13/12/2013.....

8.4

POL00448632

ON SITE MAIN POST OFFICE® AGREEMENT

PREFACE

All capitalised terms not defined in this Preface have the meanings given to them in the Standard Conditions for the Operation of a Main Post Office® Branch (On Site, Post Office Limited Cash) (the **Standard Conditions**).

This Preface is part of an Agreement between Post Office Limited and the Operator for the operation of a Main Post Office Branch (as defined in the Standard Conditions) at the Branch Premises (as defined below).

The **Agreement** consists of the following documents:

- This Preface and the following Appendices to it:
  - Appendix 1 – Fit Out Works
  - Appendix 2 – Equipment
  - Appendix 3 – Conditions of Appointment
- The Standard Conditions
- The Manual (as defined in the Standard Conditions)
- The Fees Booklet (as defined in the Standard Conditions)

8.4

1. The Agreement is between:

(a) **Post Office Limited** (Company No. 02154540), whose registered office address is at 148 Old Street London EC1V 9HQ (**Post Office Ltd**); and

(b) **BSNL Ltd** (Company No. **07083758**) of 157 Redland Road, Redland, Bristol, BS6 6YE (**The Operator**).

2. The Branch Premises are the Operator's premises at: **Imperial Arcade - East Street Bedminster Bristol City Of Bristol BS3 4HH.**

3. The Branch will have the following numbers of Combined Retail Counter Positions **One** and Dedicated Post Office Counter Positions **Three** at the Start Date.

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4. **Opening Times:** The Operator shall operate the Branch at the Branch Premises from:

4.1 the Dedicated Post Office Counter Positions (as defined in Part 1 of the Standard Conditions), during at least the hours of 9am to 5.30pm Monday to Saturday (inclusive) but excluding public or statutory holidays; and

4.2 the Combined Retail Counter Positions (as defined in Part 1 of the Standard Conditions), during the opening hours of the Basic Business which will be at least:

Monday	9:00:00 AM to 5:30:00 PM
Tuesday	9:00:00 AM to 5:30:00 PM
Wednesday	9:00:00 AM to 5:30:00 PM
Thursday	9:00:00 AM to 5:30:00 PM
Friday	9:00:00 AM to 5:30:00 PM
Saturday	9:00:00 AM to 5:30:00 PM
Sunday	CLOSED

including on any public or statutory holidays on which the Basic Business is open to the public. The Parties acknowledge that the Products and Services offered from the Combined Retail Counter Positions will be a reduced set of Products and Services from those available at the Dedicated Post Office Counter Positions, as determined and notified to the Operator in writing by Post Office Ltd from time to time.

The opening hours of the Dedicated Post Office Counter Positions and those of the Combined Retail Counter Positions, detailed in this clause 4 (as varied from time to time in accordance with the Agreement), are referred to as the **Minimum Hours** for each type of Counter Position.

8.4

5. The **Commencement Date** of the Agreement is the date on which this Preface is signed by Post Office Ltd (as set out below).

6. The **Start Date** on which the Operator will begin the operation of the Branch at the Branch Premises will be **11/01/2013** or such other date as may either be agreed in writing between the Parties at any time or (where the Operator has not complied with any of the terms of the Agreement, including any Conditions of Appointment which are required to be completed before the Start Date) be determined by Post Office Ltd in its absolute discretion and notified in writing to the Operator at any time.

7. The **Basic Business** at the Branch Premises is **CTN**

8. **VAT.** The Operator's VAT number is **991890074.**

9. **Fit Out Works and Investment Payment**

9.1 The **Fit Out Works** for the Branch Premises are described in Appendix 1 to this Preface. They are split into two categories – Post Office Ltd Funded Works and Operator Funded Works.

9.2 The Equipment required to operate the Branch is listed in Appendix 2 of this Preface. It is split into two categories – Post Office Ltd Funded Equipment and Operator Funded Equipment.

9.3 Post Office Ltd shall fund the cost of the Post Office Ltd Funded Equipment up to a maximum of **£45.000.00.**

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9.4 Subject to the provisions of Part 3 of the Standard Conditions, Post Office Ltd will also fund the cost of the Post Office Ltd Funded Works up to a maximum of **£27,216.00**. *(This Figure includes Up to £3,000.00 towards career wear)*

9.5 The total of the funding provided by Post Office Ltd and described in **clauses 9.3 and 9.4** above is referred to as the **Investment Payment**. If the costs of the Post Office Ltd Funded Equipment and/or the Post Office Ltd Funded Works exceed the amount of the Investment Payment, any such excess shall be the responsibility of the Operator. The Operator shall be solely responsible for the cost of any Operator Funded Equipment and Operator Funded Works.

10. **Conversion Payment**

Post Office Ltd shall, in addition to the Investment Payment referred to in **clause 9 above**, and subject to Part 3 of the Standard Conditions, pay the Operator a further sum of £10,000 (including VAT) on or about the Commencement Date.

POL00448632

The Operator and Post Office Ltd hereby agree to enter into the Agreement as defined above.

OPERATOR

GRO

Either: Signature of Operator (if an individual)
OR: Signature of Director or partner if a company or partnership

Second Signature (not required if Operator is an individual or where the Operator is a single director company with no separate company secretary)
Signature of Director/Company Secretary or partner if a company or partnership

BALJIT SAMRA.
Typed or Printed Name

Title: ~~Operator/Partner~~/Director

28-01-2013.
Date

Typed or Printed Name

Title: Director/Company Secretary/Partner

Date

8.4

POST OFFICE LTD

An a GRO

Graham K Padget
Typed or Printed Name

Contractual Agreement Production Manager
Title

Date 13/2/2013

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APPENDIX 1

FIT OUT WORKS

A copy of the Scoping Visit Report is attached.

POL00448632

Appendix 2 – Equipment (Main)

Items of equipment that <u>may</u> be required as part of Network Transformation Programme conversion to a Main branch				
Item for installation in Main branch	Who is responsible for maintenance of the Equipment			Items to be returned at end of Agreement
	Post Office Ltd	The Operator	Post Office Ltd's Supplier	
Signage (including internal signage)		X		
Safes (Main safe)	X			X
Electronic Scales	X			X
Alarms*	X	X		X
Bureau de Change Rate Board			X	X
Counter Desking		X		
Cash Funding Unit (Rollercash/Bidi)	X			X
Horizon	X			X
Secure Counters (including anti-bandit screens, parcel hatches and secure doors)		X		
Drop bag Fittings		X		X
Post & Go	X			X
AEI Kiosk	X			X
AEI Consumables (including curtains and Stylii)	X			X
Mails Acceptance Unit		X		X
Mails Integrity Unit/secure mail storage		X		X
Queue Management (barrier)		X		X
Call Forward		X		X
Coin Cabinets	X			X
A1 point of sale frames		X		
Self inking date stamp		X		X
Retention Units		X		X
Branch Consumables (subject to reasonable use) printer rolls and cartridges.	X			X
Name Badges	X			
Coin Hoppers		X		
Note Counters		X		X
Pedestals		X		
Footrests		X		
Mobile Till Trolleys		X		
Test Weights	X			X

POL00448632

Items of equipment that <u>may</u> be required as part of Network Transformation Programme conversion to a Main branch				
Item for installation in Main branch	Who is responsible for maintenance of the Equipment			Items to be returned at end of Agreement
	Post Office Ltd	The Operator	Post Office Ltd's Supplier	
UV Lights	X			X
Hearing Loops		X		X
Flip Top Tills		X		X
Visi-Frames (one per office)	X			
Waste bins, clocks		X		
White goods (electrical appliances0		X		
Electrical Sockets/works		X		
A Frames		X		
Paystation Consumables	X			X
Paystation terminal	X			X
ATM	X			X
Till inserts		X		
Speech enhancement unit		X		
BDC Rate Board – New Cover			X	X

8.4

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APPENDIX 3 – Conditions of Appointment

A copy of Conditions of Appointment addendum attached

1 The Operator shall comply (and in the case of ongoing obligations) shall continue to comply for the duration of the Agreement at its own expense with the following conditions of appointment and shall ensure that any works/actions that it is required to carry out or perform in order to achieve compliance with the relevant condition of appointment are carried out or performed by the date specified below for the relevant condition.

2 The Operator shall not be in breach of the Agreement, nor liable for any failure or delay in complying with any condition of appointment by the date specified above, if the Operator is prevented or delayed from complying with such condition of appointment by a Force Majeure Event, provided that the Operator must:

2.1 promptly notify Post Office Ltd in writing of the nature and extent of the Force Majeure Event together with any additional information as Post Office Ltd may reasonably require; and

2.2 use its best efforts to remove or overcome the effects of such Force Majeure Event.

3 Following any notice from the Operator in accordance with paragraph 3.1, the Parties shall discuss the effect of the Force Majeure Event on the relevant condition(s) of appointment, and use all reasonable endeavours to agree any changes to the condition(s) of appointment that may be required as a result, which may include agreeing a revised date for the Operator to achieve compliance with the relevant condition(s) of appointment.

4 For the purposes of paragraph 3 above, **Force Majeure Event** shall mean the occurrence of any:

4.1 Acts of God, fire, explosion, flood, earthquake or other natural disaster;

4.2 war, riot, civil commotion, terrorist attack;

4.3 interruption or failure of utility service, including electric power, gas or water;

4.4 law or government order, rule, regulation or direction, or any action taken by a government or public authority, including failing to grant a necessary licence or consent (provided that the Operator has used its best endeavours to obtain such licence or consent); and

4.5 refusal by the landlord and/or owner of the Branch Premises to grant any necessary permission or consent(provided that the Operator has used its best endeavours to obtain relief from such covenant and/or to obtain such licence or consent),

which directly causes the Operator to be unable to comply with the relevant condition of appointment by the date specified, provided that such event does not arise from the negligence of the Operator.

5 ATM

Operator will continue to comply with the existing ATM Agreement in respect of the Branch.

8.4

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Post Office Main Branch Format Scoping Visit Report – 162511
BEDMINSTER PARADE
Appendix A

Post Office Responsibilities	Quantity
Projecting Signs	
medium 600mm non-illuminated	1
Branch Name Add-on	1
Bureau de Change Add-on	1
Facia	
Med Spec Non Illuminated with feature pod	7.5
Sign 2000 Survey& Install	
Survey	1
Install	1
External Facing Signage	
opening hours in 'visi' frame -standard and retail combi hours	1
Window Manifestation	7.5
Services Panel Vinyl Graphic	1
A4 assistance Option 1	1
bdc rate board cover	1
Internal Signage - Wall Mounted	
A4 Assistance Sign Choose either Option 1 or 2	1
Internal Hanging	
retail combi services	1
welcome / thank you sign	1
'travel money'	1
Bulkhead	
Post Office counter foamex	7.5
Queuing	
queue barrier inserts	1
queue barrier travel roundels	1
Counter	
Do not lean Vinyl	1
Cash Restricted Vinyl	2
Respect vinyl	2
position closed strut card	3
retail combi services strut card	1
Point of Sale - Internal	
A1 Wall Mounted Poster Holder	2
Wall Mounted Forms Unit	1
Combi Counter	
SSOC Unit Option 1	1

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FX141 Scales	1
SIDs	1
Portable Induction Loop	1
Brief Case Till Insert - Screenless	1
Open Plan Counter Positions	
1568 CO Open Plan Single Desk	1
CO Parcels Unit	1
Back of Counter Forms/Leaflets Storage Unit	1
Counter Gate	1
FX141 Scales	1
Triple Drop Bag Fitting.	1
Counter Chairs with free-rolling castors, for use on carpeted surfaces.	1
Induction Loop System	1
Desking retention unit	2
SIDs	1
Brief Case Till Insert - Screenless	1
Screenless Counter Security Equipment	
Flip Top Till	1
Flip Top Till Delivery & Installation by Safetell	1
RollerCash 998 Single User £24K cash holding	1
Delivery & installation of 1st RollerCash 998 unit	1
Fortress Counter Positions	
2 position 1350 CO Fortress Counter with Parcel Acceptance Device & Secure Door	1
Back of Counter Forms/Leaflets Storage Unit	1
FX141 Scales	1
Speech Enhancement System	1
Induction Loop System	1
Triple Drop Bag Fitting.	1
Counter Chairs with free-rolling castors, for use on carpeted surfaces.	2
SIDs	2
Fixtures	
Queue Barrier System - A tape system is adequate up to a maximum of 3 sections (4 posts in a run). Systems with 4+ sections must be fitted with fixed rails.	1.00
Queue Management System - Option 3 SQ1.5 - A simple call forward system which can be installed by anybody capable of plugging in a computer!	1.00

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Writing Desk - Dual Height - One unit for every 3 counter positions.	1
Single Customer Seat	1

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Appendix B

Operator Responsibilities- Enabling and Cosmetic works

Actions required Please list all actions required, and who the action owner is, to ensure the planned works can take place, once the NT programme office has approved the case. Please include detail of any quotes or planning permissions required & please add the contact details of suppliers who will be asked to supply quotes.			
Action	**Description**	**Owner**	**Approved Supplier**
Enabling work required			
Building Work	Changes to entrance to enable automatic door. Changes to rear counter wall and access/security wall.	Operator	Sourced Locally by agent
Shopfitting	Counters, painting, ceiling walls flooring (new and cleaning current.	Operator	Sourced Locally by agent
Electrical Work	Lighting and counter electrics for scales, paystation, speech enhancement, customer call forward, hearing loops, safe and flip top till on SSOC, changes to security camera system etc	Operator	Sourced Locally by agent
Other work required			
Cleaning	Windows	Operator	Sourced Locally by agent
Decoration	Walls to be decorated as required	Operator	Sourced Locally by agent
Floor Finishing	New entrance matt, clean laminate flooring, replace flooring both infront and behind the counter.	Operator	List attached to this letter
Lighting	New lighting to brighten the branch	Operator	Sourced Locally by agent
Career-wear	All POL Employees	Operator	Dimensions
Wall Clock	X1	Operator	List attached to this letter

8.4

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PART A – GENERAL CONDITIONS OF APPOINTMENT

ACCESSIBILITY CONDITIONS OF APPOINTMENT - GENERAL		
	Condition of Appointment	**Date for Completion**
EA18	Operator will install and maintain lighting [as described below] to ensure that the entrance is at all times when the branch is open well-lit [describe lighting required]	Branch Opening Date
EA19	Operator will remove all obstructions from the doorway and ensure that the doorway is at all times kept free from obstructions (e.g. photo booth, A-frame signs, bins, stock etc)	Branch Opening Date
EA26	Operator will ensure that door mats are secured and flush fitting, and made of materials that do not significantly impede the progress of a wheelchair or other mobility aids	Branch Opening Date
EA31	The Operator shall ensure that floors or floor coverings are level, clean, free of spills and free of tripping hazards[, specifically by taking the following action describe any action required to achieve this].	Branch Opening Date
EA32	The Operator shall ensure that the premises are well-lit [specifically by taking the following action describe any action required to achieve this]	Branch Opening Date
EA33	The Operator will remove all obstructions from the aisles and ensure that aisles are kept free of obstructions (e.g. boxes, display/promotion stands, fire extinguishers) so as to ensure that aisle width is not reduced and that it is not otherwise awkward for a customer in a wheelchair or with mobility difficulties to manoeuvre through the aisles	Branch Opening Date
EA41	Operator will ensure that the queuing area, including any seating area, is kept free of obstructions (e.g. boxes, display/promotion stands, fire extinguishers) where these reduce the width of the area or otherwise make it awkward for a customer in a wheelchair or with mobility difficulties to manoeuvre	Branch Opening Date
EA45	Operator will install, maintain and keep charged and available for customers at all times an induction loop system	Branch Opening Date

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PART B – SITE SPECIFIC CONDITIONS OF APPOINTMENT

RETAIL STANDARDS CONDITIONS OF APPOINTMENT – SITE SPECIFIC		
	Condition of Appointment	**Date for Completion**
3.	Operator to repair/replace lighting in the interior of the Branch Premises to a standard of at least 750 lux.	Branch Opening Date
6.	Operator to remedy any health and safety risks identified as being present at the Branch Premises.	Branch Opening Date

POL00448632

Please sign and return both copies. Post Office Ltd will countersign and return one copy of each for your records.

To:
Post Office Limited
148 Old Street
London
EC1V 9HQ

RE: Filton BRANCH (EXISTING BRANCH) – TERMINATION REQUEST LETTER

1. I, Mr Rajesh Takyar of 2 - 3 Church View Filton Bristol City Of Bristol BS34 7BT (**Existing Agent**) hereby offer to terminate my current subpostmaster contract with Post Office Limited for the operation of the Existing Branch (**Existing Contract**) by mutual consent on the terms set out in this Termination Request Letter on less than the notice period required by the Existing Contract to enable me to enter into a new contract with Post Office Limited to operate a Main Post Office Branch from the same premises.

2. I acknowledge and agree that:

   2.1 if and only if this signed Termination Request Letter is submitted to Post Office Limited within the timescales previously notified to me by Post Office Limited, I will be deemed to have made a legal offer to Post Office Limited to terminate the Existing Contract with effect from 23:59 on the day immediately before **14/11/2013** or such later date as may be notified in writing by Post Office Limited to the Operator (the **Start Date**) (**Request to Terminate**);

   2.2 I will not be able to withdraw my Request to Terminate without the prior written consent of Post Office Limited;

   2.3 my Request to Terminate may only be accepted by Post Office Limited in writing within two weeks of the date on which Post Office Limited receives this Termination Request Letter properly signed by me (**Acceptance Period**). If Post Office Limited does not accept my Request to Terminate by signing and returning to me one copy of this Termination Request Letter before the Acceptance Period has ended, it shall be deemed to have been rejected and I shall continue to operate the Existing Branch in accordance with the Existing Contract, which shall continue in full force and effect, subject to its terms;

   2.4 if the Main Post Office Agreement between Post Office Limited and me in relation to the Branch (**Agreement**) is terminated by Post Office Limited at any time in accordance with the terms of the Agreement prior to the Start Date, Post Office Limited's acceptance of my Request to Terminate shall be deemed to have been immediately withdrawn and I shall continue to operate the Existing Branch in accordance with the Existing Contract, which shall continue in full force and effect, subject to its terms;

   2.5 if the Existing Contract is terminated by Post Office Limited in accordance with its terms prior to the Start Date, the Agreement may be terminated by Post Office Limited immediately by giving written notice to me under the Agreement;

   2.6 the Existing Contract shall continue in full force and effect (subject always to the prior exercise by Post Office Limited of any right of termination contained in the Existing Contract) up to and including 23:59 of the day immediately before the Start Date, at which time (provided Post Office Limited has accepted my Request to Terminate in accordance with the terms of this Termination Request Letter) the Existing Contract shall be deemed to have been terminated by the mutual agreement of both myself and Post Office Limited;

8.4

POL00448632

2.7 I shall be required to continue to operate the Existing Branch in accordance with the terms of the Existing Contract up to and including 23:59 of the day immediately before the Start Date;

2.8 the termination of the Existing Contract shall be without prejudice to: (i) any rights and/or obligations of me and/or Post Office Limited accrued under the Existing Contract before the Start Date; (ii) any rights and/or obligations under the Existing Contract that are expressed to survive termination; and (iii) the payment of any money owed, whether under the terms of the Existing Contract or any other contract or lease or licence between me and Post Office Limited or between me and any company in the Royal Mail Group (meaning Royal Mail Group Limited, its holding companies and subsidiaries, and any subsidiaries of such holding companies. For the purposes of this Termination Request Letter, holding company and subsidiary shall have the meanings given to them in section 1159 of the Companies Act 2006);

2.9 without affecting any amounts due to me which have accrued under the Existing Contract in relation to the period before the Start Date, I shall cease to be entitled to all of the rights and benefits under the Existing Contract, including, where applicable, remuneration payable under that contract, statutory sick pay, sick absence scheme substitution allowance, absence to attend territorial or reserve forces allowance or holiday substitution allowance from 00:00 hours on the Start Date;

2.10 I acknowledge that any statutory obligations relating to the staff at the Existing Branch which may apply as a consequence of termination of the Existing Contract shall be my responsibility; and

2.11 Post Office Limited shall have no liability to me if I fail to submit my Request to Terminate to Post Office Limited or fails to do so within Post Office Limited's timescales.

8.4

3 Conversion Payment

I further acknowledge and agree that:

3.1 Post Office Limited has certain obligations under the Agreement to pay me the Conversion Payment (as defined in the Agreement), subject to the relevant terms and conditions set out in the Agreement;

3.2 Post Office Limited will not be liable for any tax which may be due, or for any other deduction required to be made, in respect of the Conversion Payment;

3.3 the Conversion Payment paid to the Operator under the Agreement shall be in full and final settlement of any and all claims that I (being either the operator being appointed by Post Office Ltd under the Agreement have or may have against Post Office Limited (or any other member of the Royal Mail Group) or its officers or employees howsoever arising and whether arising out of the termination of my position and the Existing Contract and whether under common law, contract, statute or otherwise. I agree that this is reasonable given that I am the operator being appointed by Post Office Ltd under the Agreement.

POL00448632

I confirm that neither Post Office Limited or any person connected with Post Office Limited has placed me under any pressure or undue influence to sign this Termination Request Letter and that I have taken independent professional advice on the terms of this Termination Request Letter.

Signed GRO

Print Name: Mr Rajesh Takyar RAJESH TAKYAR
(Existing Agent of the Existing Branch)

Date: 24/10/13.

in th GRO
(Signature of Witness)

JANE JENKINS
(Full Name of Witness)

GRO
(Address of Witness)

Field Change Advisor
(Occupation of Witness)

TO BE COMPLETED BY POST OFFICE LIMITED:

The Request to Terminate set out above is EITHER
Accepted*
~~OR~~
~~Not Accepted*~~
by Post Office Limited.

*delete as applicable

Signed GRO

Print Name: Christine Harrison

Title: Contractual Agreement Production Manager
a duly authorised signatory of Post Office Limited

Date: 26.11.2013

8.4

3A_4059364_5

TRL1 CLEARED 01.10.12

POL00448632

Please sign and return both copies. Post Office Ltd will countersign and return one copy of each for your records.

ON SITE MAIN POST OFFICE® AGREEMENT

PREFACE

All capitalised terms not defined in this Preface have the meanings given to them in the Standard Conditions for the Operation of a Main Post Office® Branch (On Site, Post Office Limited Cash) (the **Standard Conditions**).

This Preface is part of an Agreement between Post Office Limited and the Operator for the operation of a Main Post Office Branch (as defined in the Standard Conditions) at the Branch Premises (as defined below).

The **Agreement** consists of the following documents:

- This Preface and the following Appendices to it:
  - Appendix 1 – Works at the Branch Premises and Plan
  - Appendix 2 – Equipment
  - Appendix 3 – Conditions of Appointment
- The Standard Conditions
- The Manual (as defined in the Standard Conditions)
- The Fees Booklet (as defined in the Standard Conditions)

8.4

1. The Agreement is between:

   (a) **Post Office Limited** (Company No. 02154540), whose registered office address is at **148 Old Street, London, EC1V 9HQ (Post Office Ltd)**; and

   (b) **Mr Rajesh Takyar** of **2 - 3 Church View, Filton, Bristol, City Of Bristol, BS34 7BT** (the **Operator**)

2. The Branch Premises are the Operator's premises at: **2 - 3 Church View, Filton, Bristol, City Of Bristol, BS34 7BT.**

3. The Branch will have **4** Dedicated Post Office Counter Positions at the Start Date.

POL00448632

4. The **Minimum Hours** for the operation of the Branch are:

Monday	07:30 to 17:30
Tuesday	07:30 to 17:30
Wednesday	07:30 to 17:30
Thursday	07:30 to 17:30
Friday	07:30 to 17:30
Saturday	07:30 to 17:30
Sunday	07:30 to 17:30

including on any public or statutory holidays on which the Basic Business is open to the public.

5. The **Commencement Date** of the Agreement is the date on which this Preface is signed by Post Office Ltd (as set out below).

6. The **Start Date** on which the Operator will begin the operation of the Branch at the Branch Premises will be **14/11/2013** or such other date as may either be agreed in writing between the Parties at any time or (where the Operator has not complied with any of the terms of the Agreement, including any Conditions of Appointment which are required to be completed before the Start Date) be determined by Post Office Ltd in its absolute discretion and notified in writing to the Operator at any time.

8.4

7. The **Basic Business** at the Branch Premises is – **Convenience Store.**

8. The Fees payable by Post Office Ltd to the Operator from the Start Date for the first and second Accounting Periods (as defined in Part 1 of the Standard Conditions) (calculated with effect from the Accounting Period within which the Start Date falls), shall be:

   First Accounting Period: **£5350:00 Prorated per number of days open in this month.**

   Second Accounting Period: **£5350:00**

   (the First Fees Payments) and thereafter a variable payment shall be made, calculated on a "per Transaction" basis in accordance with clauses 3.4.1 and 3.4.2 of Part 3 of the Standard Conditions. Where the Start Date falls within an Accounting Period after Post Office Ltd's payment cut-off date, the Operator shall not receive the First Fees Payment for that Accounting Period until the end of the following Accounting Period.

POL00448632

9. The Operator's VAT Number is 125553229

10. Equipment, Works and Funding

10.1 Post Office Ltd will pay for all of the costs of obtaining and installing the Post Office Ltd Funded Equipment listed in Appendix 2 of this Preface.

10.2 In addition, Post Office Ltd will contribute to the cost of the Post Office Ltd Funded Works (including the Enabling Works and Cosmetic Works) described in Appendix 1 of this Preface up to £7800 (the Investment Amount). If the final total costs of the Post Office Ltd Funded Works exceed the Investment Amount, the Operator will be responsible for the excess, unless otherwise agreed in writing by Post Office Ltd. Part 3 of the Standard Conditions also applies to the calculation and payment of the Investment Amount.

10.3 The Operator will pay for all of the costs of the Operator Funded Works, if any, listed in Appendix 1 and all of the costs of the Operator Funded Equipment listed in Appendix 2.

11. Conversion Payment

Post Office Ltd shall, in addition to the funding for the Post Office Ltd Funded Equipment and Post Office Ltd Funded Works referred to in clause 10 above, and subject to Part 3 of the Standard Conditions, pay the Operator a further sum of £10,000 (including VAT) on or about the Commencement Date.

8.4

POL00448632

The Operator and Post Office Ltd hereby agree to enter into the Agreement as defined above.

OPERATOR

Rajesh Takyar

Either: Signature of Operator (if an individual)
OR: Signature of Director or partner if a company or partnership

Second Signature (not required if Operator is an individual or where the Operator is a single director company with no separate company secretary)
Signature of Director/Company Secretary or partner if a company or partnership

Rajesh Takyar

Typed or Printed Name

Typed or Printed Name

Title: Operator/Partner/Director

PARTNER.

Title: Director/Company Secretary/Partner

Date 25/10/13.

Date

8.4

POST OFFICE LTD

GRO

An authorised signatory

Typed or Printed Name
Christine Harrison

Contractual Agreement Production Manager

Title

Date 26.11.2013.

POL00448632

APPENDIX 1

WORKS AT THE BRANCH PREMISES AND PLAN

Post Office Main Branch Format Scoping Visit Report – FILTON 224511
Appendix A

Post Office Responsibilities	Quantity
Projecting Signs - Various	
medium 600mm illuminated	1.00
BRANCH NAME ADD-ON	1.00
Sign 2000 Survey & Install	
Survey	1.00
Install Yes	1.00
External Facing Signage	
opening hours in visit frame -standard and retail combi Yes	1.00
Services Panel Vinyl Graphic	1.00
Door vinyls - E-EXF-0070D	1.00
Door vinyls - E-EXF-007PP	1.00
A4 assistance Option 1	1.00
Internal Signage Wall Mounted	
A4 alternative format Option 1	1.00
Internal Hanging	
retail combi services	1.00
Bulkhead	
Post Office counter foamex	3.50
Queuing	
queue barrier inserts - B	1.00
queue barrier inserts - C	1.00
Counter	
Do not lean Vinyl	2.00
Cash Restricted Vinyl	2.00
Respect vinyl	1.00

position closed strut card	2.00
Point of Sale - External	
Cable hanging system	1.00
A1 Window Poster Holder	1.00
Point of Sale - Internal	
Pod Panel Leaflet Holders	2.00
POD Panel	2.00
Open Plan Counter Positions	
Double Open Plan Desk	1.00
Counter Chairs with free-rolling castors for use on carpeted surfaces (Open Plan Counter Positions).	1.00
Induction Loop System (Open Plan Counter Positions)	2.00
Induction Loop System Call out Charge (Open Plan Counter Positions)	1.00
Brief Case Till Insert - Screenless	2.00
SIDs (Open Plan Counter Positions)	2.00
Counter Access Gate BF-001	1.00
Counter Partition	1.00
FX141 Scales (Open Plan Counter Positions)	1.00
Triple Drop Bag Fitting (Open Plan Counter Positions).	1.00
Screenless Counter Security Equipment	
Flip Top Till Installation cost per additional unit installed at the same site by Safetell or if a Flip Top Till is fitted at the same time as a Cash Funding Unit	2.00
Flip Top Till Supply only	2.00
Delivery & installation of 1st RollerCash 998 unit	1.00
RollerCash 998 Dual User 24K cash holding	1.00
Fortress Counter Positions	
Narrow Fortress Counter 1720mm wide. includes a PH of 465mm fitted to the right. Addition width is to fit a safe under the PH.	1.00
Back of Counter Forms/Leaflets Storage Unit (Fortress	1.00

Counter Positions)	
FX141 Scales	1.00
Speech Enhancement System - This system includes a fixed induction loop	1.00
Brief Case Till Insert - Fortress	1.00
SIDs (Fortress Counter Positions)	1.00
Counter Chairs with free-rolling castors for use on carpeted surfaces.	1.00
Conversation Area	
Option 2 Stow-able Conversation desk format	1.00
Fixtures	
Day/date wall mounted clock	1.00
Customer Waste Bin	1.00
Writing Desk - Dual Height - One unit for every 3 counter positions.	1.00
Queue Barrier System	5.00
Single Customer Seat	1.00
Careerwear	
Careerwear	5.00

APPENDIX B

POST OFFICE NETWORK TRANSFORMATION

PRICING DOCUMENT FOR SUPPLIERS QUOTING FOR POST OFFICE ENABLING WORKS

BRANCH NAME:	FILTON
BRANCH CODE:	224511
SUB-POSTMASTER NAME:	MR RAJESH TAKYAR

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1.) Please get your suppliers to fill out the information below where applicable

2.) Please do not price any retail works as part of this document

3.) Your supplier will need to supply a company headed letter summarising the total of the quote and attach it to this document

4.) If you wish to supply any other information please do so

5.) Note to supplier: once this is completed please return to the sub-post master who will supply this to the post office network transformation team

6.) This document will be used by the post office network transformation team to evaluate the quoted works

Cosmetic Activities

Activities		Details	**Total (£)**
C2	New floor finishes	New flooring for the entrance matting, Post Office customer area and the areas behind the fortress and open plan counters. To be supplied to Post Office specifications.	

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C1	New ceilings including some bulkheads				A suspended ceiling to be installed in the Post Office side of the retail unit.							
C4	New light fittings (connected to existing lighting circuit)				New light fittings to be installed in the Post Office side of the retail unit.							
C11	Decoration to external shop front (rate is based on the total area of the shop front)				A deep clean and touch in of the external woodwork, existing vinyl menu (2) boards to be removed from widows.							
C12	Wall/ ceiling decoration				Walls of the Post Office side of the retail unit decorated to Post office specifications.							
C13	Full Clean of walls and ceiling				A deep clean of the premises on completion of the refurbishment programme.							
					Sub Total (£)							
Enabling Activities												

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Activities		Details	Total (£)
E2	Demolish blockwork (including removal of debris from site)	Part of the central wall dividing the two units to be removed to improve customer access routes.	
E7	Making good lighting etc following removal of the existing counter (per counter)	Lighting to be made good following the removal of the existing fortress counter.	
E8	Making good ceiling following the removal of existing counter (per counter)	Ceiling to be made good following the removal of the existing fortress counter.	
E9	Security studwork for secure walls around and bulkhead above the fortress.	A secure wall to the side of the fortress counter and the bulkhead above the fortress counter, built to Post Office security specifications.	
E3	Demolish counter positions (including removal of debris from site)	Demolish existing fortress counter and remove debris from site.	

E11	Standard Security Door 925mm x 2045				Two secure doors to Post Office security specifications installed between the fortress and open plan counters and the door behind the open plan counter that houses the existing safe.						
E12	General strip out (including taking out fittings ceilings floor finishes etc.)				A general strip out of the existing fortress and back office area to accommodate necessary changes, all existing shelving behind the fortress counter removed, some relocated to the back office. A shelf to be installed above the triple drop bag fitting in the open plan counter area.						
					Sub Total (£)						

Other Actions

Activities		Quote required from	Owner	**Total (£)**
	Carpet cleaning			

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	Full Clean of walls and ceiling			
	Walls / ceiling decoration			
	Decoration to external shop front			

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APPENDIX 2 – EQUIPMENT

Items of equipment that may be required as part of Network Transformation Programme conversion to a Main Post Office branch						
Item for installation in Main Post Office branch	Who orders and pays for Equipment?		Who is responsible for maintenance of the Equipment?			Items to be returned to Post Office Ltd or its supplier at end of the Agreement
	Post Office Ltd Funded Equipment – Post Office Ltd orders and pays for	Operator Funded Equipment – The Operator orders and pays with no reimbursement from Post Office Ltd	Post Office Ltd	The Operator	Post Office Ltd's supplier	
Signage (including internal signage, survey and install)	X			X		
Safes (Main safe) including MMG	X		X			X
Electronic Scales	X		X			X
Alarms installed by Romec (monitoring and maintenance will be provided by, or on behalf of, Post Office Ltd during the term of the Agreement only).	X		X			
Bureau de Change Rate Board	X		X			X
Counter Desking/ FSS desking and privacy Screens/conversation area	X			X		
Customer seating/Counter Staff Seating	X			X		
Cash Funding Unit (Rollercash/Bidi etc)	X		X			X
Horizon	X		X			X
Secure Counters (including anti-bandit screens and parcel hatches)	X			X		
Drop bag Fittings	X			X		X
Post & Go	X		X			X
AEI Kiosk	X		X			X
AEI Consumables (including curtains and Stylii)	X		X			X
Mails Acceptance Unit	X			X		X
Mails Integrity unit/secure mail storage	X			X		X

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Queue Management (barrier)	X			X		X
Call Forward	X			X		X
Coin Cabinets	X		X			X
Self inking date stamp	X			X		X
Retention Units	X			X		X
Branch Consumables (subject to reasonable use) printer rolls & cartridges.	X		X			X
Name Badges	X		X			
Coin Hoppers	X			X		
Note Counters (to be obtained at the option of the Operator)		X		X		
Pedestals	X			X		
Footrests	X			X		
Mobile Till Trolleys	X			X		
Test Weights	X		X			X
UV Lights	X		X			
Hearing Loops (portable)	X			X		X
CCTV installed by ROMEC (POL Security Requirement only)	X		X			X
Flip Top Tills	X		X			X
Visi-Frames (one per office)	X		X			
A Frames	X			X		
Paystation™ terminal	X		X			X
Telephone line to be connected to Paystation™ terminal (if required)		X		X		
ATM	X		X			X
Till inserts (if Post Office Ltd determines that these are required)	X			X		
Speech enhancement unit	X			X		
BDC rate board - new cover	X				X	n/a

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APPENDIX 3 – Conditions of Appointment

1 The Operator shall comply (and in the case of ongoing obligations) shall continue to comply for the duration of the Agreement at its own expense with the following conditions of appointment and shall ensure that any works/actions that it is required to carry out or perform in order to achieve compliance with the relevant condition of appointment are carried out or performed by the date specified below for the relevant condition.

2 The Operator shall not be in breach of the Agreement, nor liable for any failure or delay in complying with any condition of appointment by the date specified above, if the Operator is prevented or delayed from complying with such condition of appointment by a Force Majeure Event, provided that the Operator must:

2.1 promptly notify Post Office Ltd in writing of the nature and extent of the Force Majeure Event together with any additional information as Post Office Ltd may reasonably require; and

2.2 use its best efforts to remove or overcome the effects of such Force Majeure Event.

3 Following any notice from the Operator in accordance with paragraph 2.1, the Parties shall discuss the effect of the Force Majeure Event on the relevant condition(s) of appointment, and use all reasonable endeavours to agree any changes to the condition(s) of appointment that may be required as a result, which may include agreeing a revised date for the Operator to achieve compliance with the relevant condition(s) of appointment.

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4 For the purposes of paragraph 3 above, **Force Majeure Event** shall mean the occurrence of any:

4.1 Acts of God, fire, explosion, flood, earthquake or other natural disaster;

4.2 war, riot, civil commotion, terrorist attack;

4.3 interruption or failure of utility service, including electric power, gas or water;

4.4 law or government order, rule, regulation or direction, or any action taken by a government or public authority, including failing to grant a necessary licence or consent (provided that the Operator has used its best endeavours to obtain such licence or consent); and

4.5 refusal by the landlord and/or owner of the Branch Premises to grant any necessary permission or consent(provided that the Operator has used its best endeavours to obtain such licence or consent),

which directly causes the Operator to be unable to comply with the relevant condition of appointment by the date specified, provided that such event does not arise from the negligence of the Operator.

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PART A – GENERAL CONDITIONS OF APPOINTMENT

ACCESSIBILITY CONDITIONS OF APPOINTMENT - GENERAL		
	Condition of Appointment	**Date for Completion**
EA18	Operator will install and maintain lighting to ensure that the entrance is at all times when the branch is open well-lit	Branch Opening Date
EA19	Operator will remove all obstructions from the doorway and ensure that the doorway is at all times kept free from obstructions (e.g. photo booth, A-frame signs, bins, stock etc)	Branch Opening Date
EA26	Operator will ensure that door mats are secured and flush fitting, and made of materials that do not significantly impede the progress of a wheelchair or other mobility aids	Branch Opening Date
EA31	The Operator shall ensure that floors or floor coverings are level, clean, free of spills and free of tripping hazards	Branch Opening Date
EA32	The Operator shall ensure that the premises are well-lit	Branch Opening Date
EA33	The Operator will remove all obstructions from the aisles and ensure that aisles are kept free of obstructions (e.g. boxes, display/promotion stands, fire extinguishers) so as to ensure that aisle width is not reduced and that it is not otherwise awkward for a customer in a wheelchair or with mobility difficulties to manoeuvre through the aisles	Branch Opening Date
EA41	Operator will ensure that the queuing area, including any seating area, is kept free of obstructions (e.g. boxes, display/promotion stands, fire extinguishers) where these reduce the width of the area or otherwise make it awkward for a customer in a wheelchair or with mobility difficulties to manoeuvre	Branch Opening Date
EA45	Operator will install, maintain and keep charged and available for customers at all times an induction loop system	Branch Opening Date
EA46	Operator will ensure that signs are installed in the counter area to clearly indicate to the customers that an induction loop is available	Branch Opening Date
EA47	Operator will ensure that any signs provided by Post Office Ltd to indicate which materials can be provided in alternative formats to assist those with visual impairments are clearly displayed in the counter area	Branch Opening Date

EA48	Operator will ensure that its staff are aware of the ways in which it may be possible to change materials on the spot within the branch so as to be visible or usable by customers with visual impairments, e.g. free use of any photocopier to enlarge documents, free use of magnifying glass etc	Branch Opening Date
EA53	Operator will ensure that all people providing services to customers at the branch will undertake Post Office Ltd - approved training covering: - the obligations on service providers under the Equality Act 2010 - the approach to be taken by those providing Post Office services in order to ensure compliance with legislation and generally to maximise the accessibility of Post Office Services	Branch Opening Date

PART B – SITE SPECIFIC CONDITIONS OF APPOINTMENT

RETAIL STANDARDS CONDITIONS OF APPOINTMENT – SITE SPECIFIC		
	Condition of Appointment	**Date for Completion**
1	Operator to carry out a deep clean of the interior of the Branch Premises	Branch Opening Date
2	Operator to repair/replace lighting in the interior of the Branch Premises to a standard of at least 750 lux.	Branch Opening Date
3	Operator to remedy any health and safety risks identified as being present at the Branch Premises.	Branch Opening Date
4	Operator to clean the windows of the Branch Premises (inside and outside)	Branch Opening Date
5	Operator to clean the external paintwork of the Branch Premises	Branch Opening Date

ACCESSIBILITY CONDITIONS OF APPOINTMENT SITE SPECIFIC		
	Condition of Appointment	**Date for Completion**
EA39	Operator will ensure that the additional aisle width is created to enable wheelchair customers to manoeuvre through the aisles in compliance with the standards in Post Office Ltd's Accessibility Guide.	Branch Opening Date
EA40	Operator will ensure that adequate turning space is created in compliance with the standards in Post Office Ltd's Accessibility Guide.	Branch Opening Date

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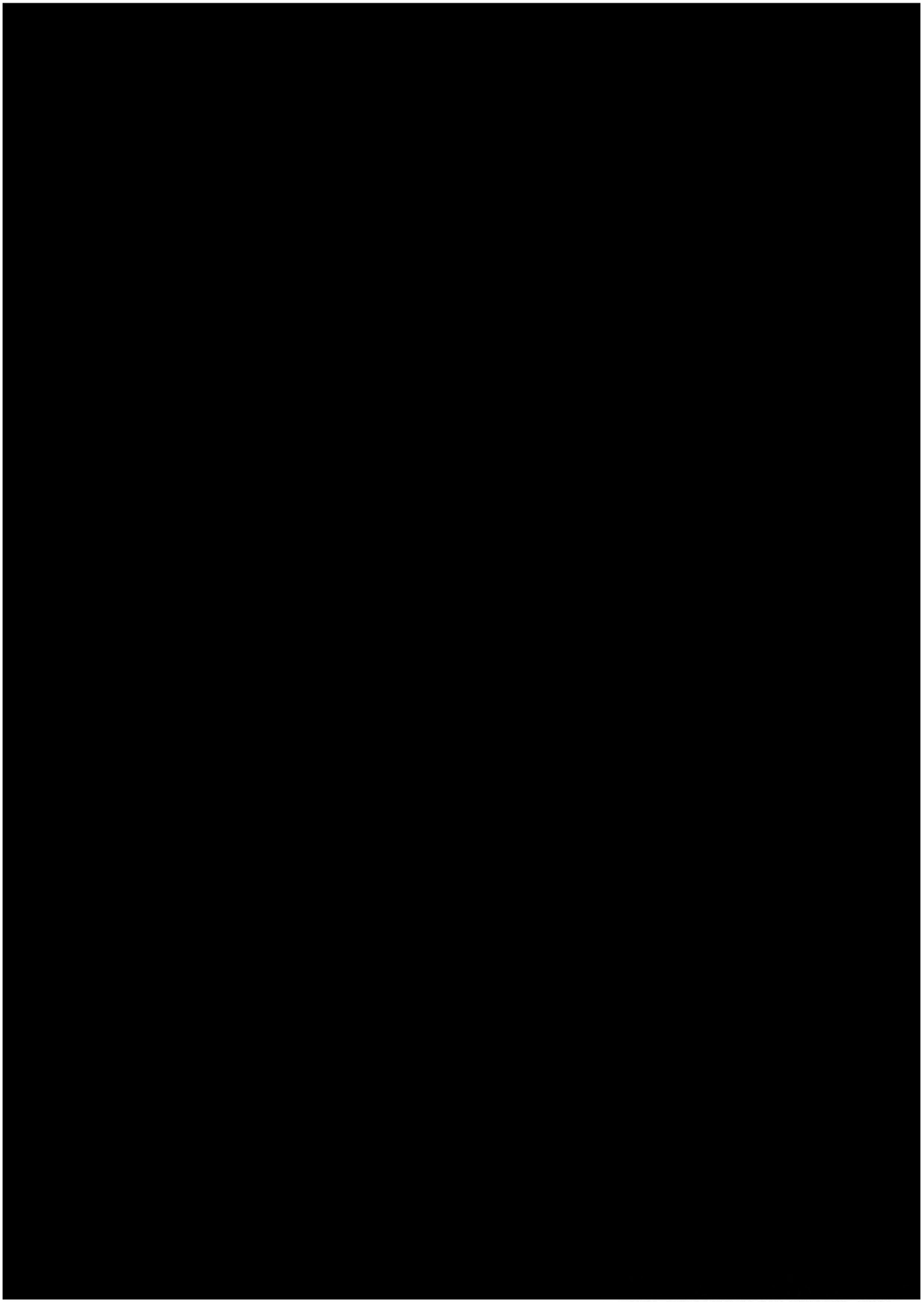

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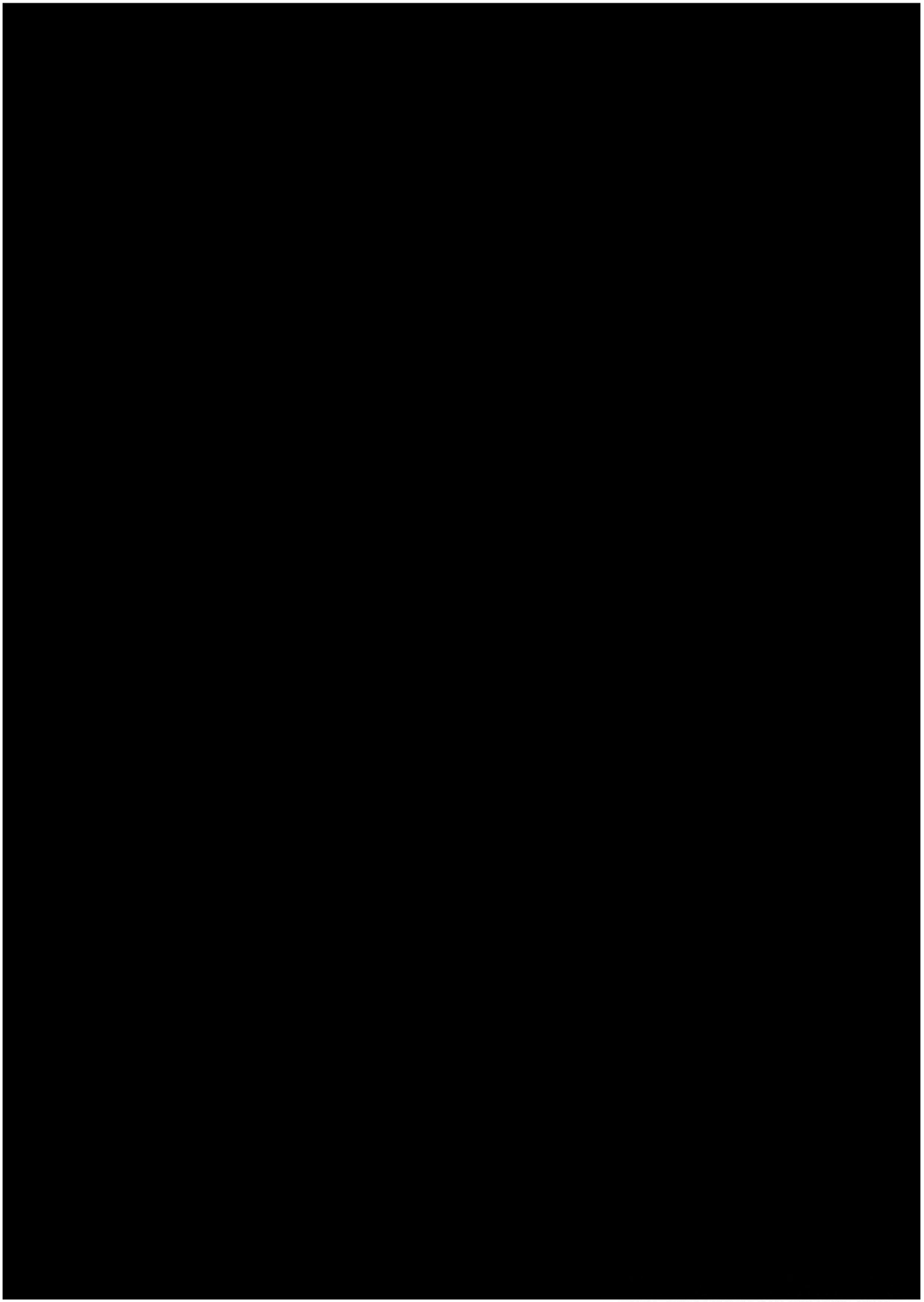

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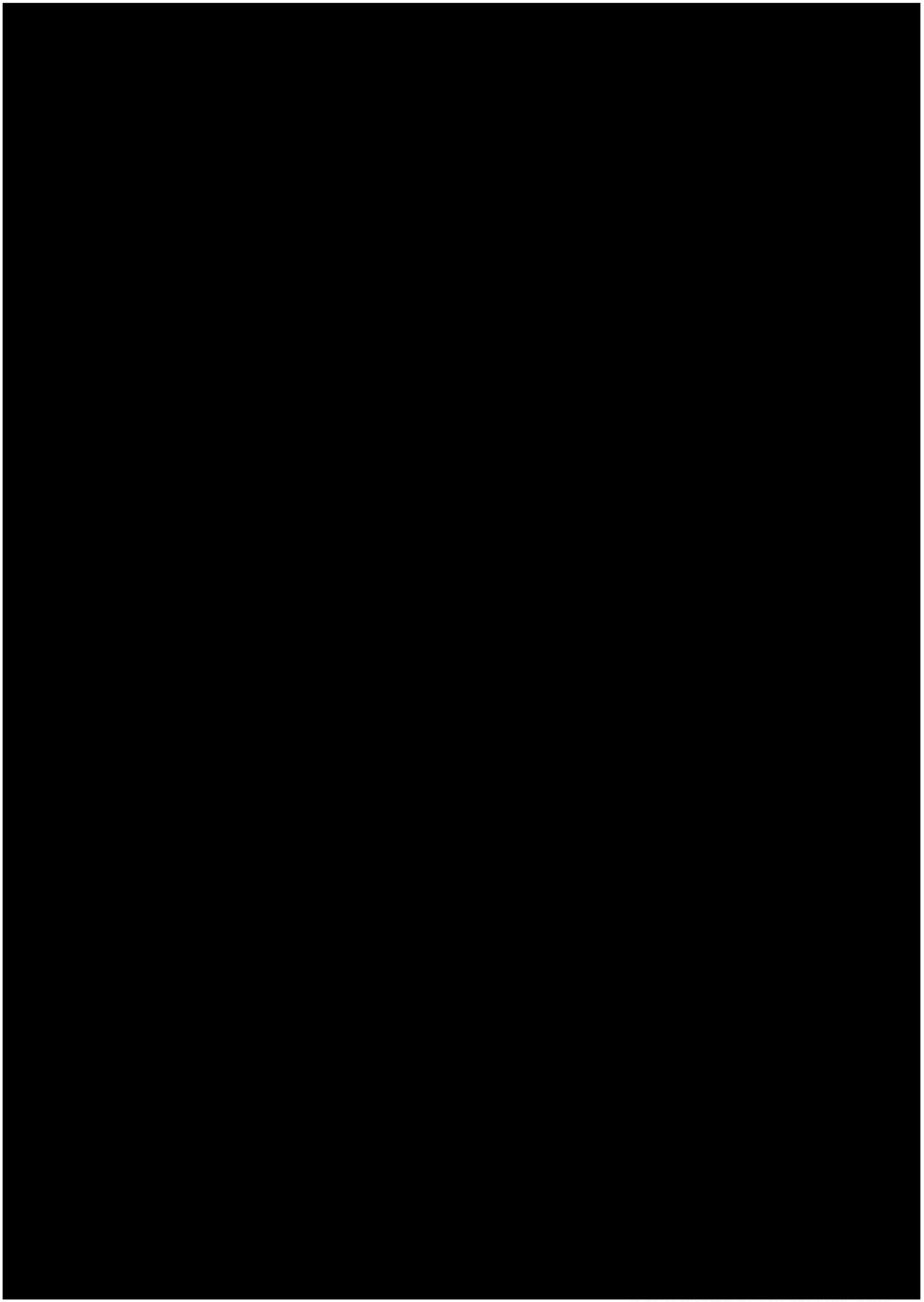

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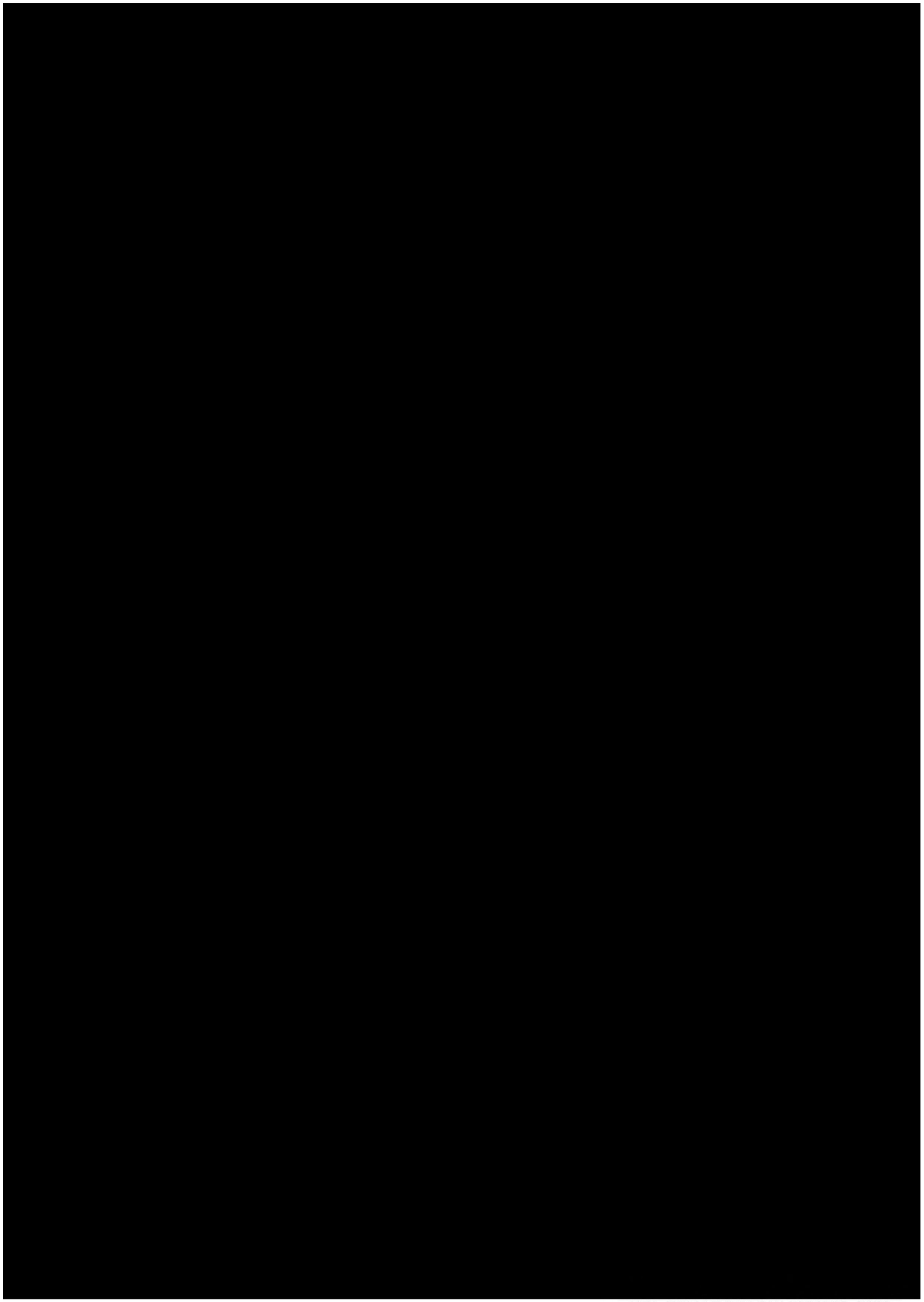

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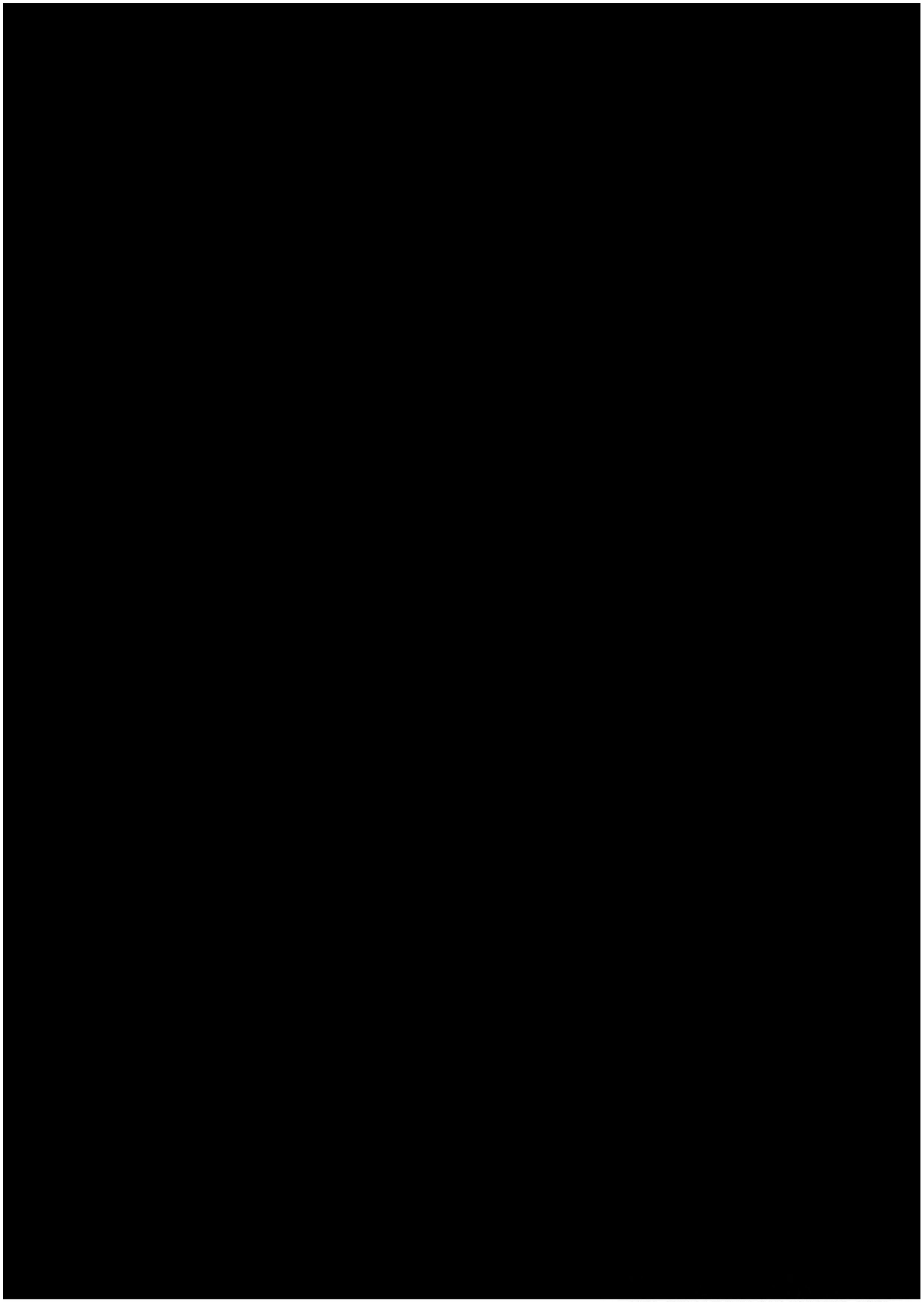

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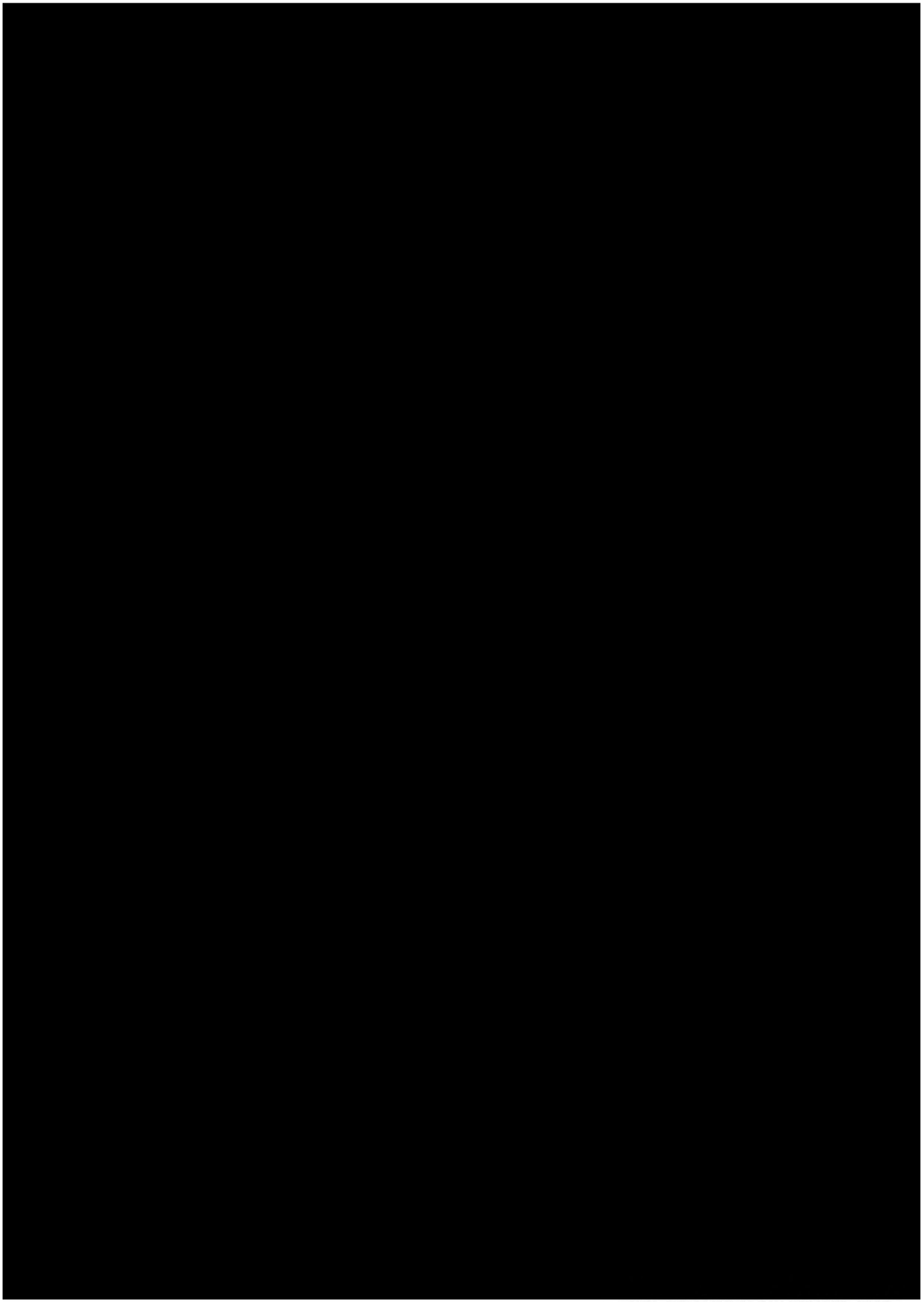

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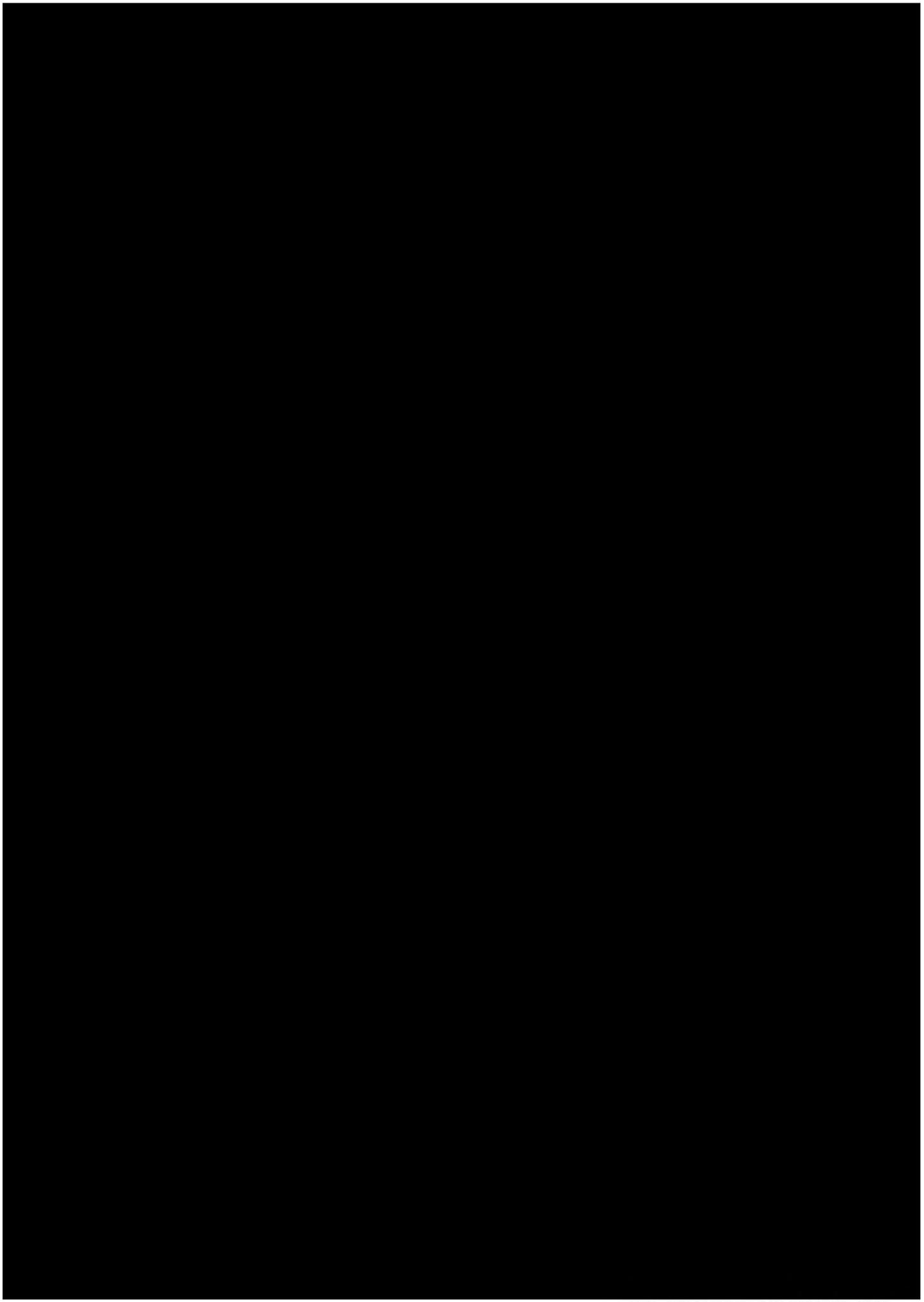

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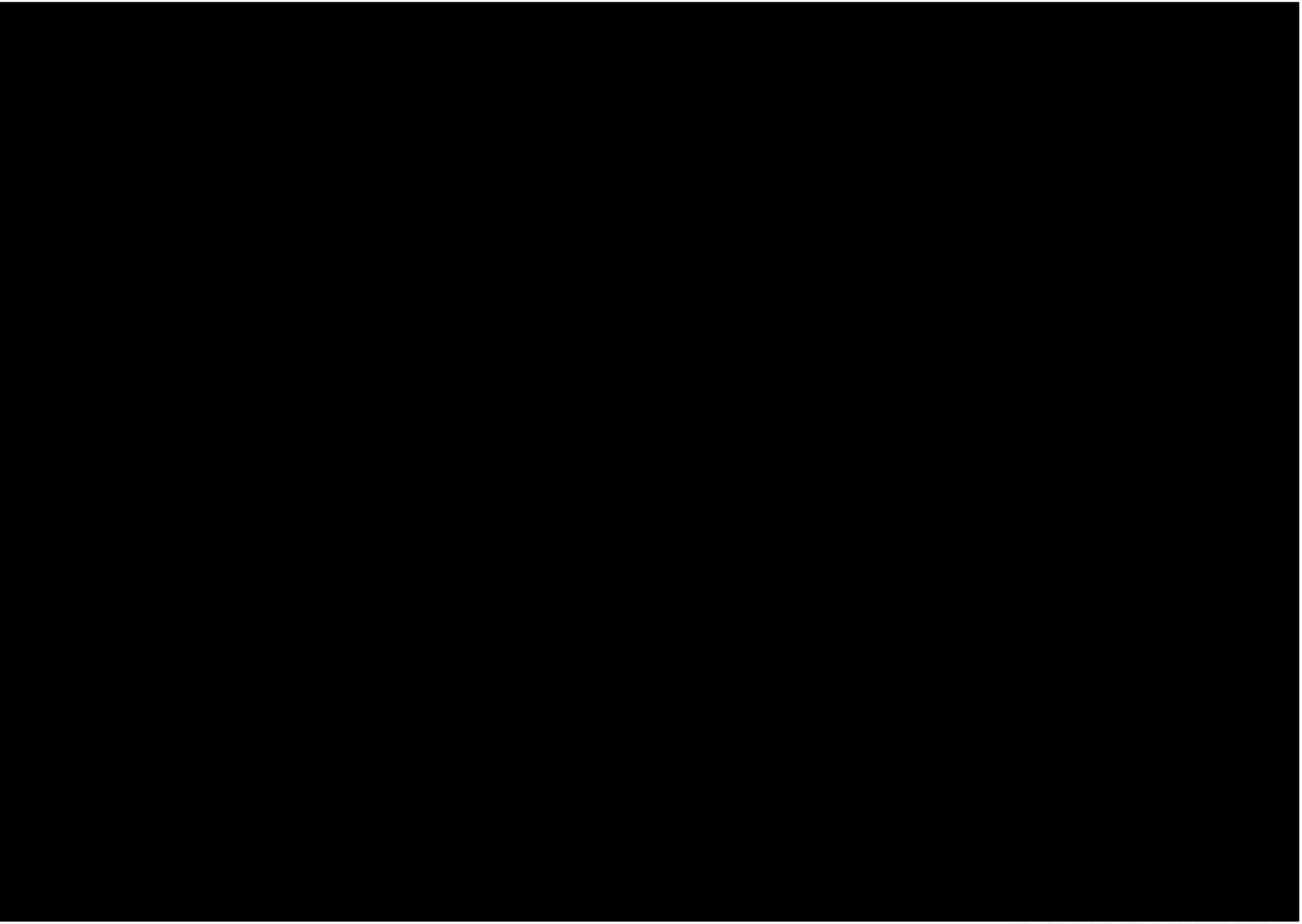

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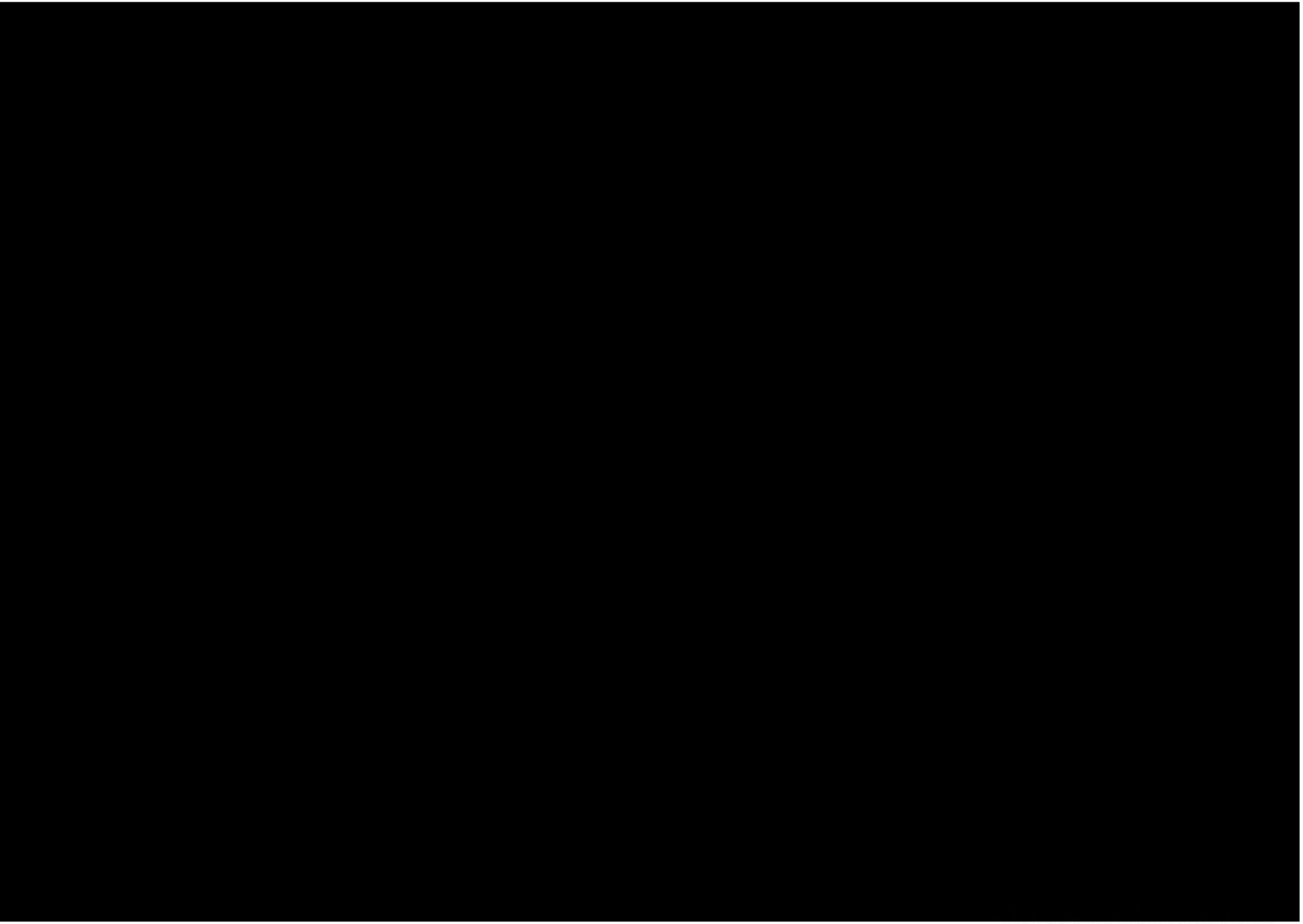

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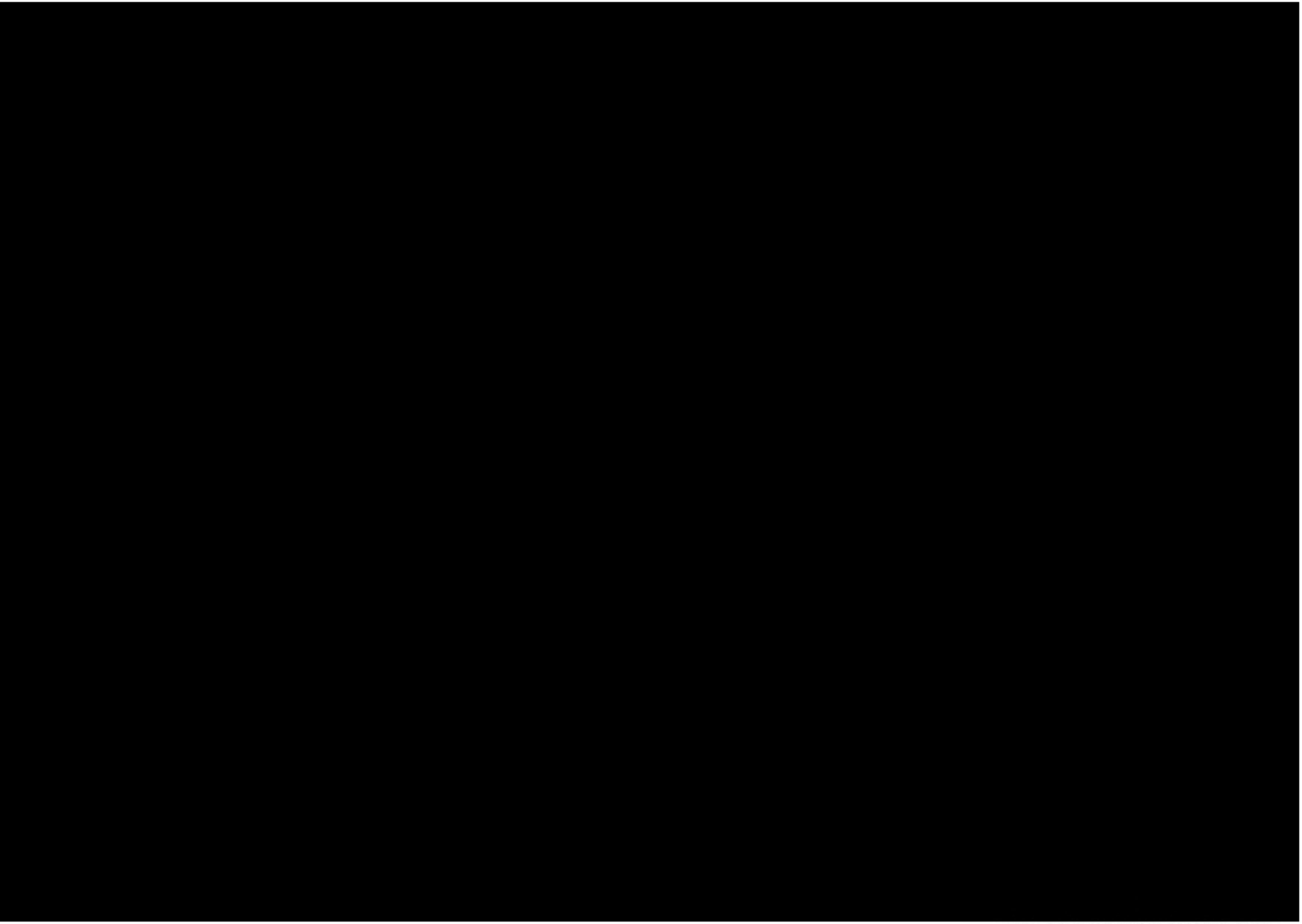

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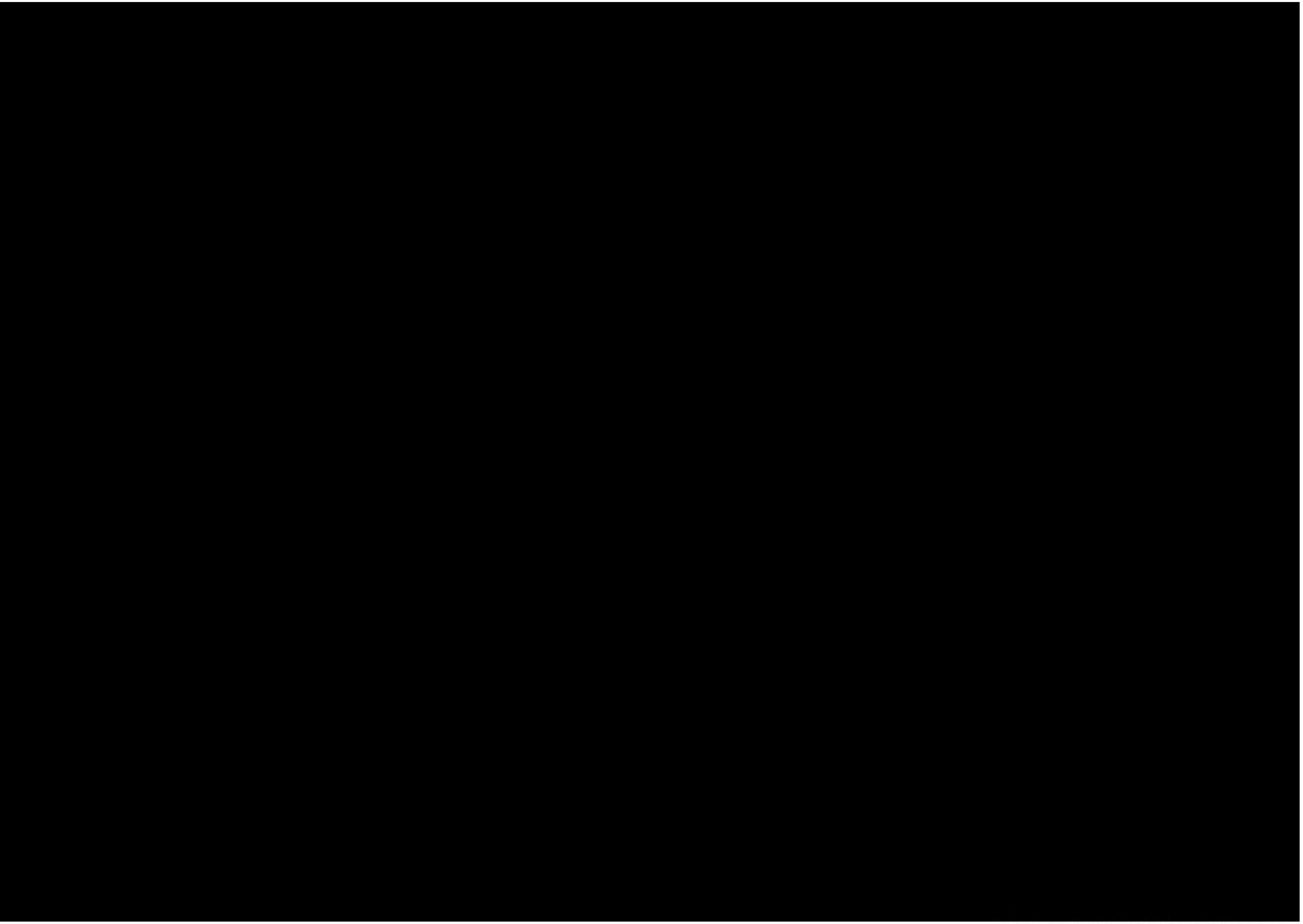

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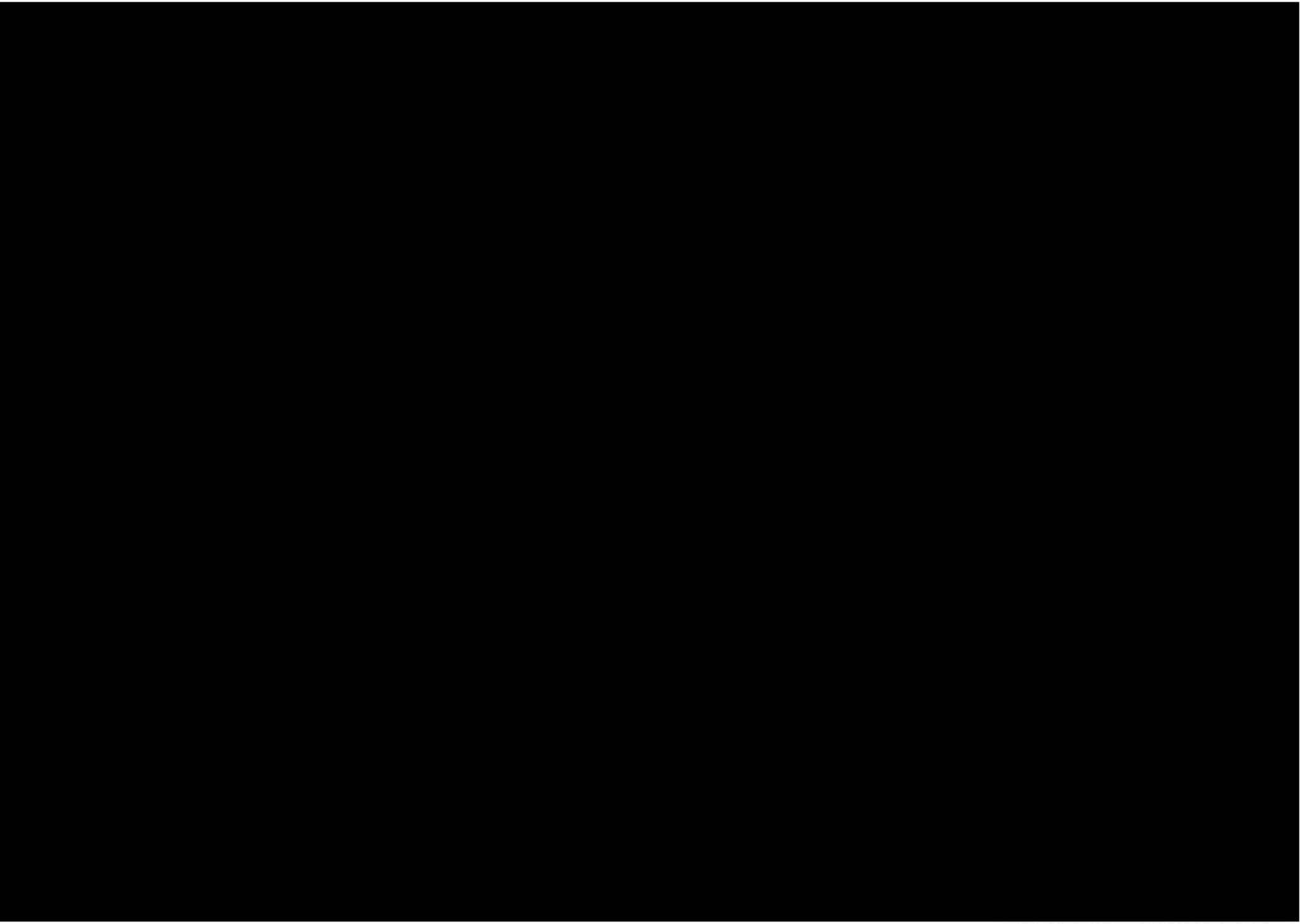

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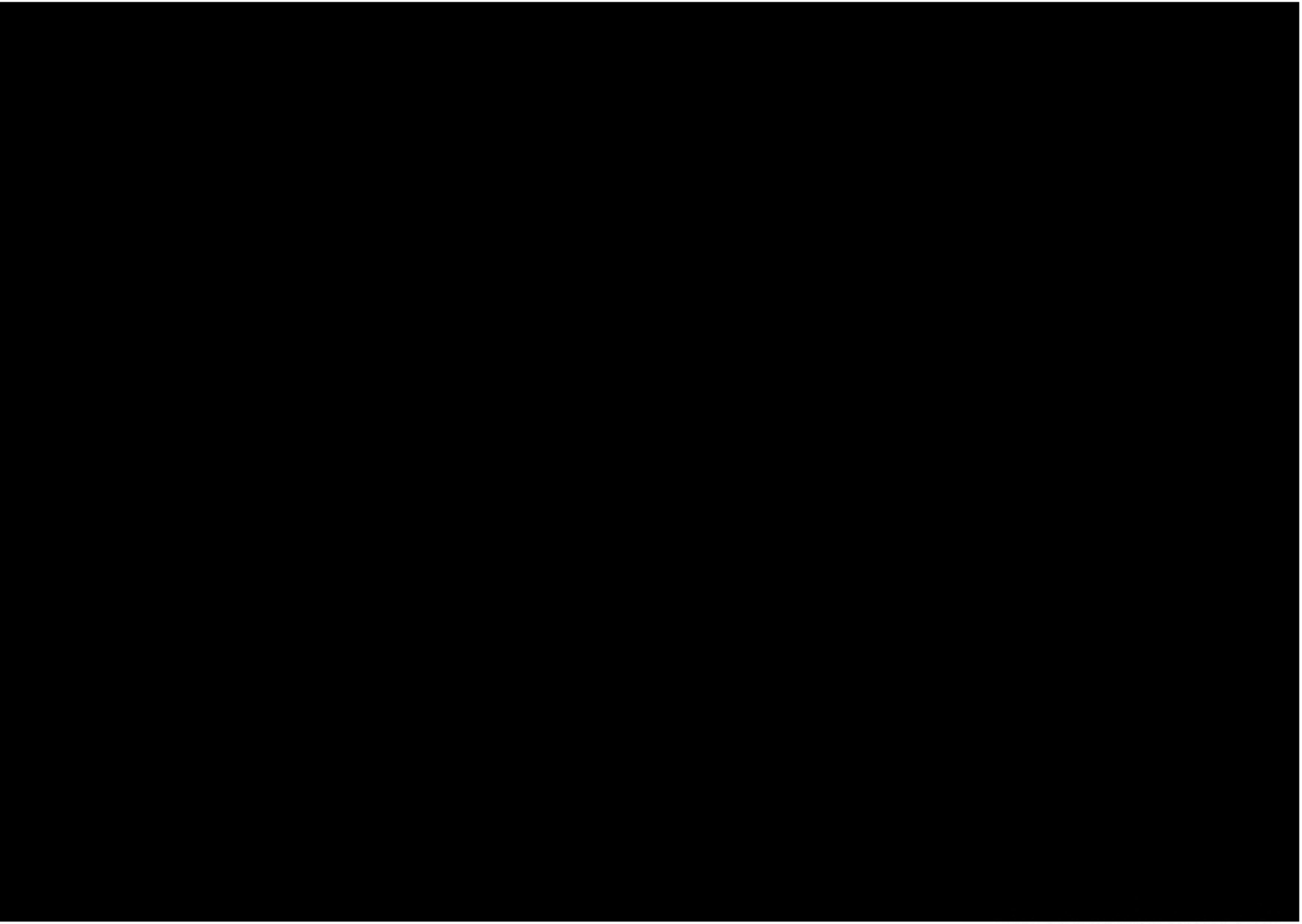

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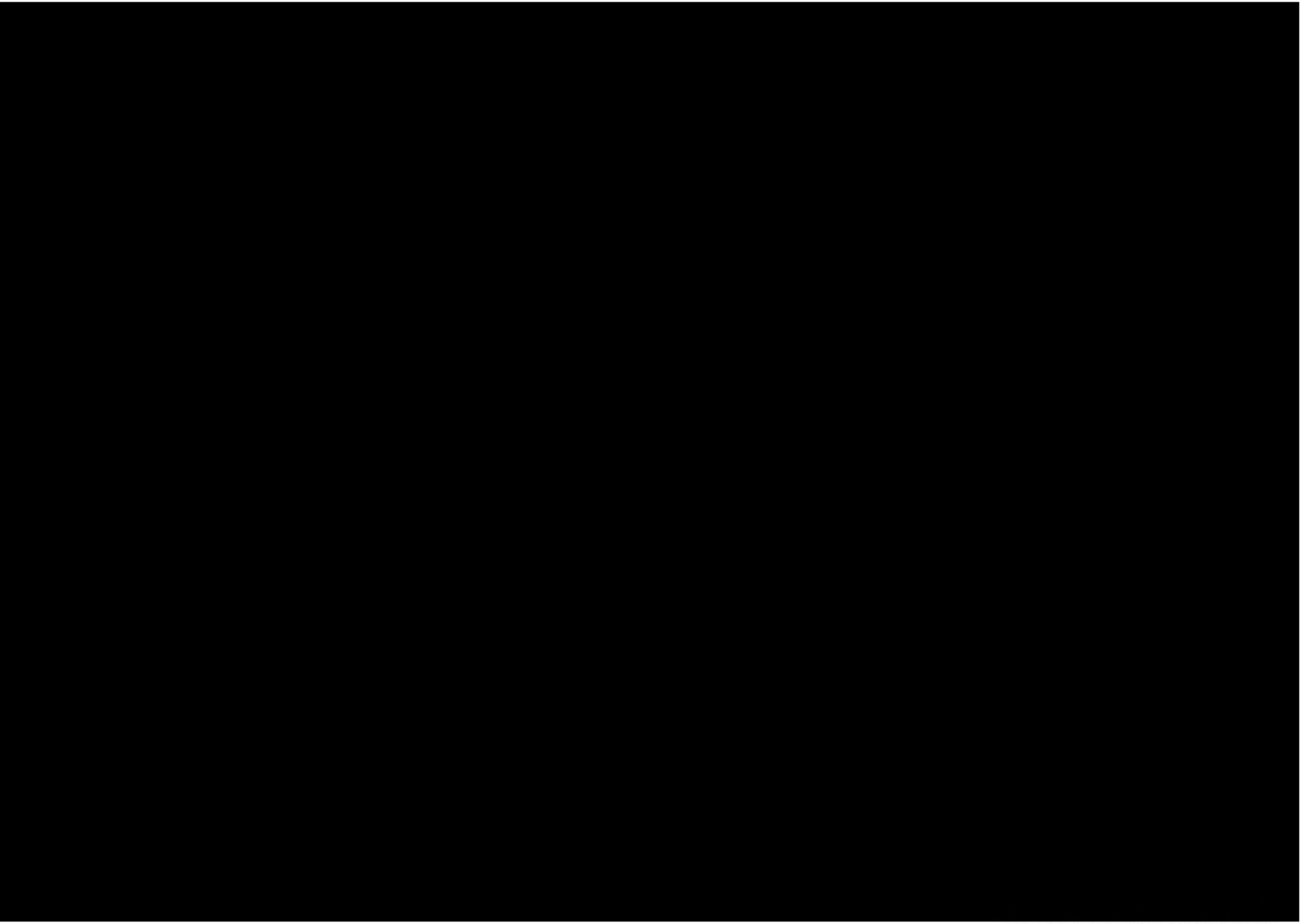

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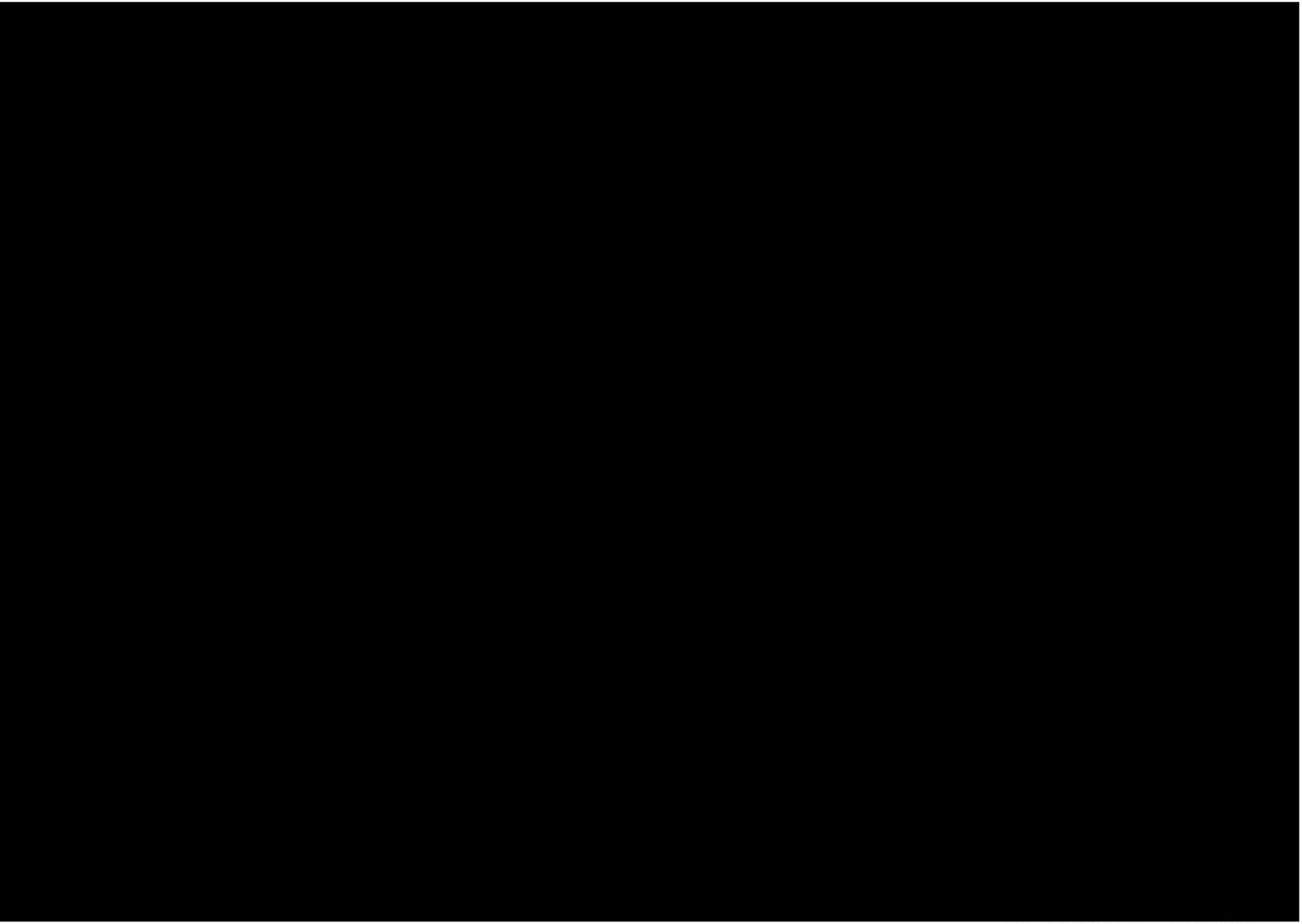

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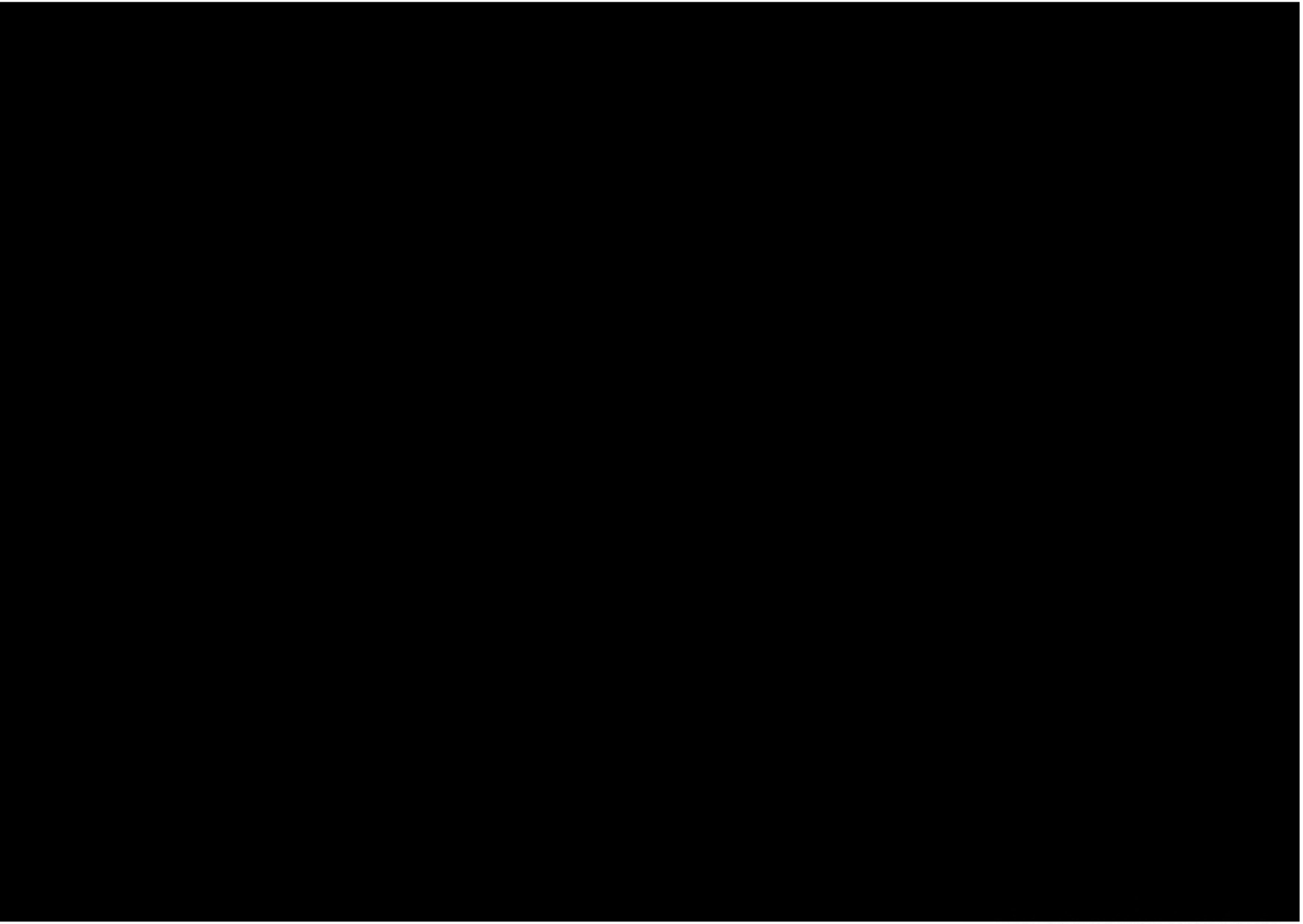

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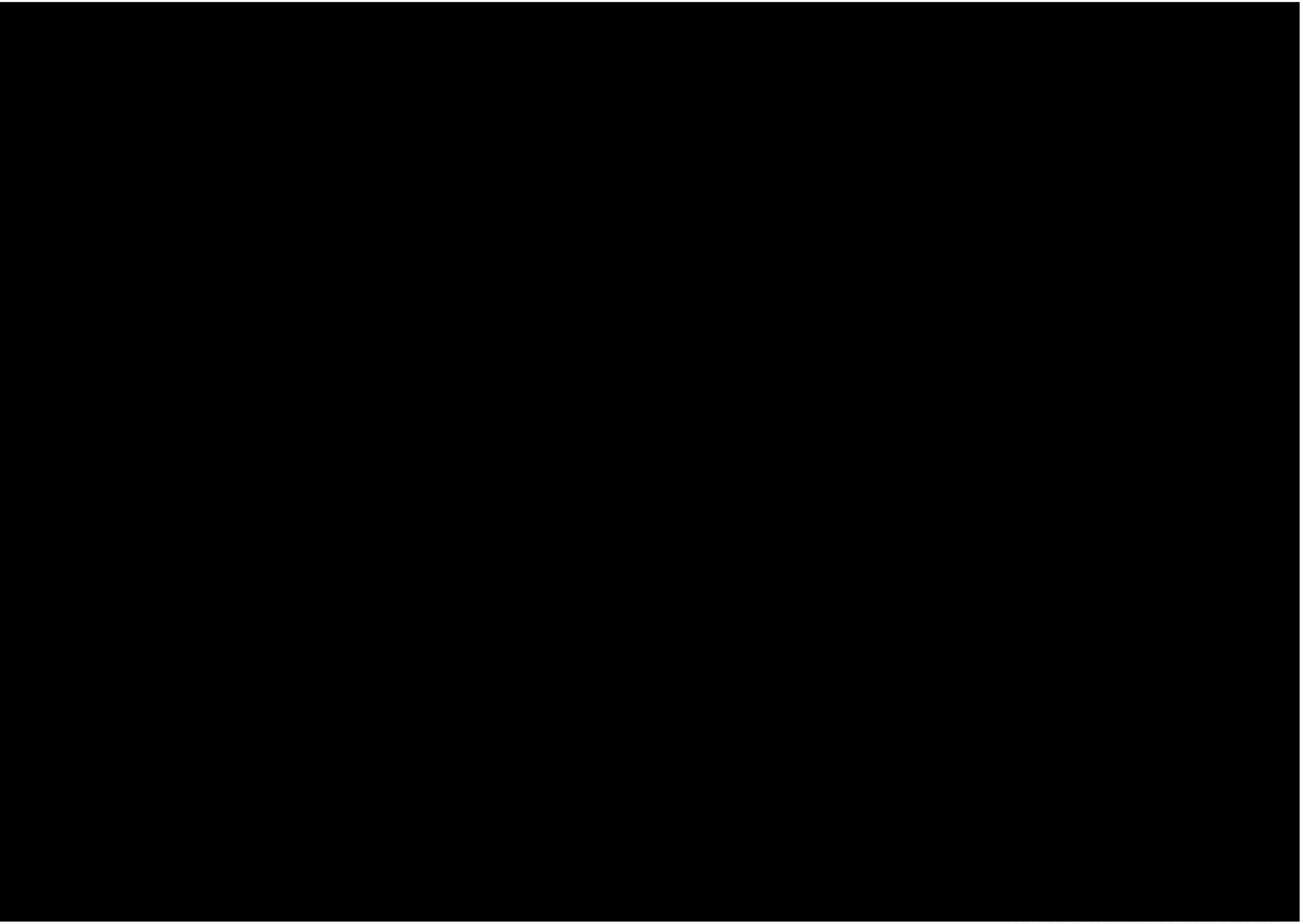

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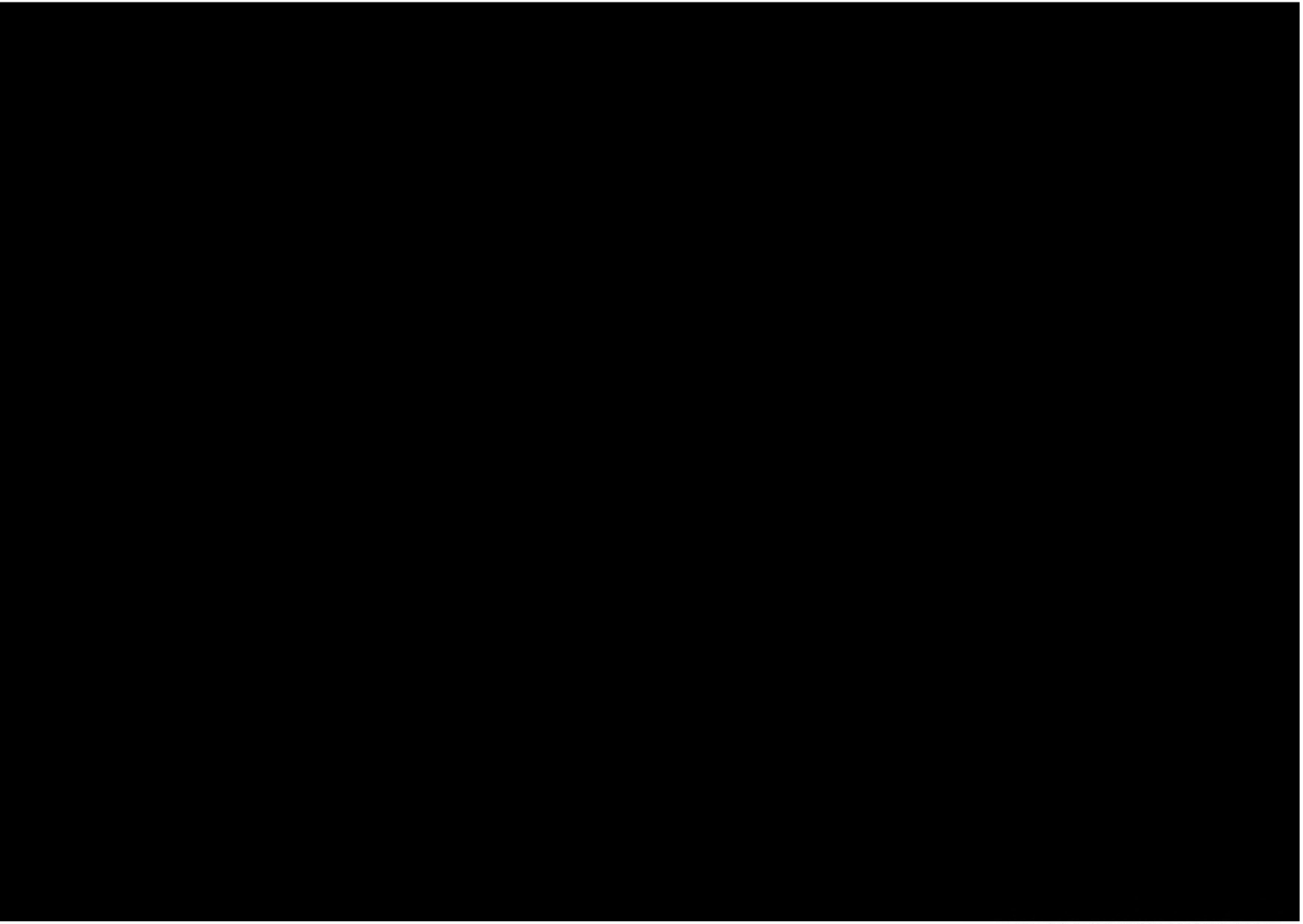

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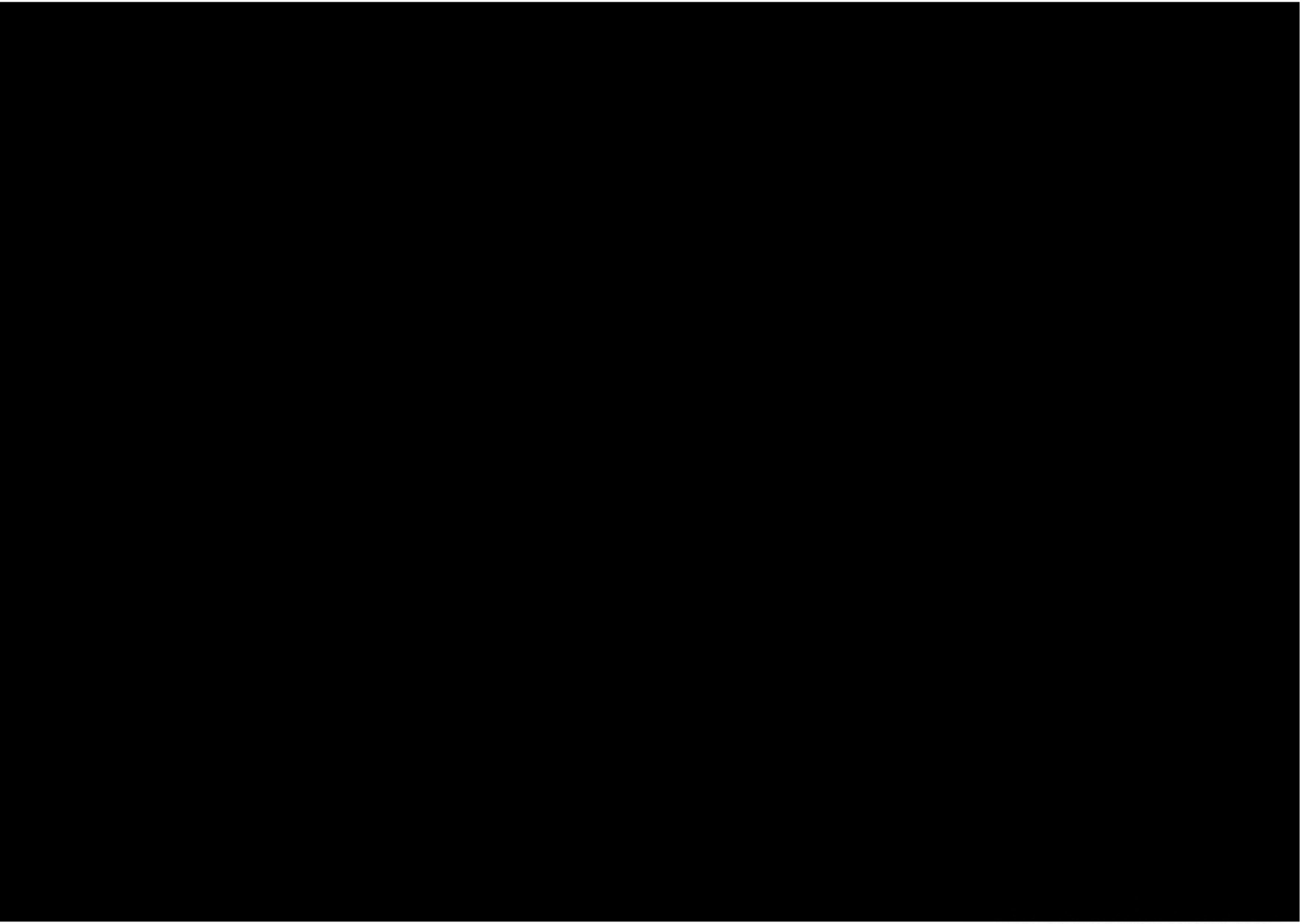

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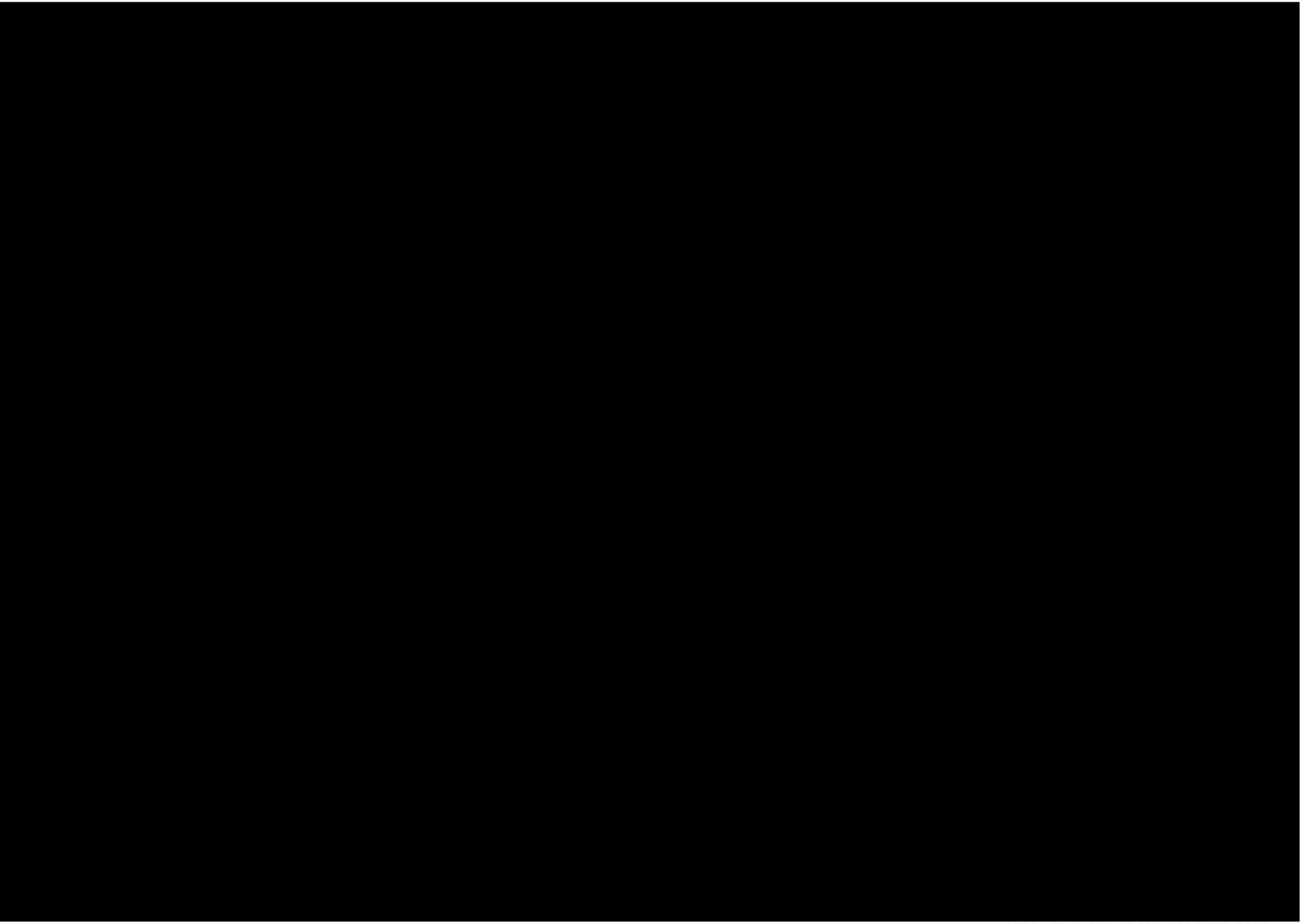

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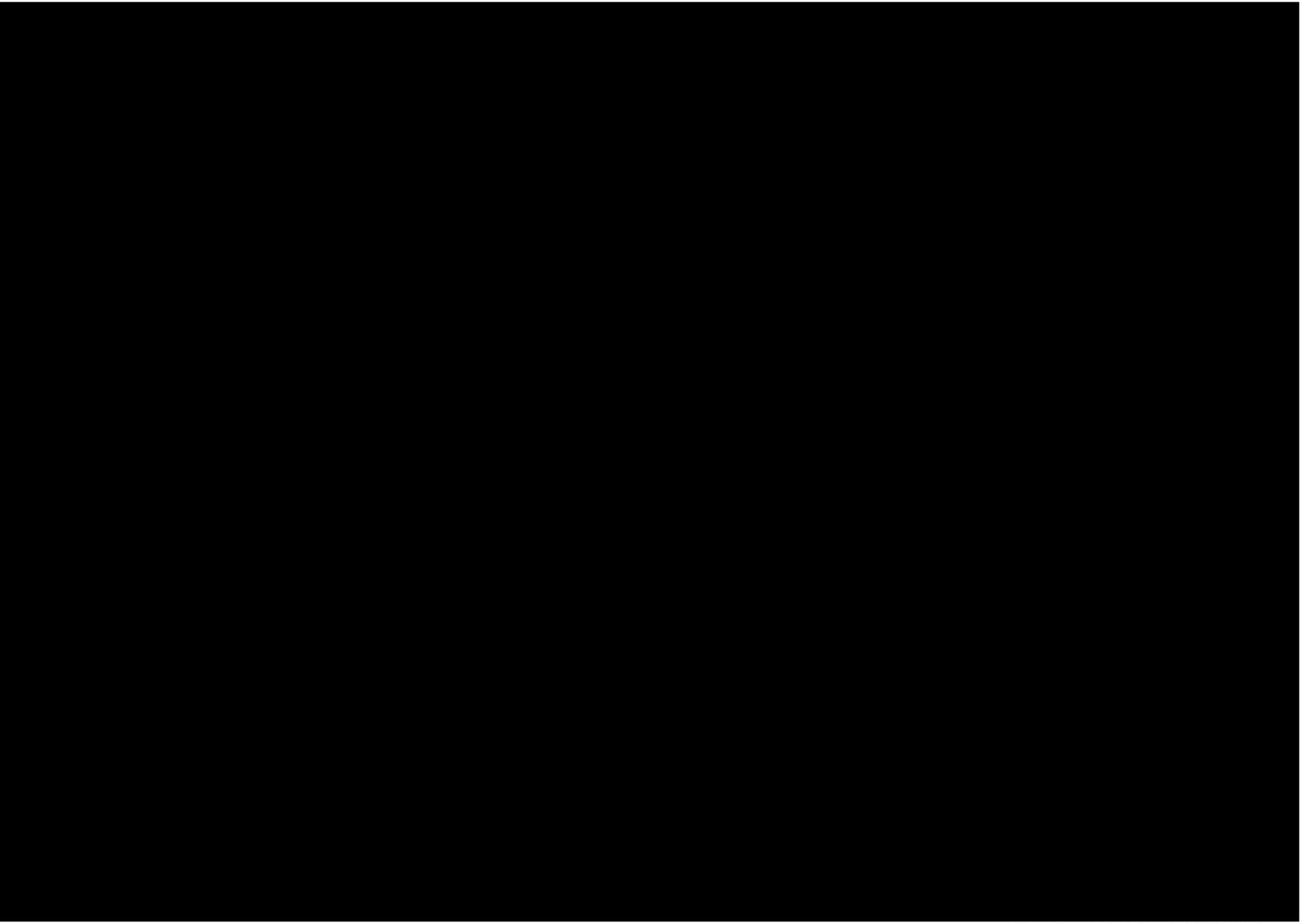

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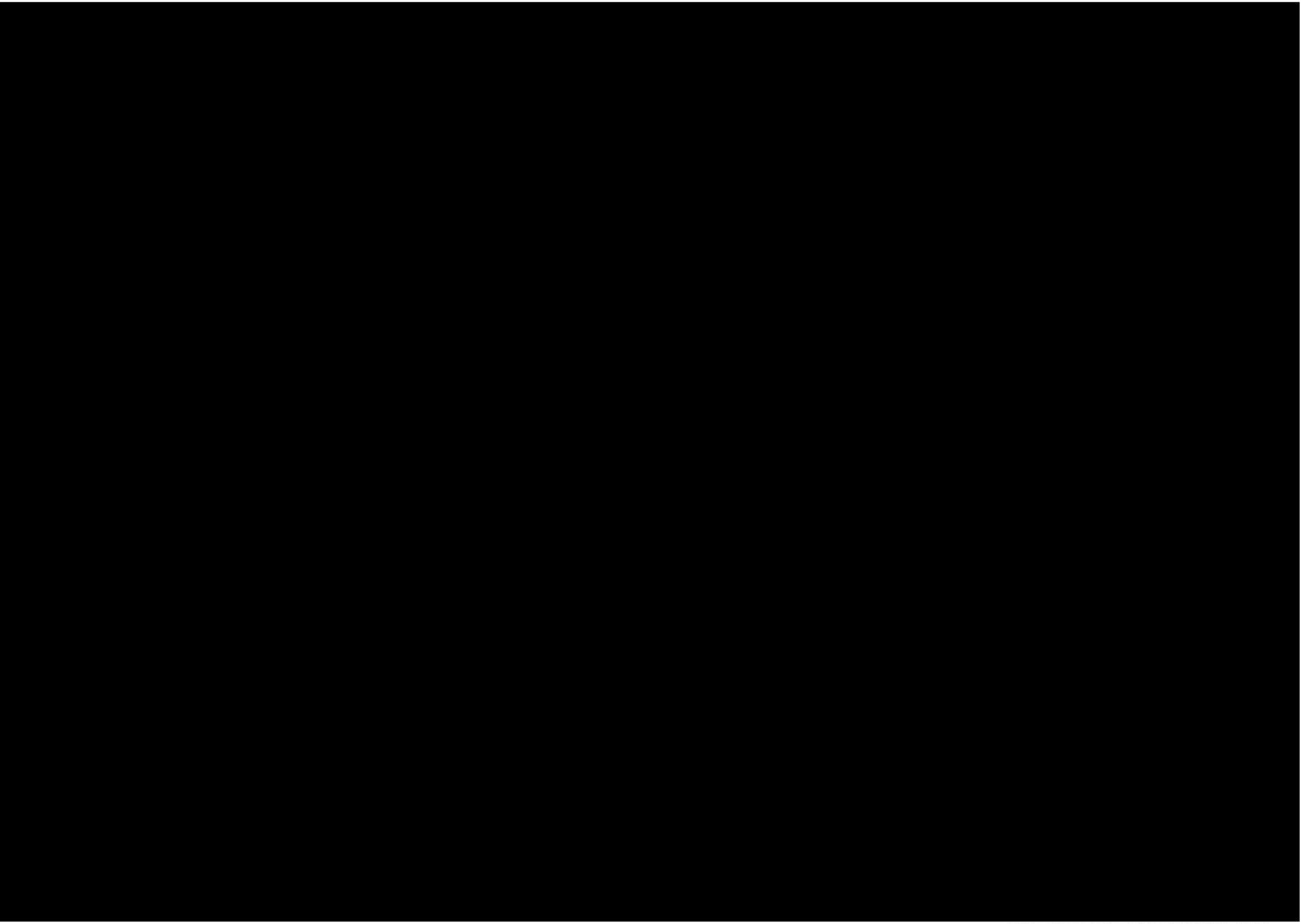

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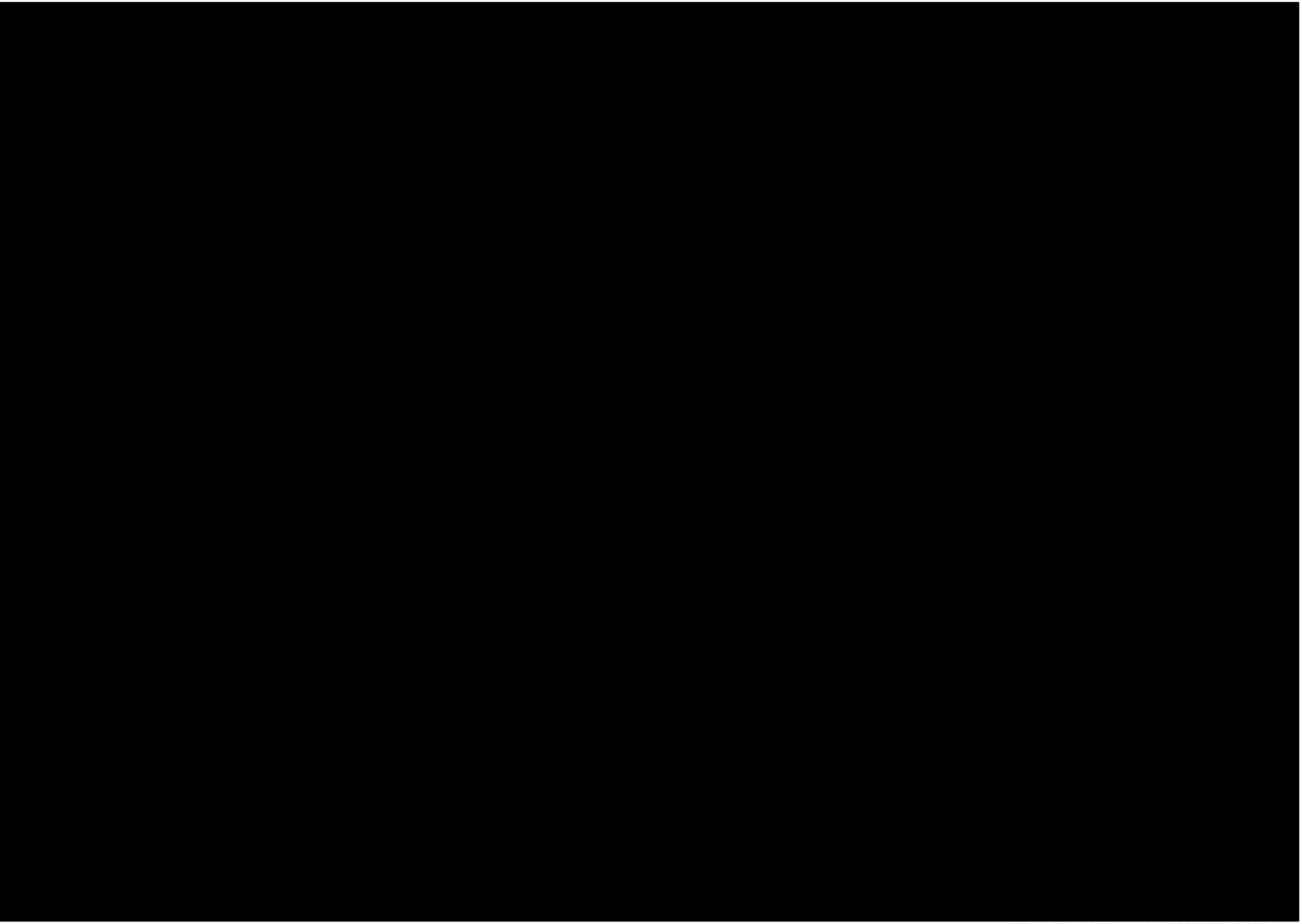

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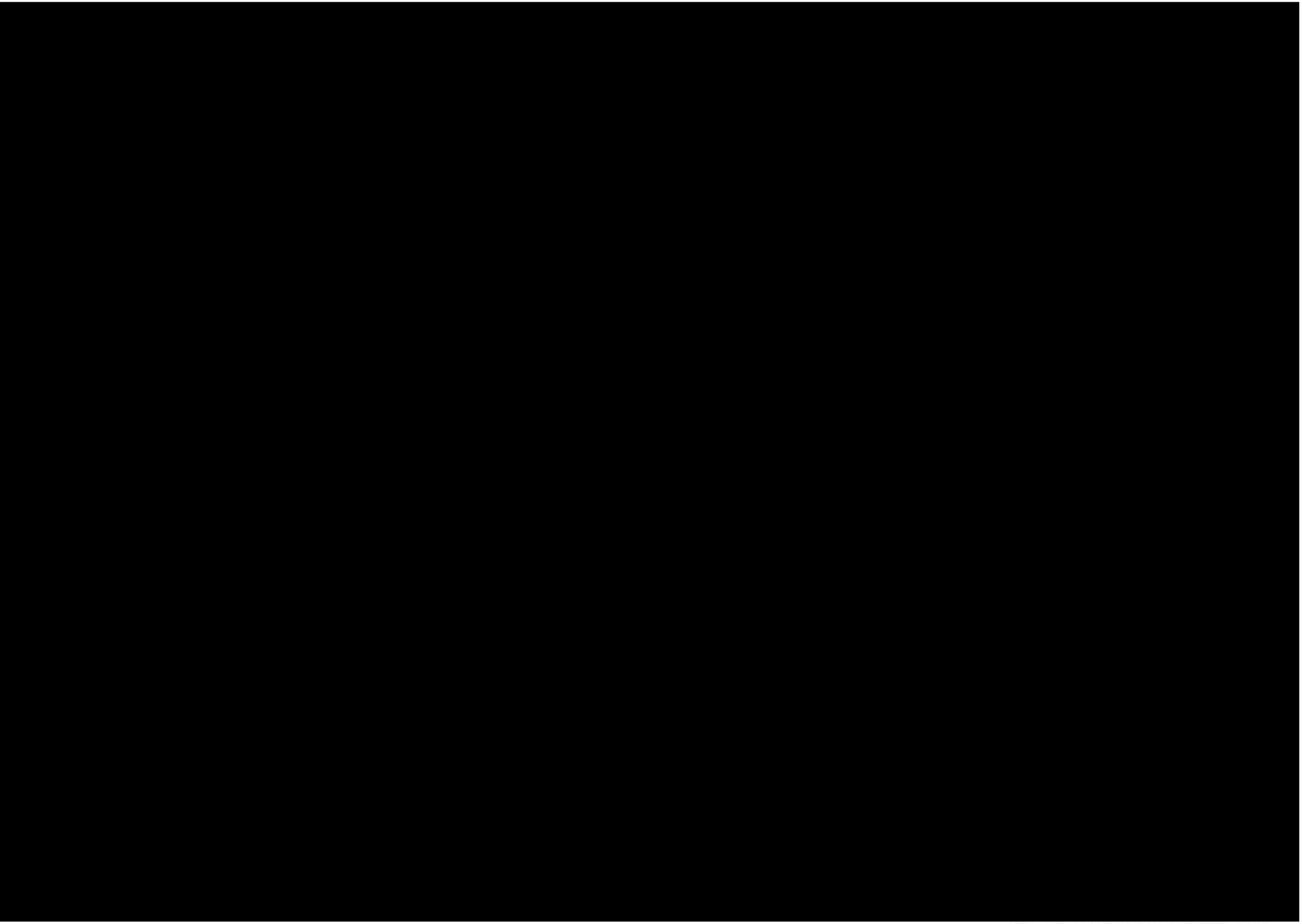

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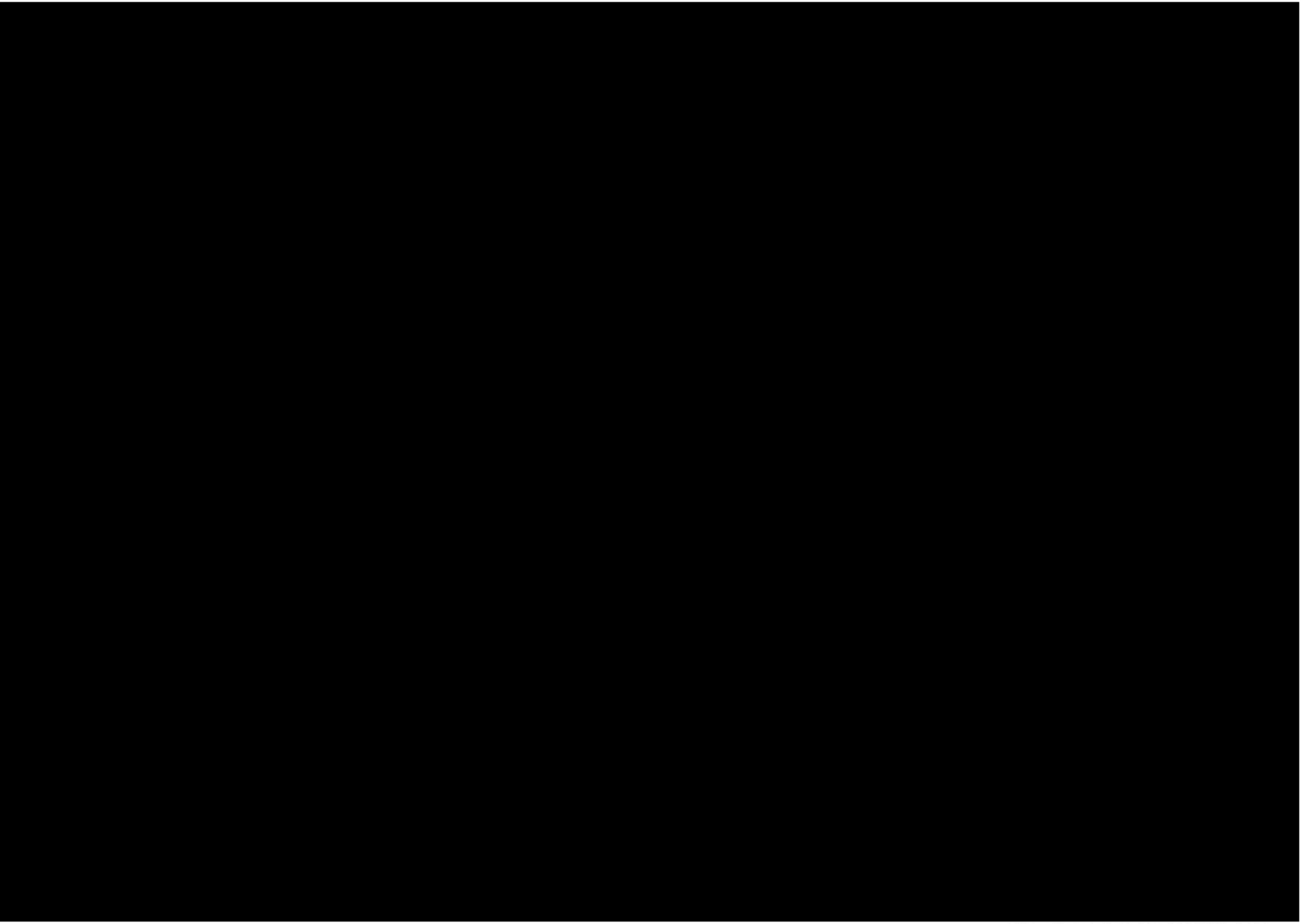

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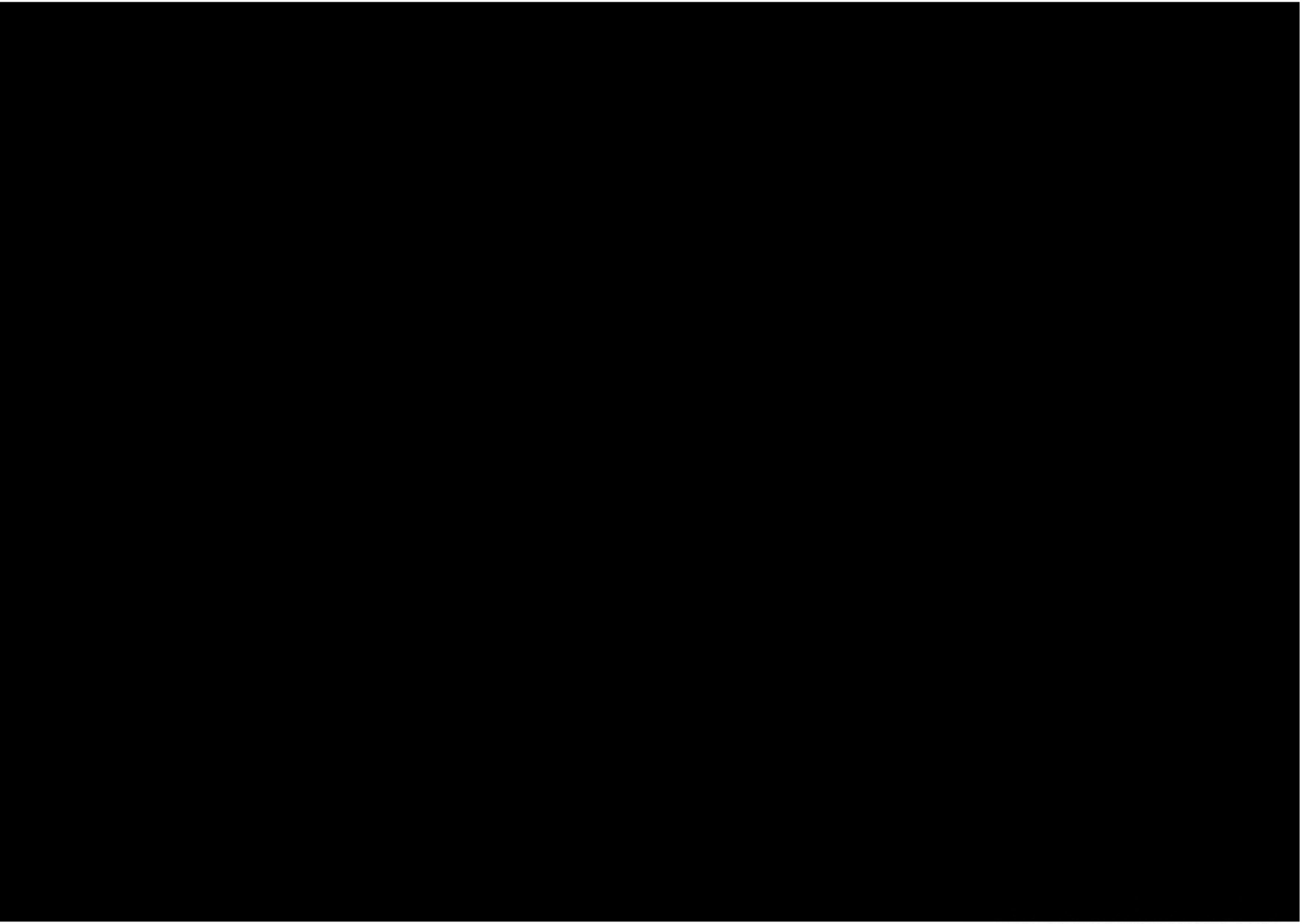

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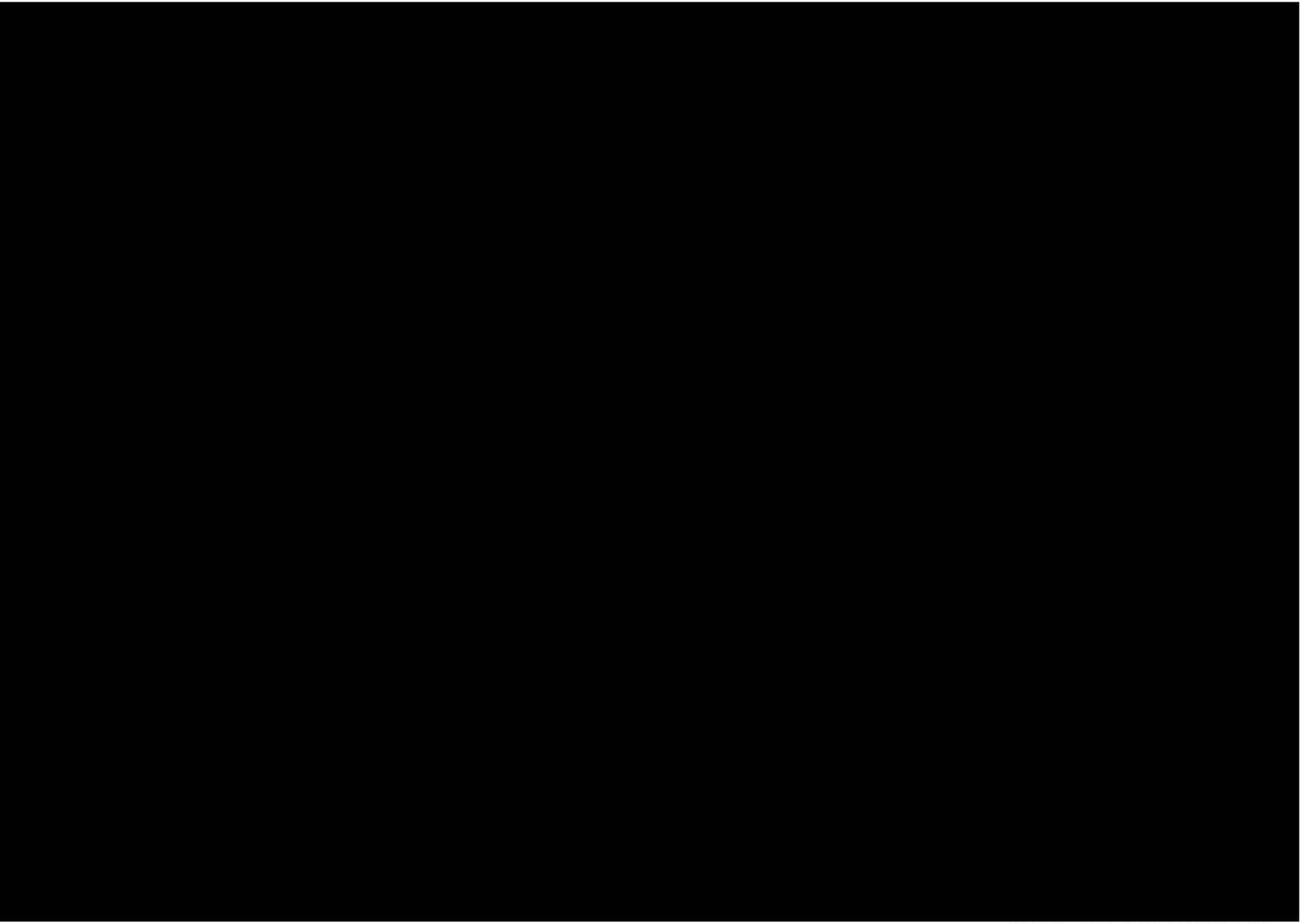

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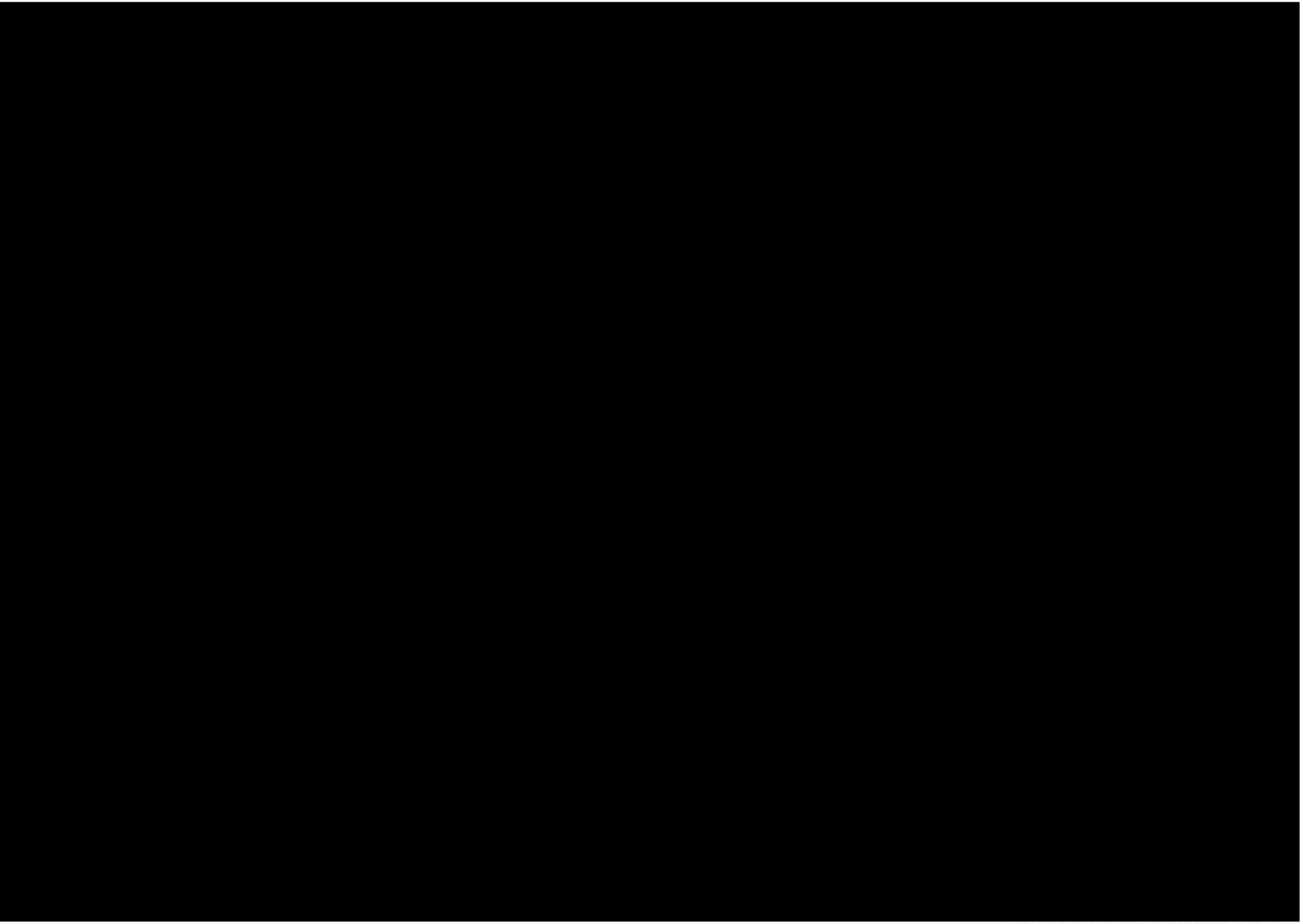

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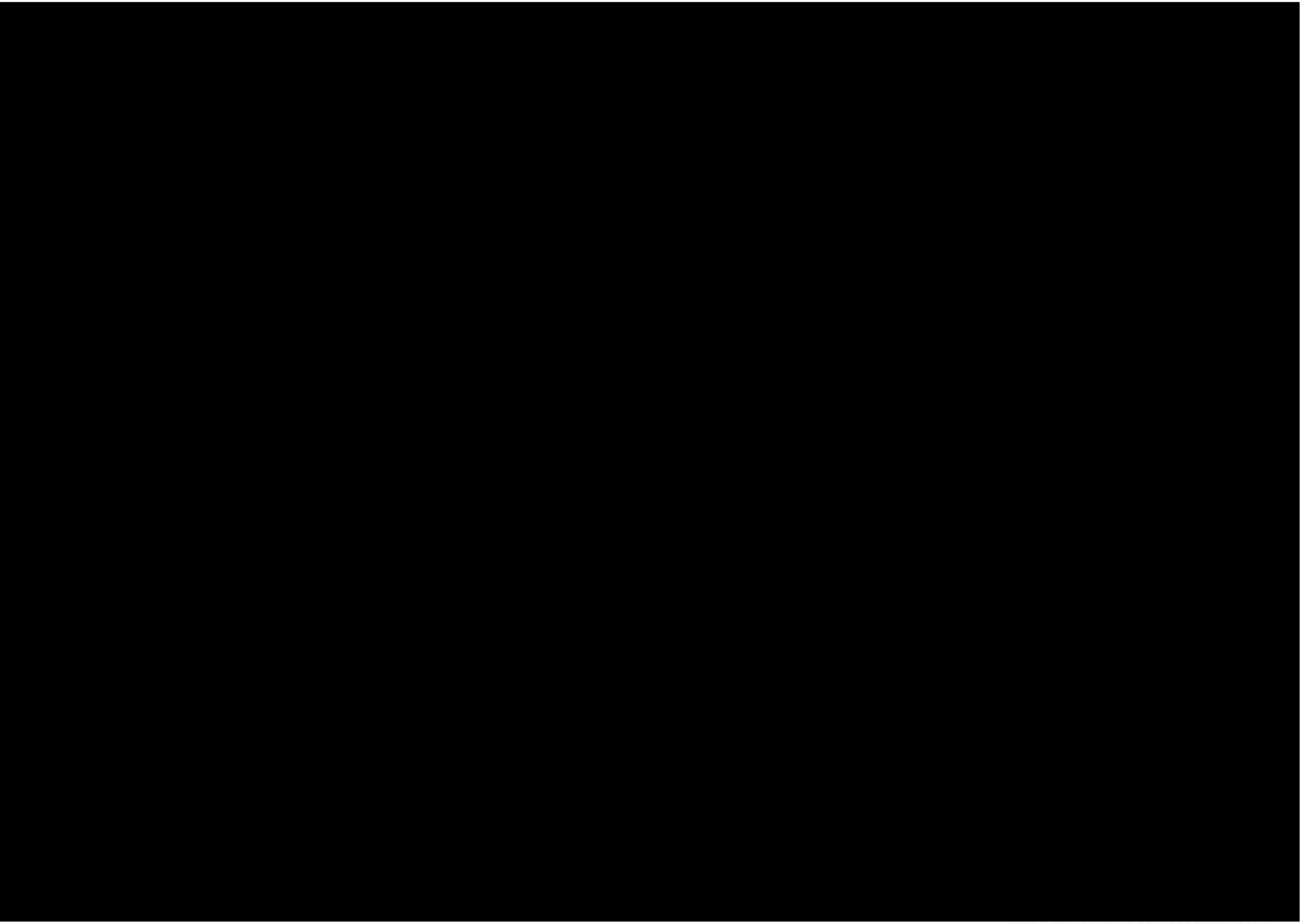

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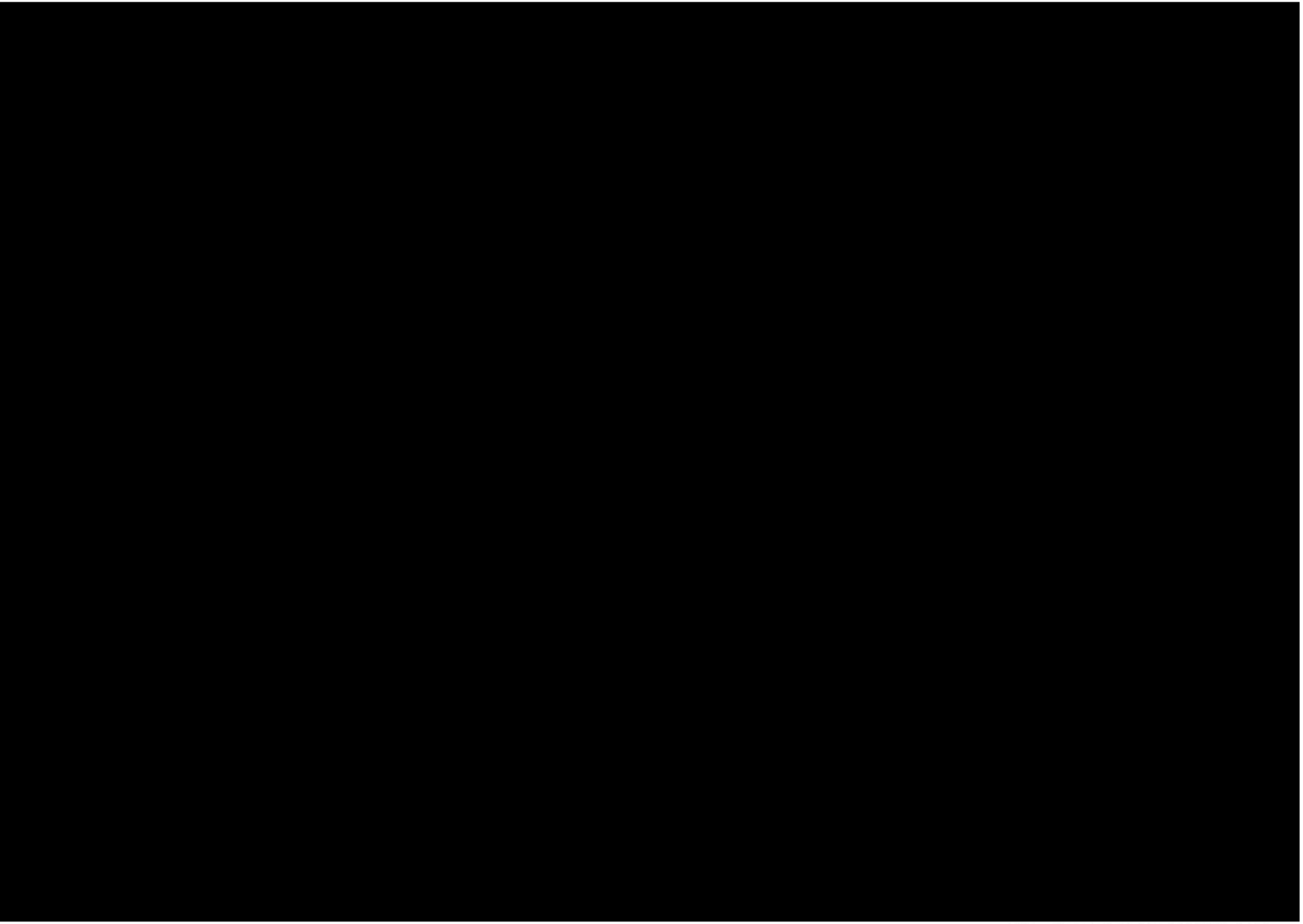

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Historical Shortfall Scheme

Application to join the Scheme

Please read this information before completing the application form

Please only complete one application form. If your claim relates to multiple branches and/or shortfalls, please include these in the same form. If you contracted with Post Office as various legal entities, you will need to complete a separate application for each legal entity. You may use separate sheets of paper to complete the application form if necessary.

When submitting your application, you should submit relevant supporting material that will enable your application to be properly considered. Failing to provide this information with your application may result in unnecessary delays.

In light of the ongoing Coronavirus situation, please apply by email to minimise any potential delays with processing applications. If you don't have an email address yourself, a family member or friend is welcome to email on your behalf.

If you do not have any access to an email address to submit all or part of your application, in those circumstances applications can be sent by post. Please note postal applications and queries may not be processed immediately given the current circumstances.

If any additional information is required to help progress your application, you will be contacted about this.

9.4

This application form, the Eligibility Criteria and the Terms of Reference contain formal legal information and language that is necessary for the integrity of the scheme. Where possible, such as in the questions and answers to help you complete your application, we have kept the information as clear and straightforward as possible.

Applications and other communications should be sent:

- by email to historicalshortfallscheme GRO
- or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers. If you do need to apply by post, please only provide copies of the supporting documents/material rather than original documents, which should be retained for your own records, and we advise using a trackable service such as Royal Mail Special Delivery if sending documents by post. Postal applications should only be submitted if the applicant has no access to an email address they can use.

  Please note these are Post Office addresses as this is a Post Office scheme – please be assured eligible claims will be assessed by an independent advisory panel.

In order to be eligible for the Historical Shortfall Scheme, you must meet all of the criteria set out below:

1. **You must have, or have previously had, a contract directly with Post Office.** If you are applying to the scheme on behalf of another person or a company, they must have, or have previously had, a contract directly with Post Office.
2. **Your application must relate to shortfalls which arose in respect of previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X).** Please note that the High Court has held that the current version of Horizon (HNG-A – sometimes referred to as the 'Branch Technology Upgrade') is robust relative to comparable systems. If you have a concern you believe is related to the current version of Horizon, please contact casereviewteam GRO and if you experience an operational issue when using the current version of Horizon please report it to the Branch Support Centre.

3. **If you are making an application on behalf of another person, you must be a legally appointed assignee, personal representative, attorney or deputy of the person you are making the application on behalf of.** Please note that you must provide proof of this legal relationship when you submit your application.
4. **You must agree to be bound by the Terms of Reference for the scheme.** A copy of the Terms of Reference is available on the scheme website and is also contained below within the application form.
5. **Your application and time with Post Office must not involve or relate to any criminal conviction(s).** Only the criminal appeal courts can consider past convictions. Please note a caution is not a criminal conviction and will not affect eligibility for the scheme.
6. **You must not have been part of the group litigation against Post Office that settled in December 2019.** The settlement reached by the parties was full and final. You must also not have entered into a settlement agreement with Post Office other than as part of the Initial Complaint Review and Mediation Scheme commenced in 2013 or as a result of Network Transformation or other scheme.

If you are unsure whether you are eligible for the scheme, please contact historicalshortfallscheme GRO

For further information about how Post Office will process your information, please see the privacy policy at www.onepostoffice.co.uk/scheme.

Historical Shortfall Scheme Terms of Reference

In order to enter the Historical Shortfall Scheme, you must agree to these terms of reference.

1. Post Office intends to establish the Historical Shortfall Scheme (the **"Scheme"**) to address past issues regarding its point-of-sale accounting system, Horizon.
2. The purpose of the Scheme is to resolve past issues with current and former postmasters who, in good faith, believe they may have been affected by shortfalls which relate to previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X) (**"Historical Shortfalls"**). The Scheme will not deal with issues arising with the current version of Horizon (HNG-A, sometimes referred to as the 'Branch Technology Upgrade').
3. All applications to join the Scheme must be received by Post Office by midnight on Friday 14 August 2020. If they are not, Applicants will not be eligible to join the Scheme unless Post Office agrees otherwise.
4. Applications and other communications should be sent:
   4.1 by email to historicalshortfallscheme GRO
   4.2 or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers.

   In light of the ongoing Coronavirus situation, at the time of launch (1 May 2020) post may not be dealt with immediately. **Please apply by email; postal applications should only be submitted if the applicant has no access to an email address they can use.** We will update the information on the scheme website if circumstances change.

   Please note these are Post Office addresses as this is a Post Office scheme – please be assured eligible applications will be assessed by an independent advisory panel.
5. Applicants to the Scheme are required to agree to these Terms of Reference. Applicants who do not agree to the Terms of Reference will not be eligible to participate in the Scheme.
6. Once an application has been made, either party may write to the other to request relevant information. The parties shall co-operate with one another in providing any information which the other party may reasonably request. Information obtained and provided in relation to each application should be proportionate to the circumstances of that application.
7. Eligible applications made under the Scheme will be individually investigated and the outcomes assessed by an independent advisory panel. Following assessment of the claim, Post Office will write to the Applicant setting out the outcome of his or her application.
8. In the event the Applicant is dissatisfied with the outcome of his or her application, the following Dispute Resolution Procedure shall apply:

9.4

a. The Applicant must notify Post Office by email or post within 28 days that he or she wishes to engage the dispute resolution procedure. Please see the previous advice around using email wherever possible in light of the ongoing Coronavirus situation.

b. As soon as is practicable, at least one Post Office representative shall meet with the Applicant by telephone and endeavour to resolve all issues regarding any outstanding shortfalls in good faith and in a manner that takes into account the legitimate interests of Post Office and the Applicant (the **"Good Faith Meeting"**).

c. If the dispute is not resolved as a result of the Good Faith Meeting, either party may within 28 days escalate the dispute to a member of Post Office's senior management (the **"Escalation Meeting"**) in writing by email or by post. Please see the previous advice around using email wherever possible in light of the ongoing Coronavirus situation.

d. If the dispute is not resolved as a result of the Escalation Meeting, either party may refer the matter to Wandsworth Mediation Service (**"WMS"**) within 28 days for mediation (the **"Mediation"**). WMS is a charity chaired by Stephen Ruttle QC, one of the two independent mediators who assisted the parties to reach agreement between Post Office and the claimants in the group litigation. All income generated by WMS is used to support the services it provides in the community. WMS will carry out the Mediation in accordance with standard terms. The Applicant will not be required to contribute towards the costs of Mediation but the Mediation will be limited to four hours in duration.

e. All Good Faith Meetings, Escalation Meetings and Mediations shall be carried out on a confidential and "without prejudice" basis, to ensure each party is able to engage in an open and meaningful fashion.

f. Any settlements reached shall be on a full and final basis and shall not be capable of being re-opened save in the event of fraud. The terms of each settlement will be recorded in writing and signed by both parties.

g. In relation to disputes which are not resolved at, or as a result of any Mediation:

   i. disputes for sums totalling not more than £10,000 shall be resolved by recourse to civil proceedings in the County Court pursuant to the Small Claims Track and shall be subject to the fee scale applicable thereto. The parties agree not to seek reallocation of the proceedings to the Fast Track or the Multi Track; and

   ii. disputes for sums totalling in excess of £10,000 shall be referred to and finally determined by arbitration under the Arbitration Act 1996. The appointing authority shall be either Charles Flint QC or Stephen Ruttle QC, the number of arbitrators shall be one, the seat of arbitration shall be London, England and the language of the arbitration shall be English.

9.4

9. These dispute resolution procedures may be varied by agreement between Post Office and the Applicant or, if it becomes apparent that amendments to these terms would allow the Scheme to operate more effectively without causing any material disadvantage to the Applicants, by agreement between Post Office and Charles Flint QC or Stephen Ruttle QC.

10. Post Office will deal with all Applicants in good faith and in light of the lessons learned from Mr Justice Fraser's judgments in the group litigation. However:

    a. entry into the Scheme does not guarantee that a relevant shortfall will be repaid or written off; and

    b. by creating the Scheme, Post Office does not waive any of its own legal rights. The duty of good faith is reciprocal and, if it appears from the investigation of any application made that the Applicant has not acted consistently with his or her own duties of good faith, Post Office shall not be precluded from taking such steps as may be open to it as a matter of law.

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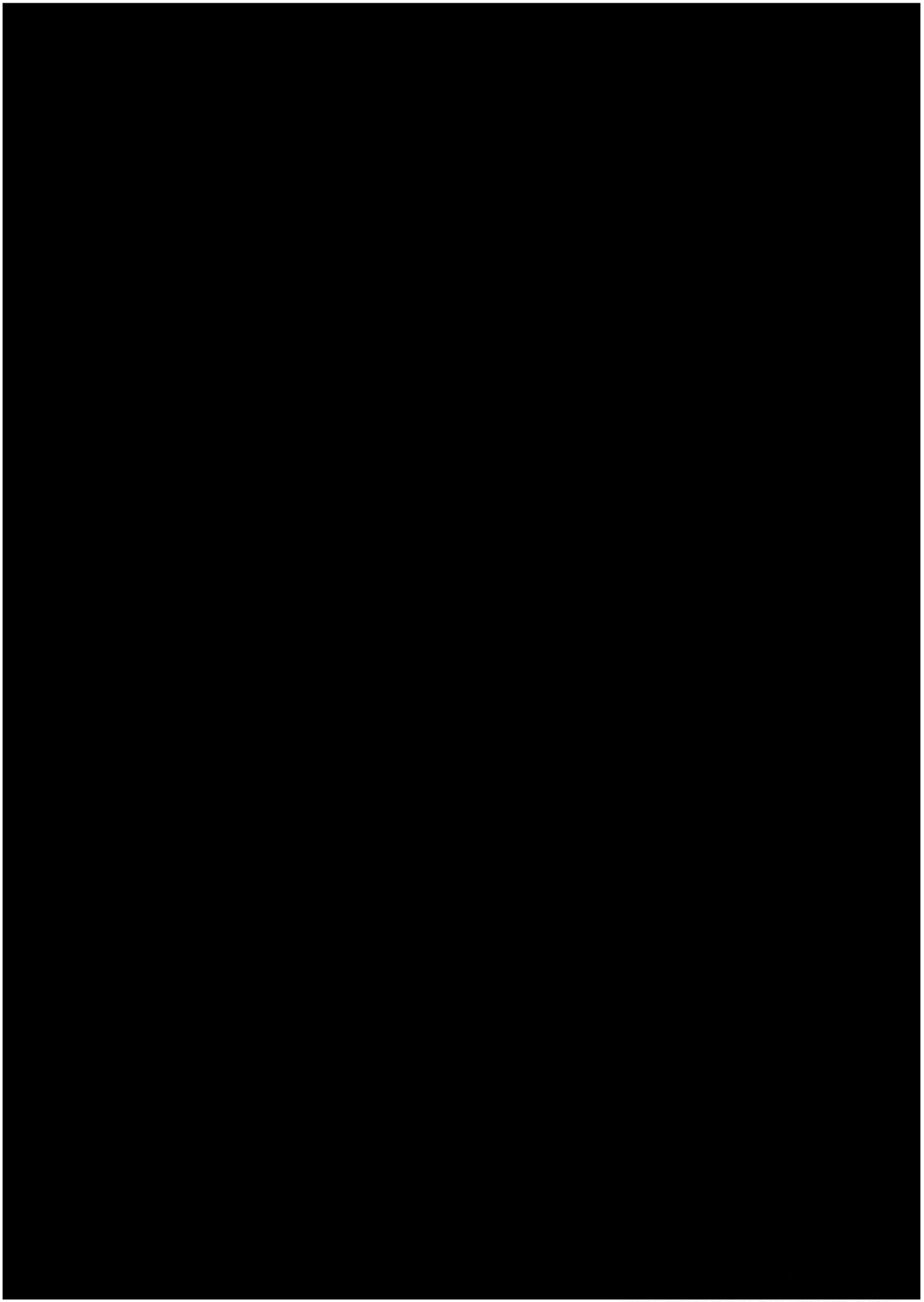

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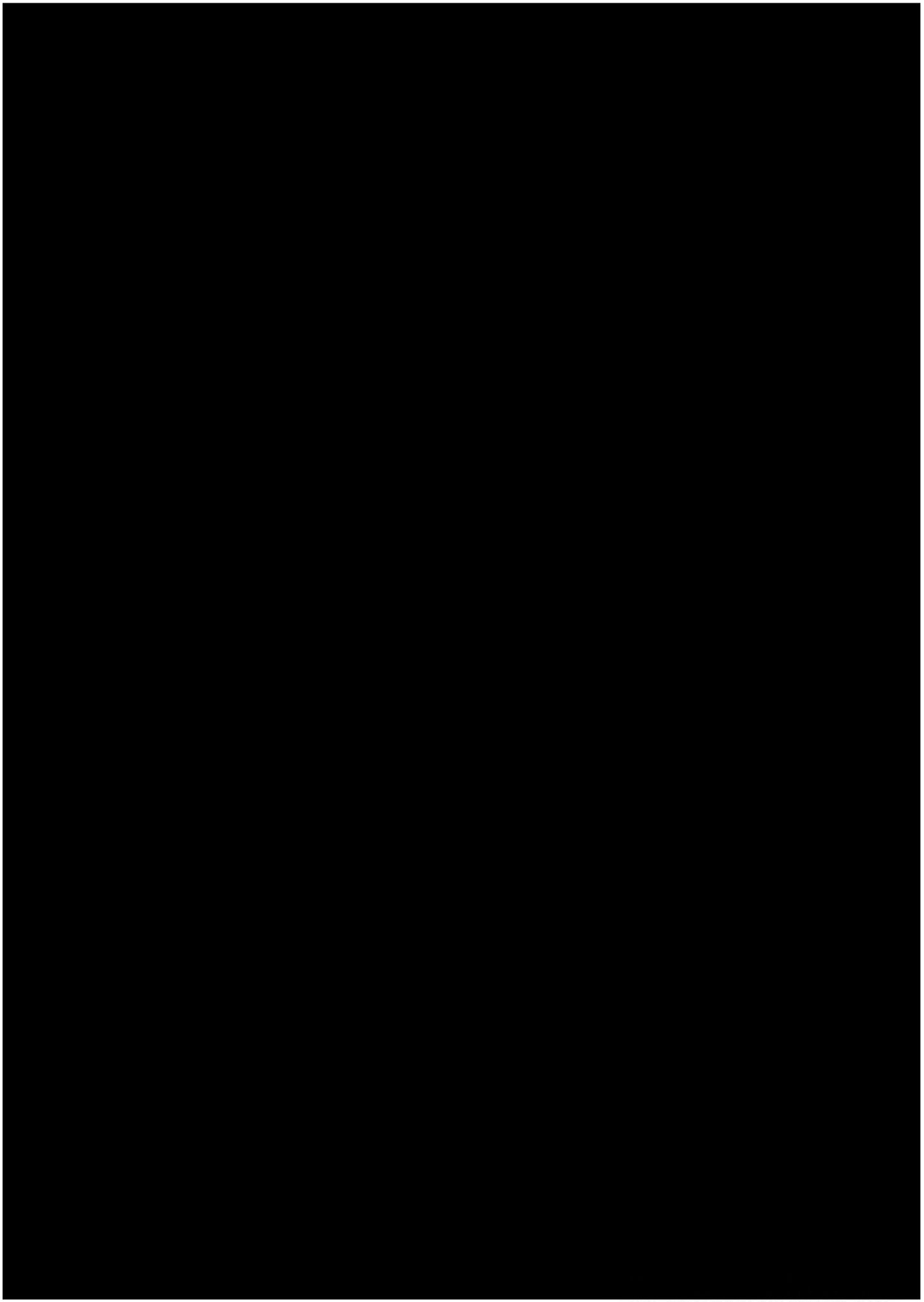

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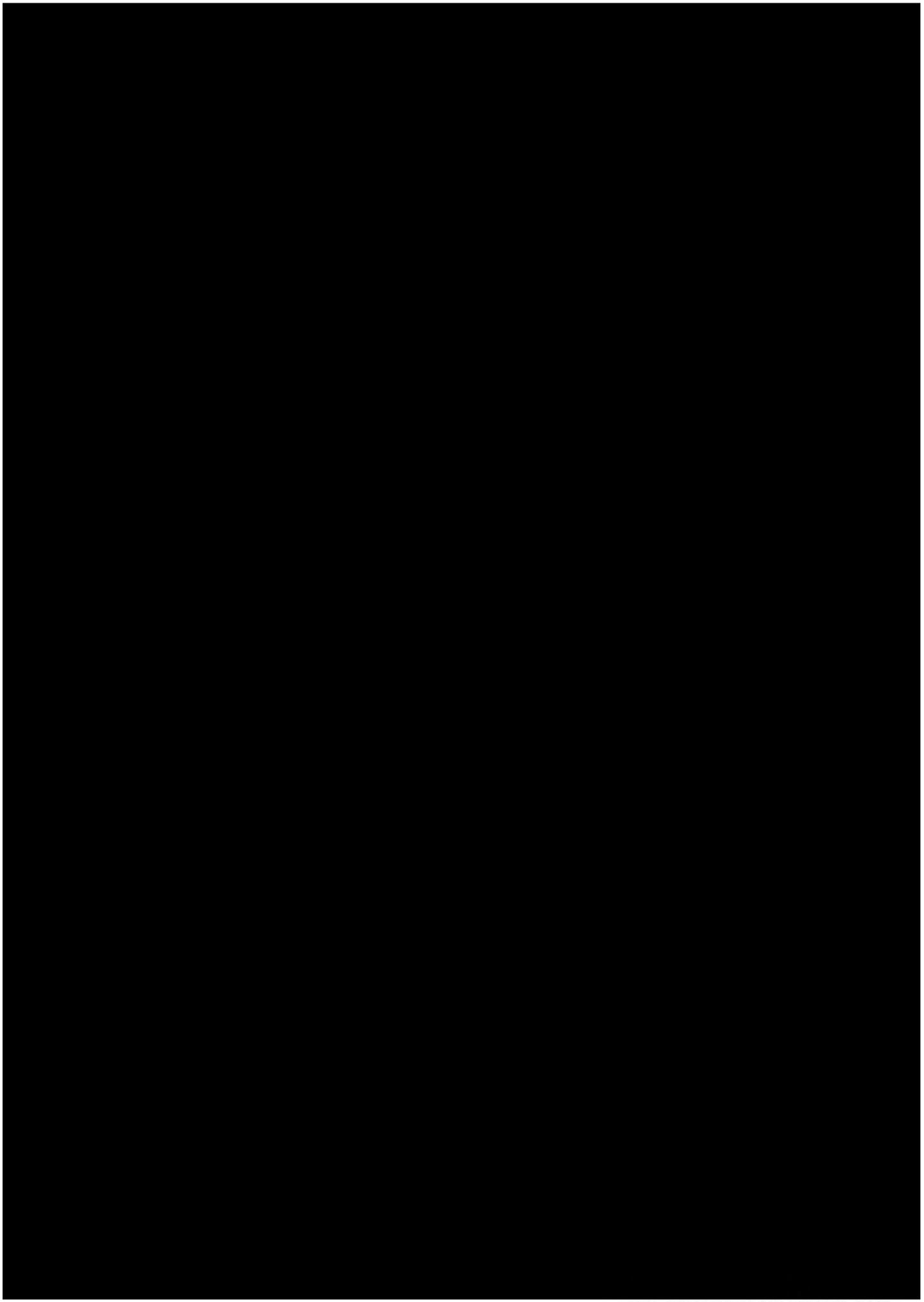

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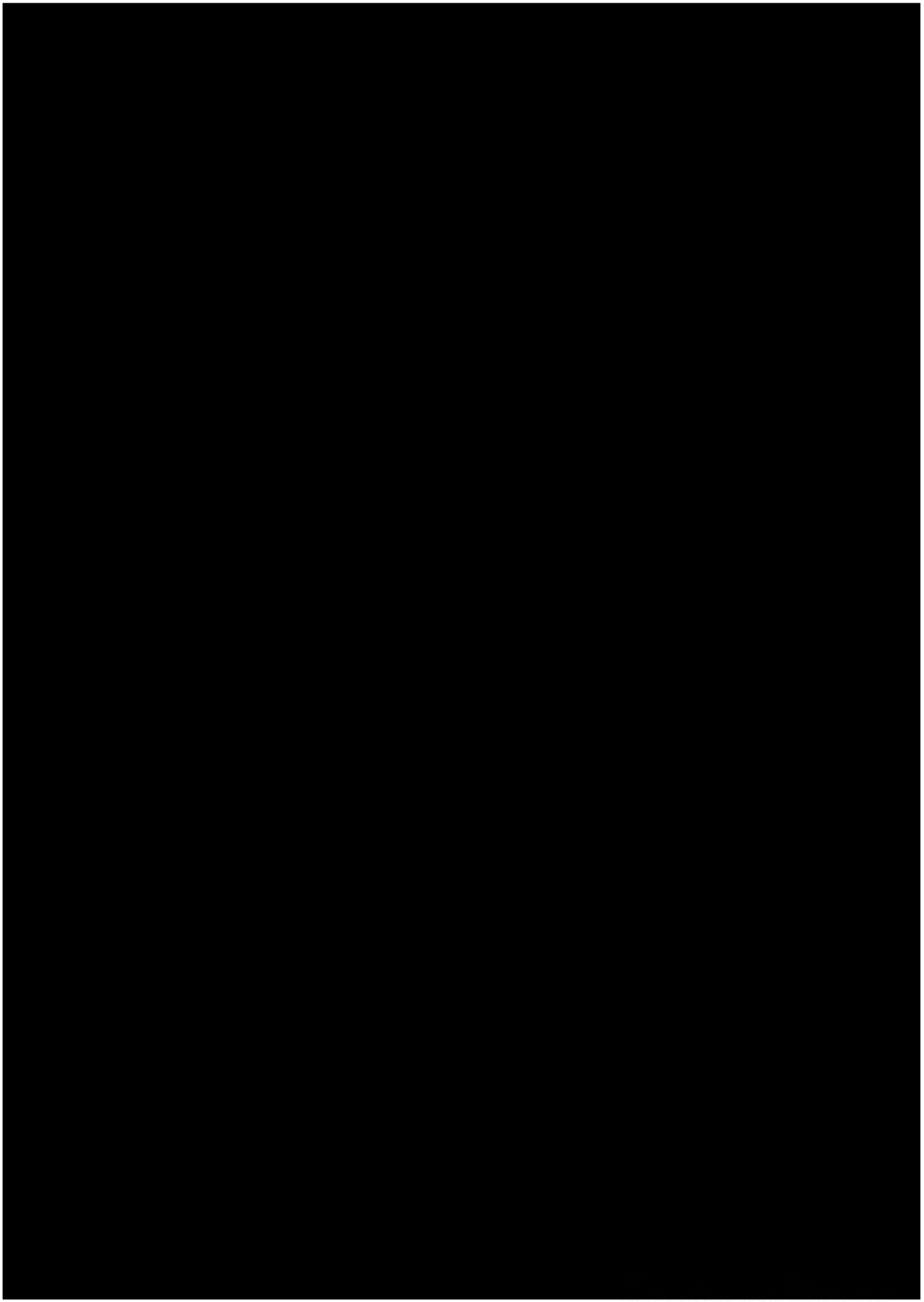

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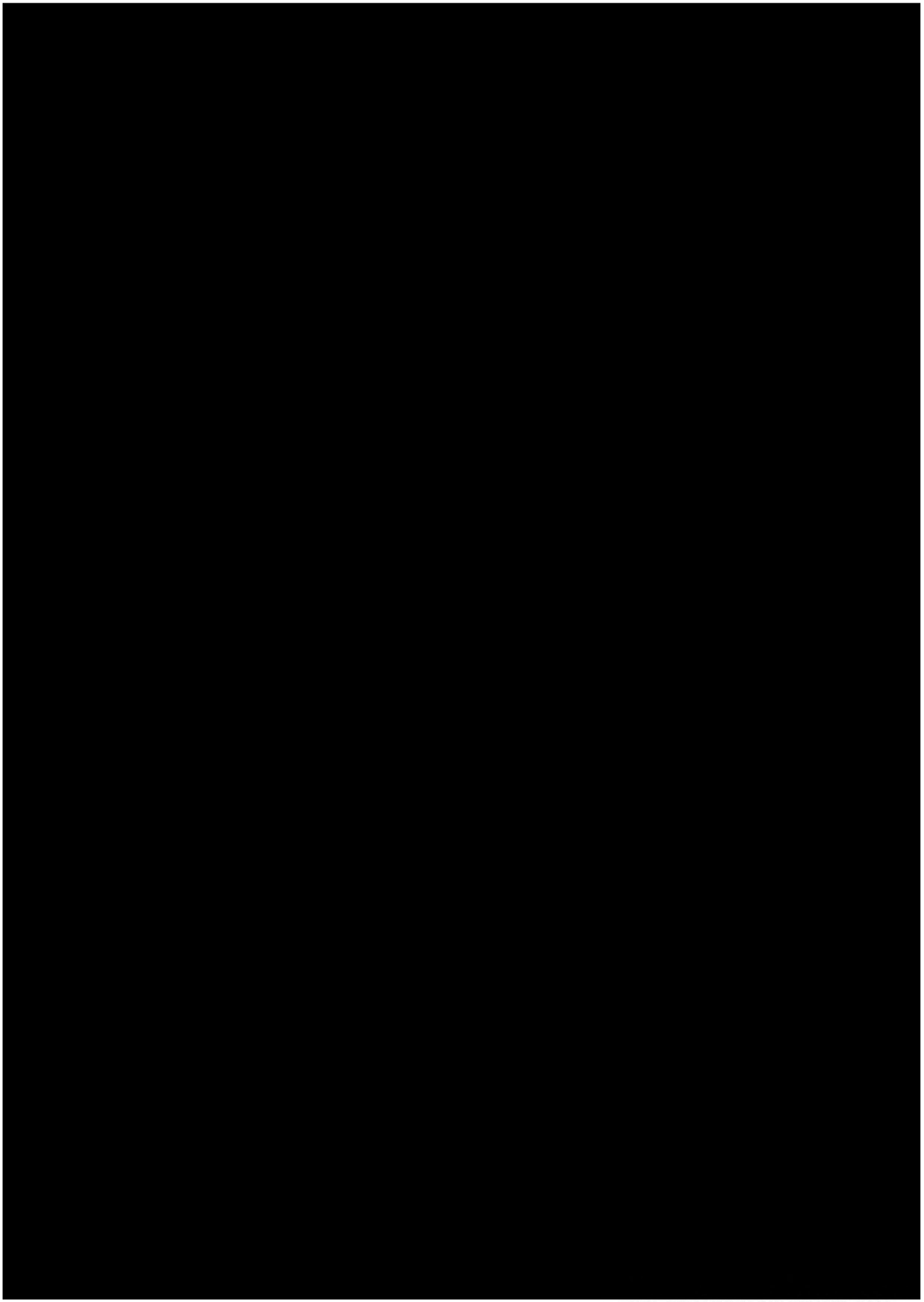

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Date	Name Of Agent	FAD	Branch Name	Start Date	End Date	Contract Type
10.09.2020	001383_Priyavanda Petal	055126	Boxmoor	03.05.2001	14.03.2016	AK

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IN CONFIDENCE ✓ Wendy

To: Mrs P Patel
Agent

copy: Andrew Thompson 392
Area Manager

From: Mani Patel
Network Audit Team

Date: 30 September 2001

HP

Audit of BOXMOOR Office code 055126

An audit of the above office was undertaken on 21 September 2001 by Mani Patel. This audit is a review of the product/process controls in place at the outlet and not a comment on the performance of individuals.

The following page contains a brief summary of the areas that could be routinely tested at audit and the tests carried out are selected on a basis of risk assessment from outlet performance data. The products/processes with a cross indicate items that have been tested by the auditors on this occasion and the findings revealed at audit.

Appendix A contains a more comprehensive report detailing our findings and recommendations for your information and attention. Any control gaps in bold were noted on a previous audit and had not been actioned at the time of our most recent visit.

9.4

At the audit, you were given a questionnaire to provide feedback on the audit process. If there is anything else you wish to bring to our attention please feel free to write your comments on the reverse of this report or contact Alan Lusher, Network Audit Manager on telephone number GRO

Please retain one of these reports for your information and return the other one, signing it to confirm that you understand all the points made.

Thank you for your co-operation and assistance during the audit.

Have read & agreed with comments. Have signed and sent back as audits

Network Auditor signature ...GRO..... Date ...12-10-01.....

Subpostmaster/ Outlet Manager signature P Patel Date 12-10-01

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AUDIT OF BOXMOOR

Products/Processes	Controls in Place	Control Gap Low Risk	Control Gap High Risk
Procedural Security	☐	☐	☒
Horizon System Controls	☒	☐	☐
Cash Account	☐	☐	☒
Stock Management	☐	☐	☐
Cash Management	☐	☐	☐
Royal Mail	☐	☐	☐
Franking Machines	☐	☐	☐
Stamp Vending Machines	☐	☐	☐
Alliance & Leicester Girobank	☐	☐	☐
Personal Banking	☐	☐	☐
National Savings	☐	☐	☐
National Lottery On Line	☐	☐	☐
National Lottery Instants	☐	☐	☐
Littlewoods Scratchcards	☐	☐	☐
Bureau De Change	☐	☐	☐
Foreign Exchange Service	☐	☐	☐
Moneygram	☐	☐	☐
Travel Insurance	☐	☒	☐
Benefits Agency	☐	☐	☐
Motor Vehicle Licences	☐	☐	☐
Rod Fishing Licences	☐	☐	☐
UK Passport Agency	☐	☐	☐
Utility Schemes	☐	☐	☐
Local Transport Scheme	☐	☐	☐

Network auditors can only comment on the areas examined during their visit. It should not be assumed that untested processes have satisfactory controls in place.

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Appendix A

Audit of BOXMOOR 055126

Asset Verification

A full check of cash, stock and vouchers revealed a Shortage of £170.72 which is broken down as follows:

Net shortage declared week no. 26	£134.04
Difference at audit	£ 36.68
Audit Shortage	£-170.72

The shortage was made good at the time of the audit.

Security Procedures

Your security procedures were examined in line with the Counter Attack Reference Manual and our findings were as follows:-

Control Gaps - High Risk

- the alarms are not adequately tested
  now being tested & record being kept with weekly dockets

Control Gaps - Low Risk

- there was no documentation of alarm tests

Comments: Alarms must be tested weekly and documented.

9.4

Horizon System Controls

Controls relating to the use of the Horizon system were examined, in line with the Horizon System User Guide (HSUG). All controls were found to be in place.

Cash Account

Counters Operations Manual - Cash Account, Balancing & Preparation refers.

The daily documentation for week 26 and weekly cash account documentation for weeks 19 to 26 was examined and the following was found:

Control Gaps - High Risk

- procedures for adjusting losses and gains were not adhered to
- original transaction receipts to support all reversed APTs were not retained

Was not setting back to zero. Is now doing so. Has always been putting in losses and taking on gains.

Control Gaps - Low Risk

Comments:Losses and gains must be adjusted each week (made good or withdrawn) and the cash redeclared to allow for the adjustments before the commencement of new cash account week.Please refer to the balancing with Horizon guide -pages 77-80.

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Appendix A

All receipts for reversals must be retained and filed with the daily record transactions for two years.
Was not aware. now keep all reversals.

Travel Insurance
Counters Operations Manual - Travel Insurance refers.

The cash account line and any refunds made in the last 10 weeks were examined. The following gaps in control were found:

Control Gaps - Low Risk
- P4764 weekly summary is not completed

is now being completed.

Comments:
P4764 weekly summary must be completed in duplicate and a copy of the summary retained in the office.

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Horizon Online Plan		Branch Migration/ PONR Date	
FAD	Branch	Date Branch Migrated	Date Branch Reached PONR (1st day on HOL)
055126	Boxmoor	14-07-10	15-07-10

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FAD_CODE	OU_NAME	BAPOCL_AUTOMATION	BAPOCL_AUTOMATION_DATE	OPEN_STATUS_DESC
0551260	Boxmoor	TRUE	26-09-00	Open

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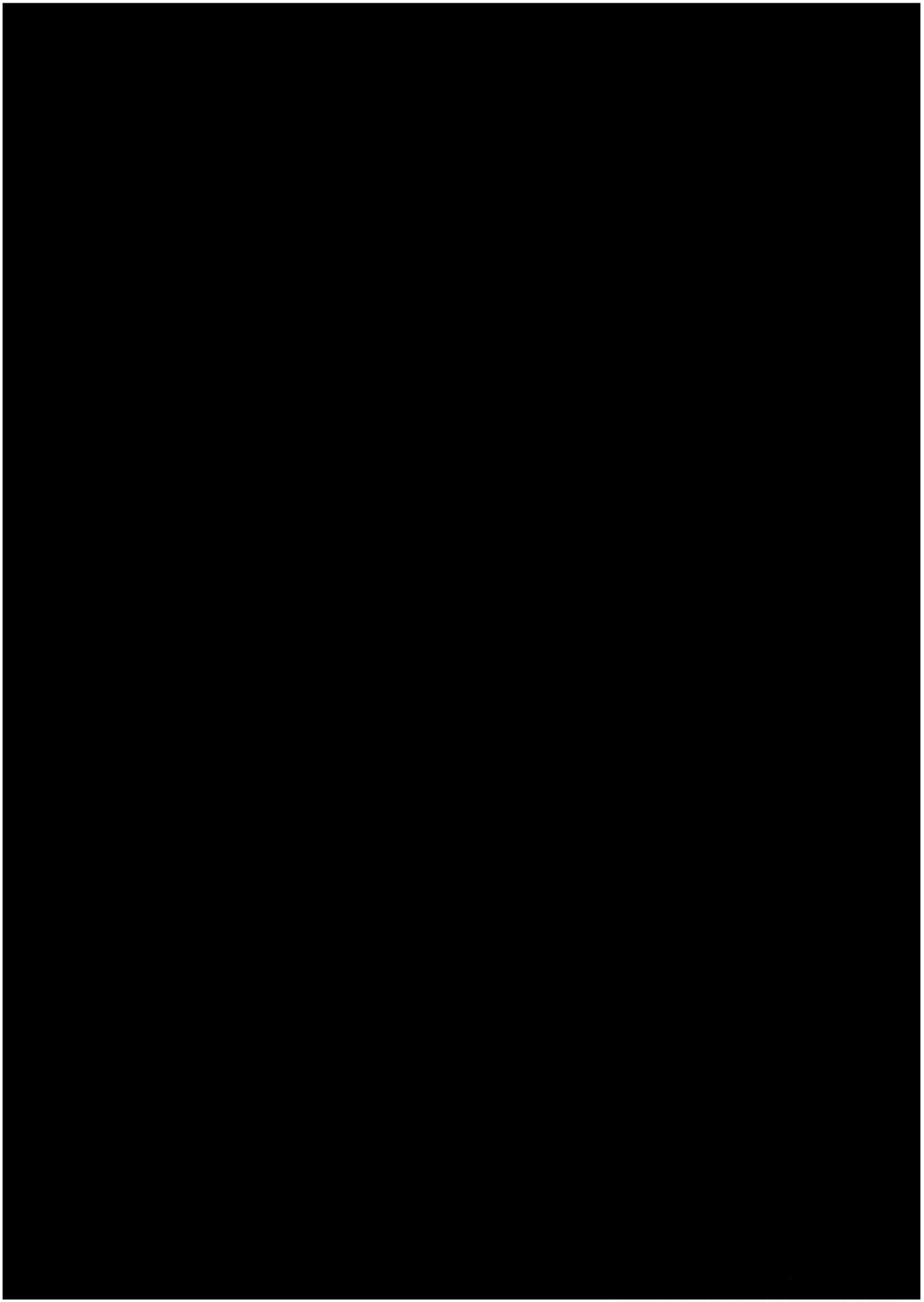

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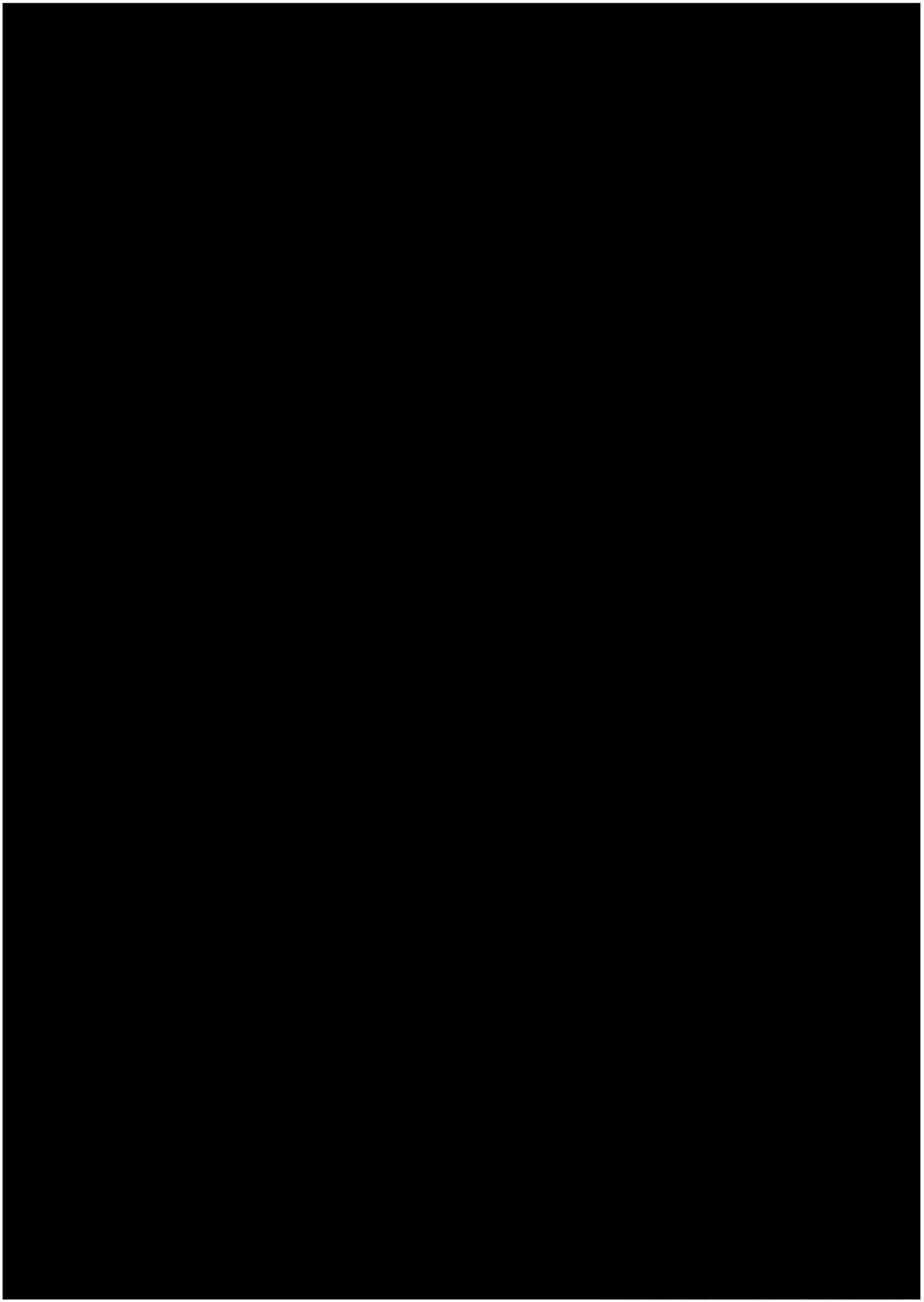

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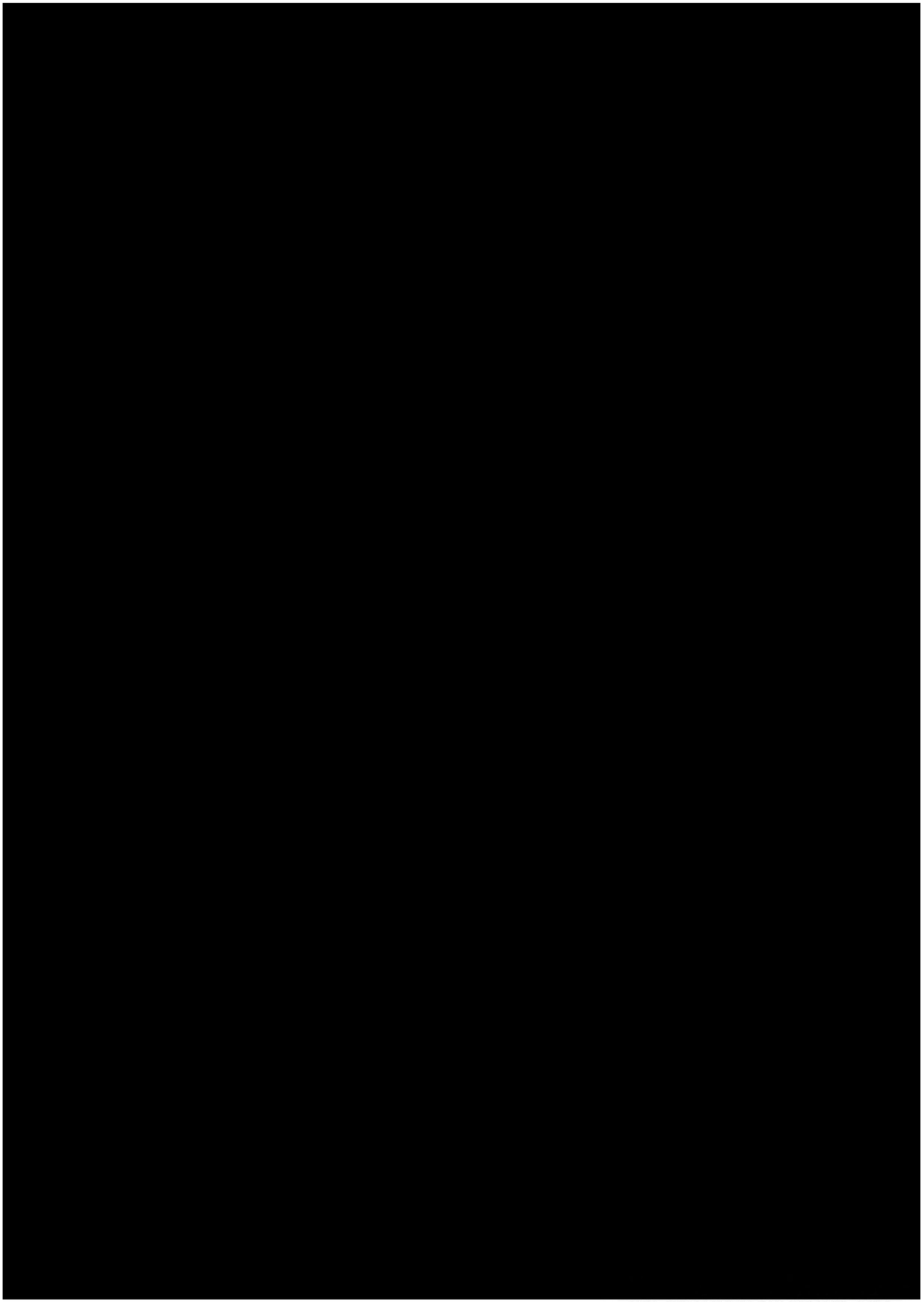

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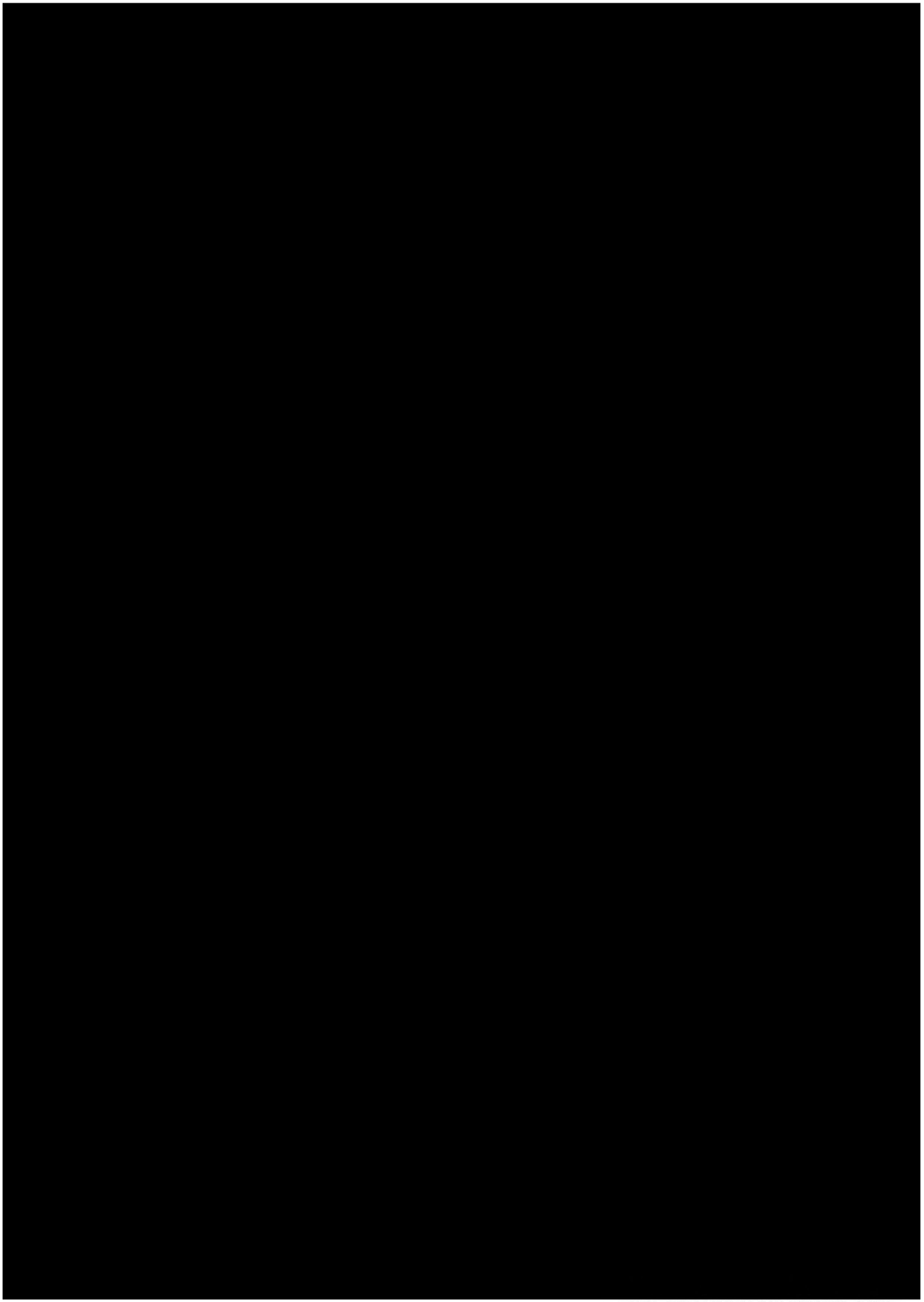

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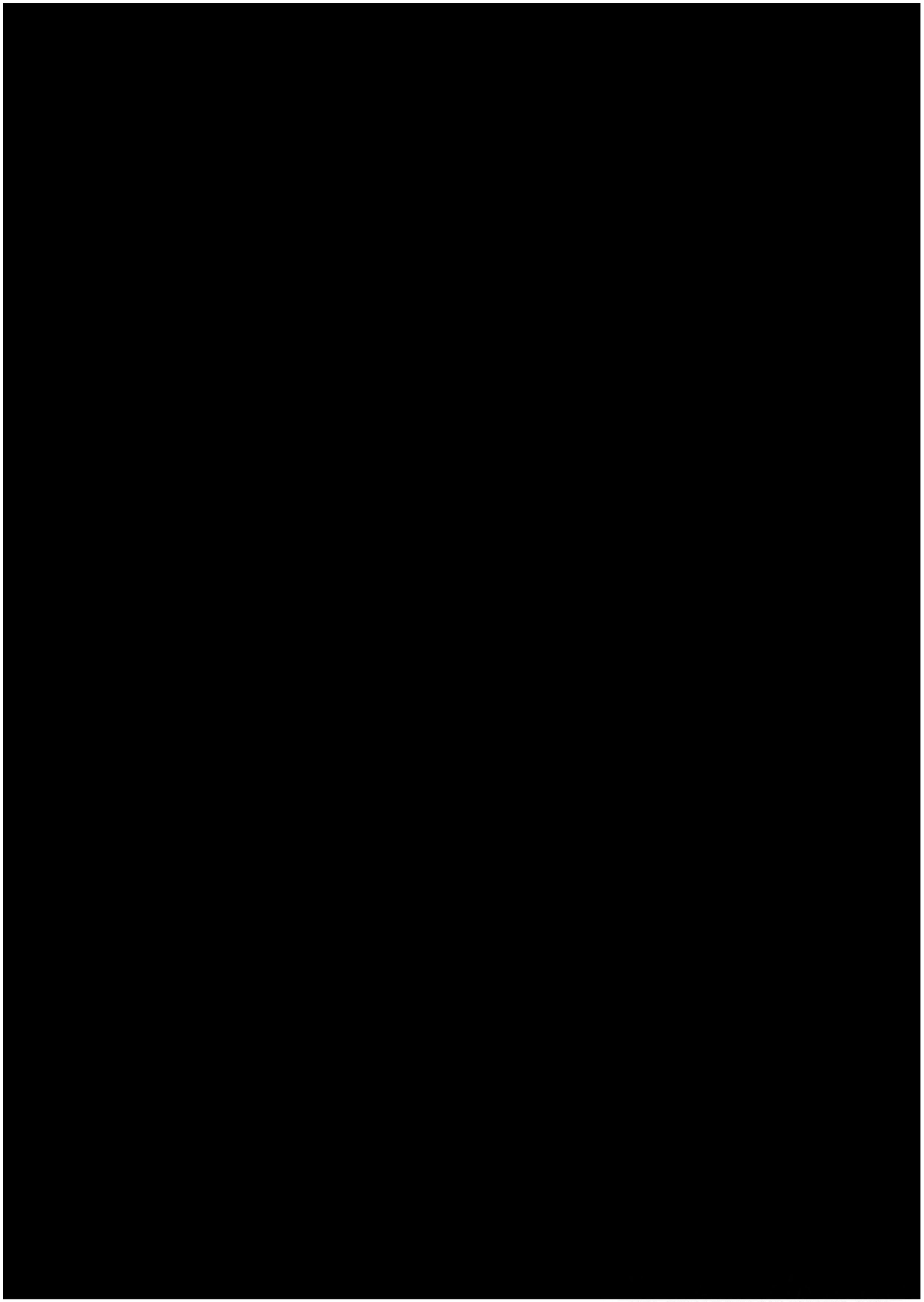

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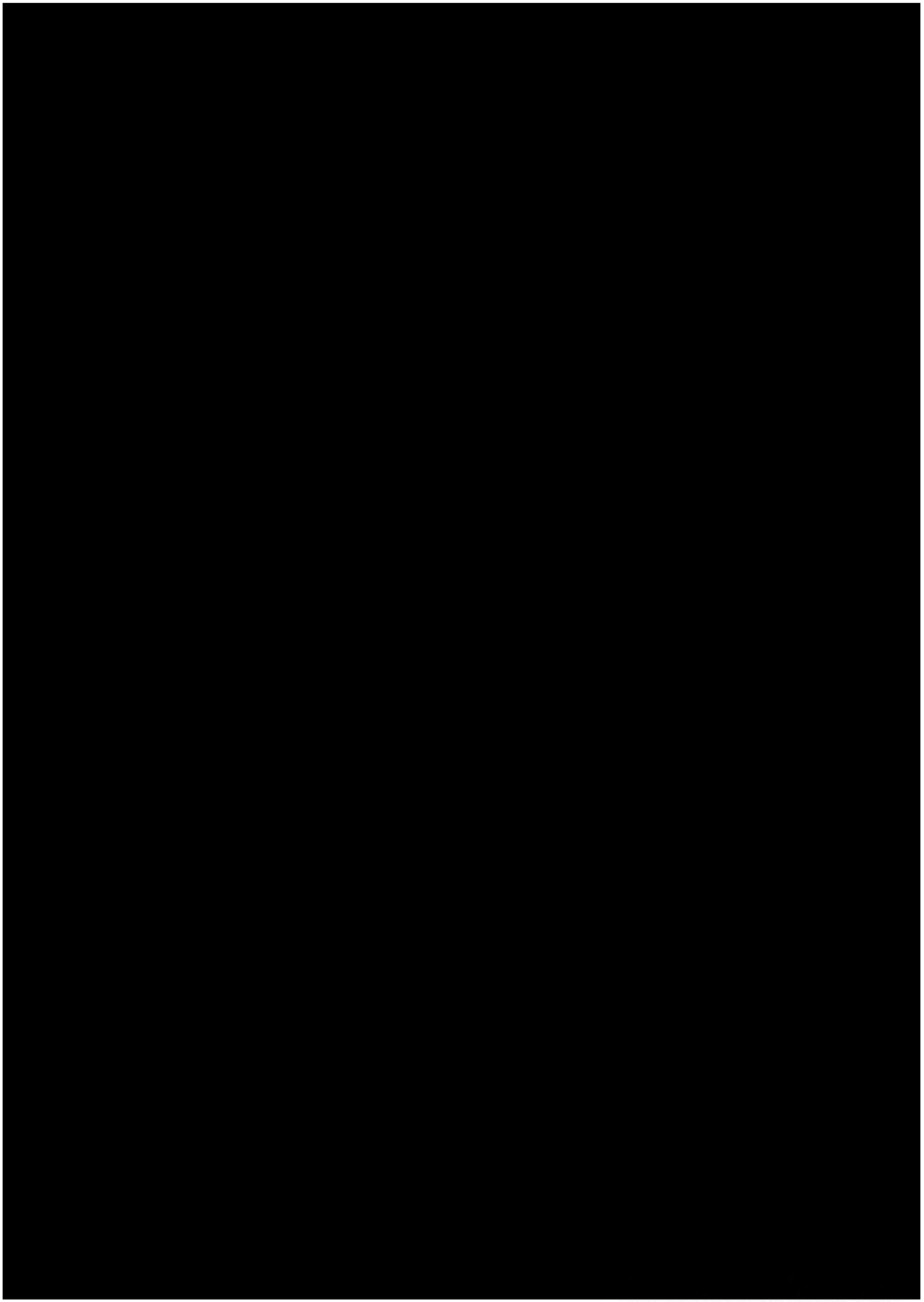

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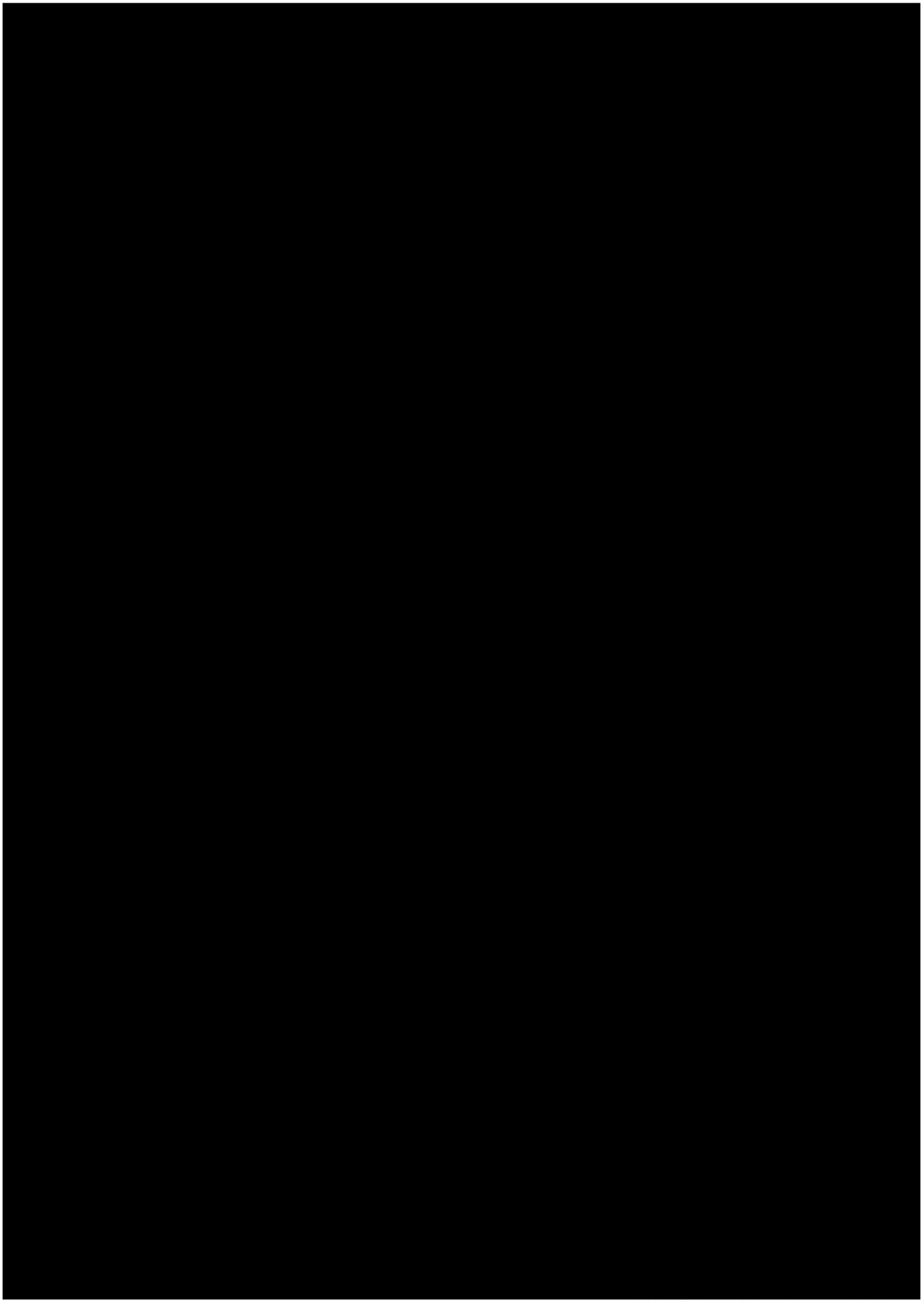

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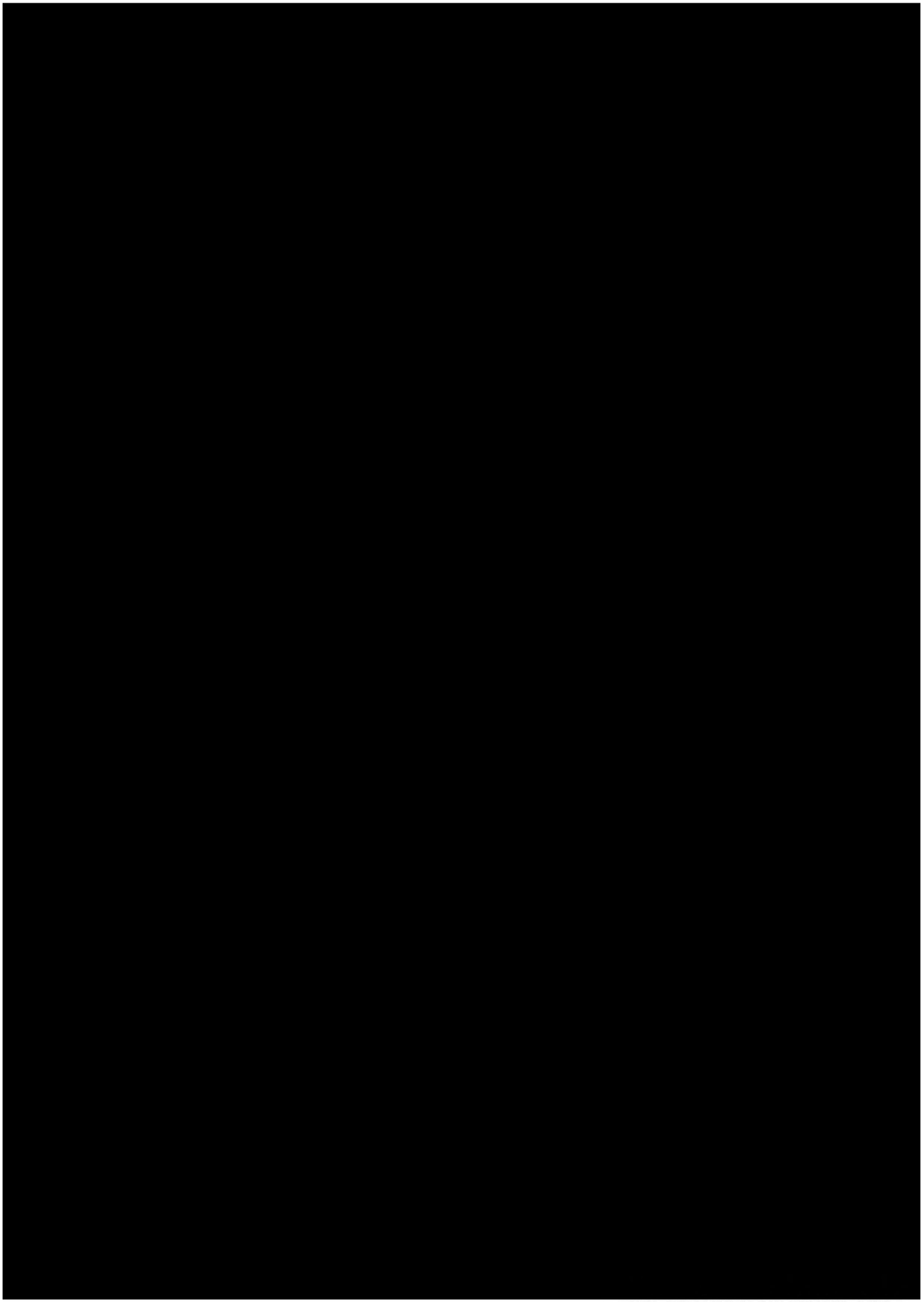

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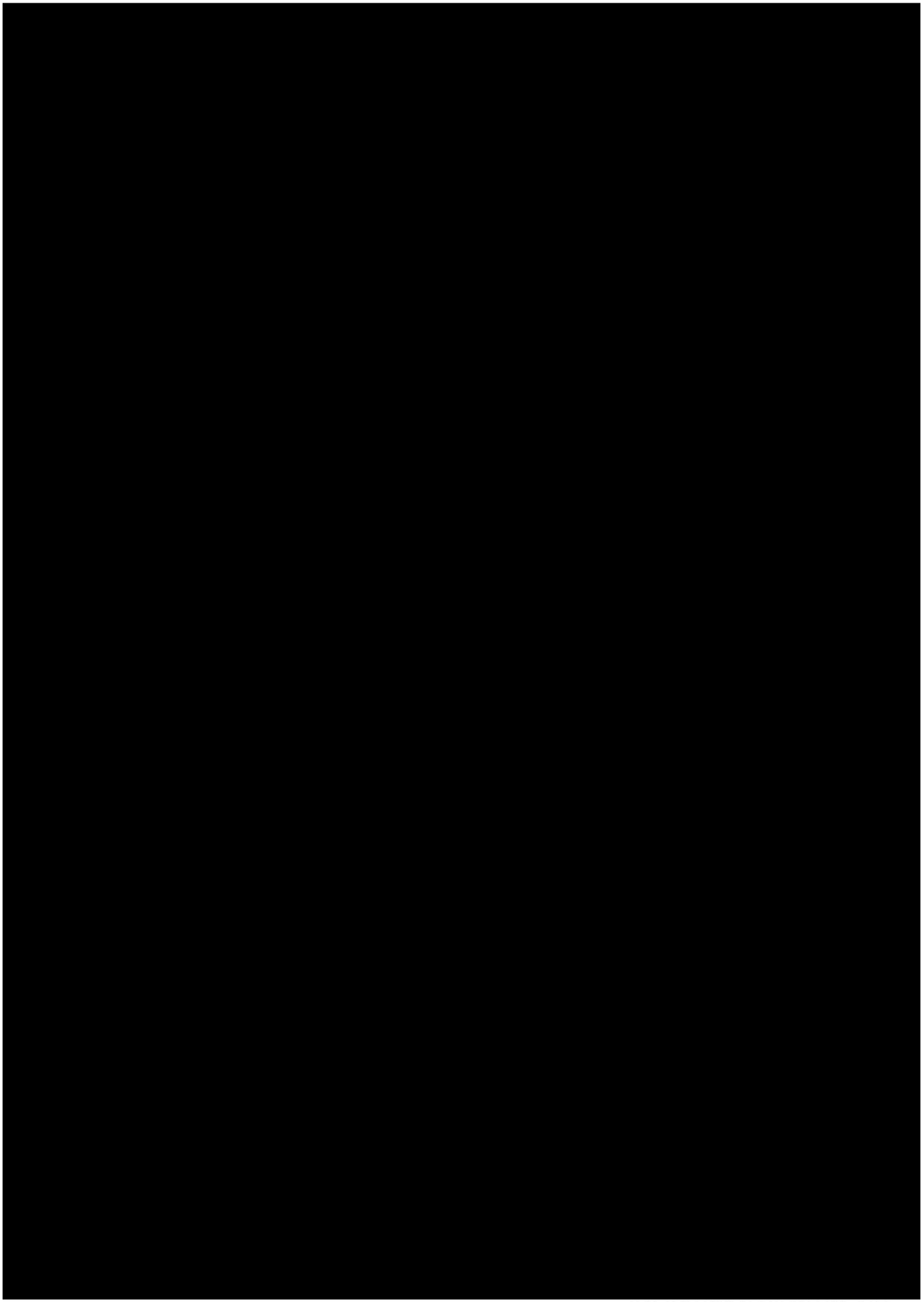

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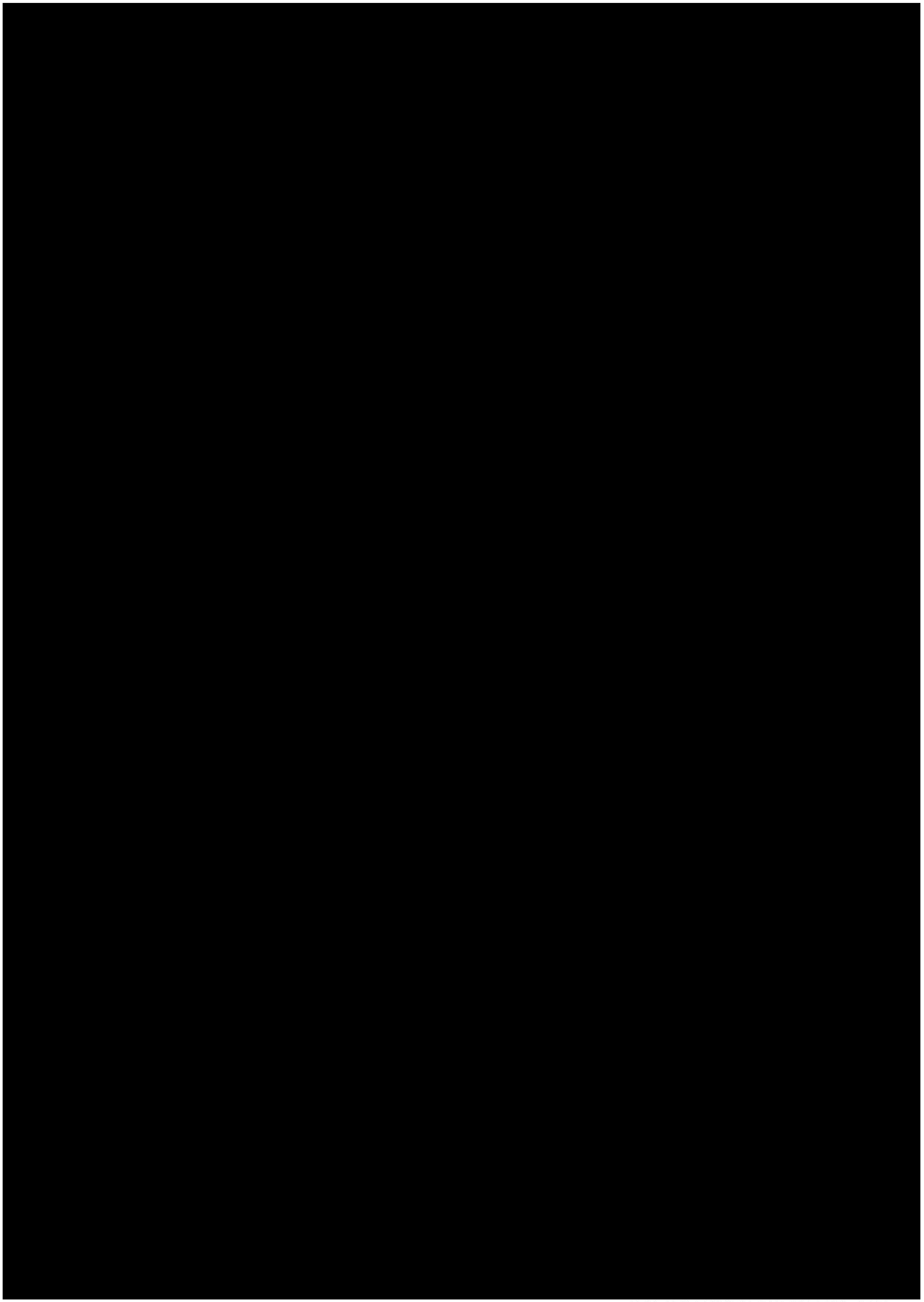

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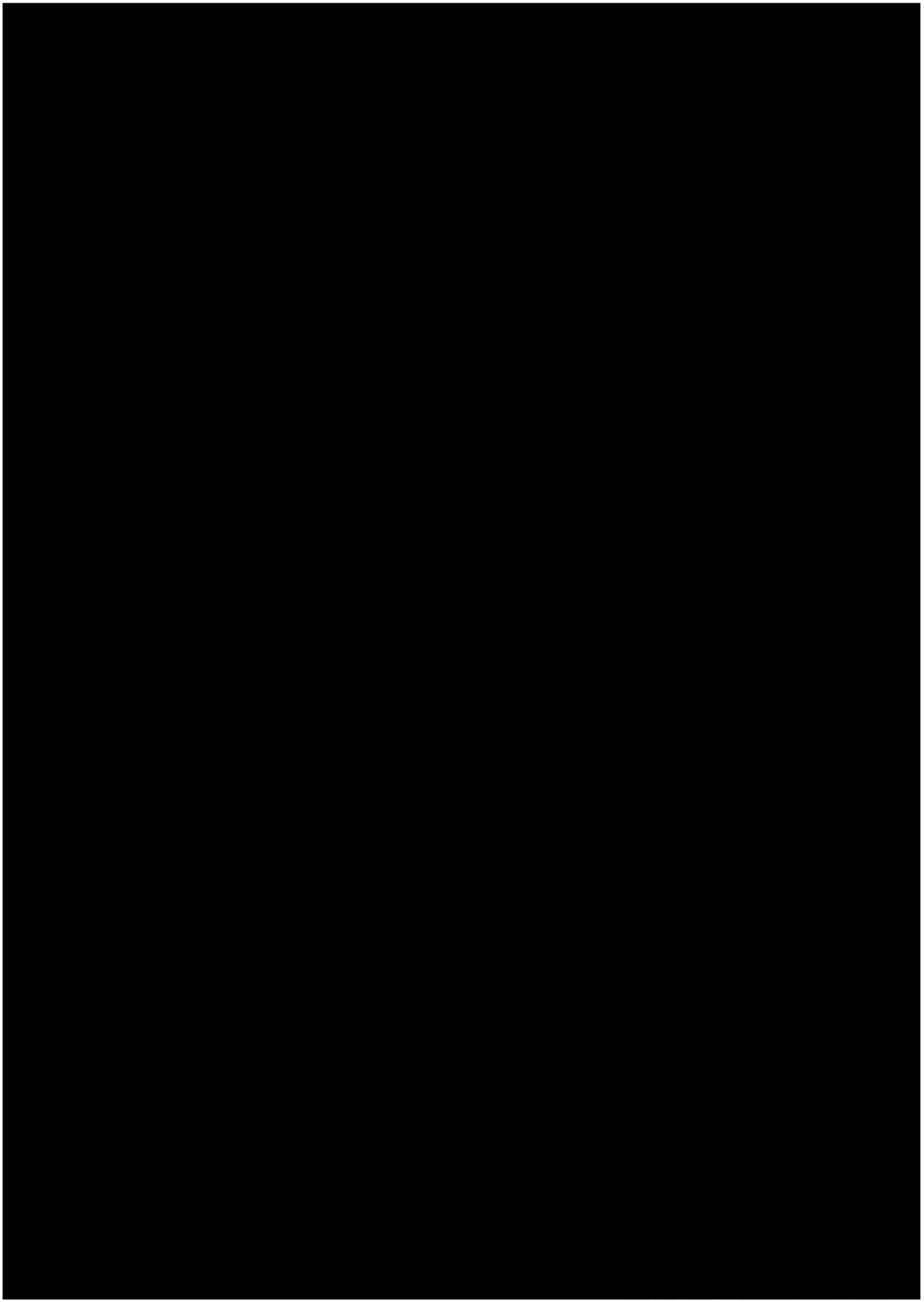

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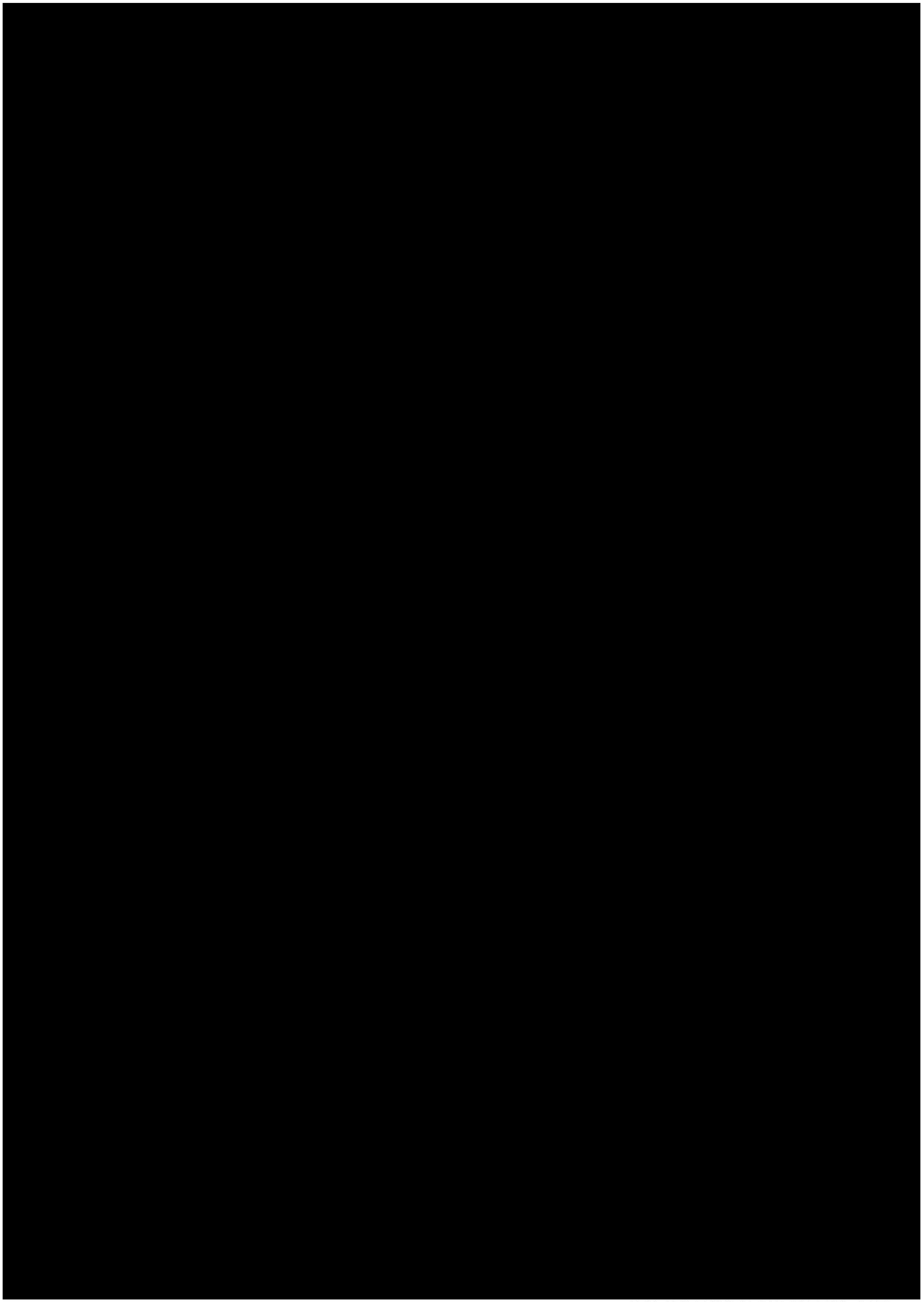

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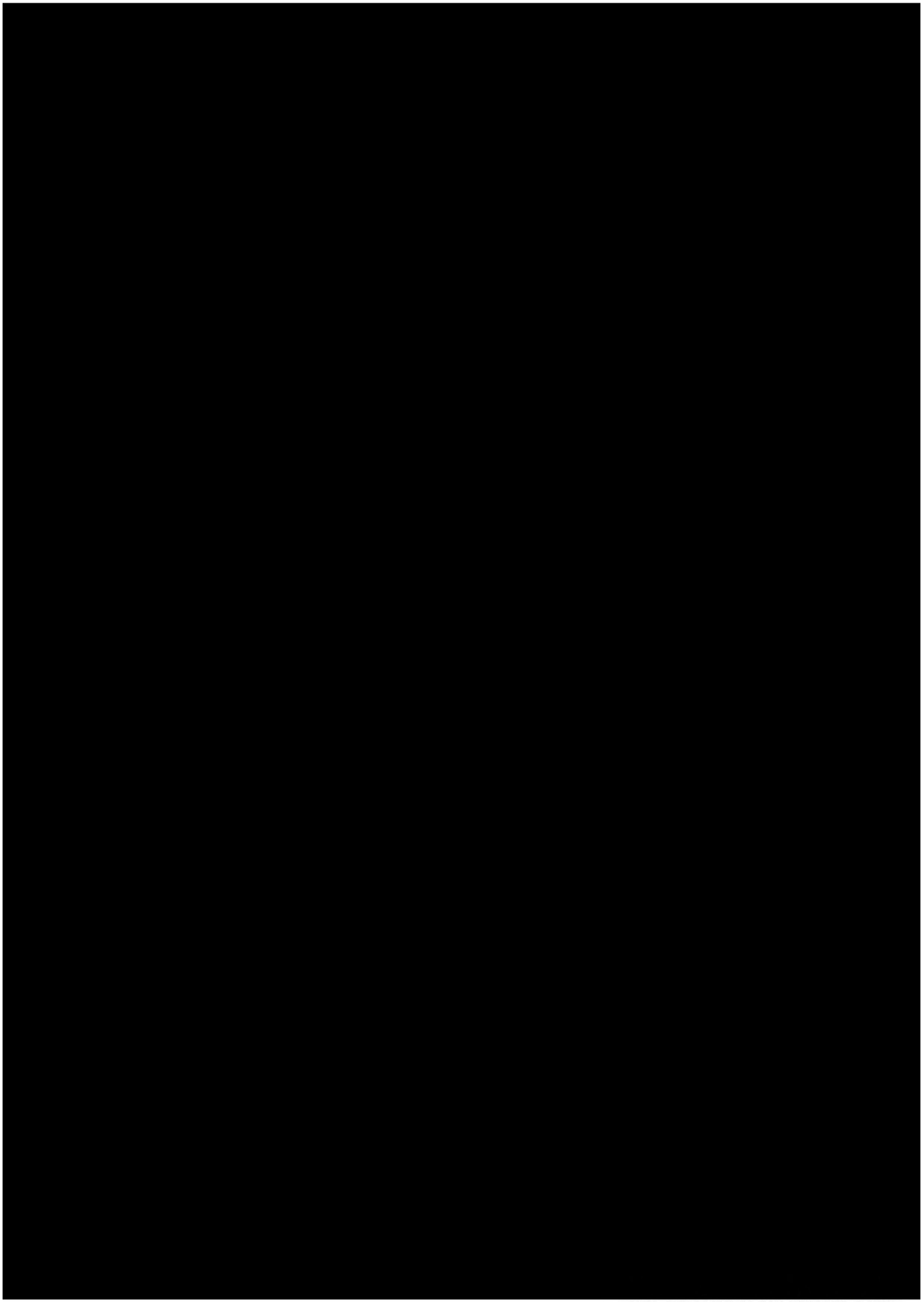

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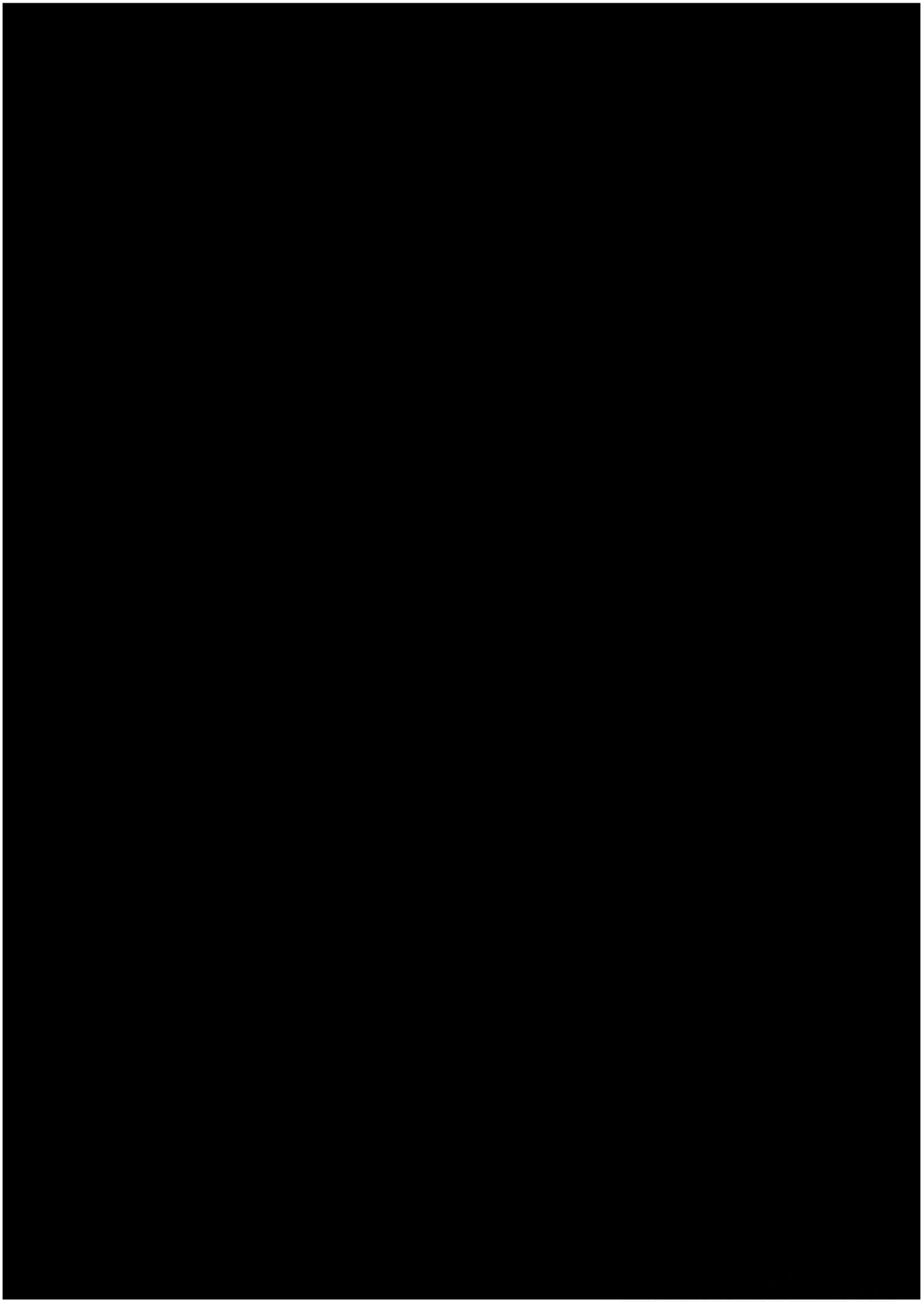

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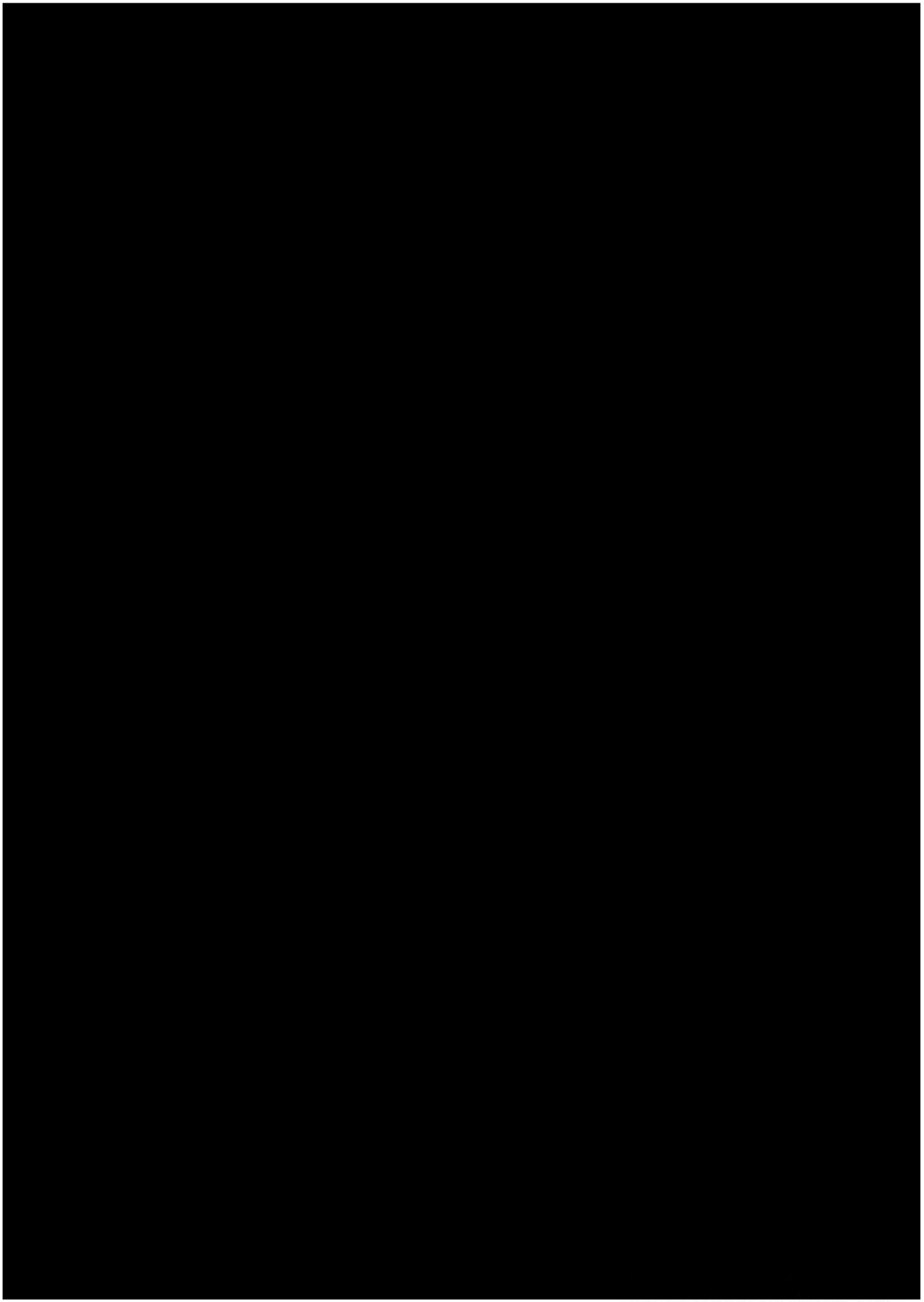

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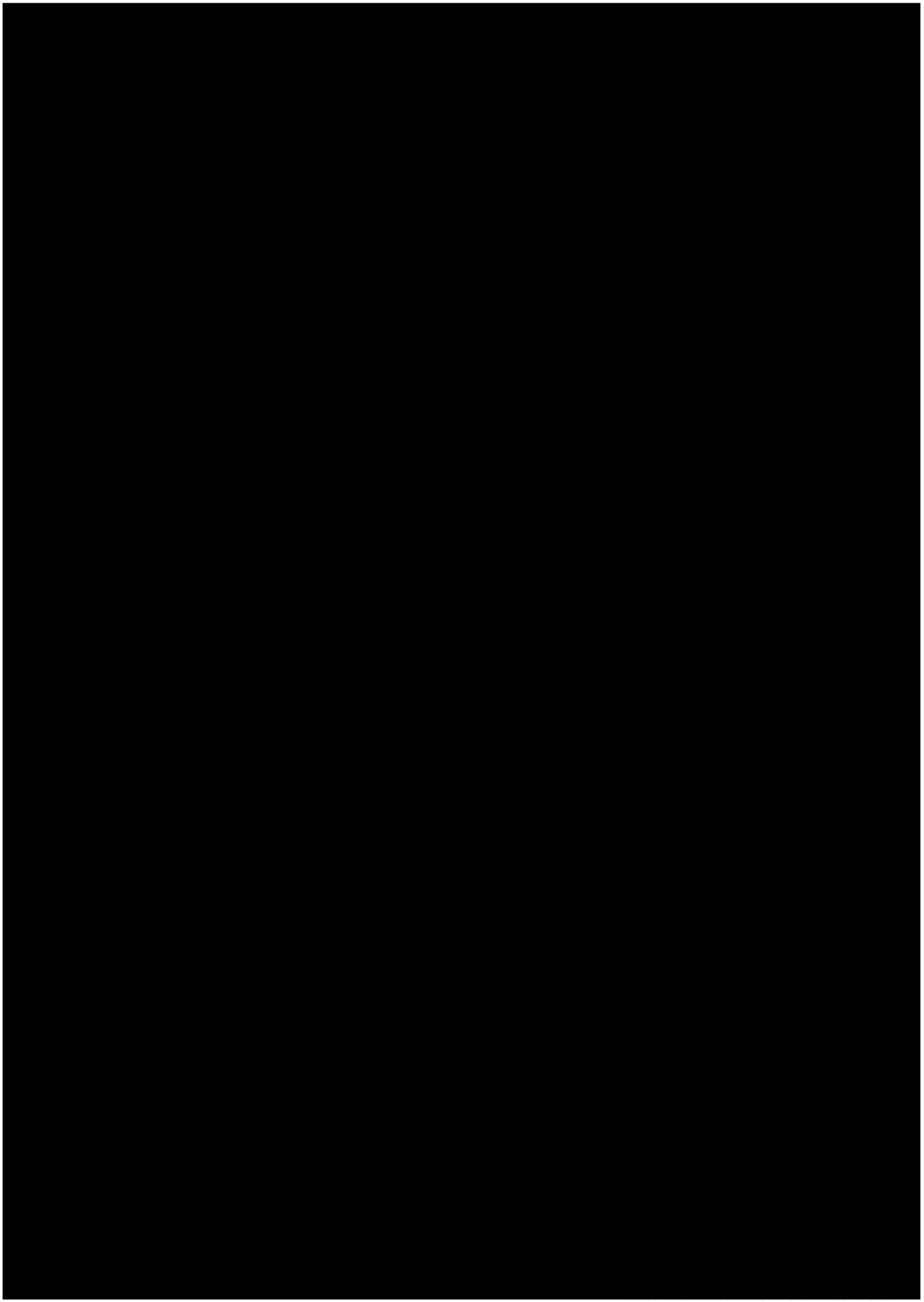

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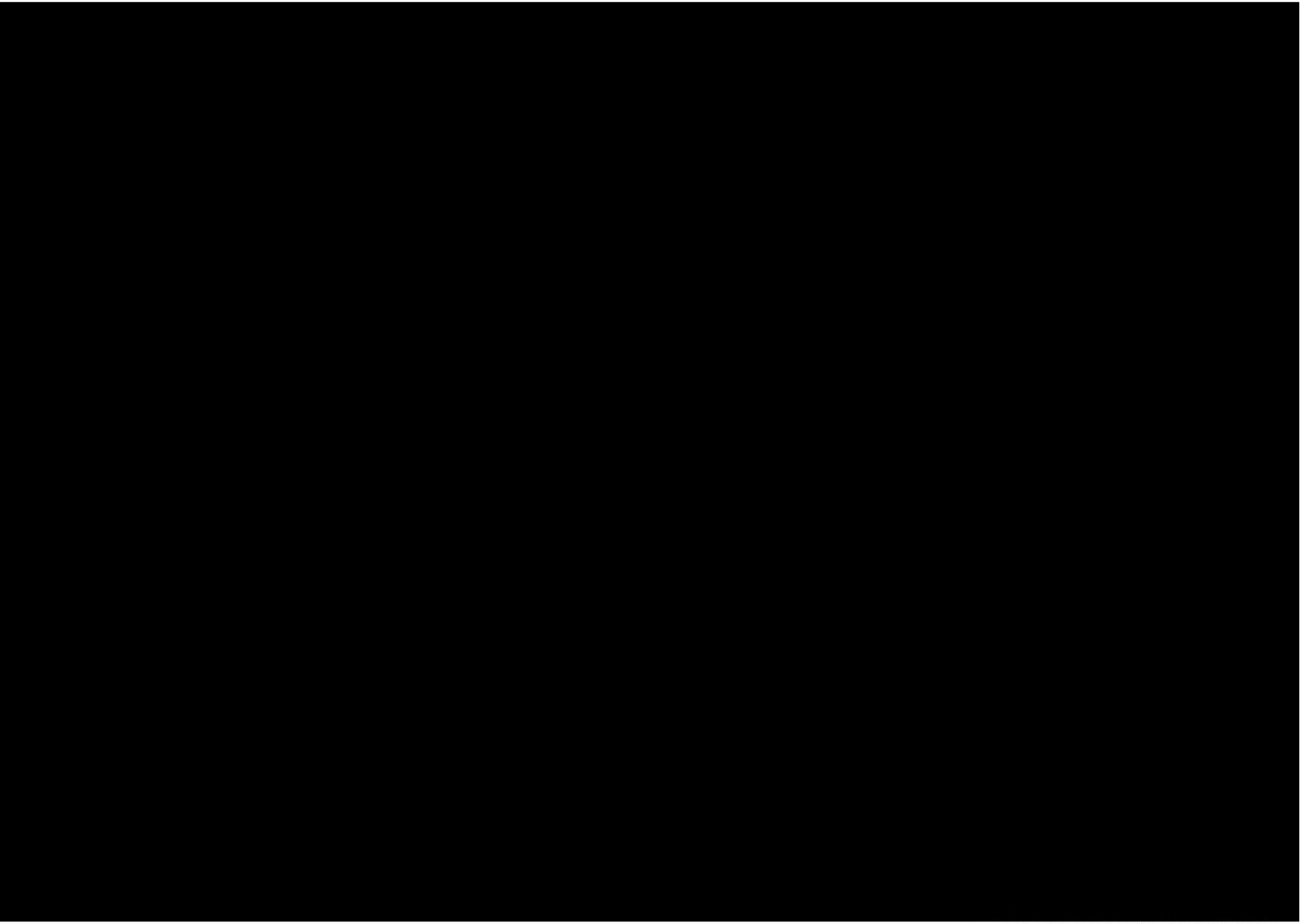

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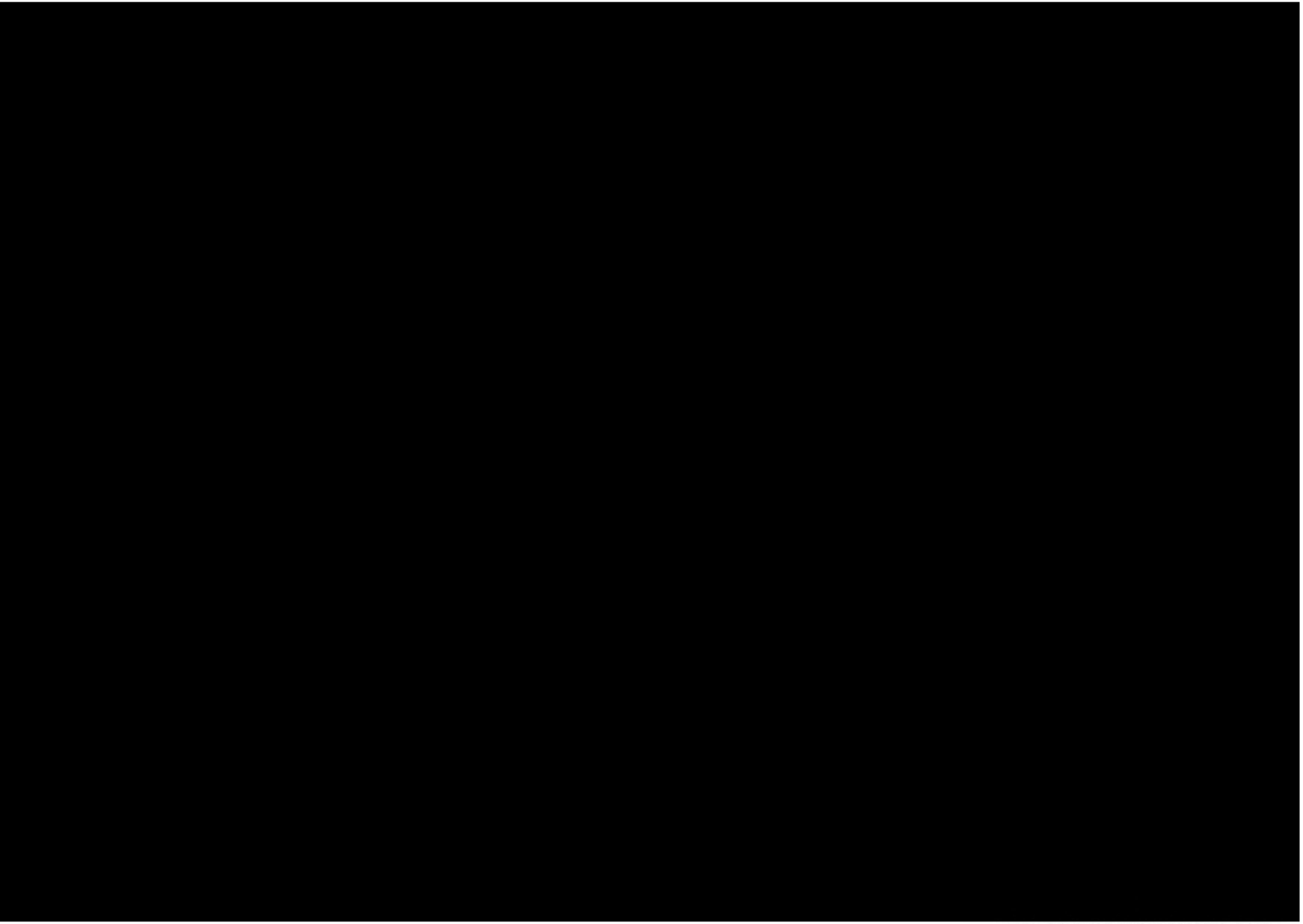

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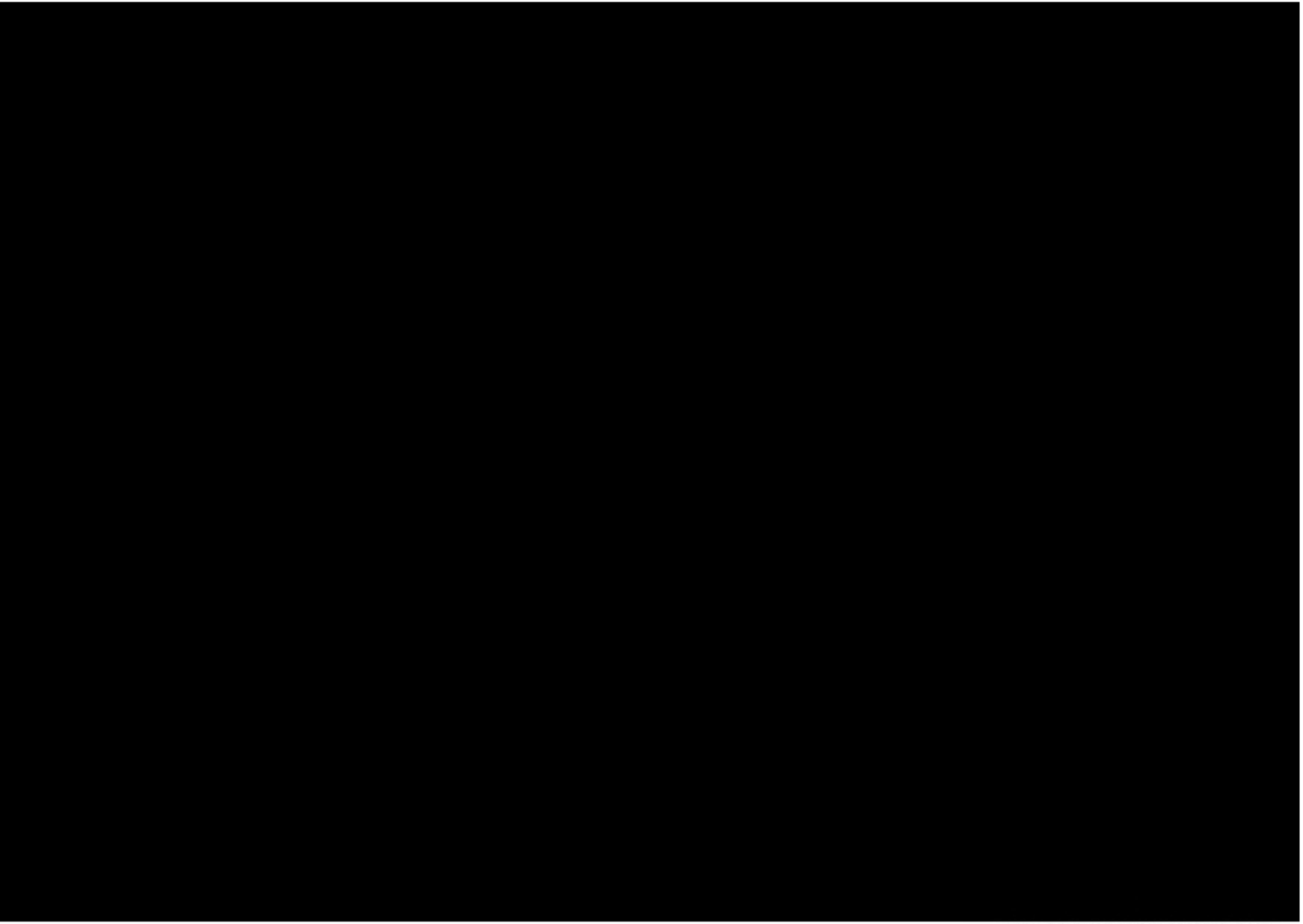

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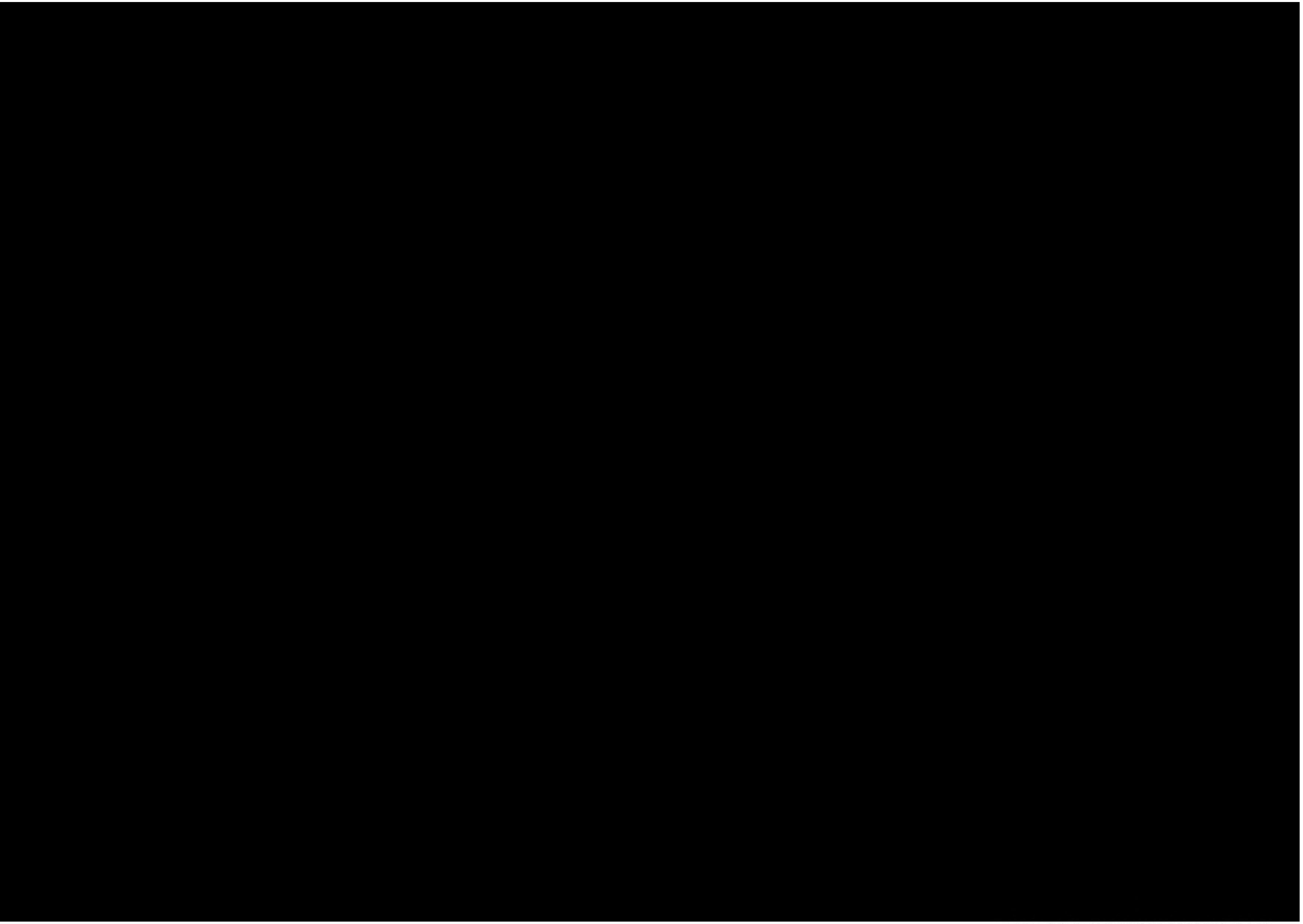

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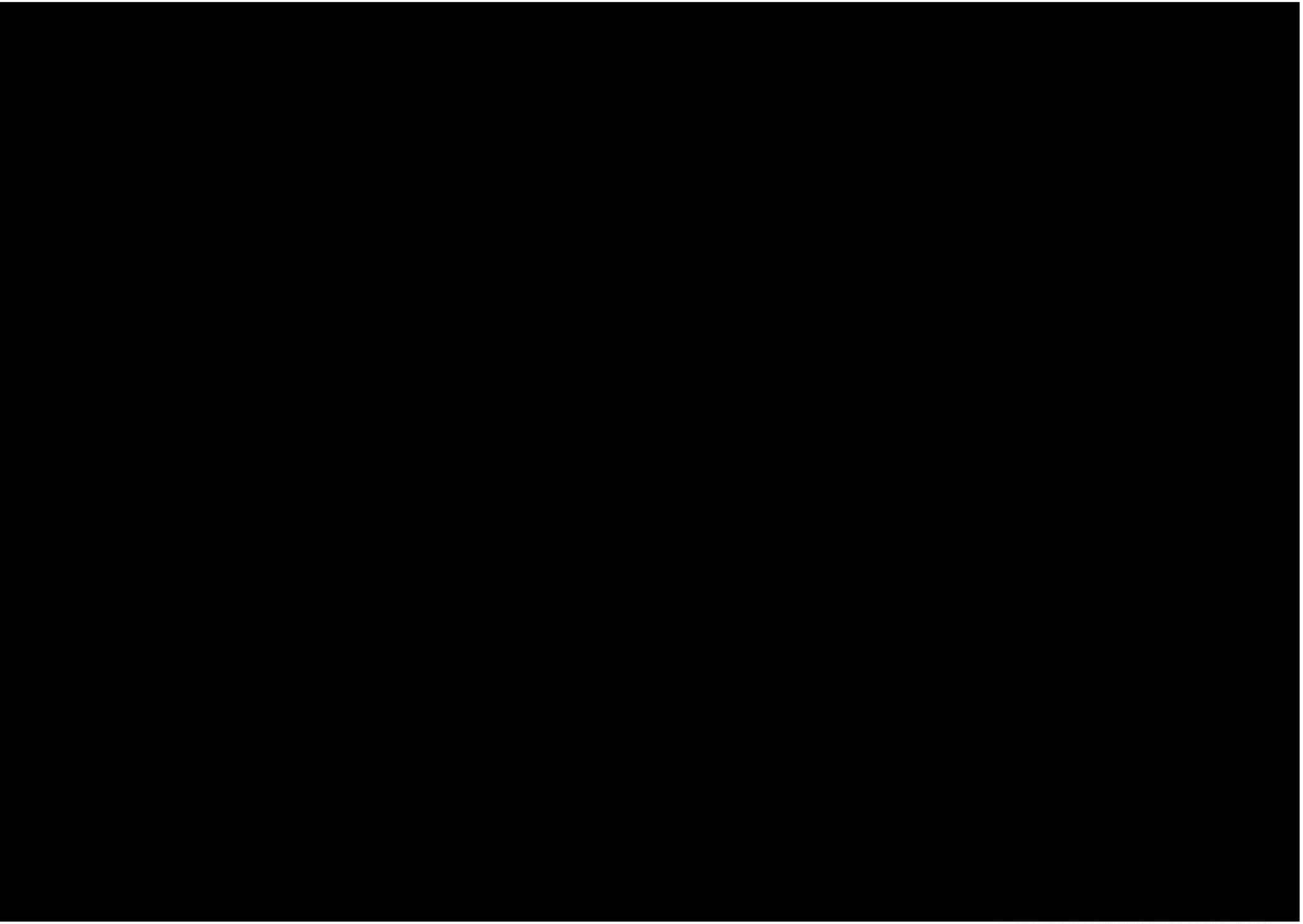

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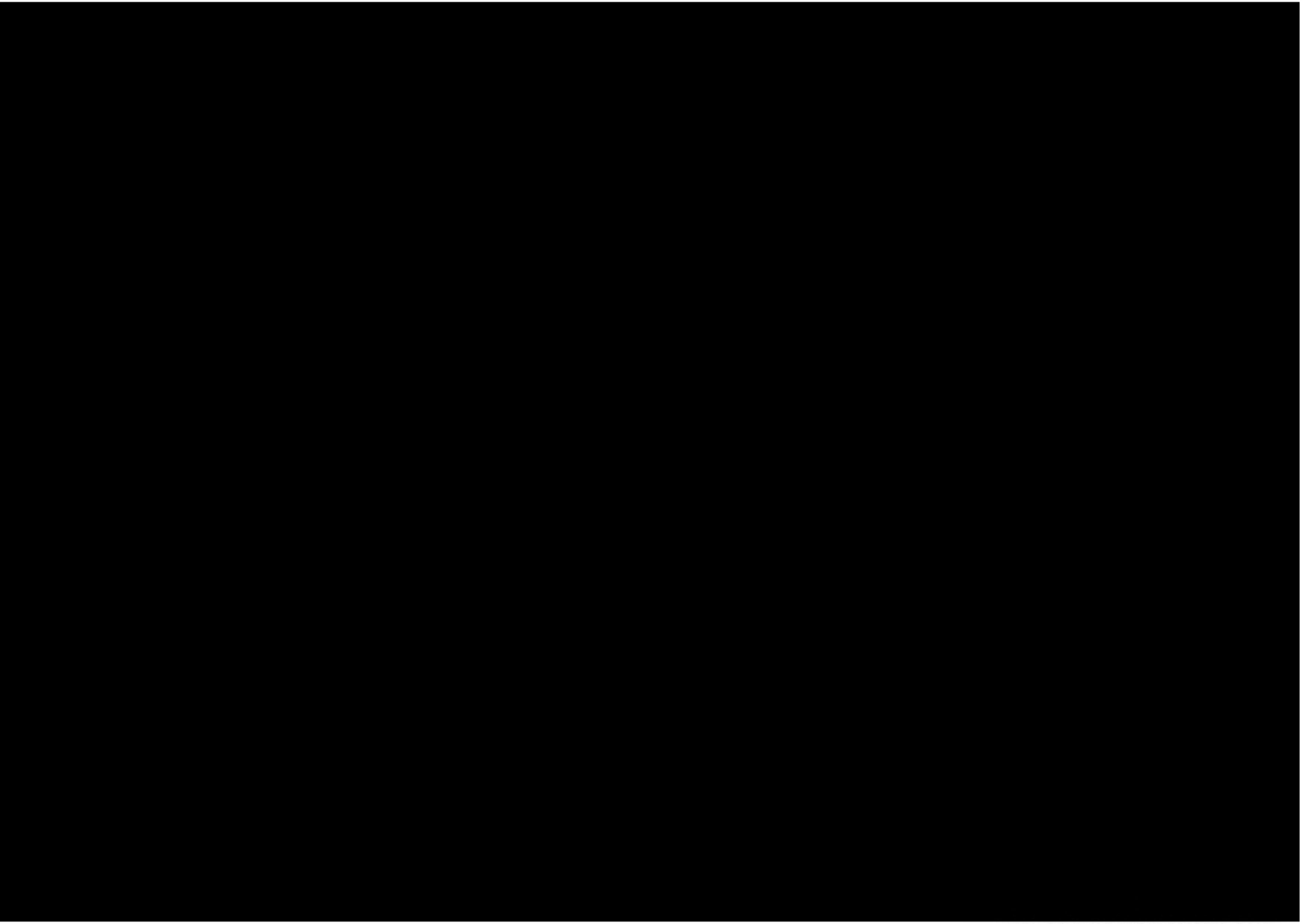

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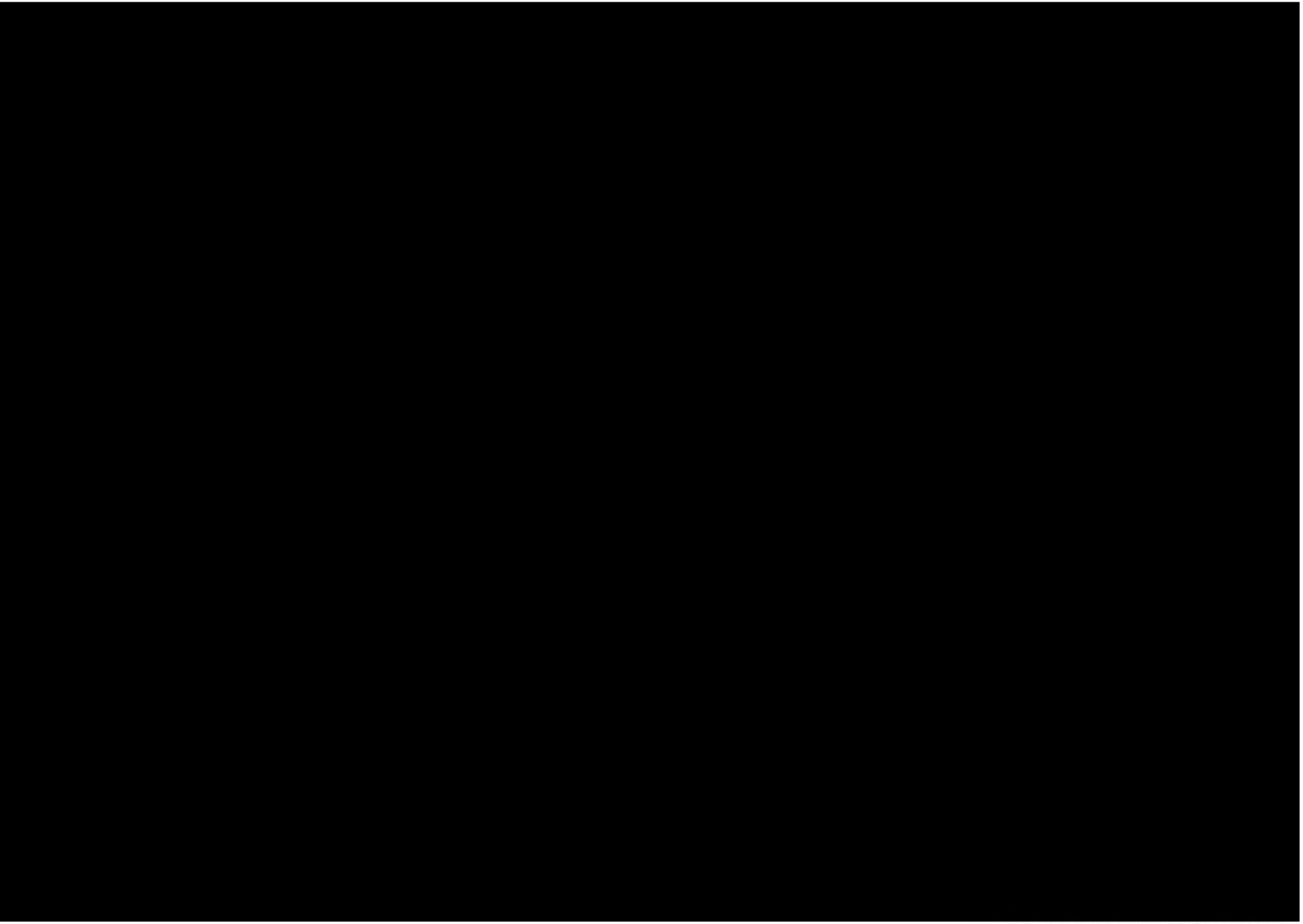

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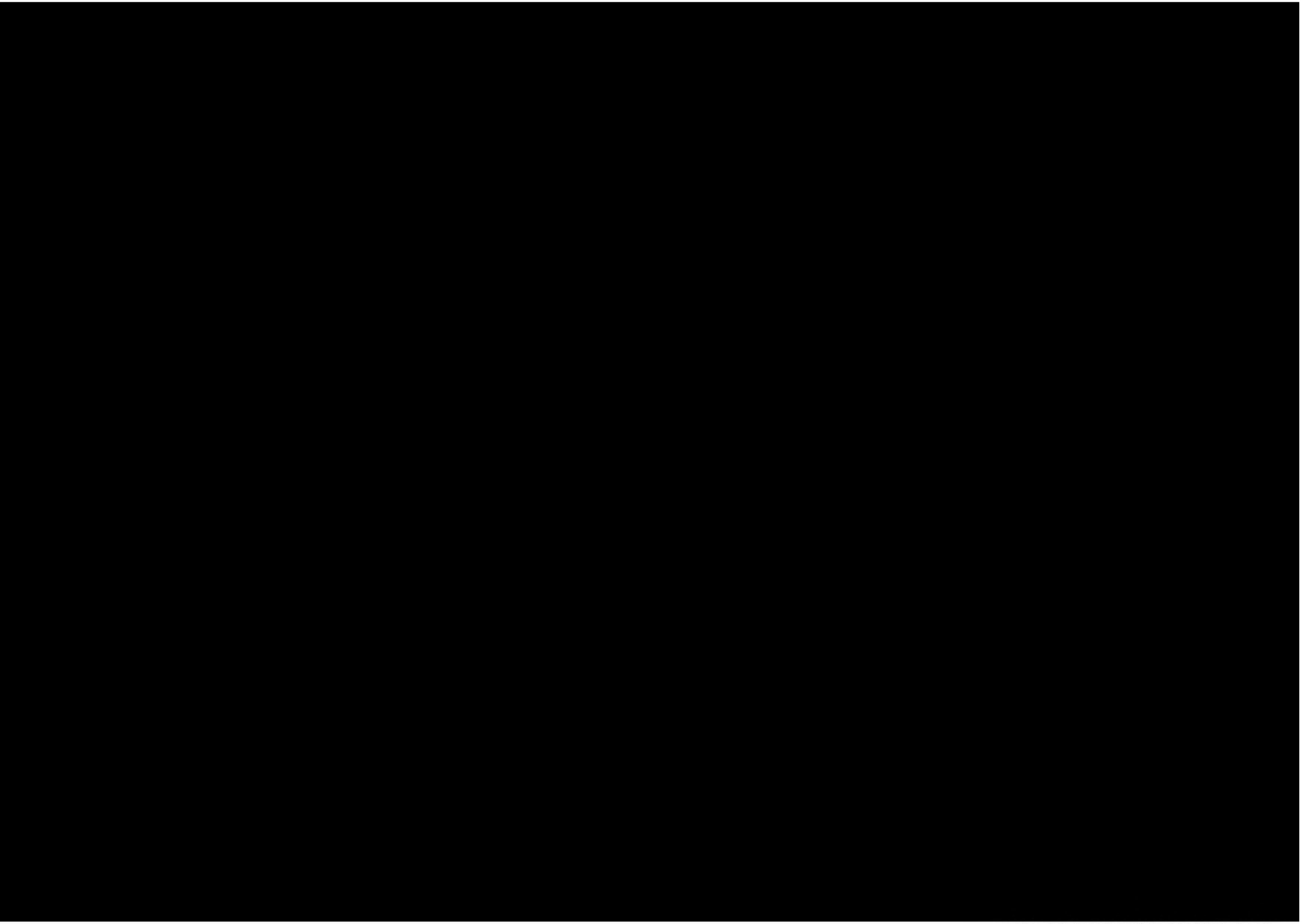

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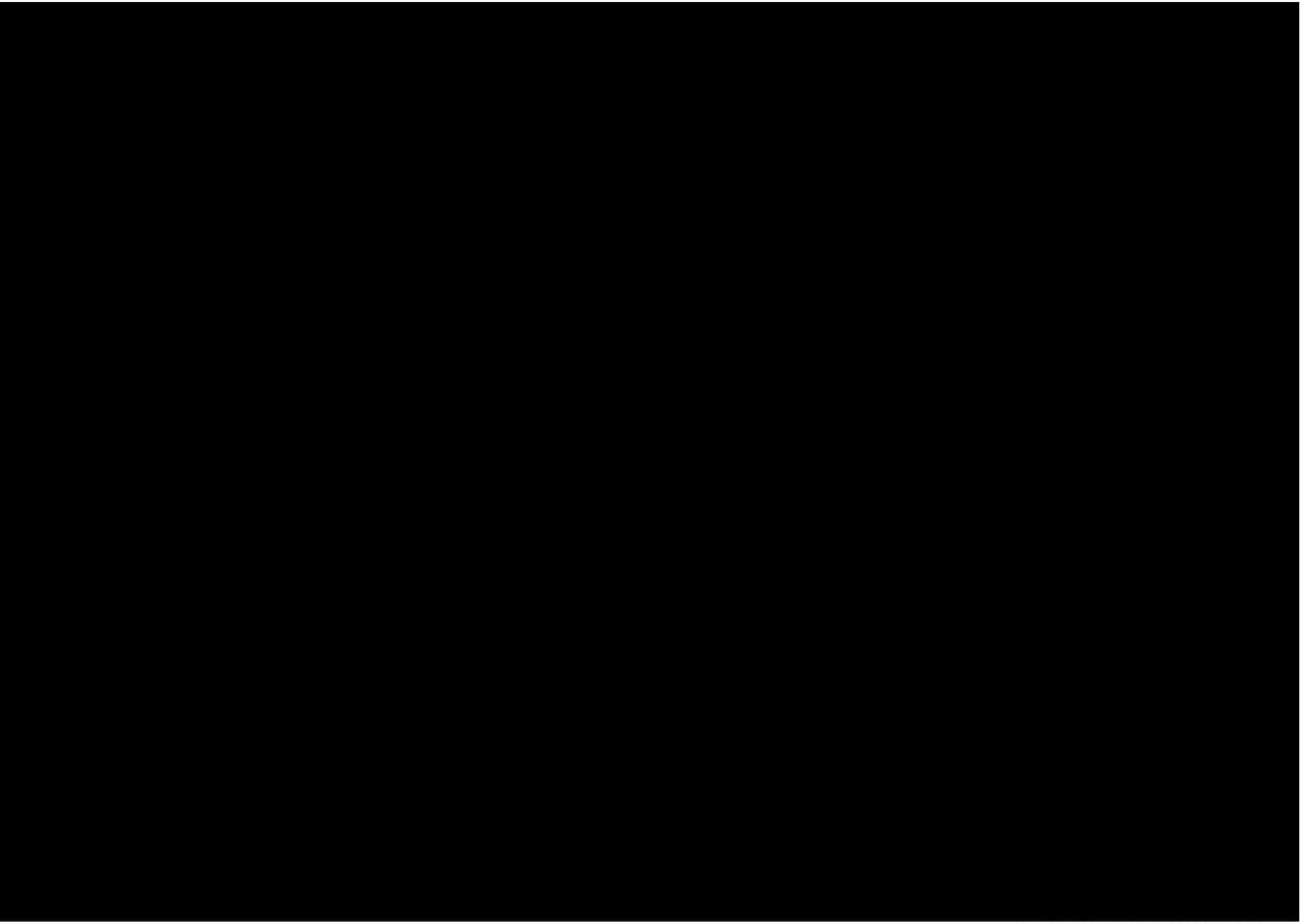

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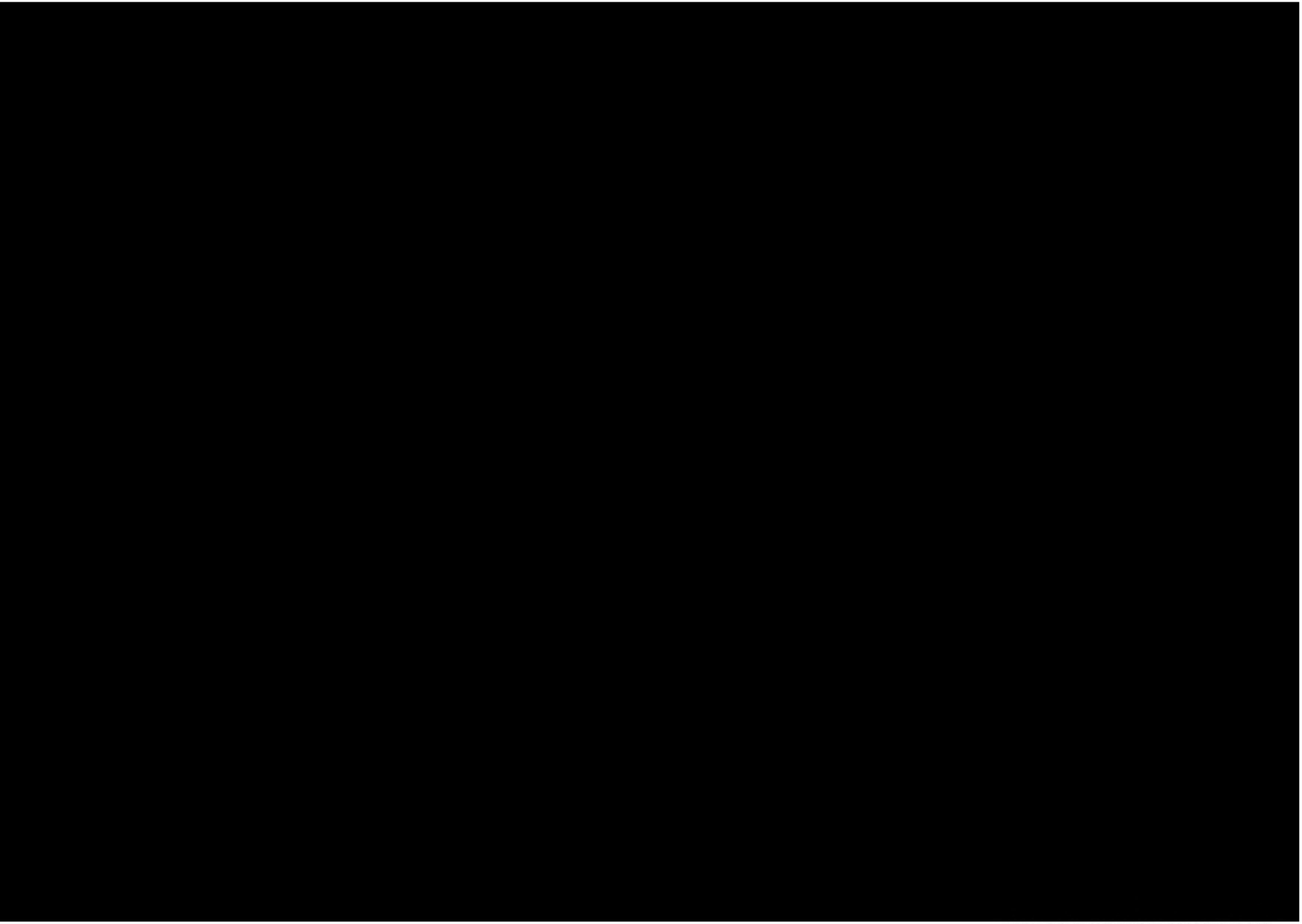

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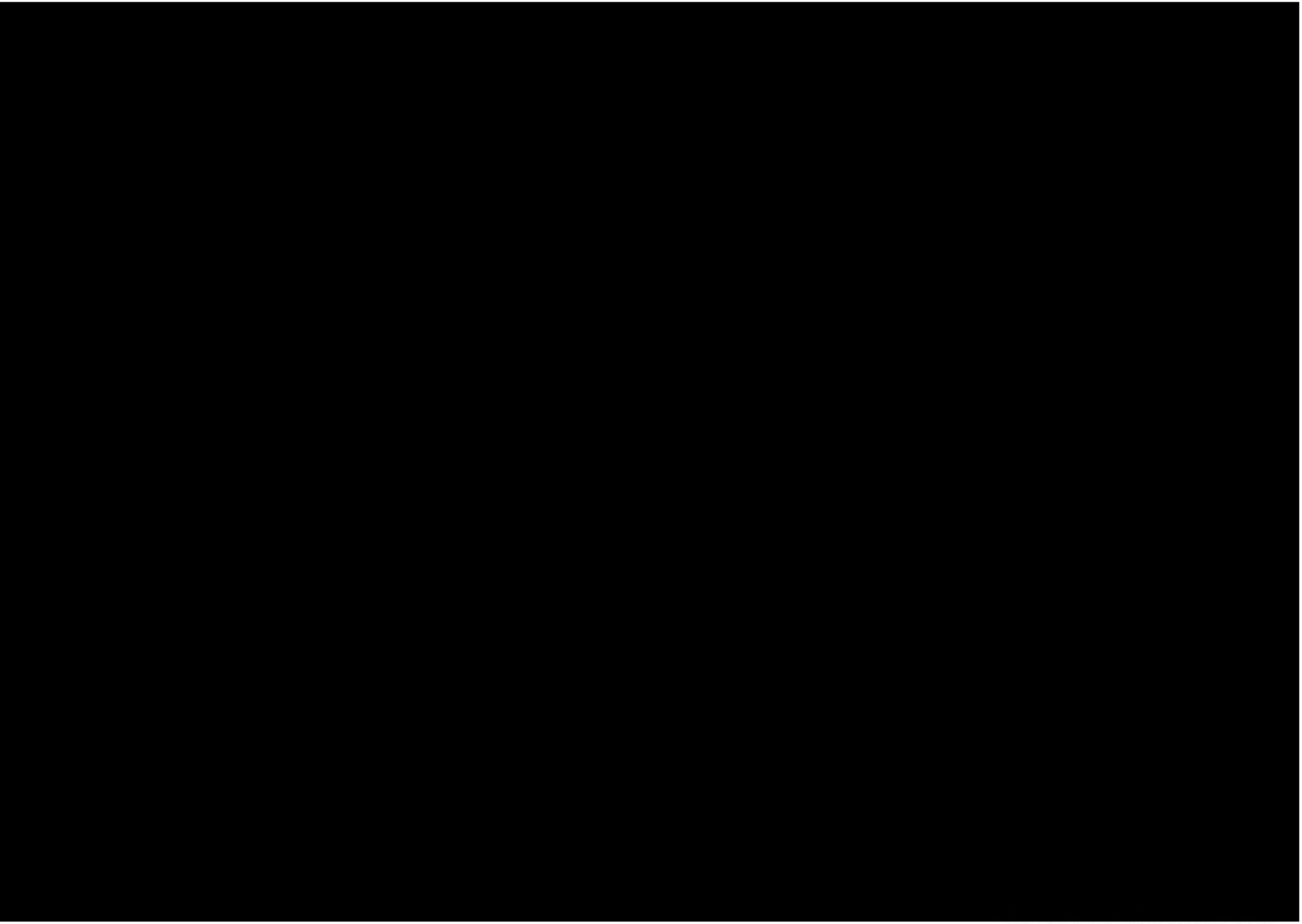

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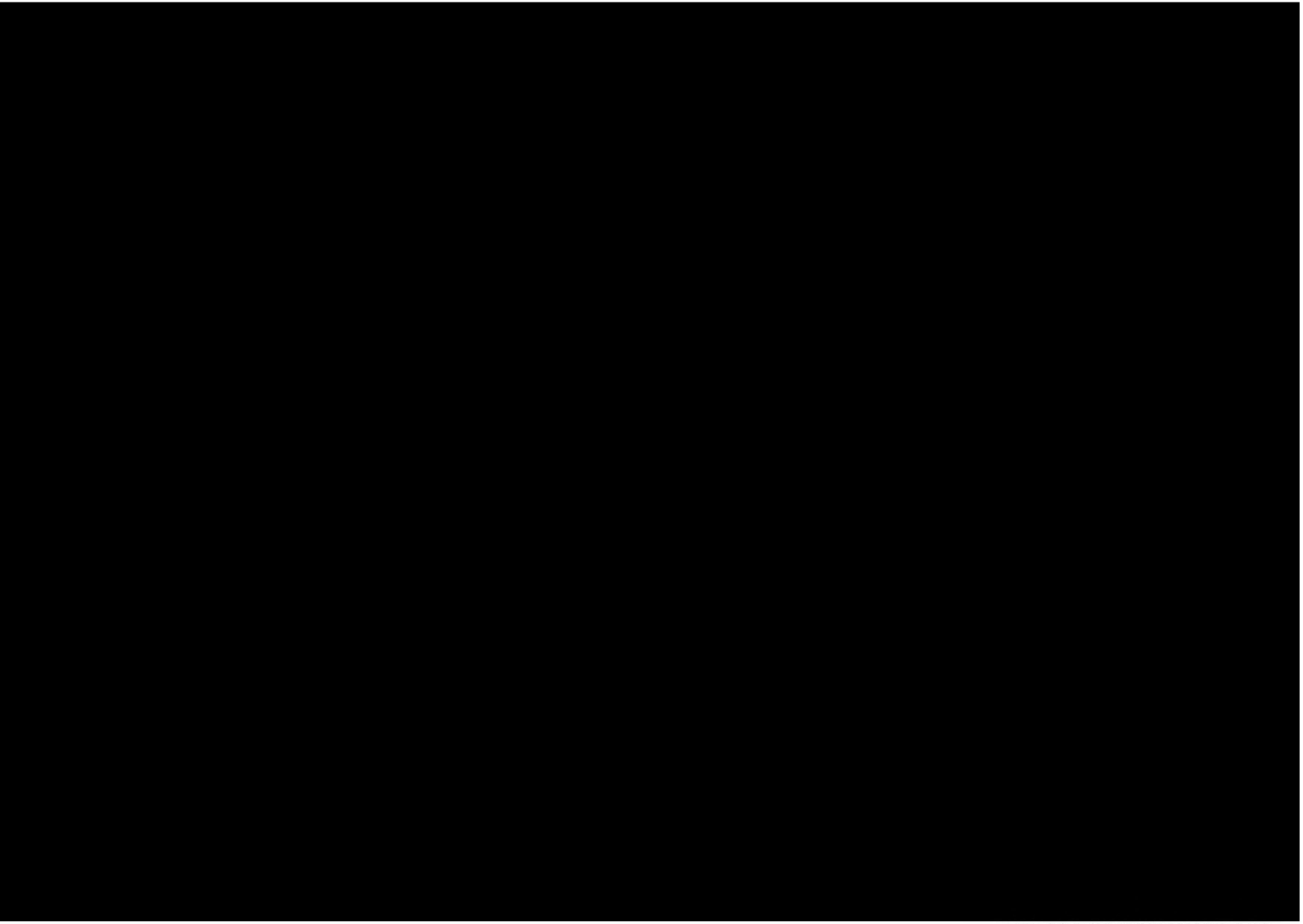

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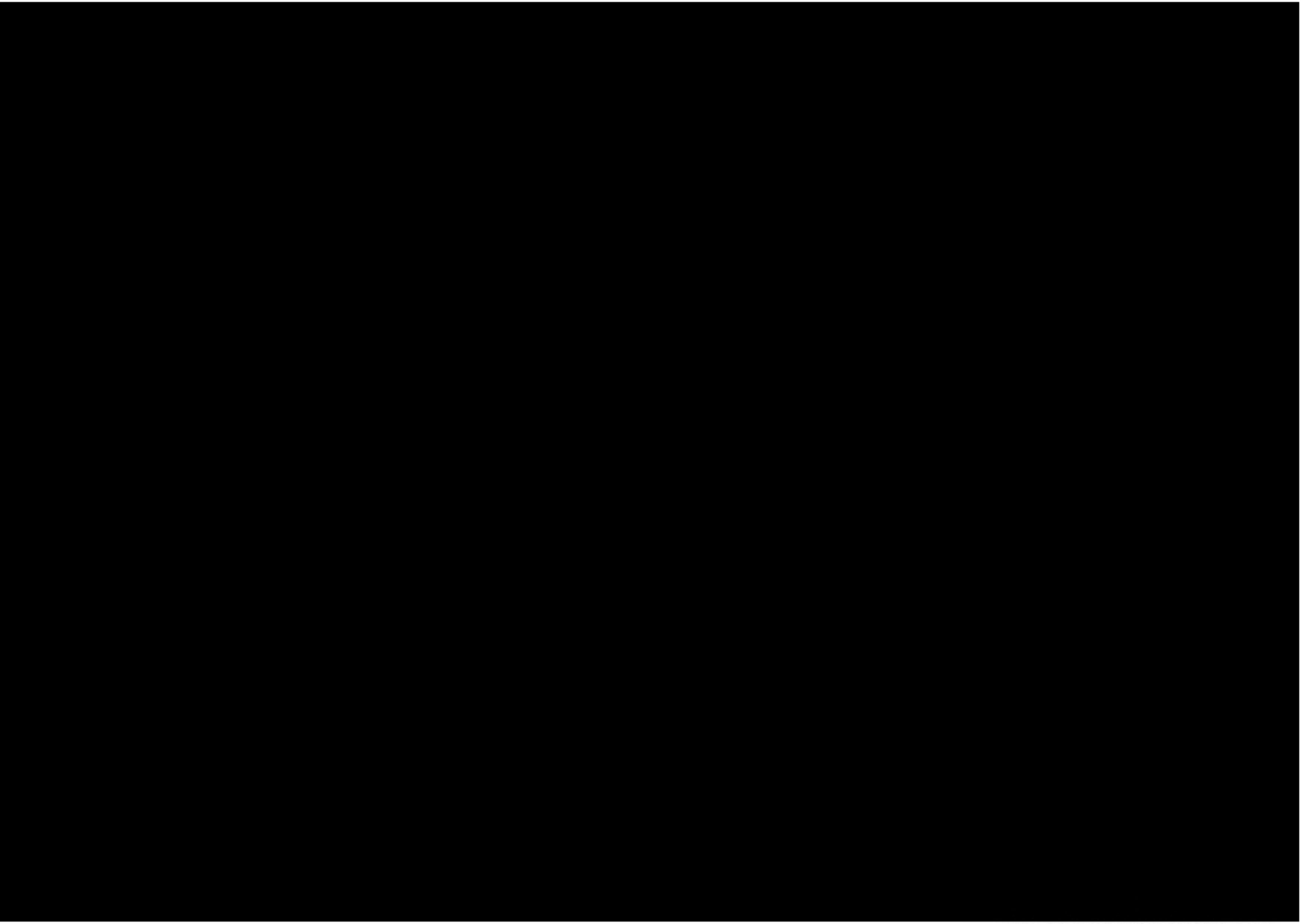

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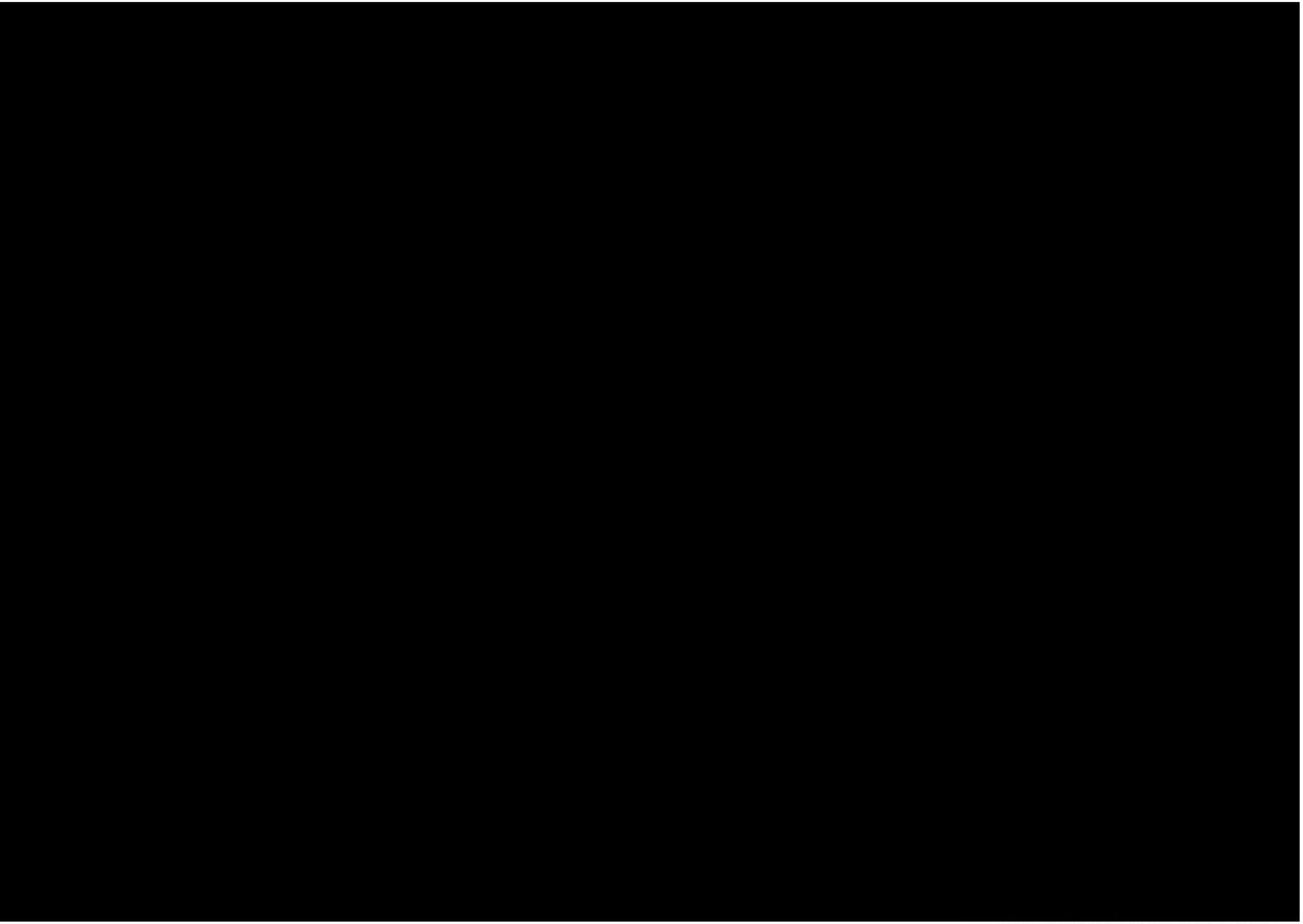

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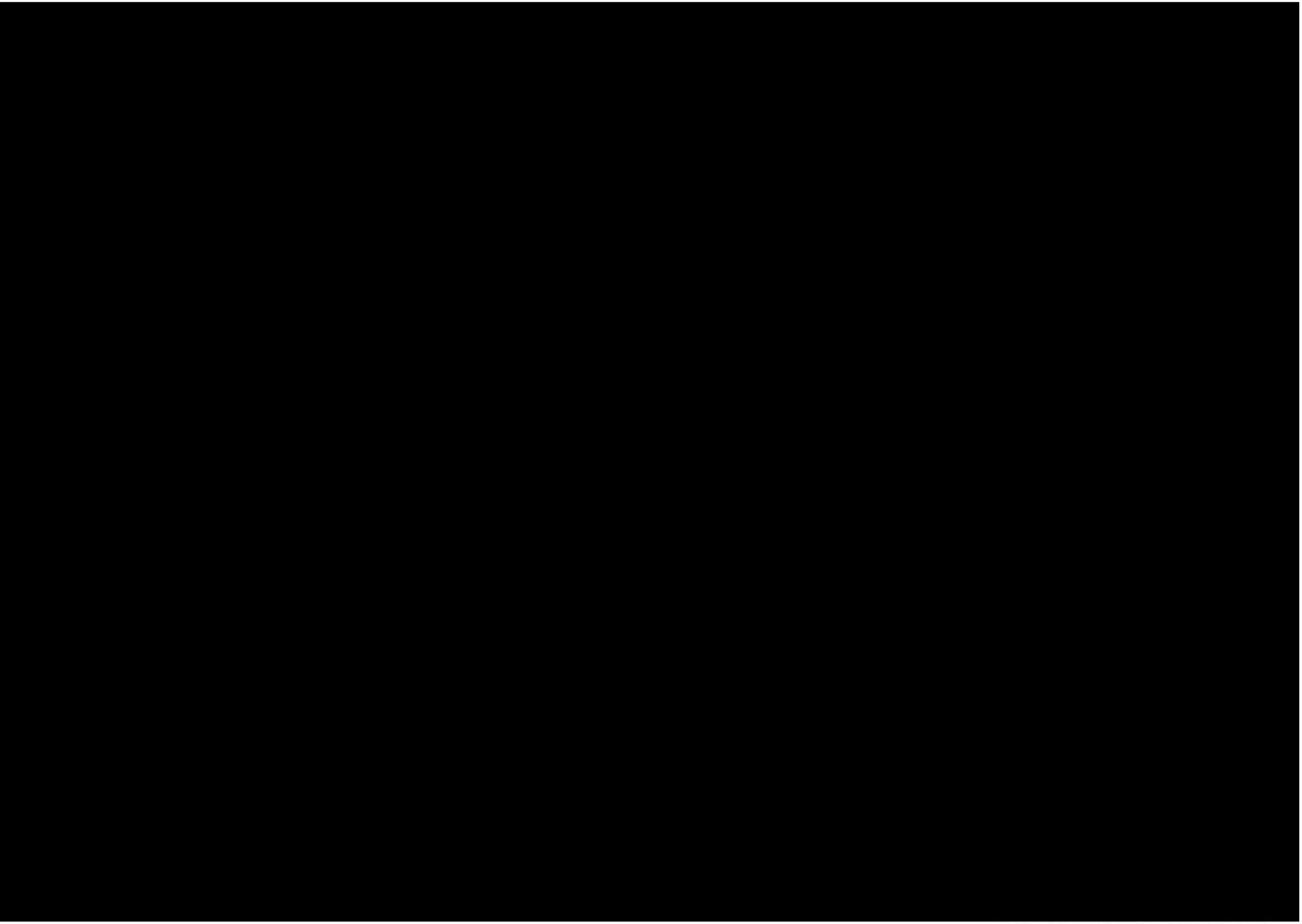

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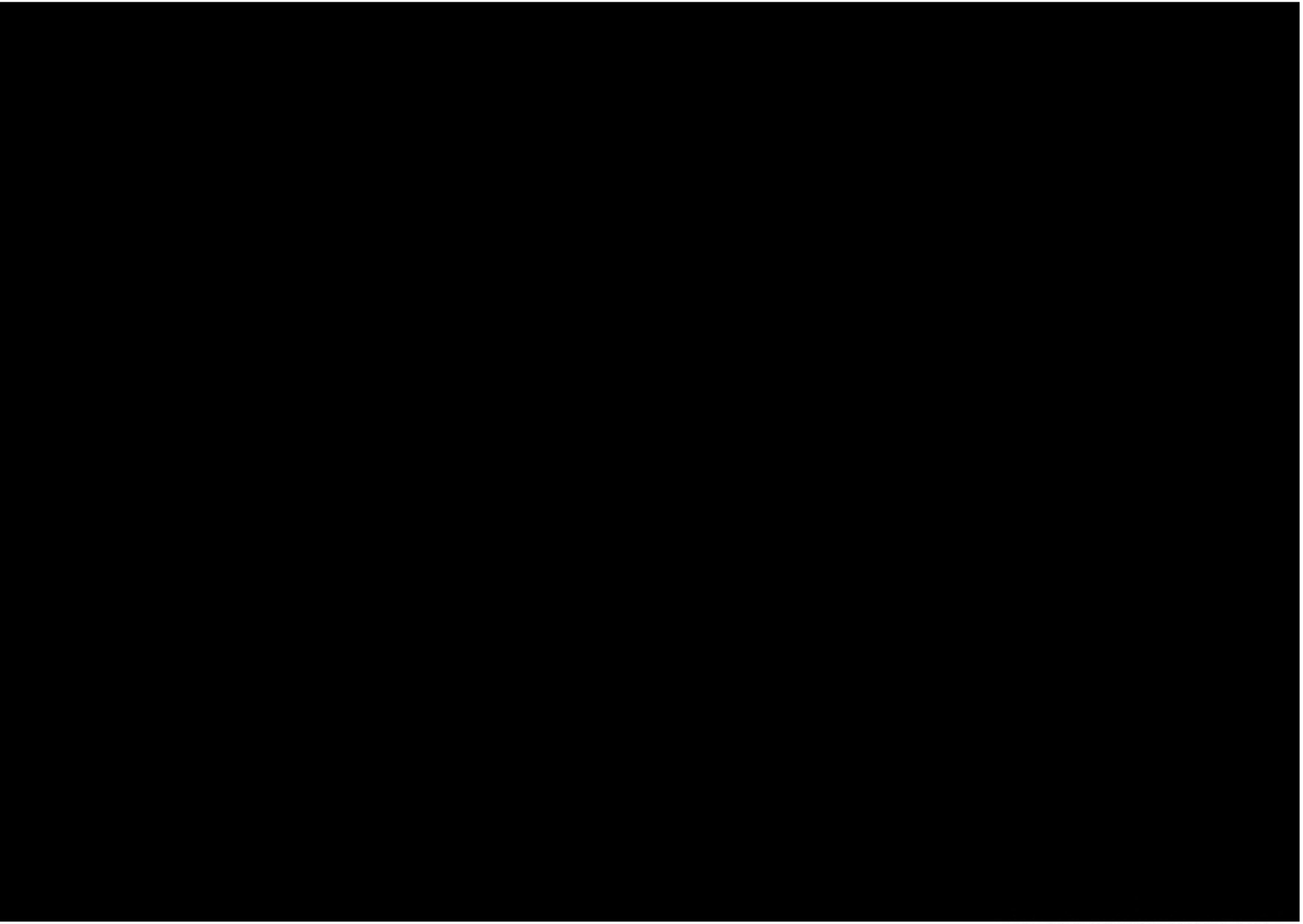

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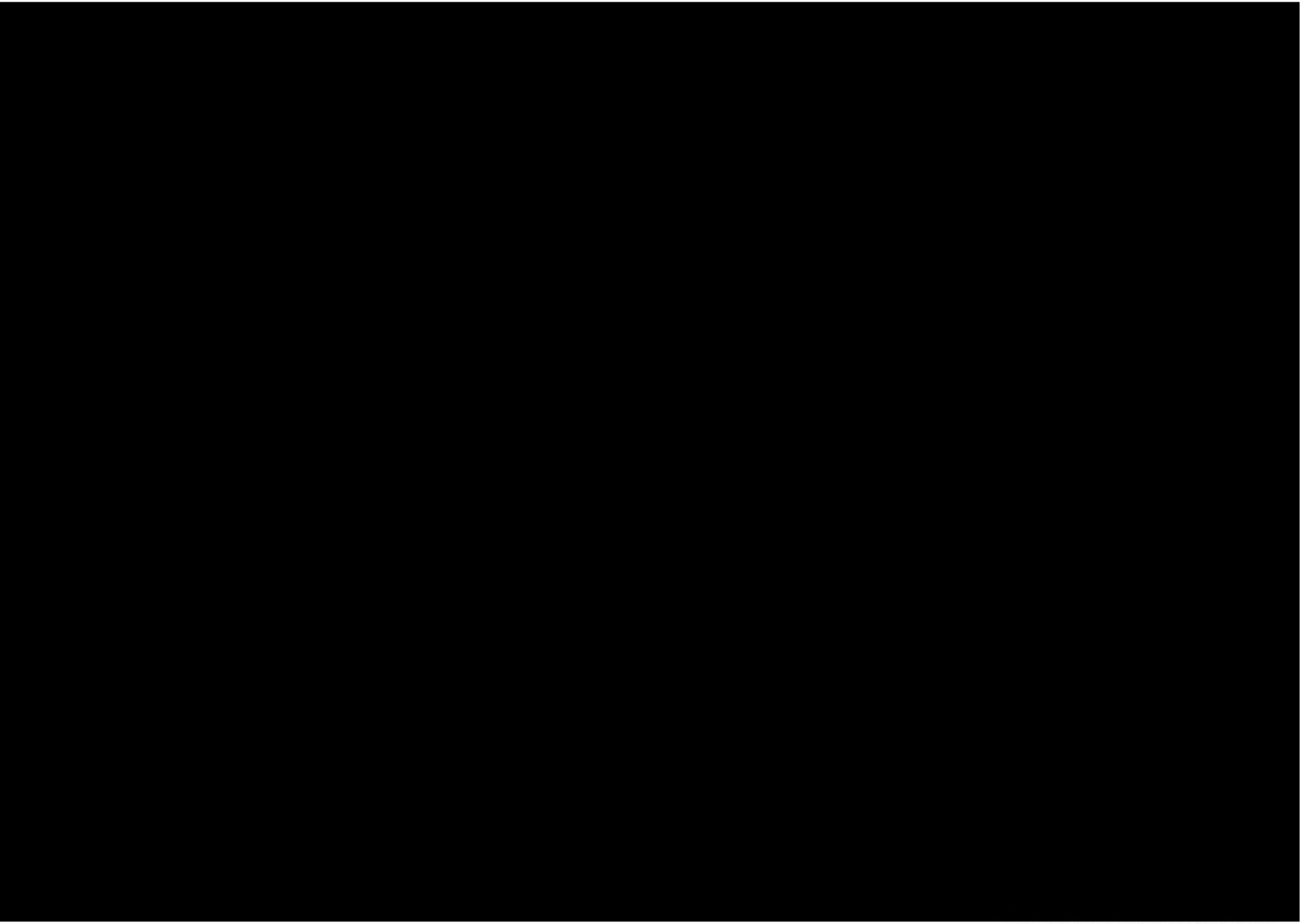

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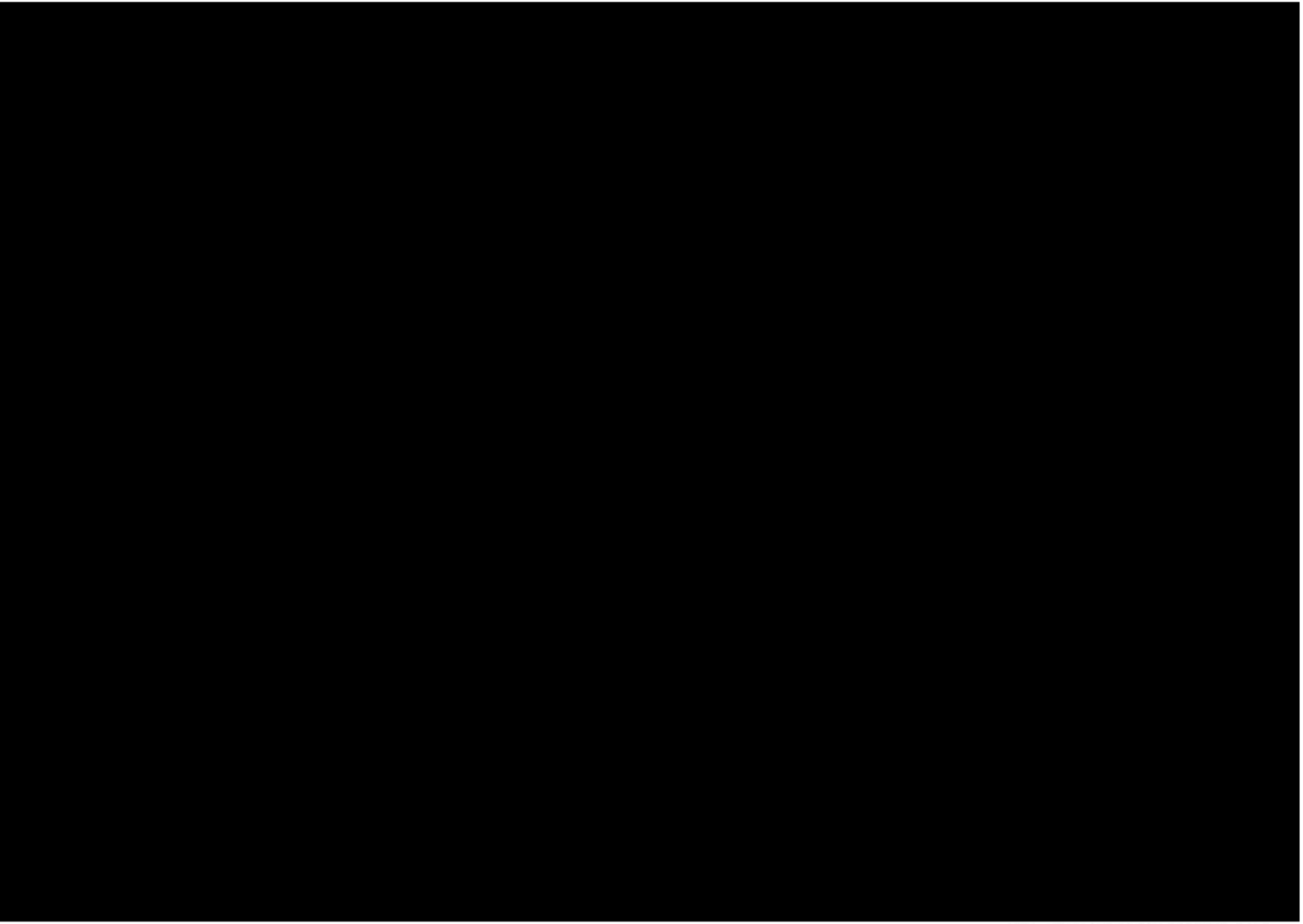

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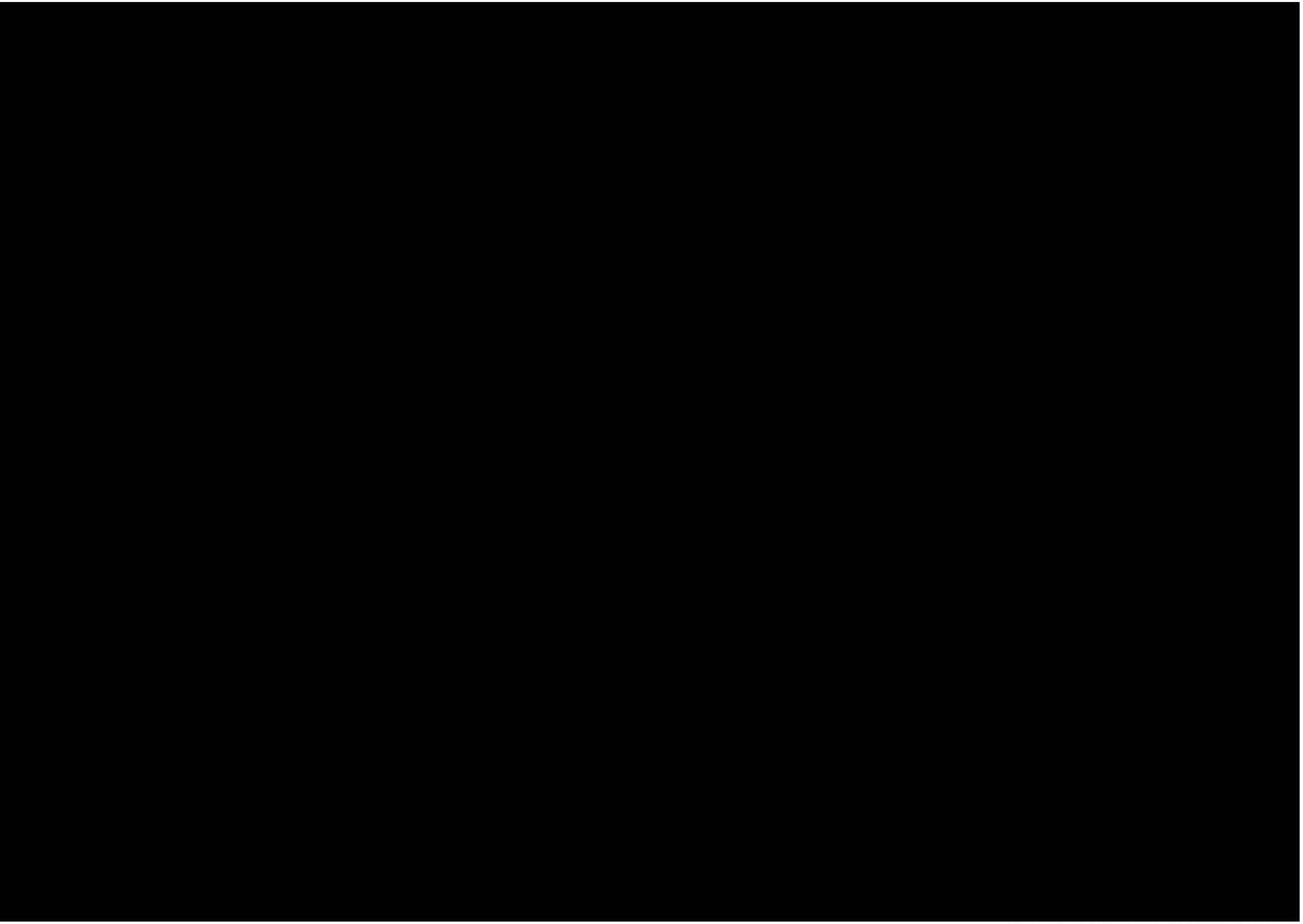

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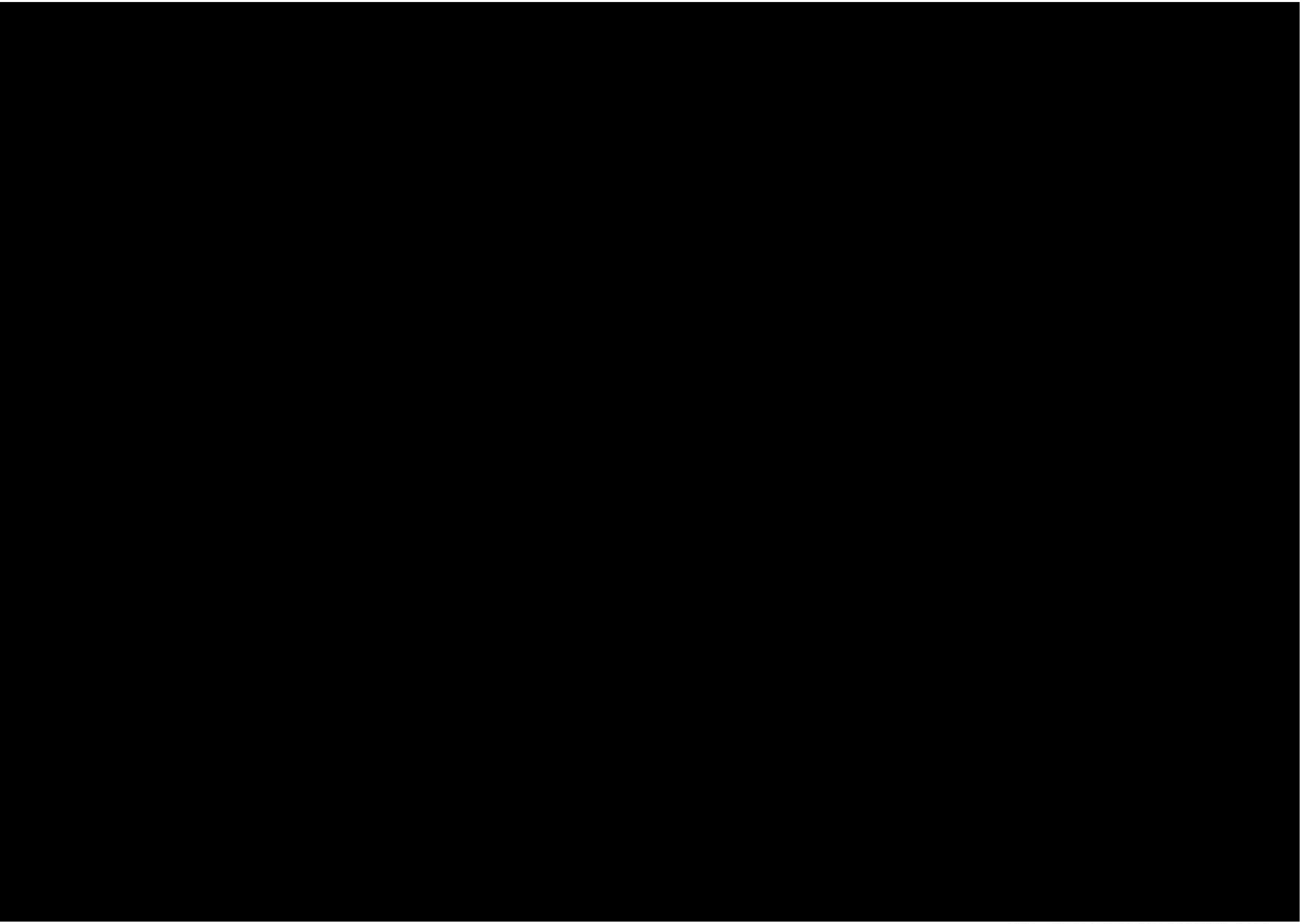

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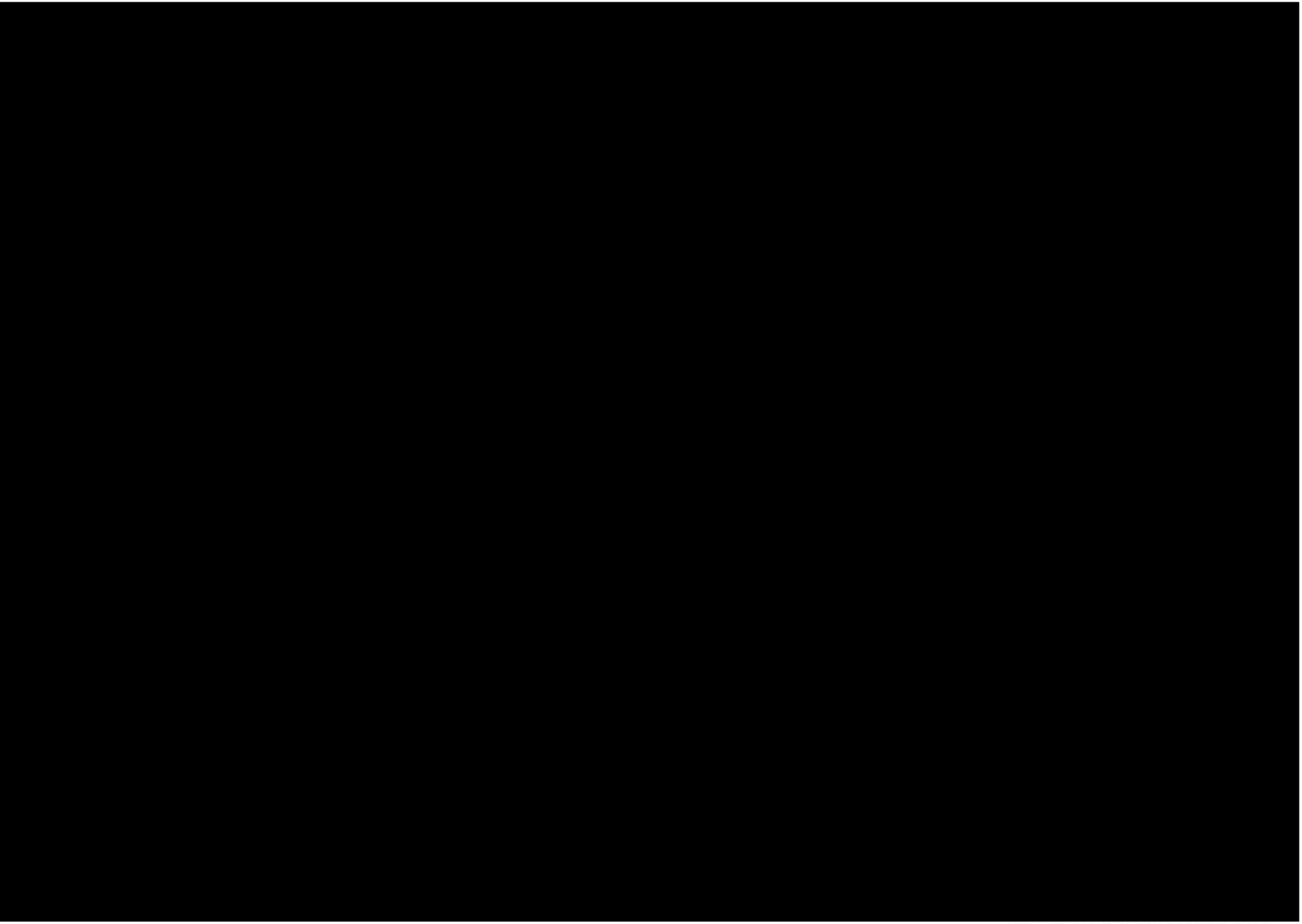

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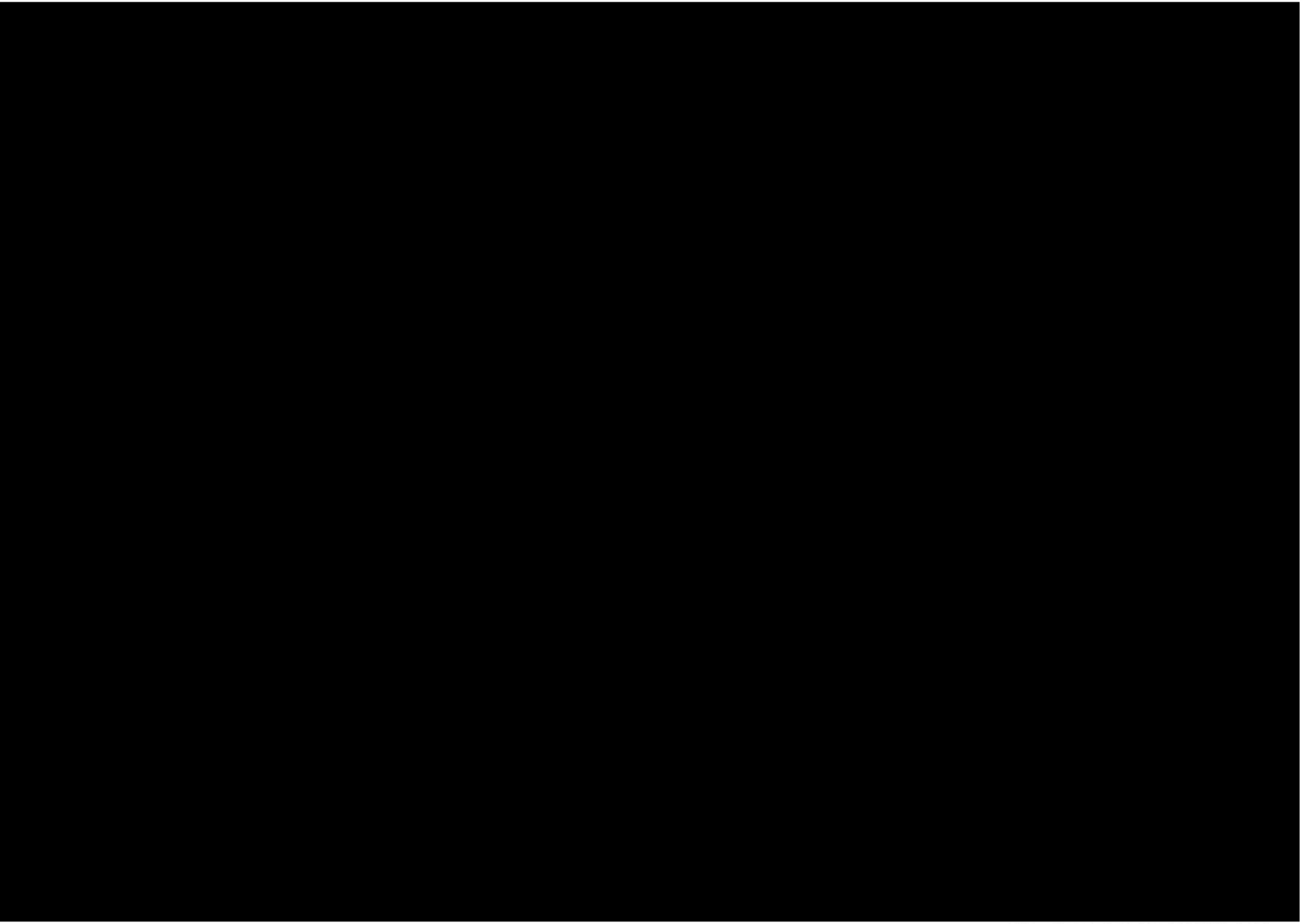

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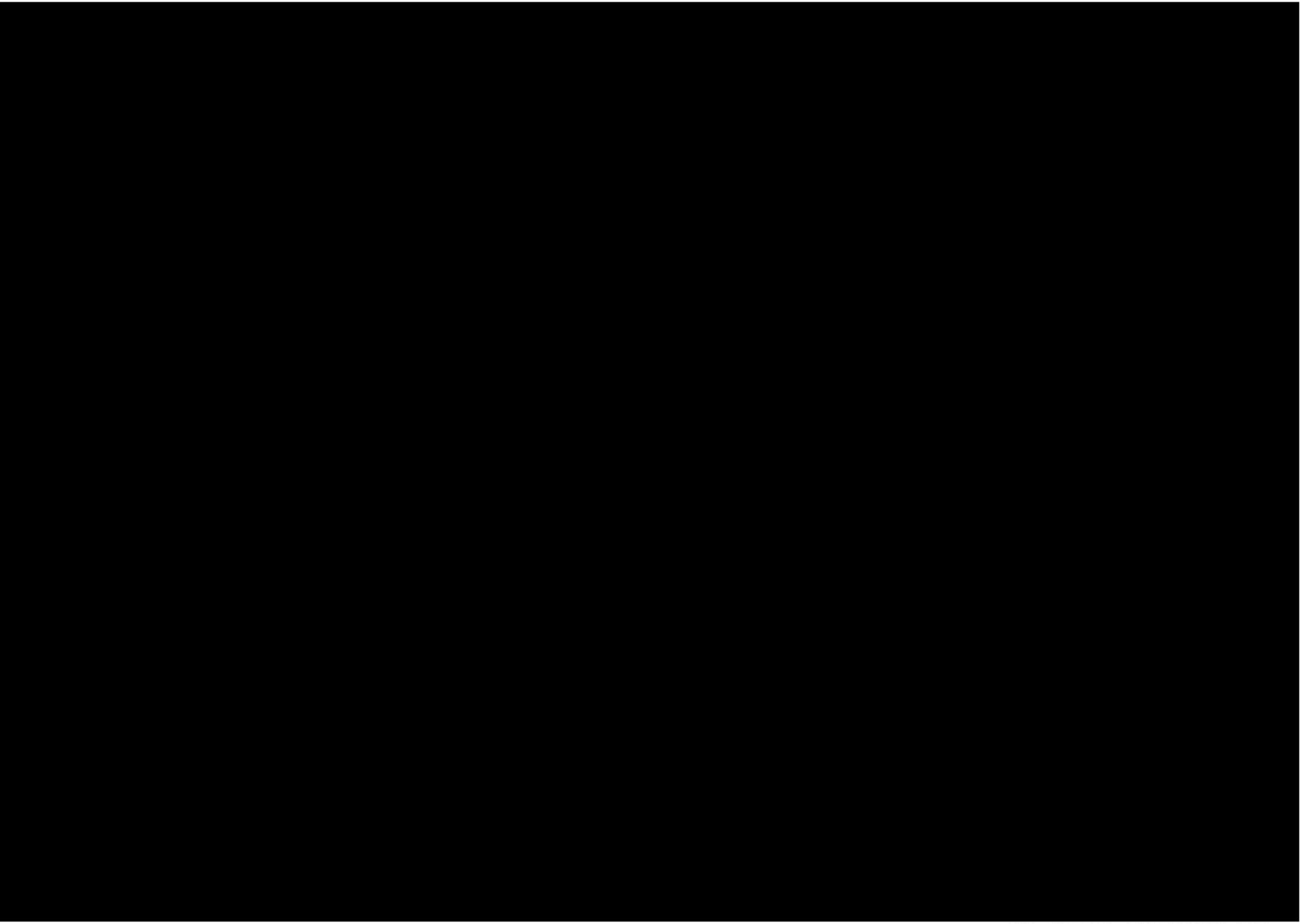

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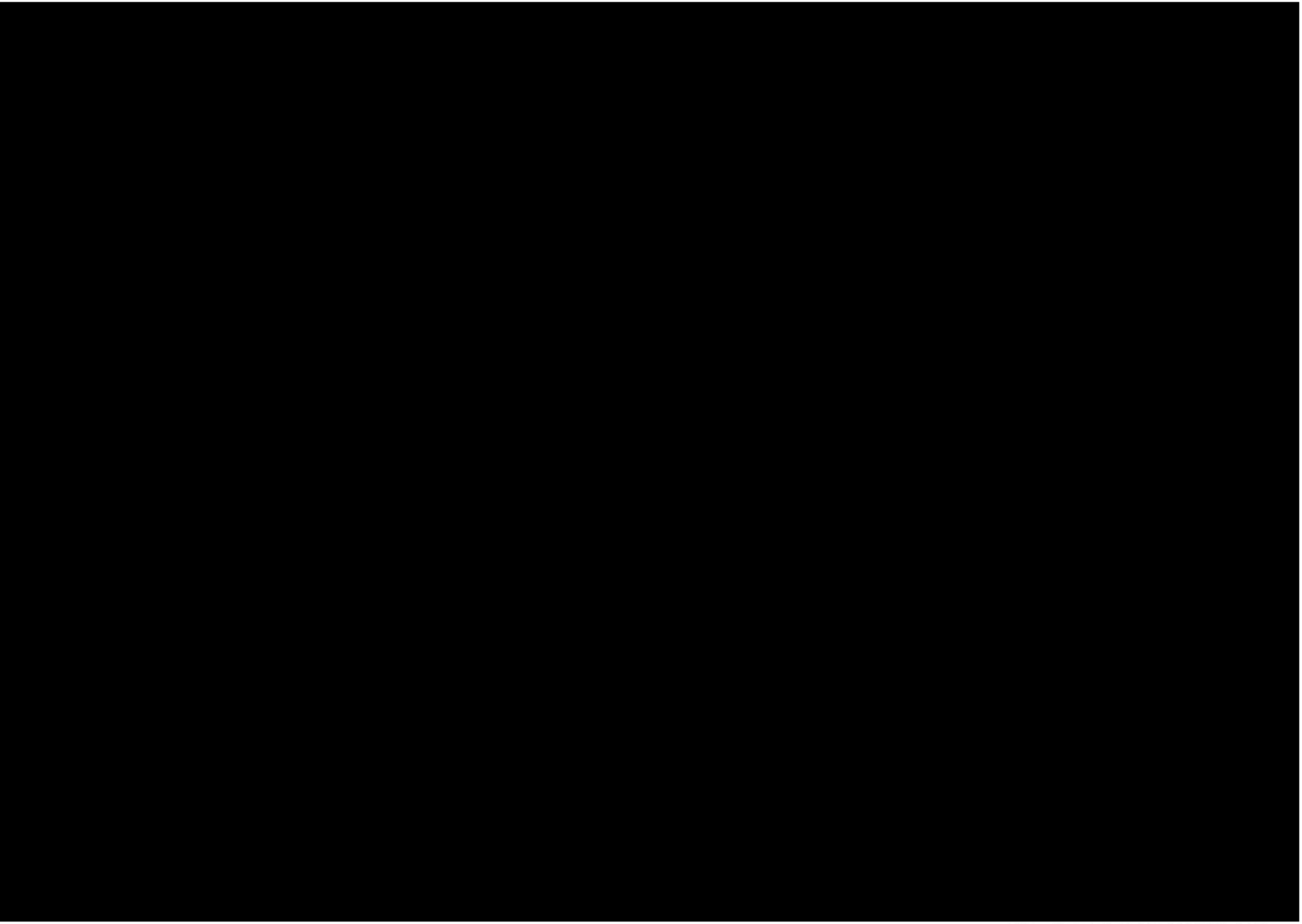

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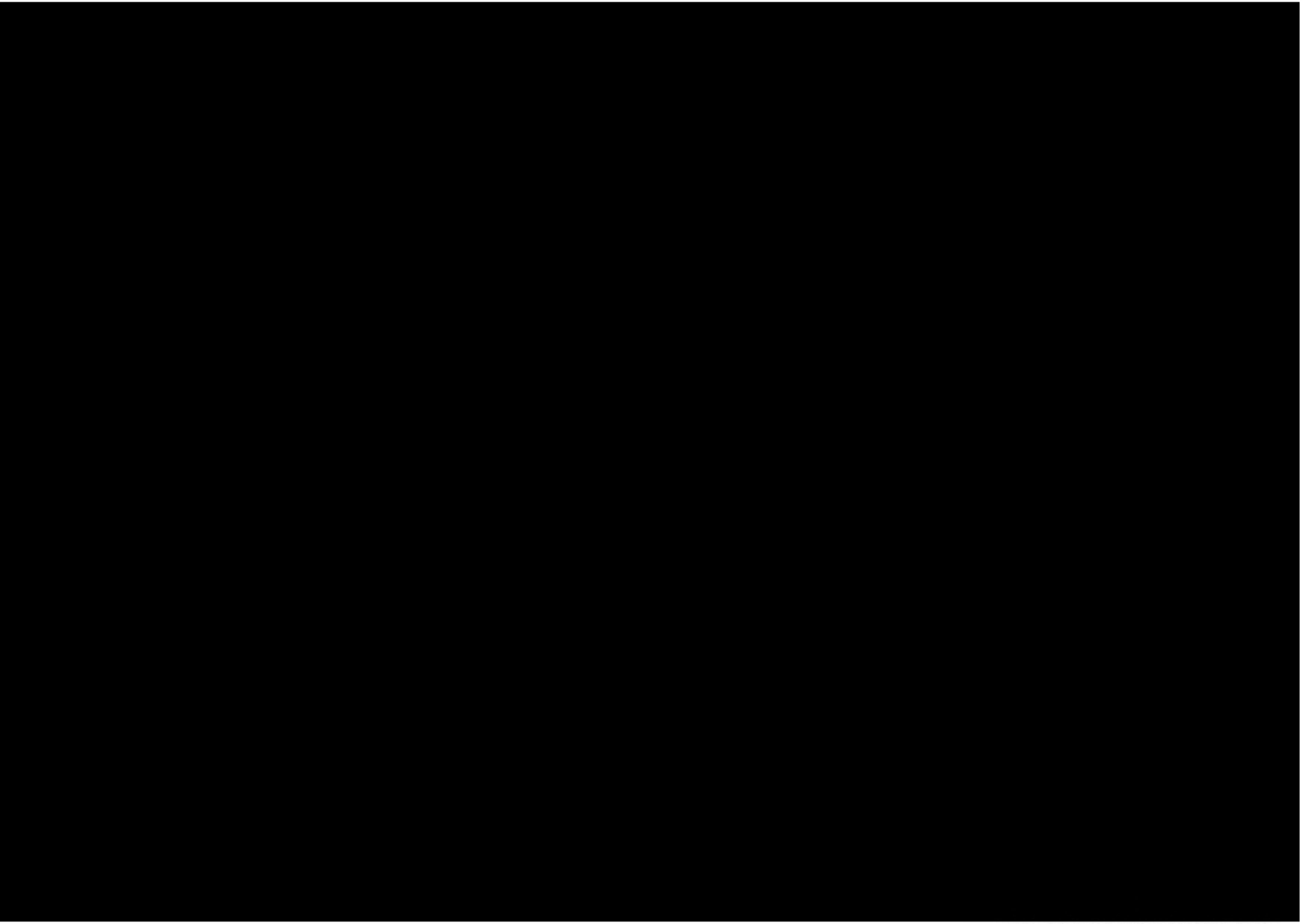

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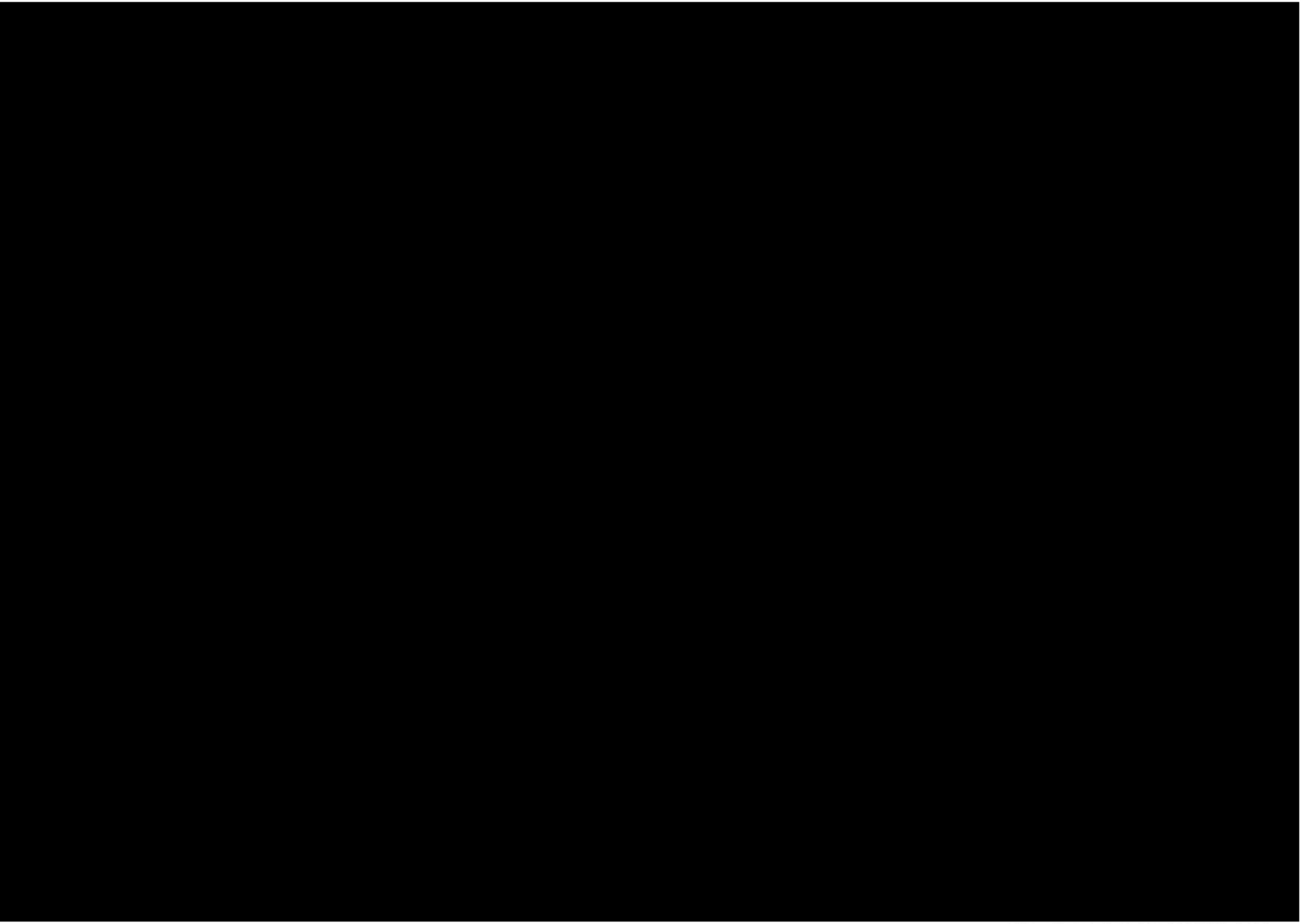

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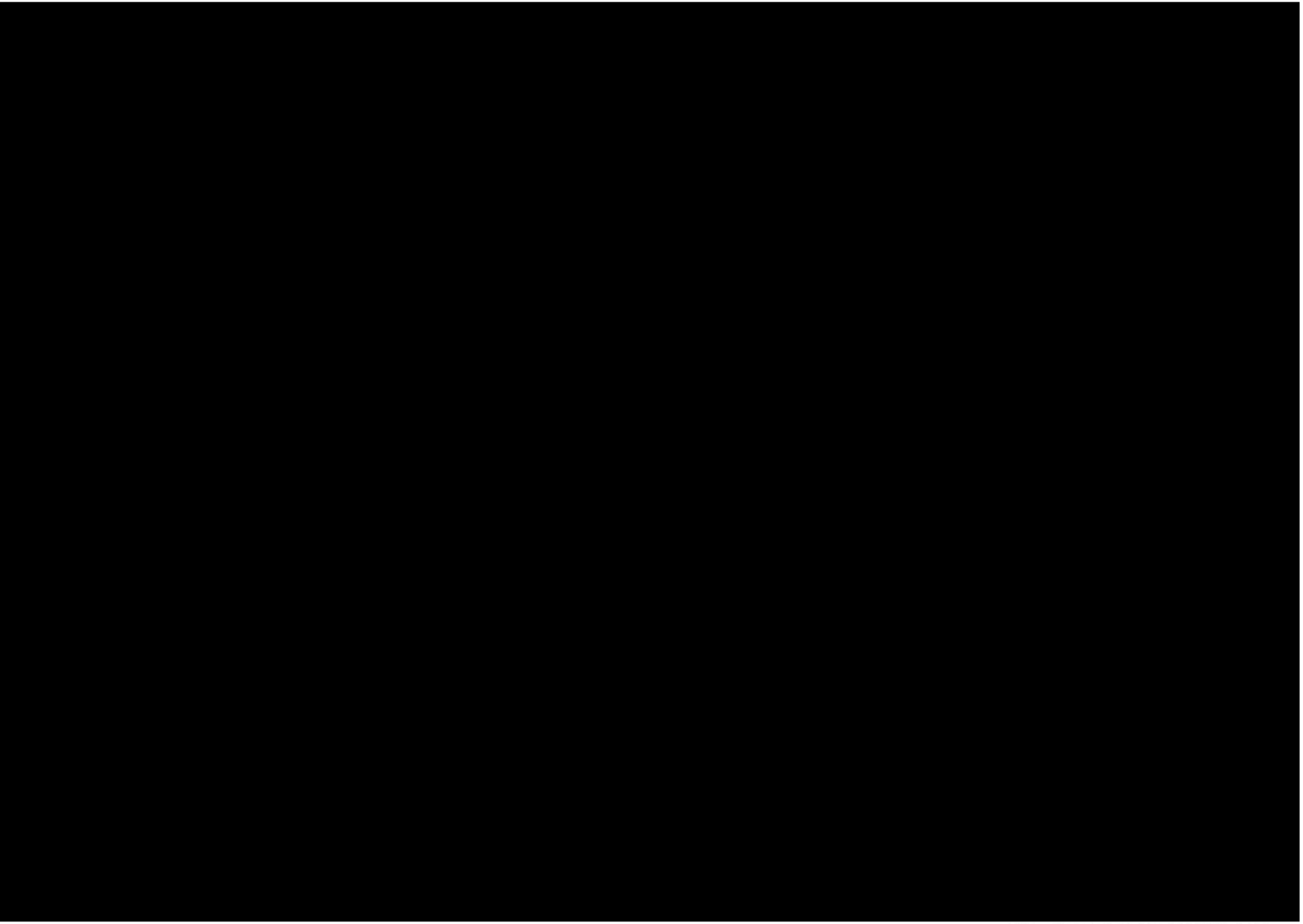

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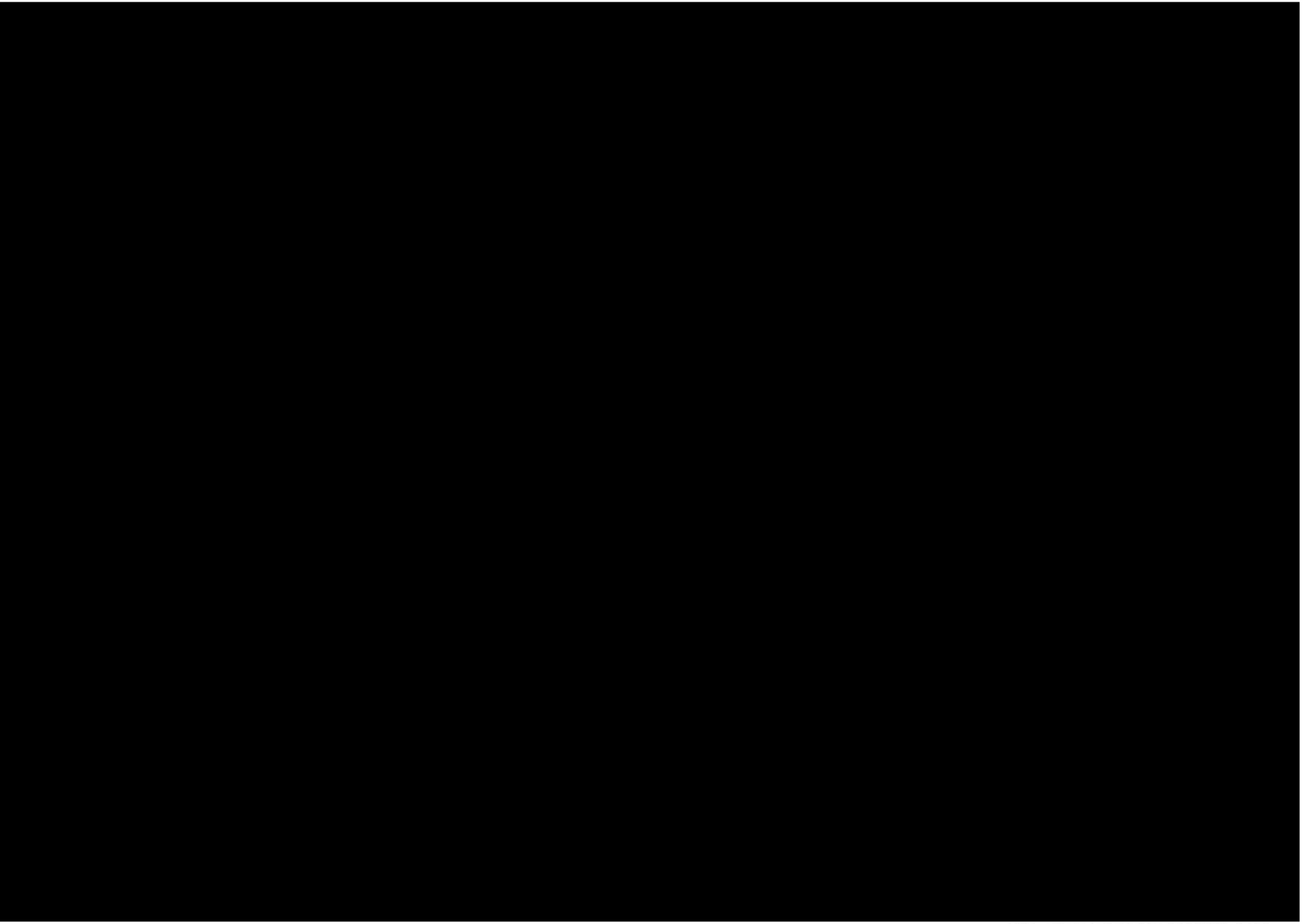

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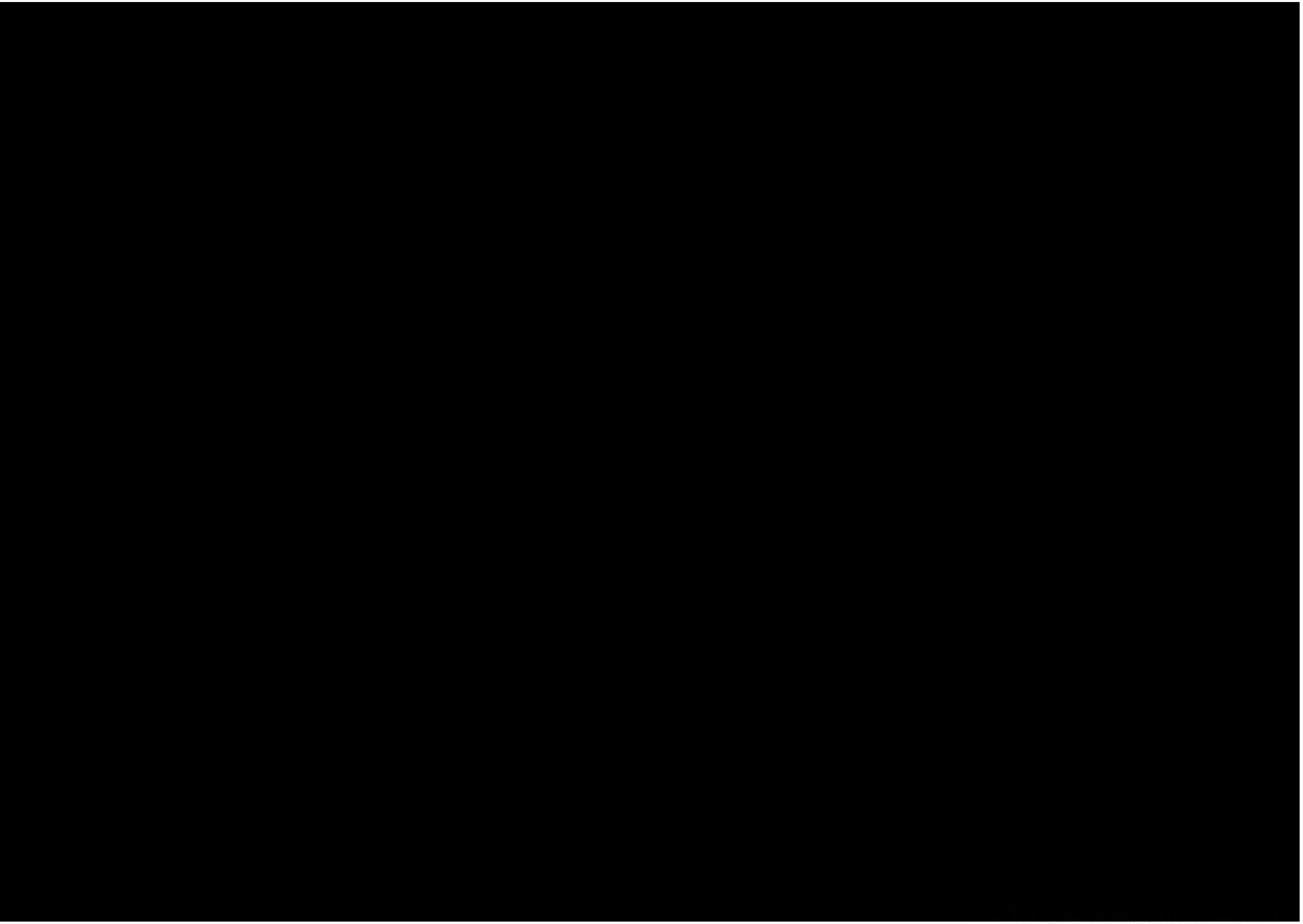

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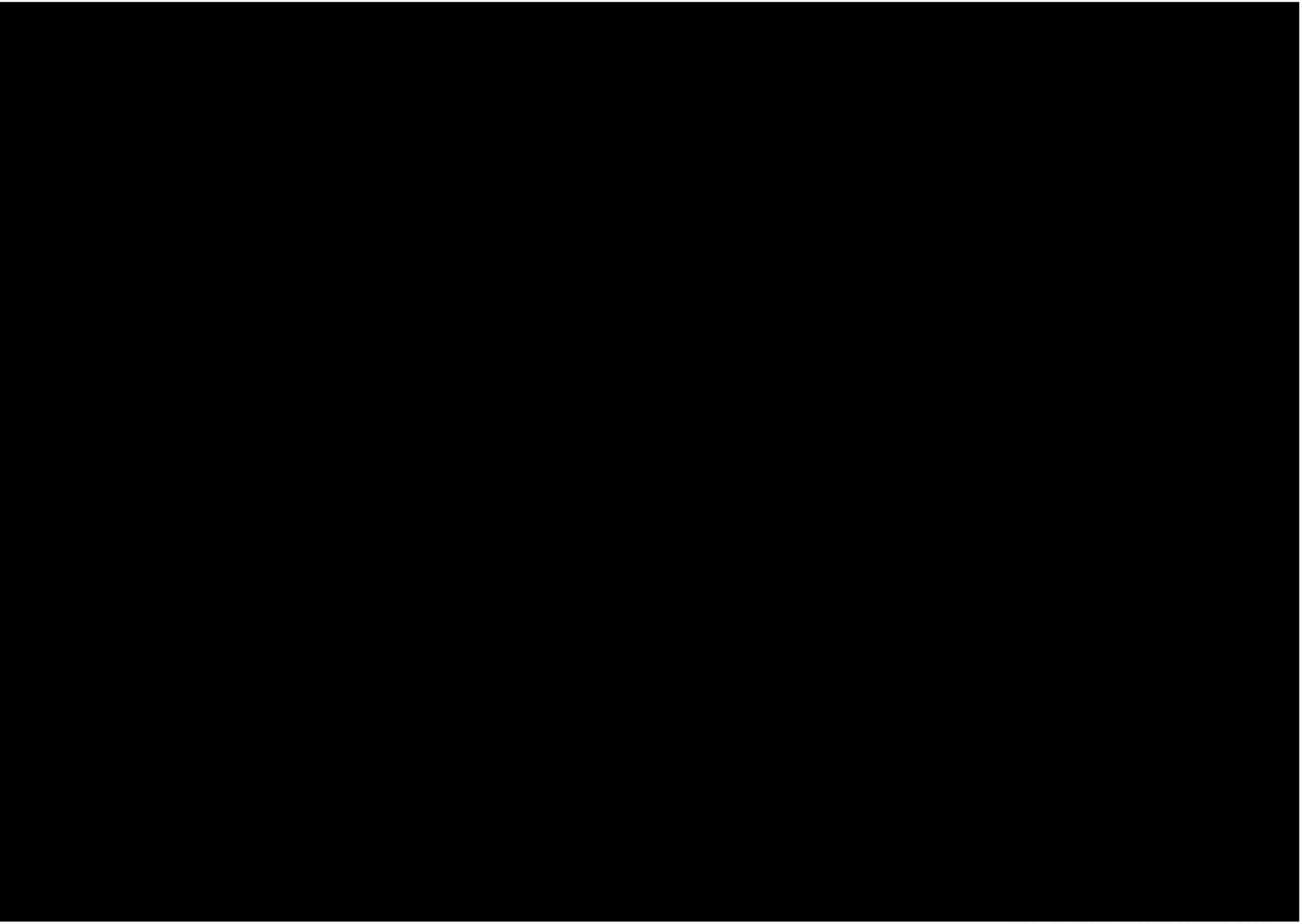

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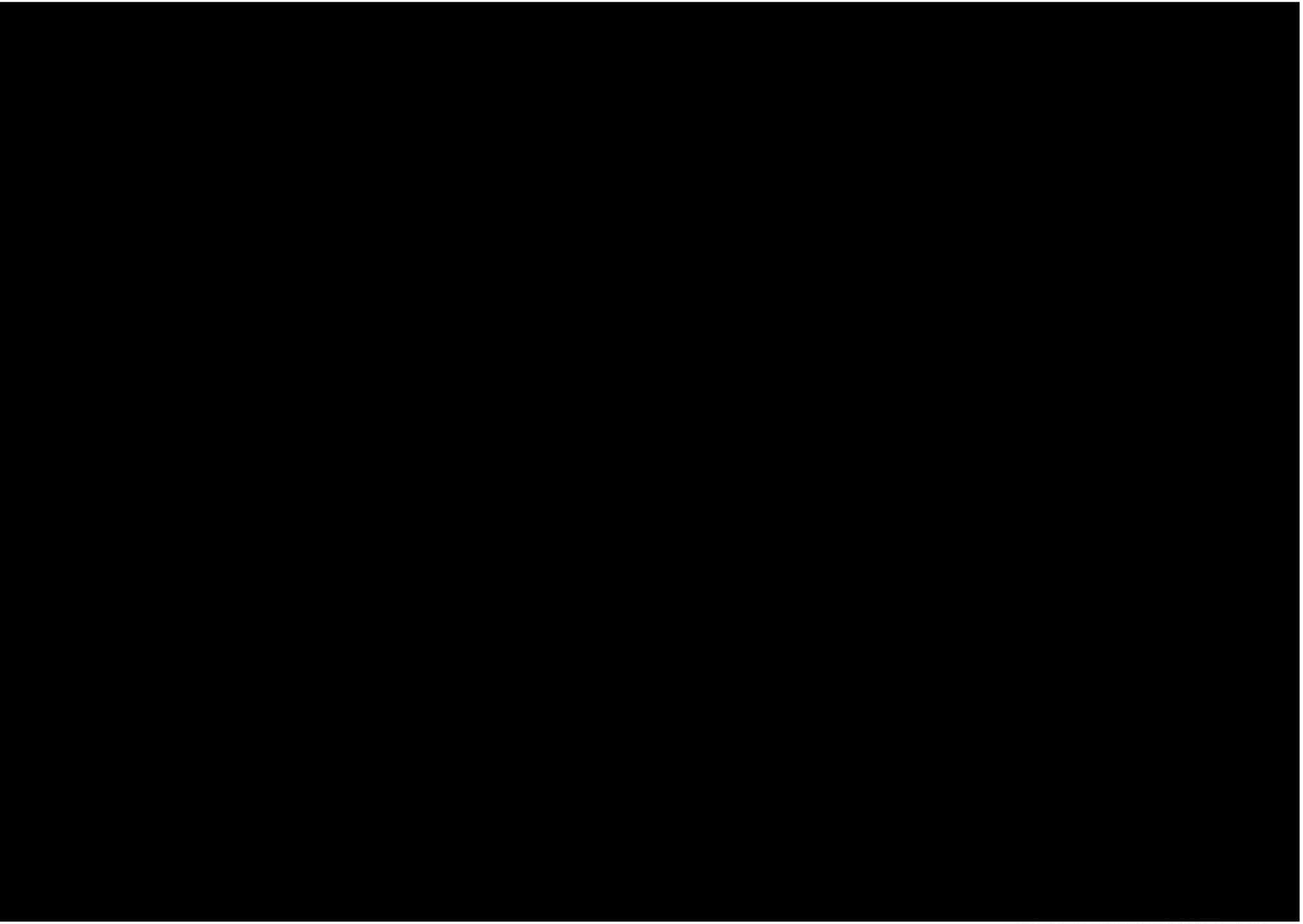

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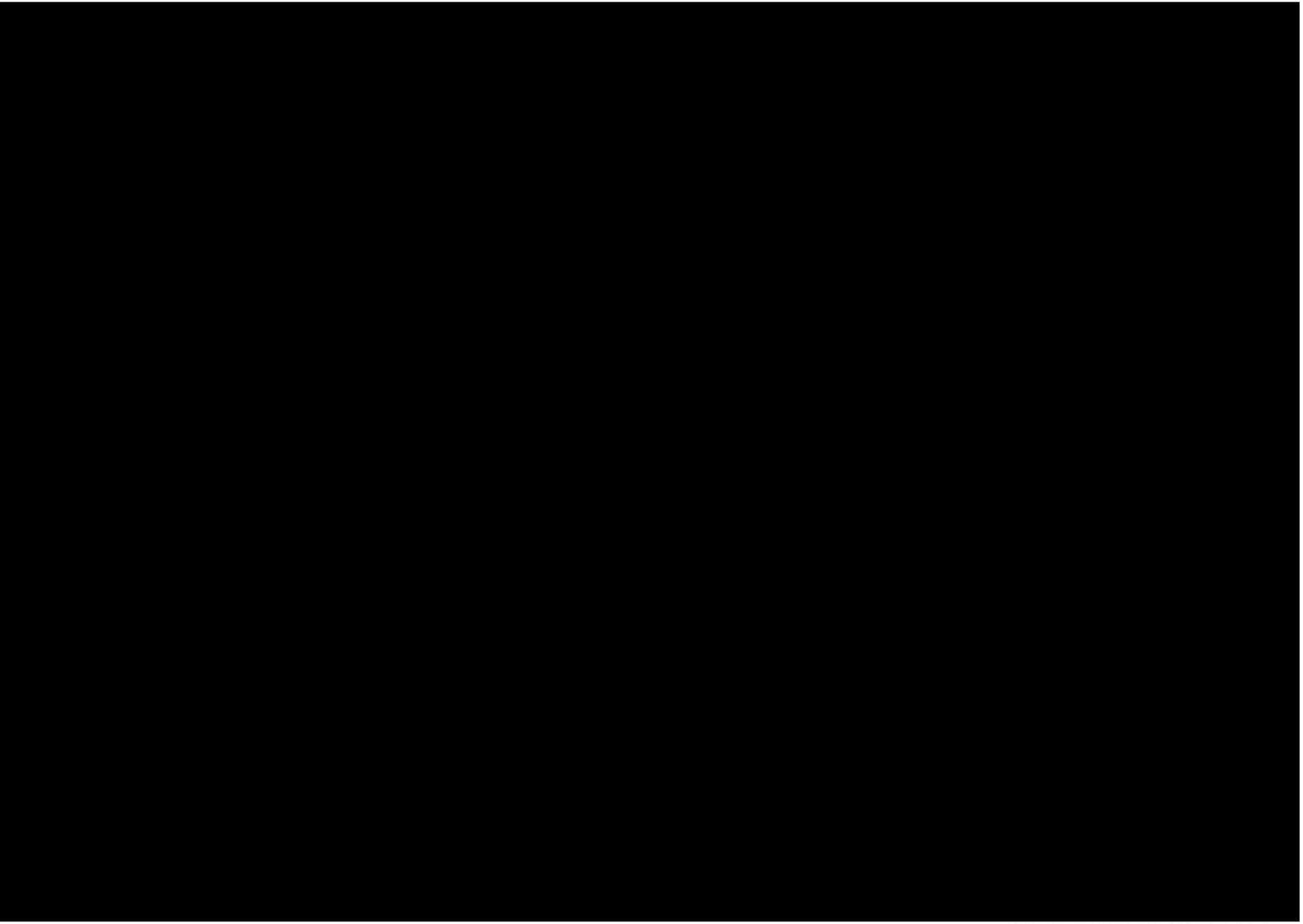

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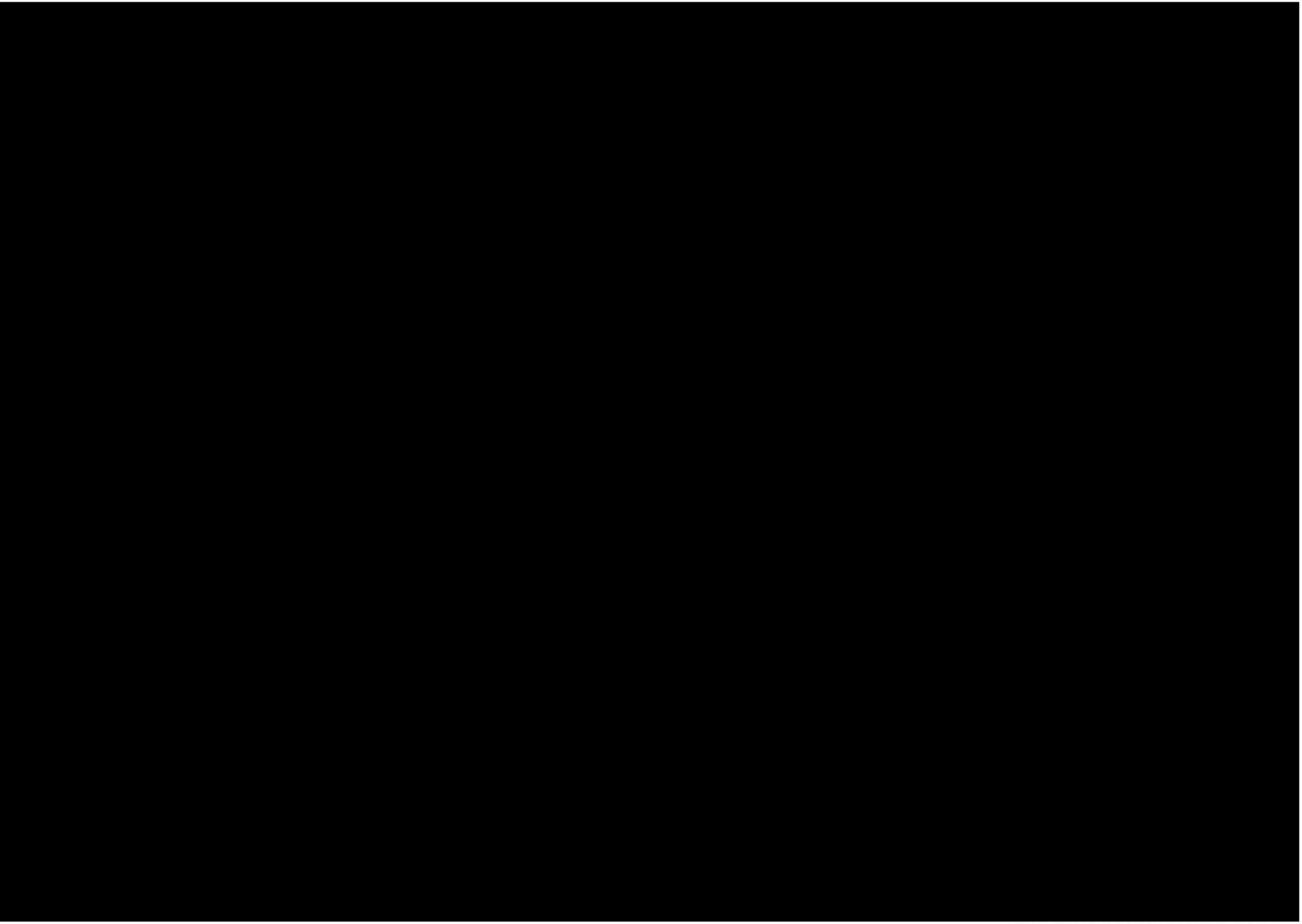

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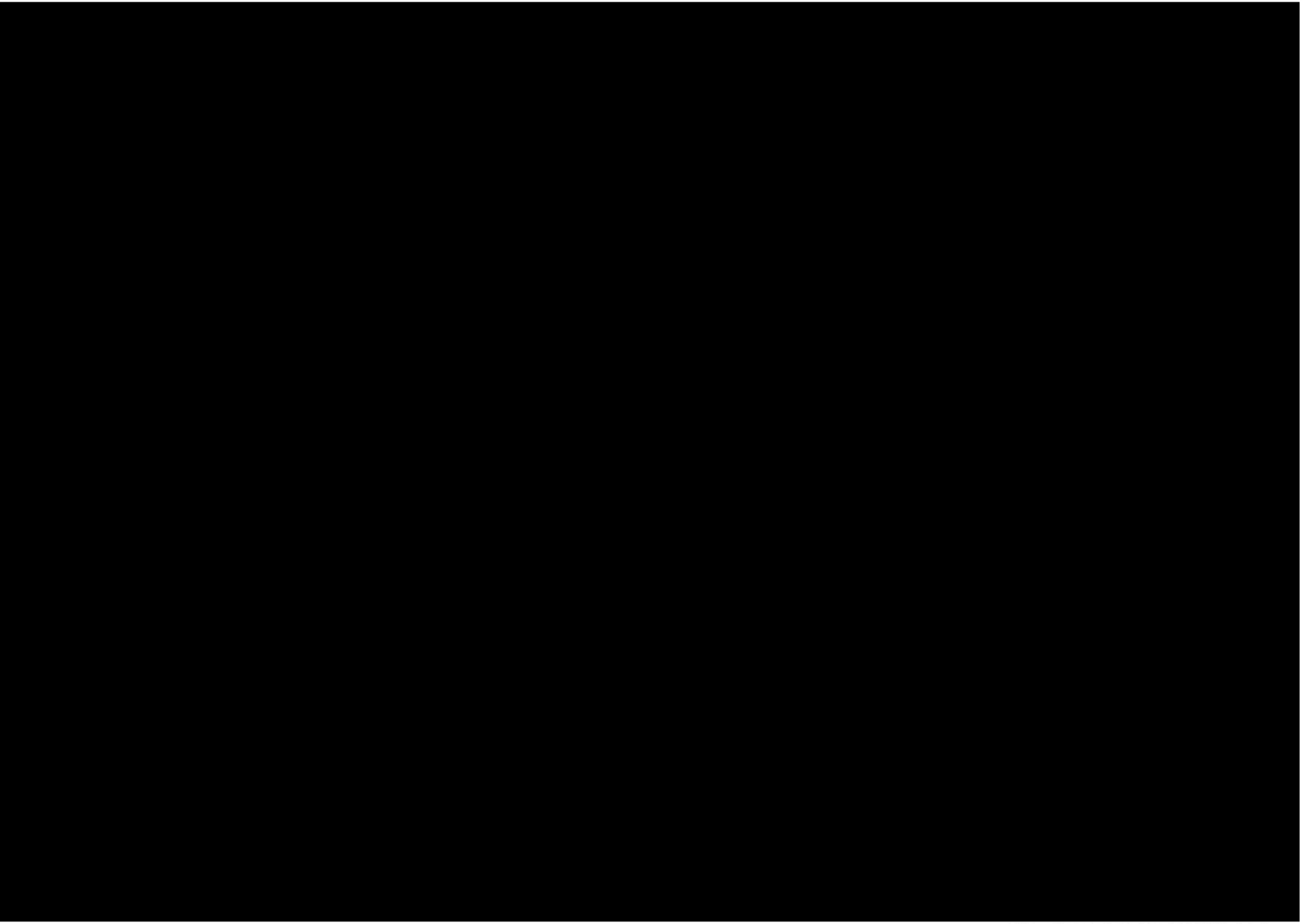

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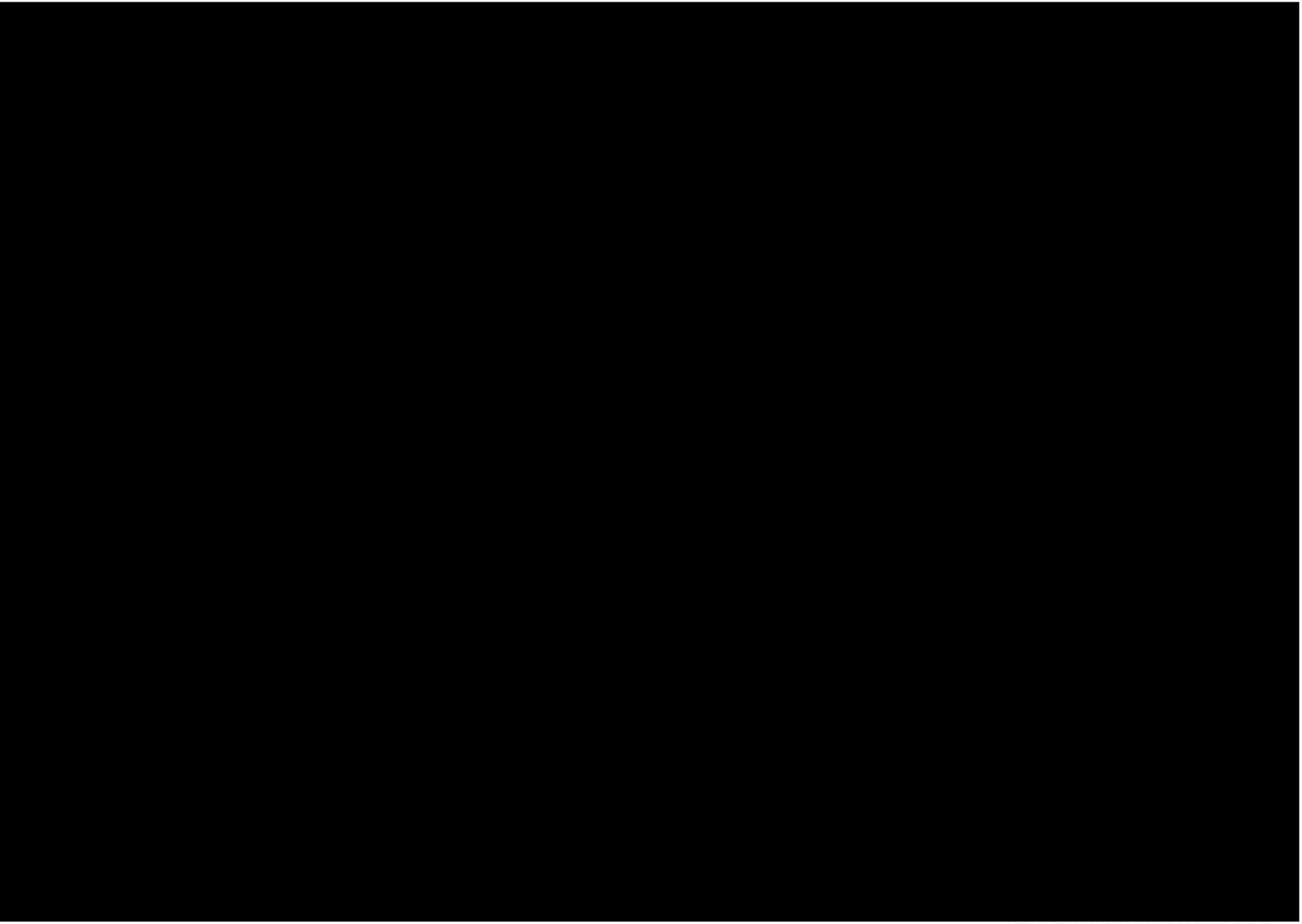

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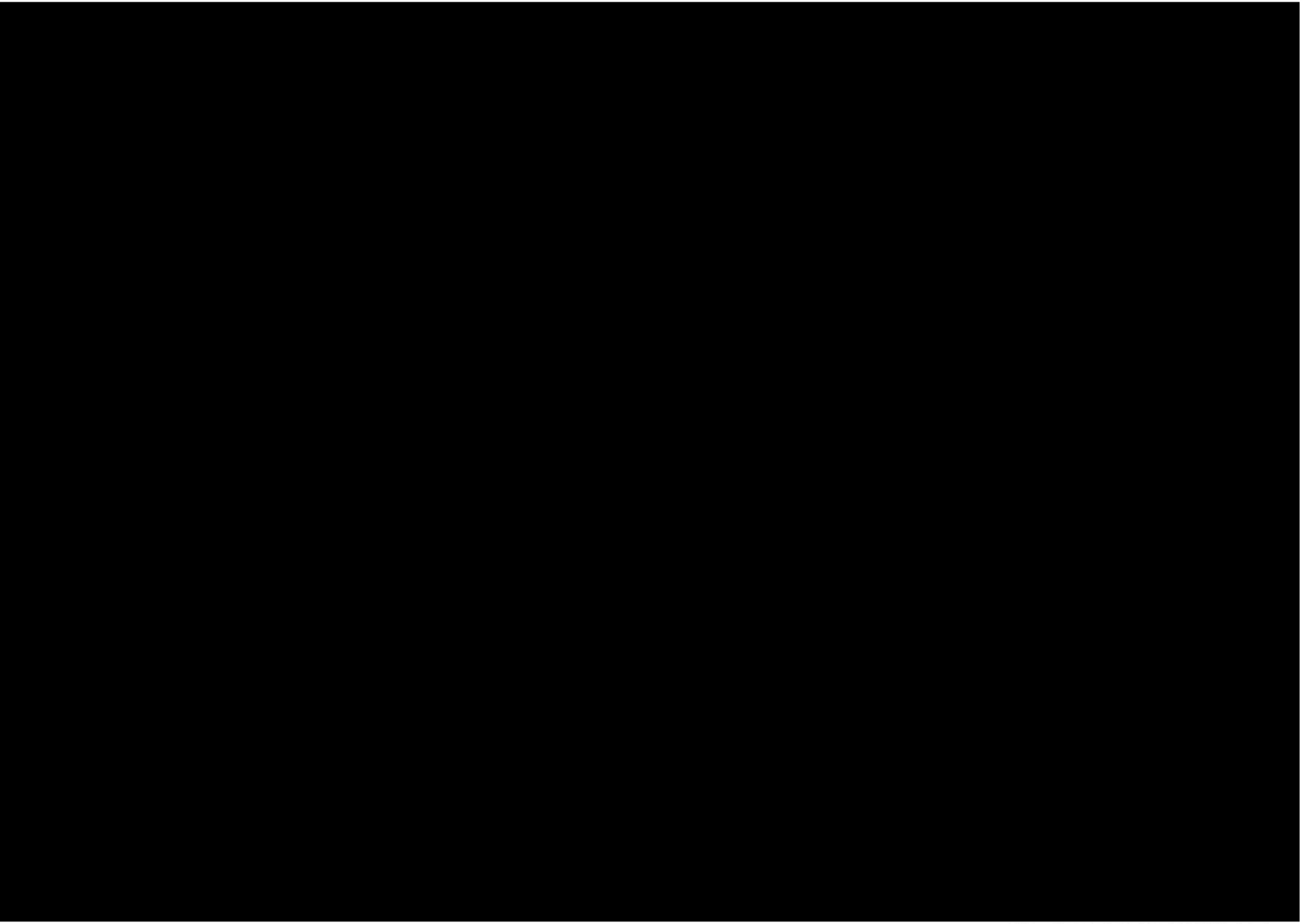

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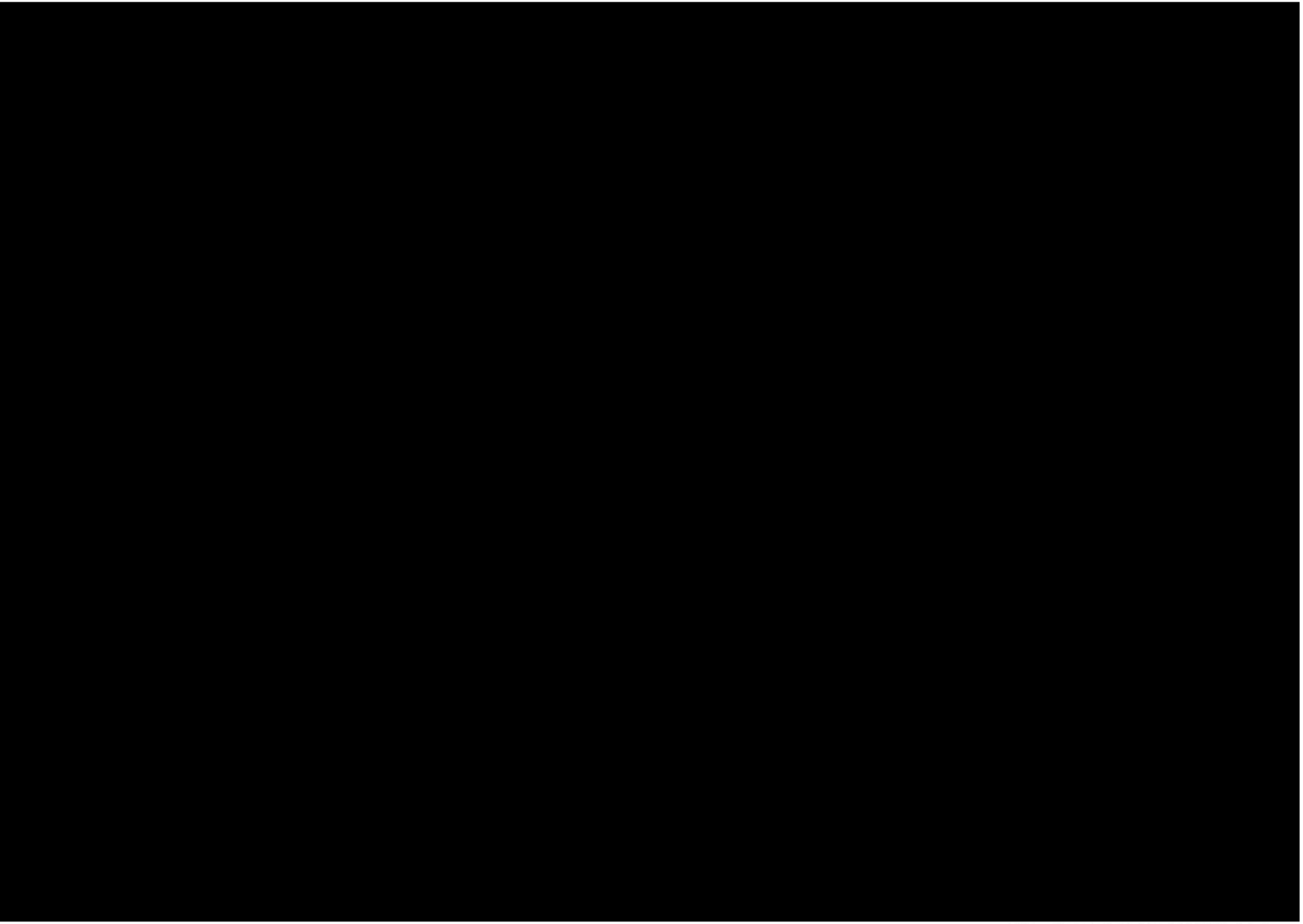

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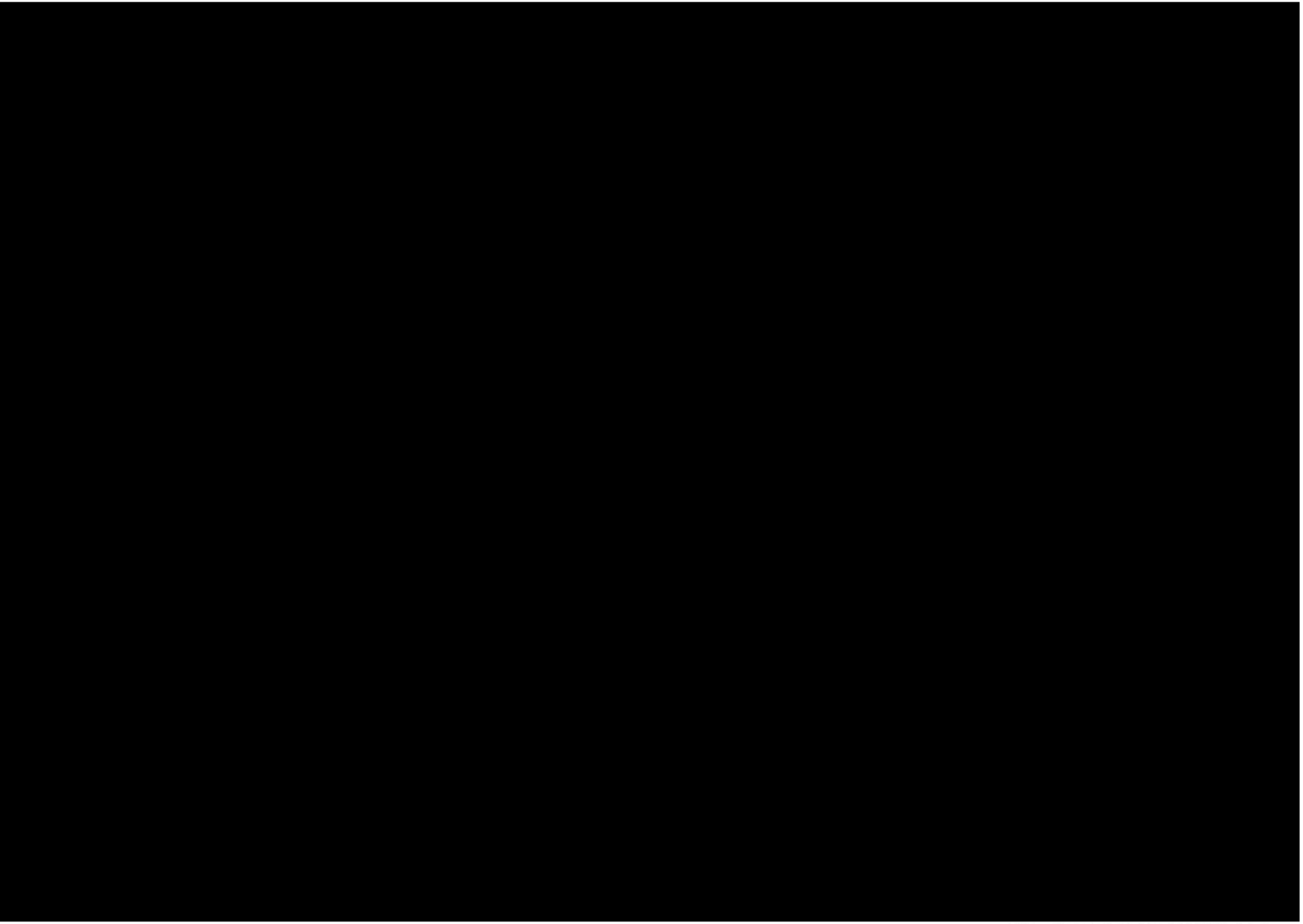

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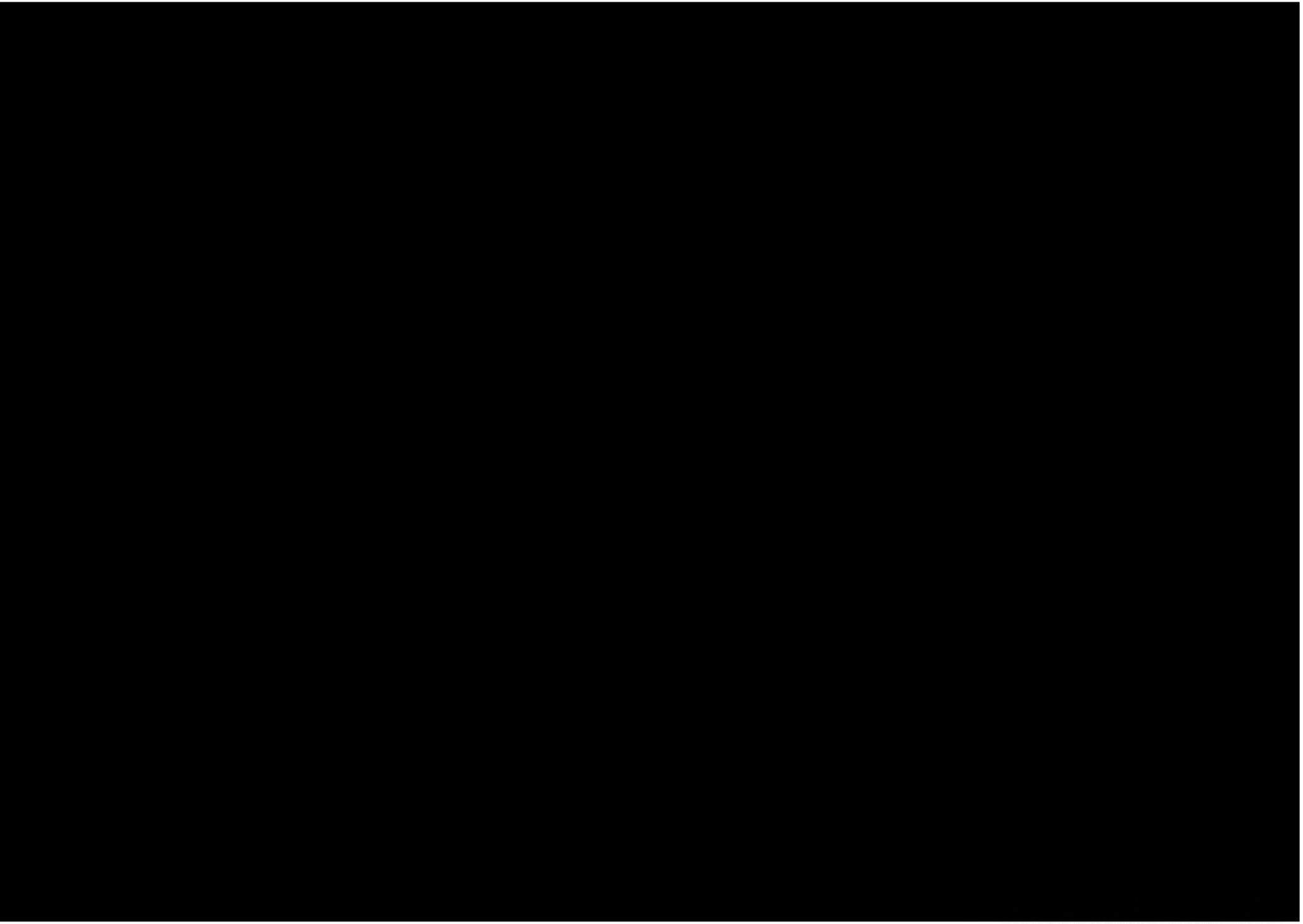

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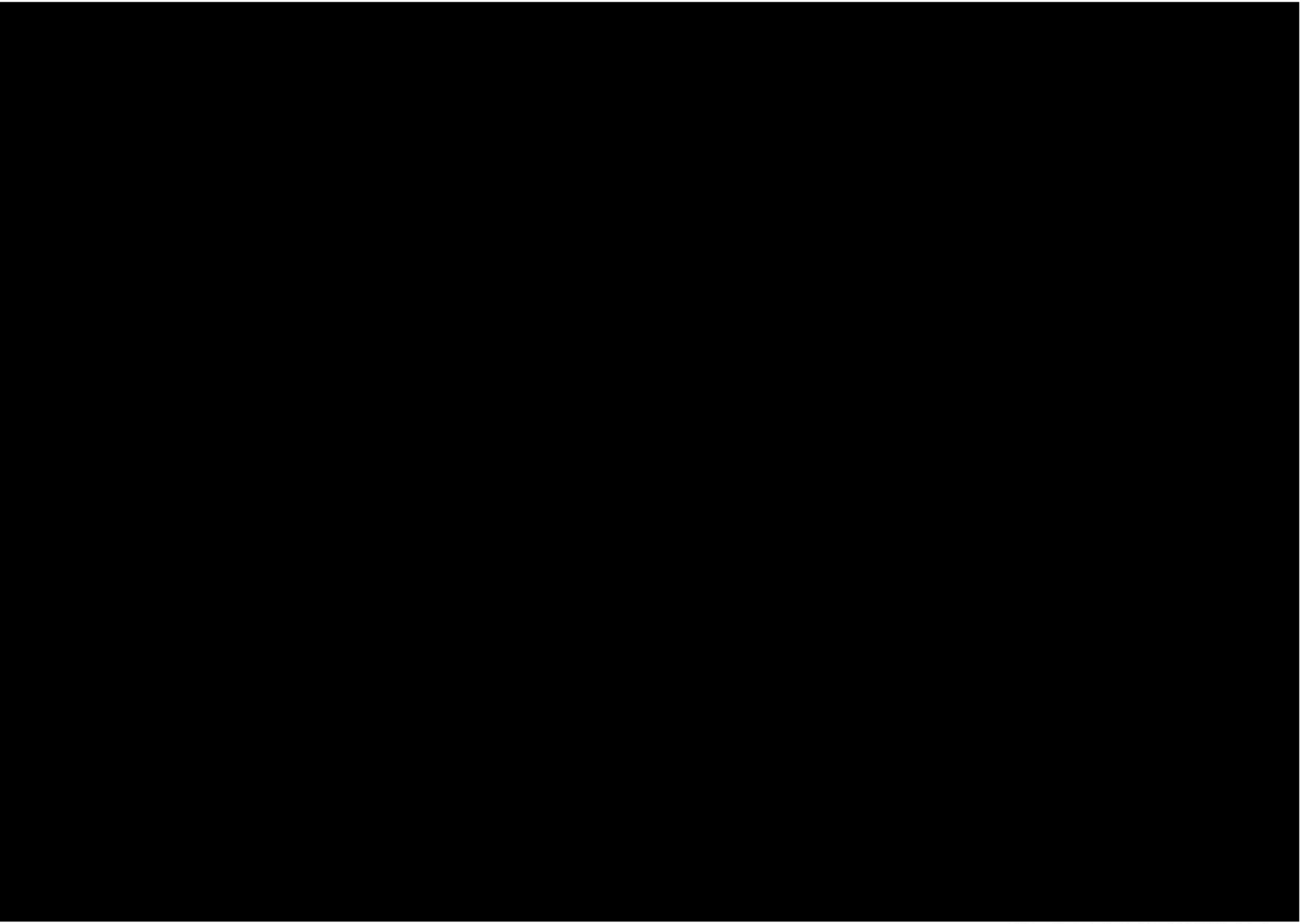

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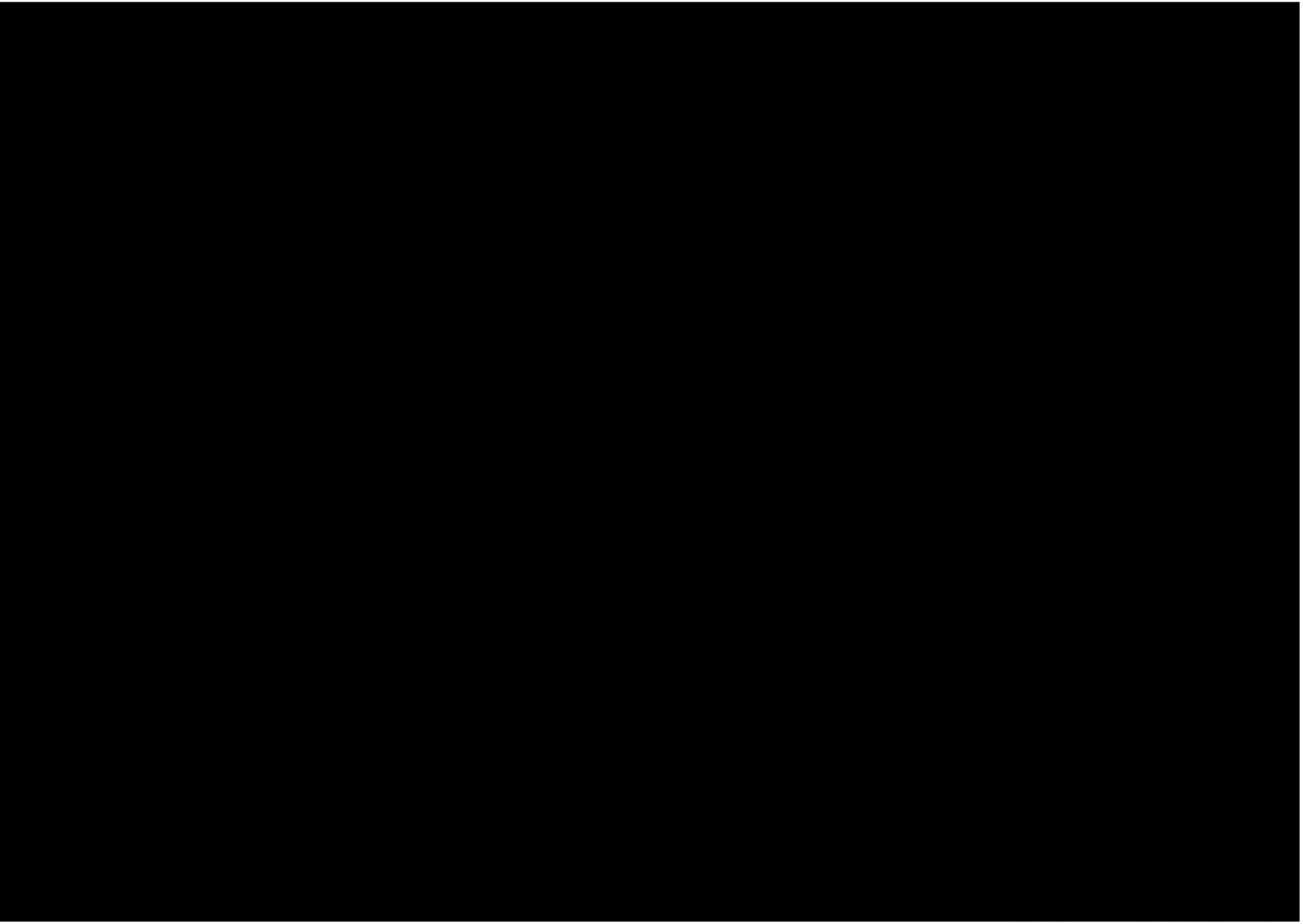

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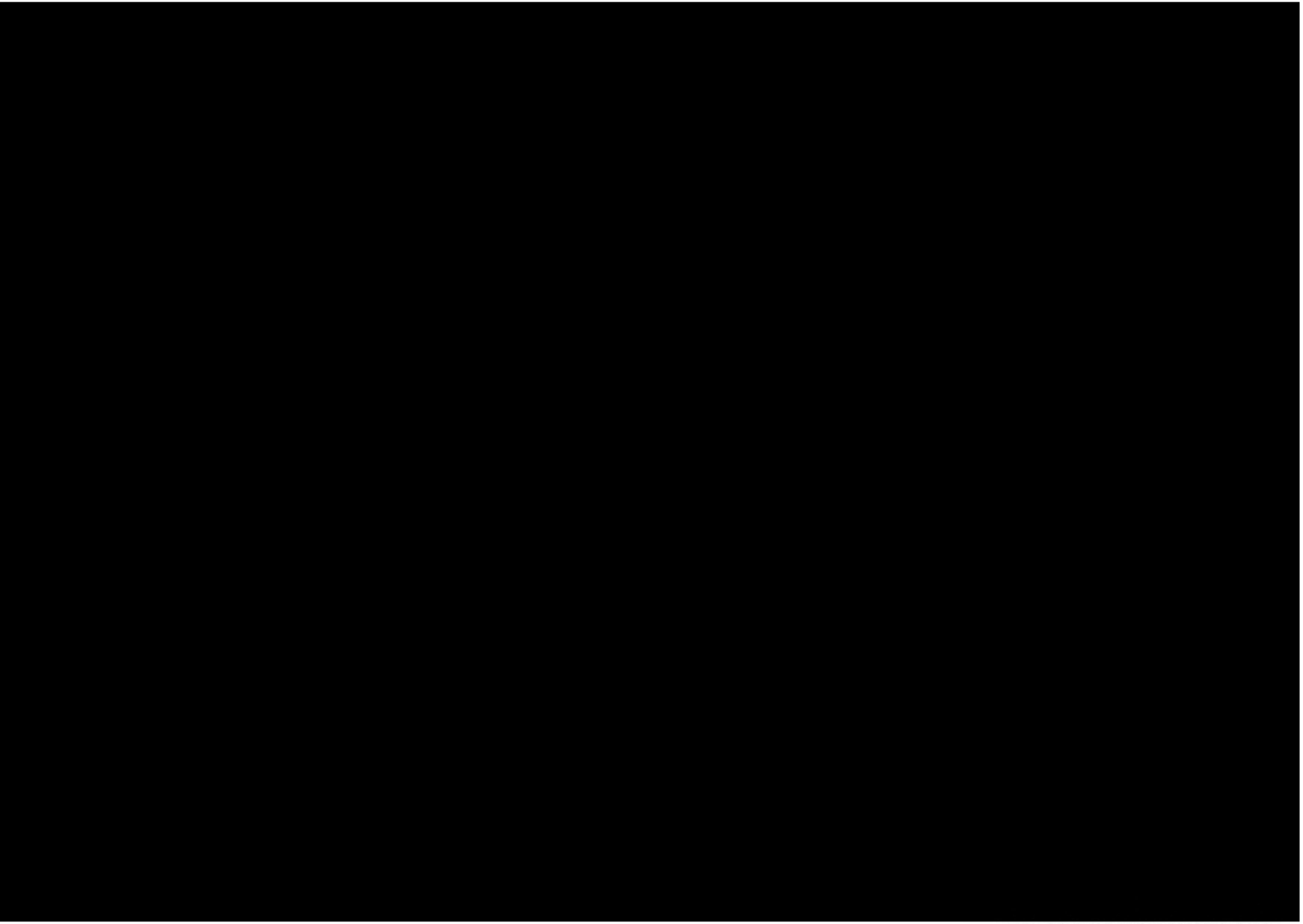

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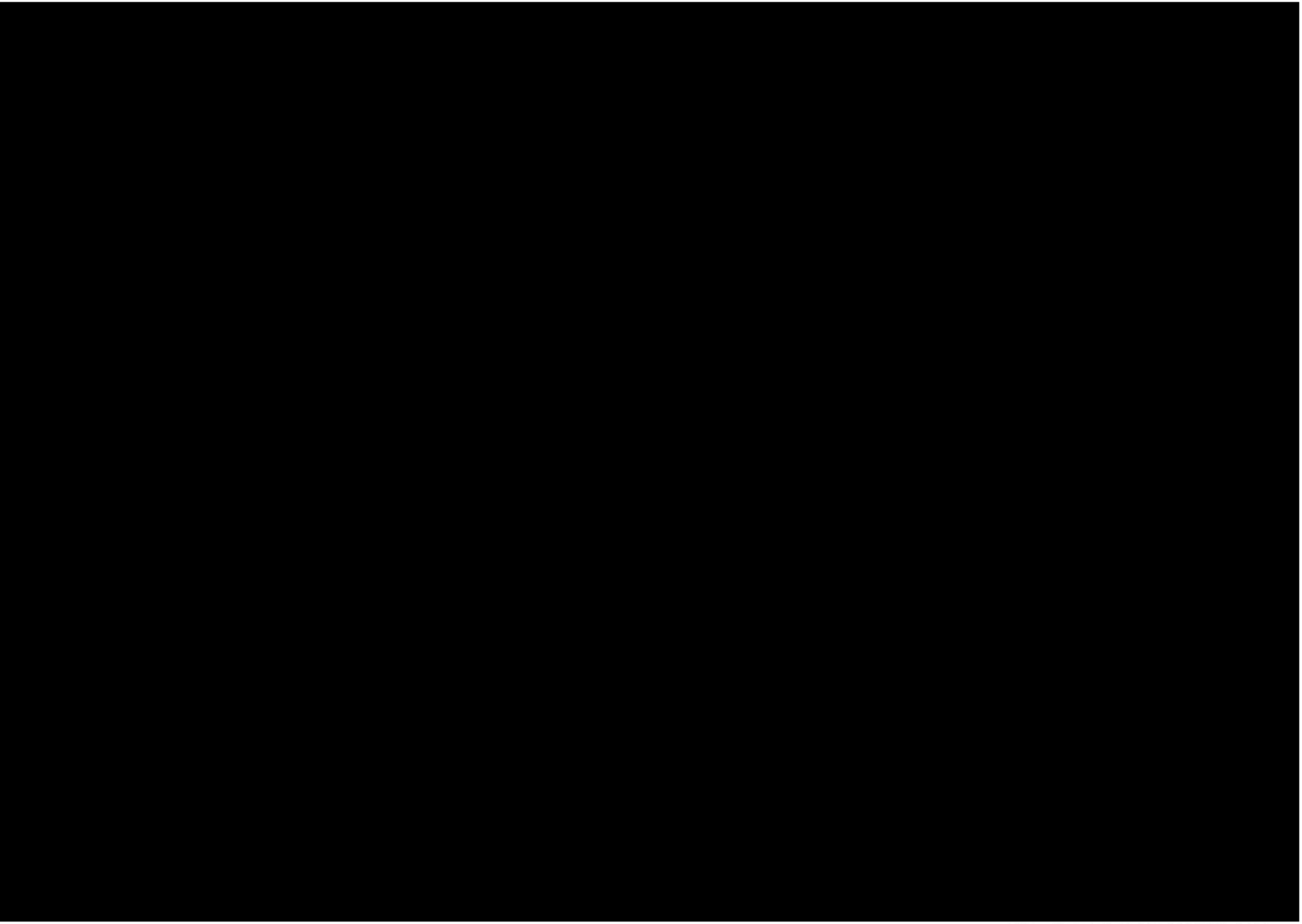

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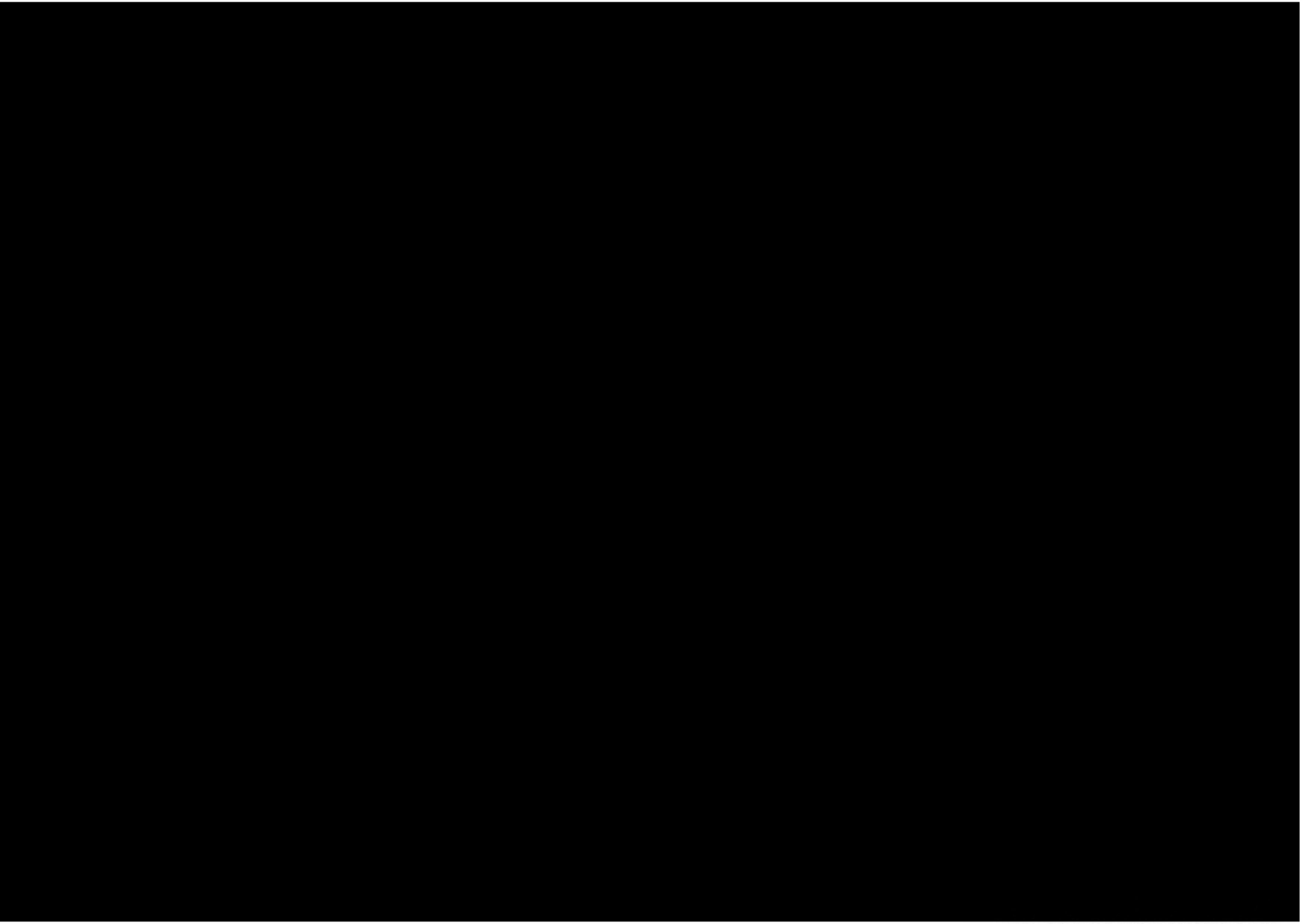

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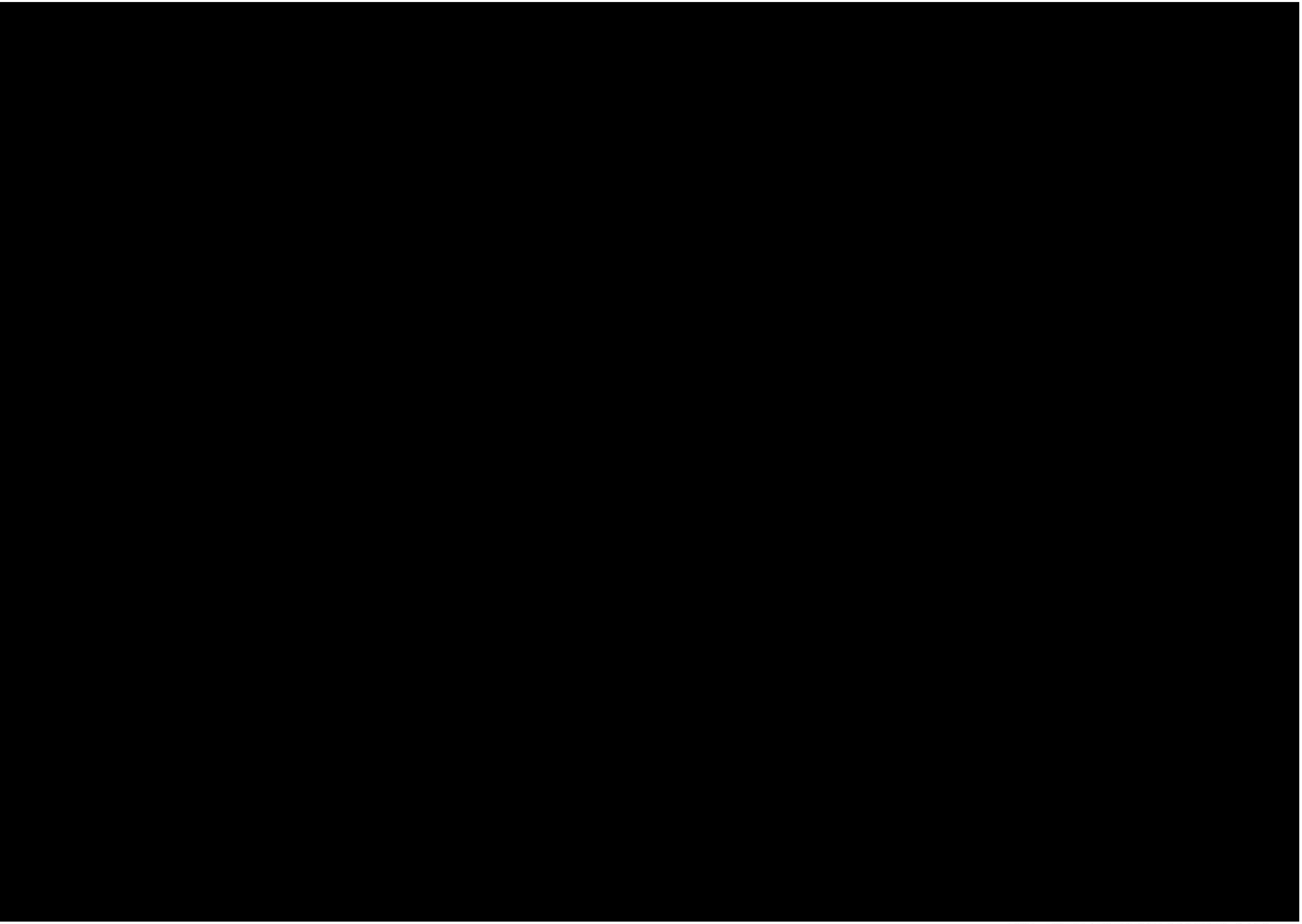

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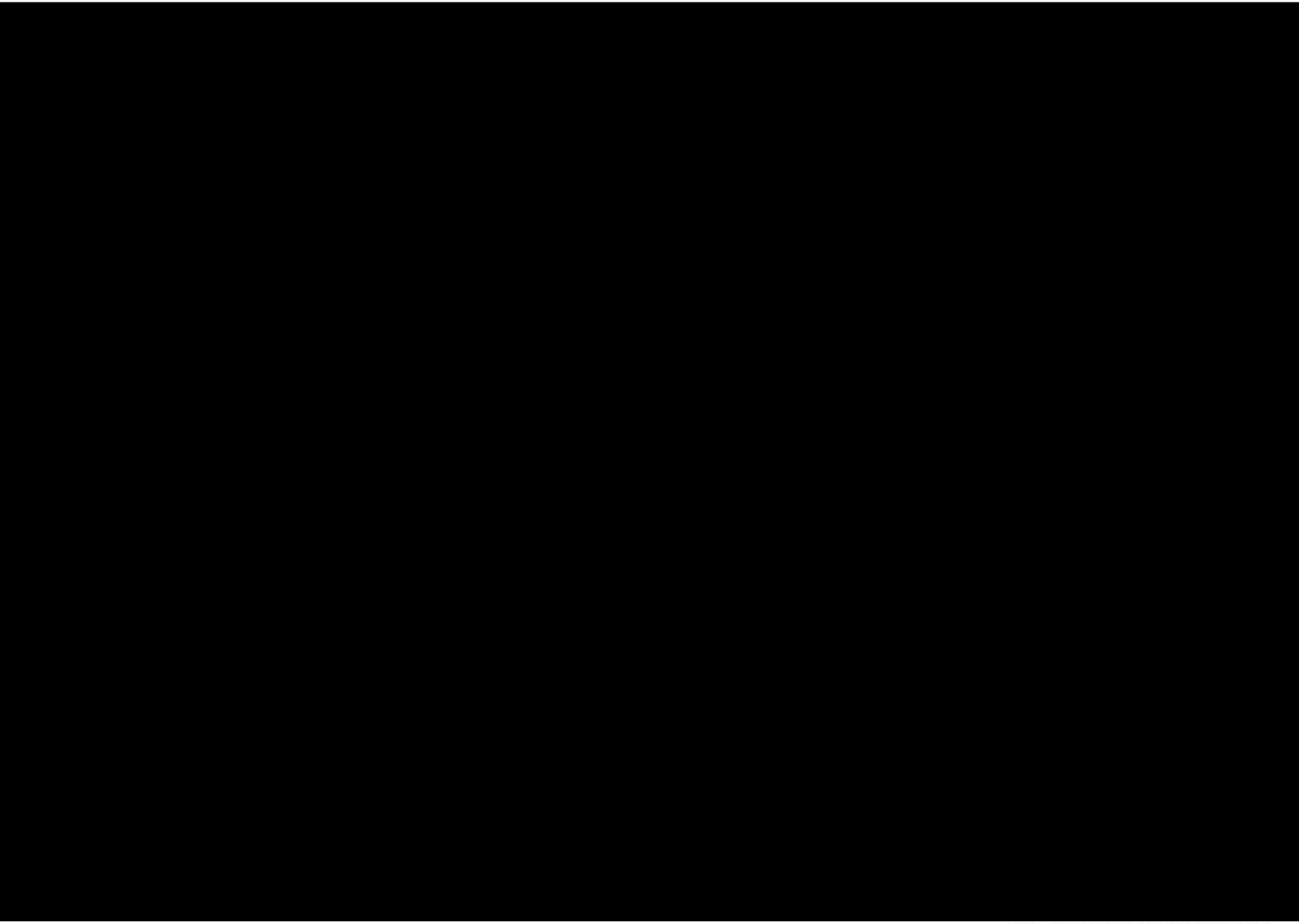

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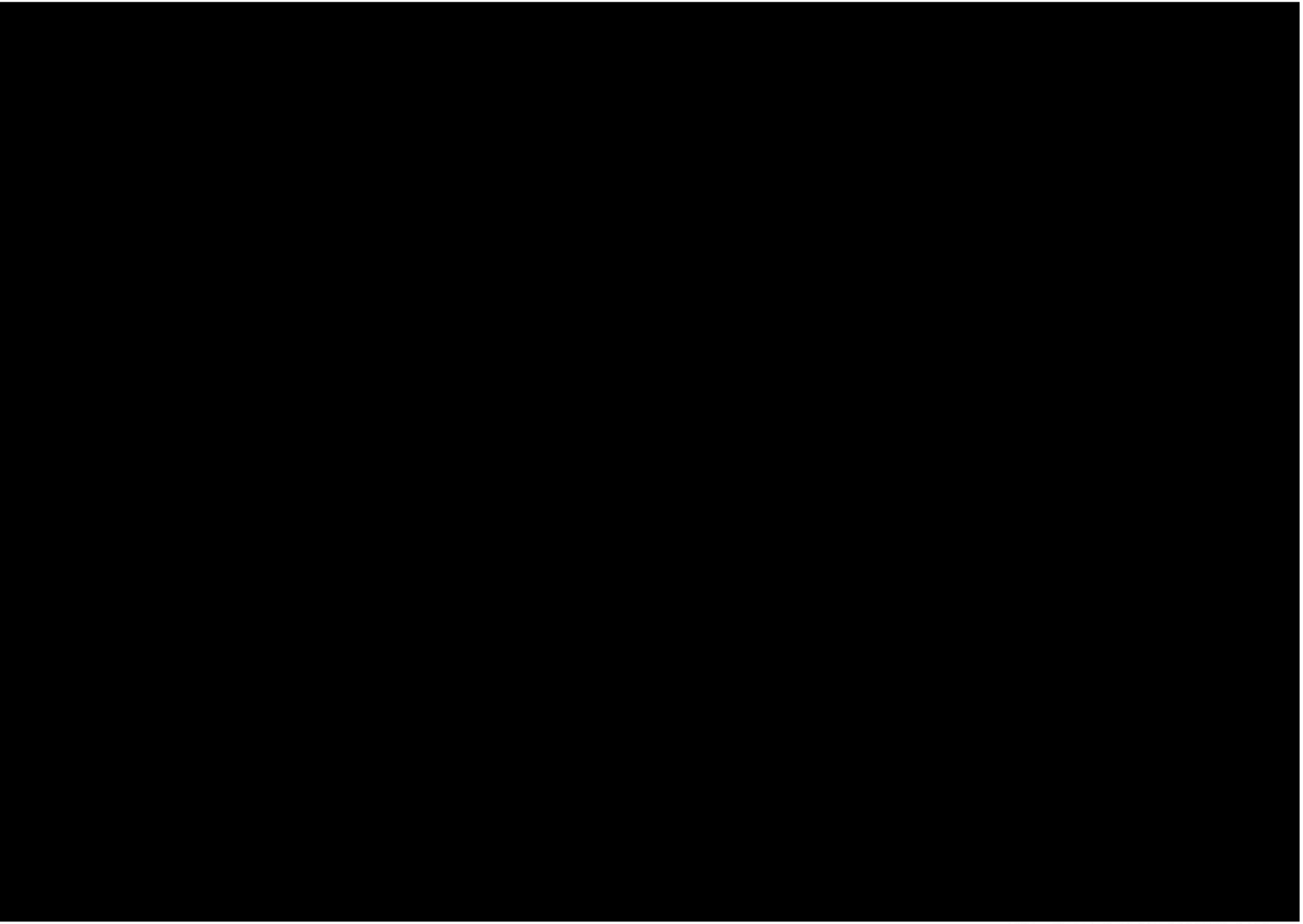

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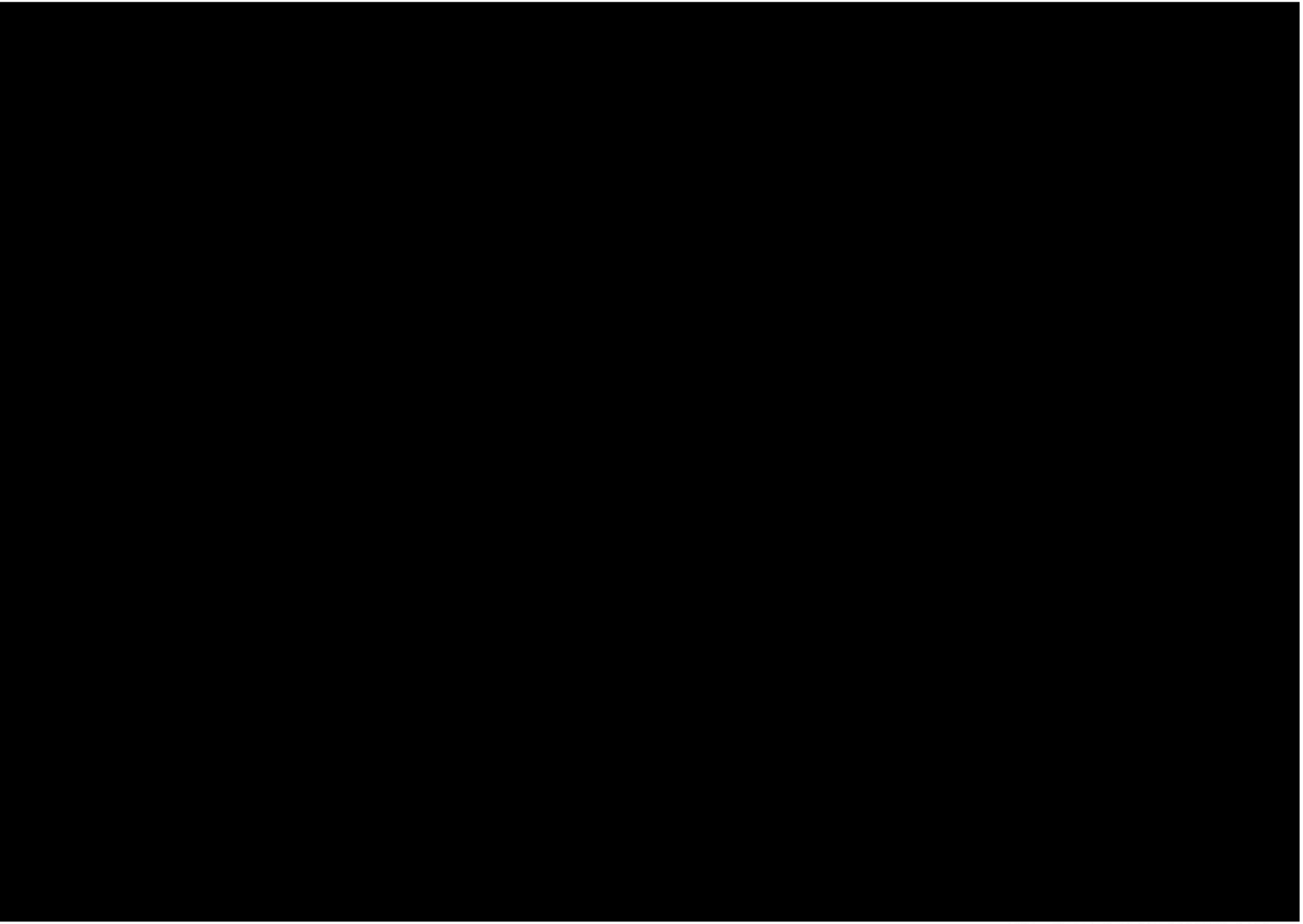

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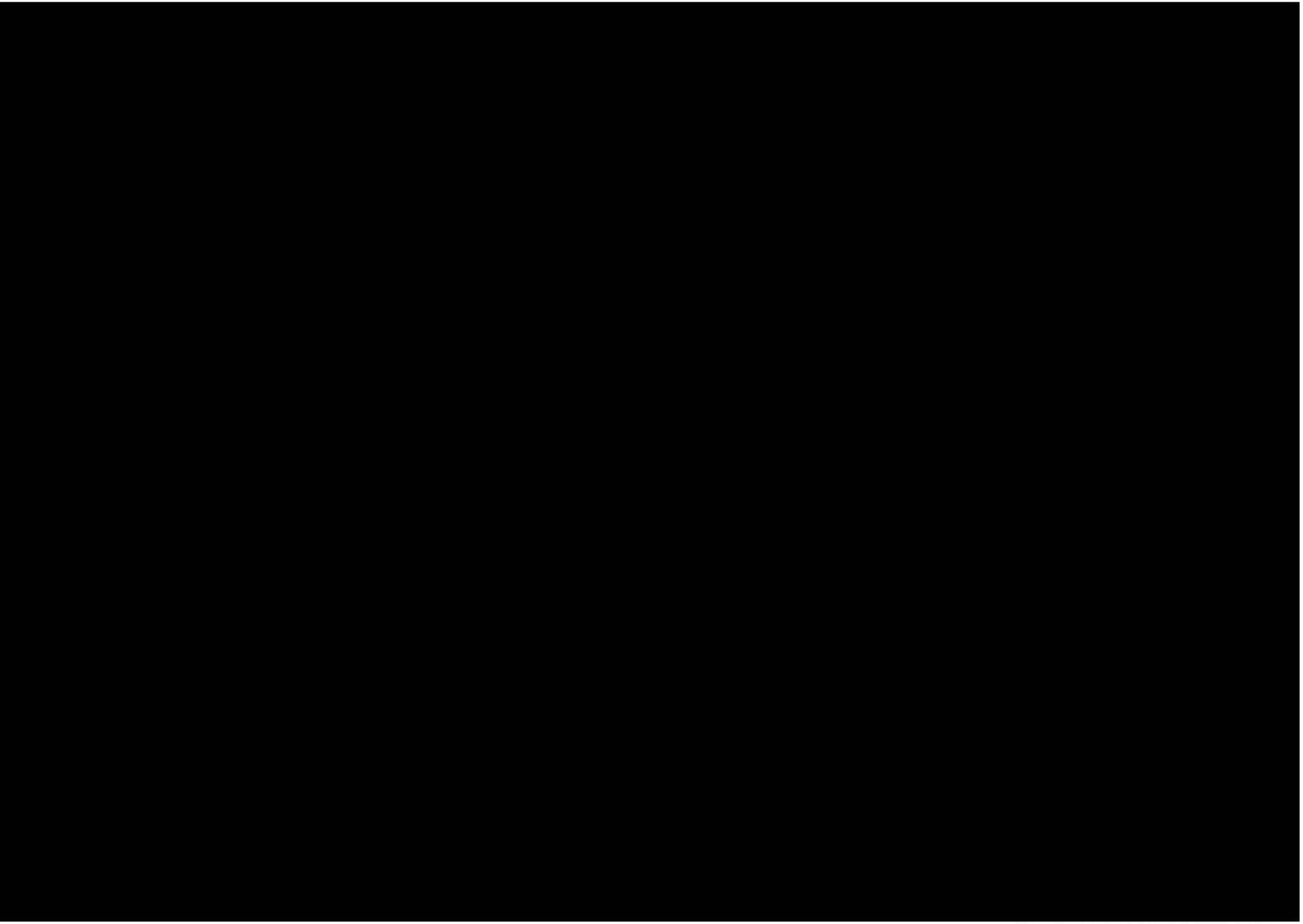

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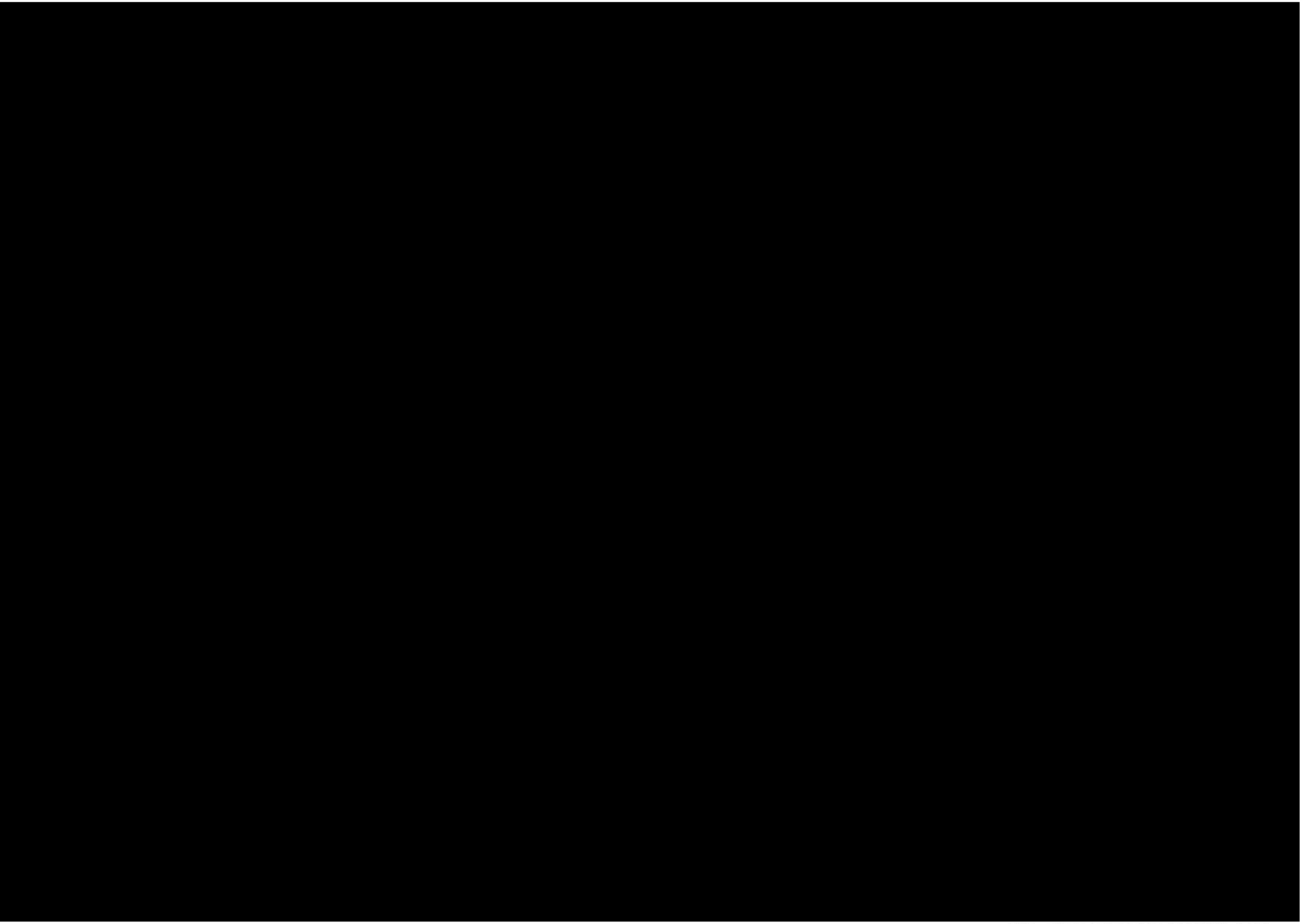

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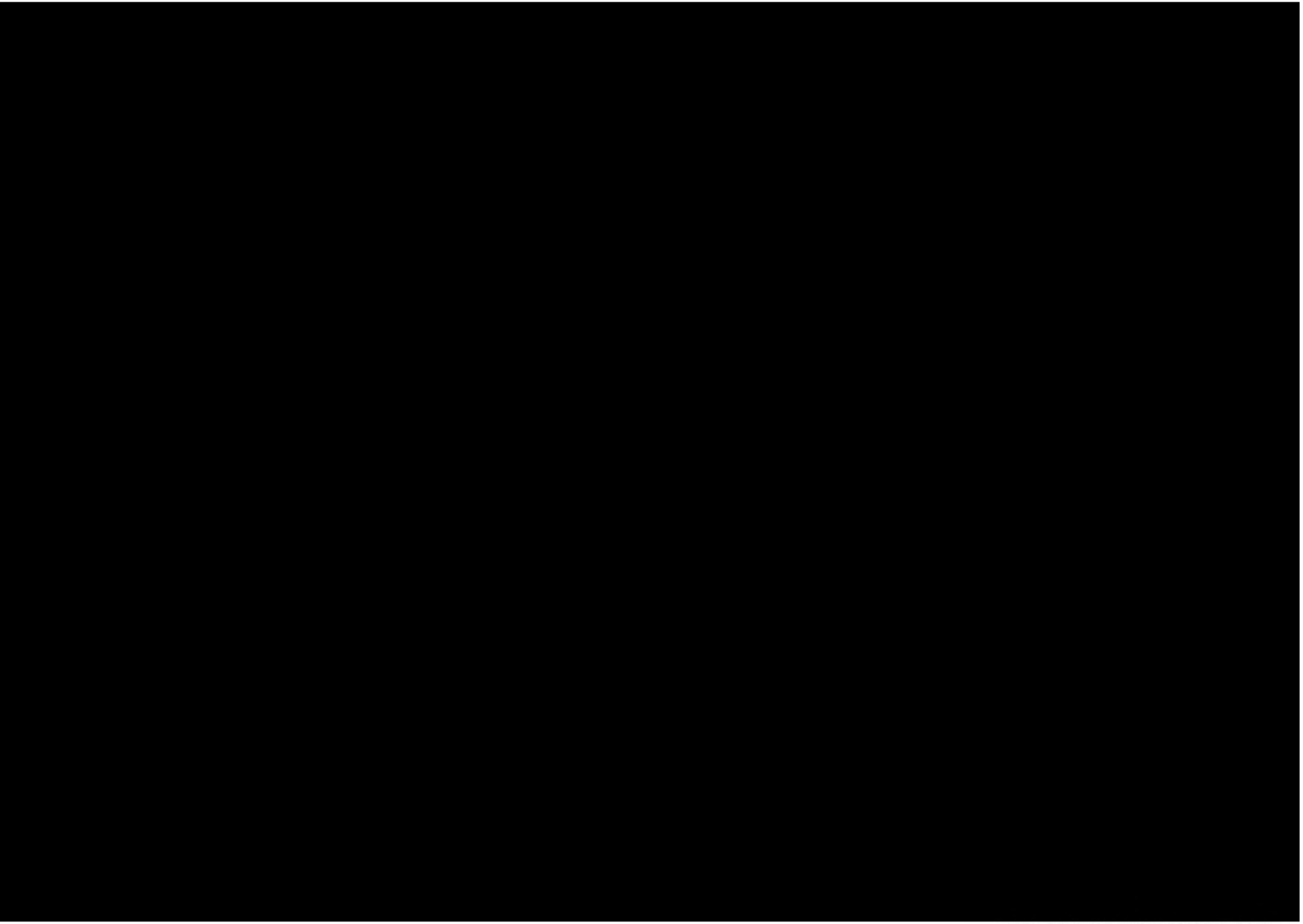

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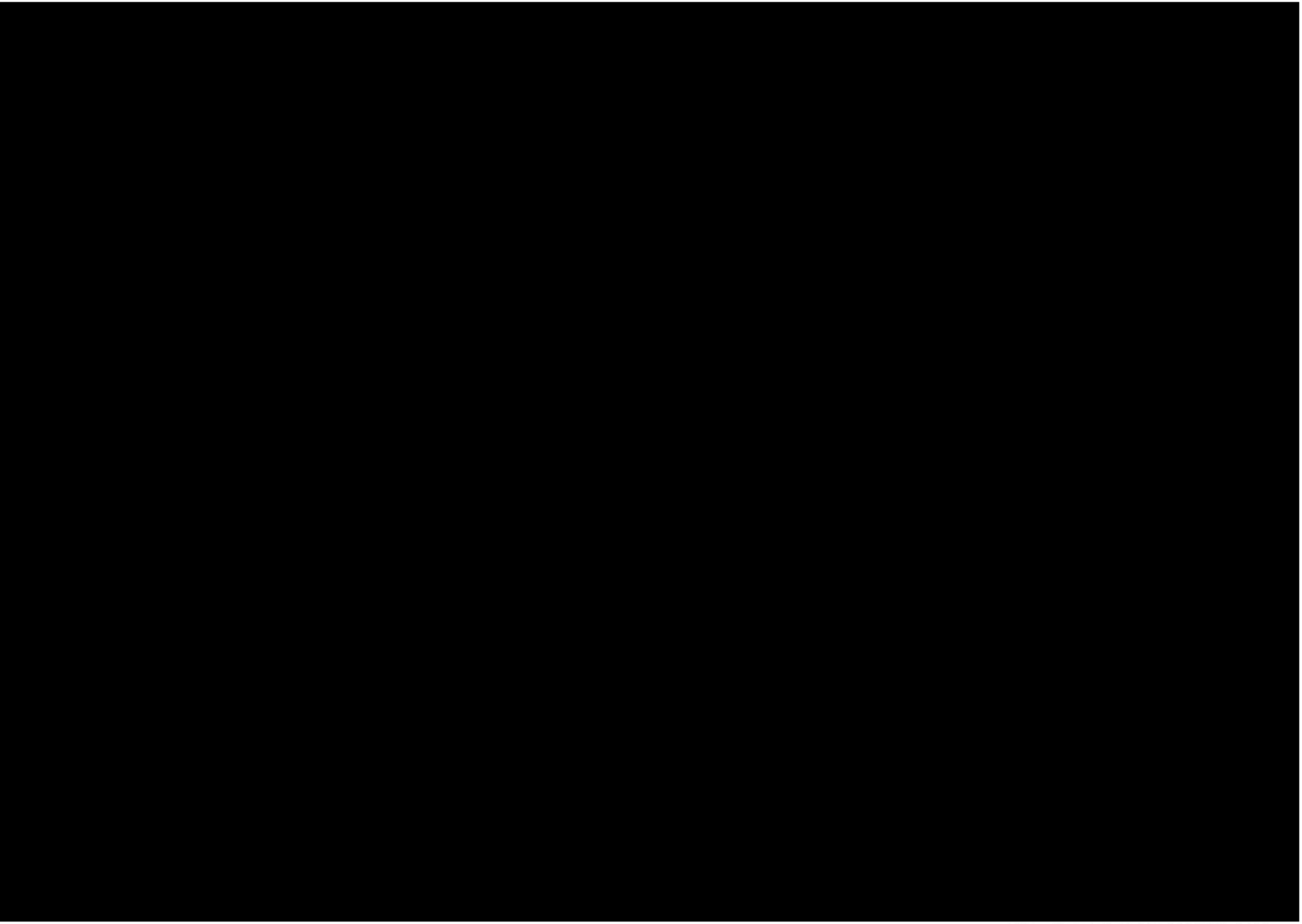

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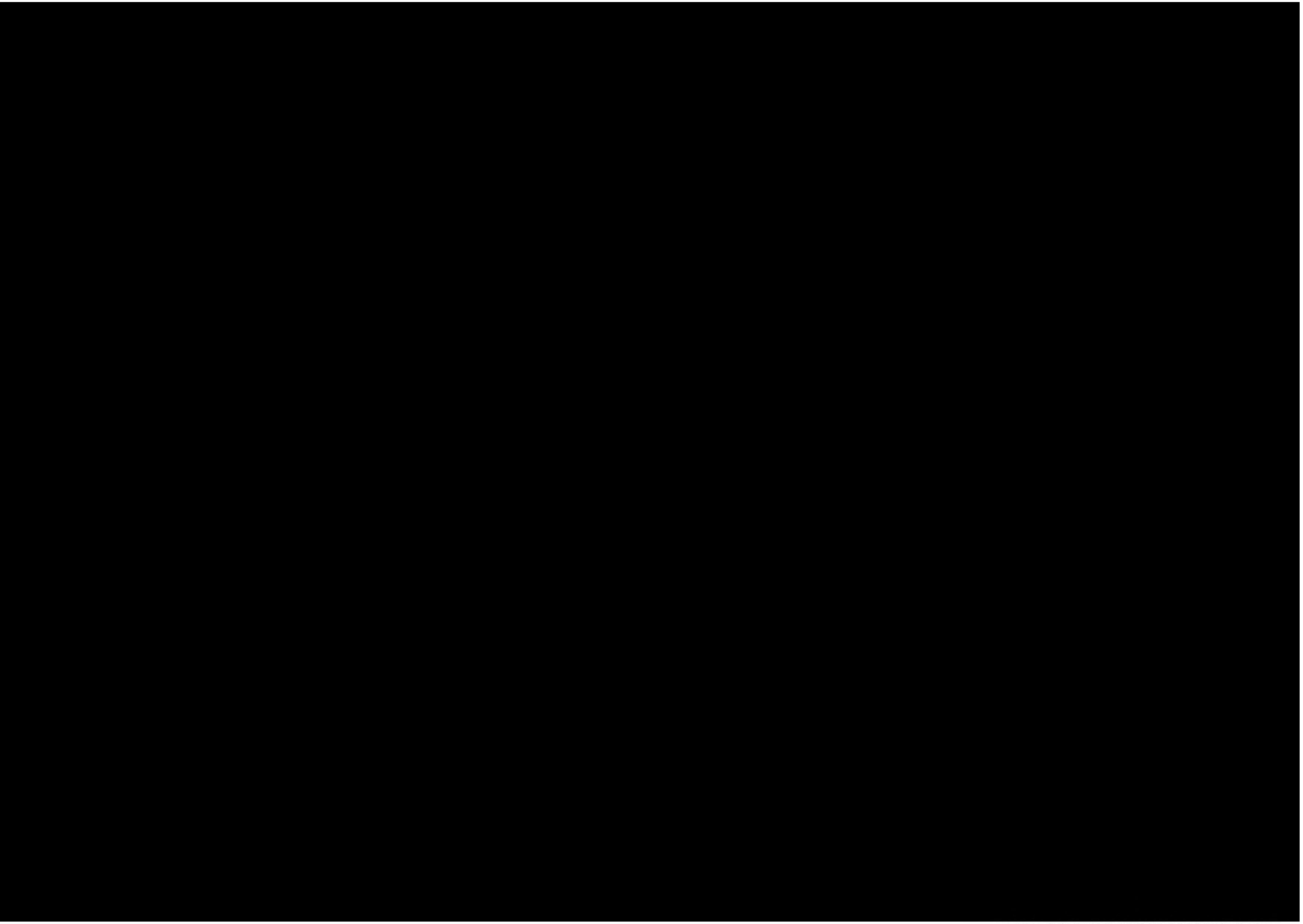

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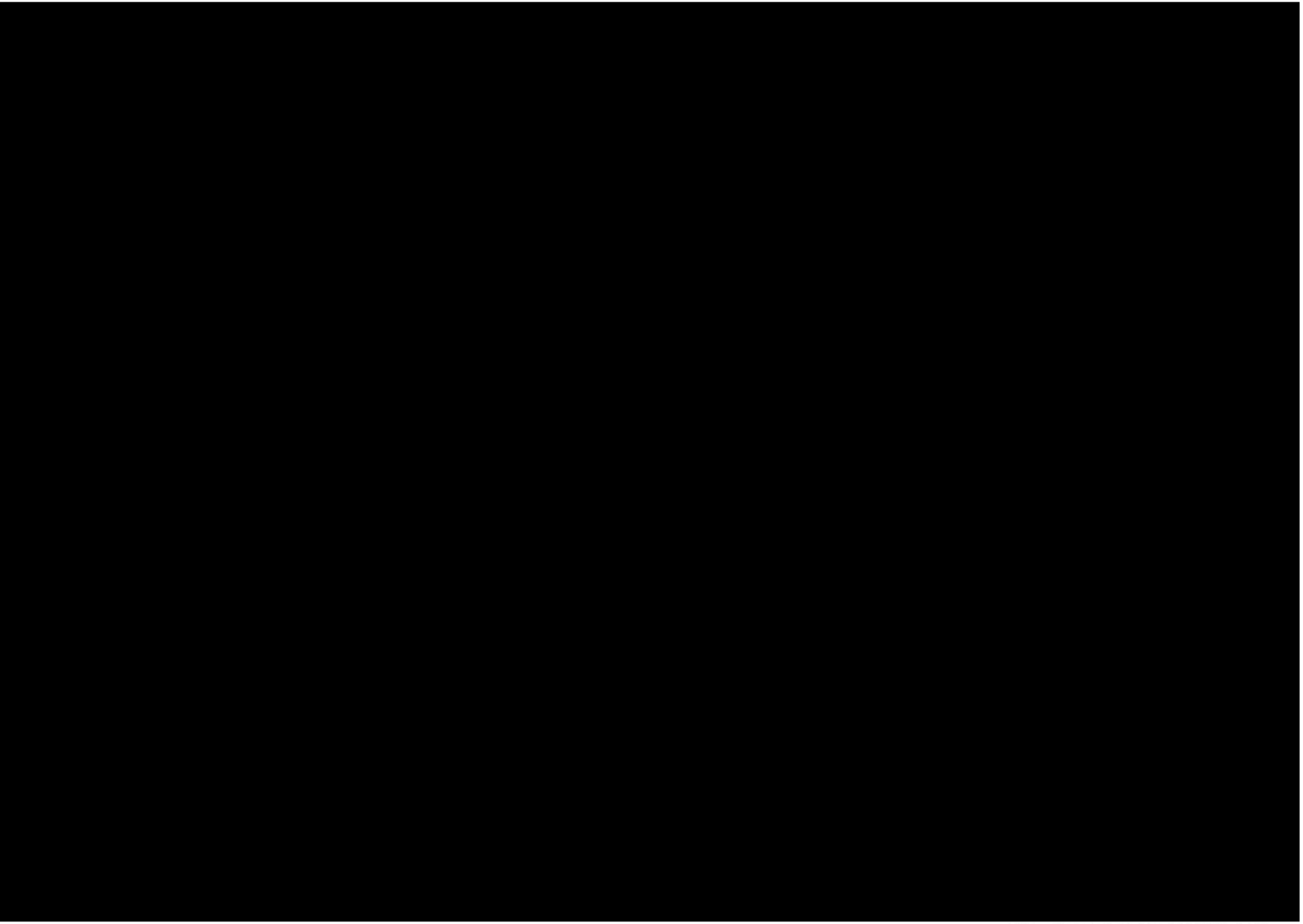

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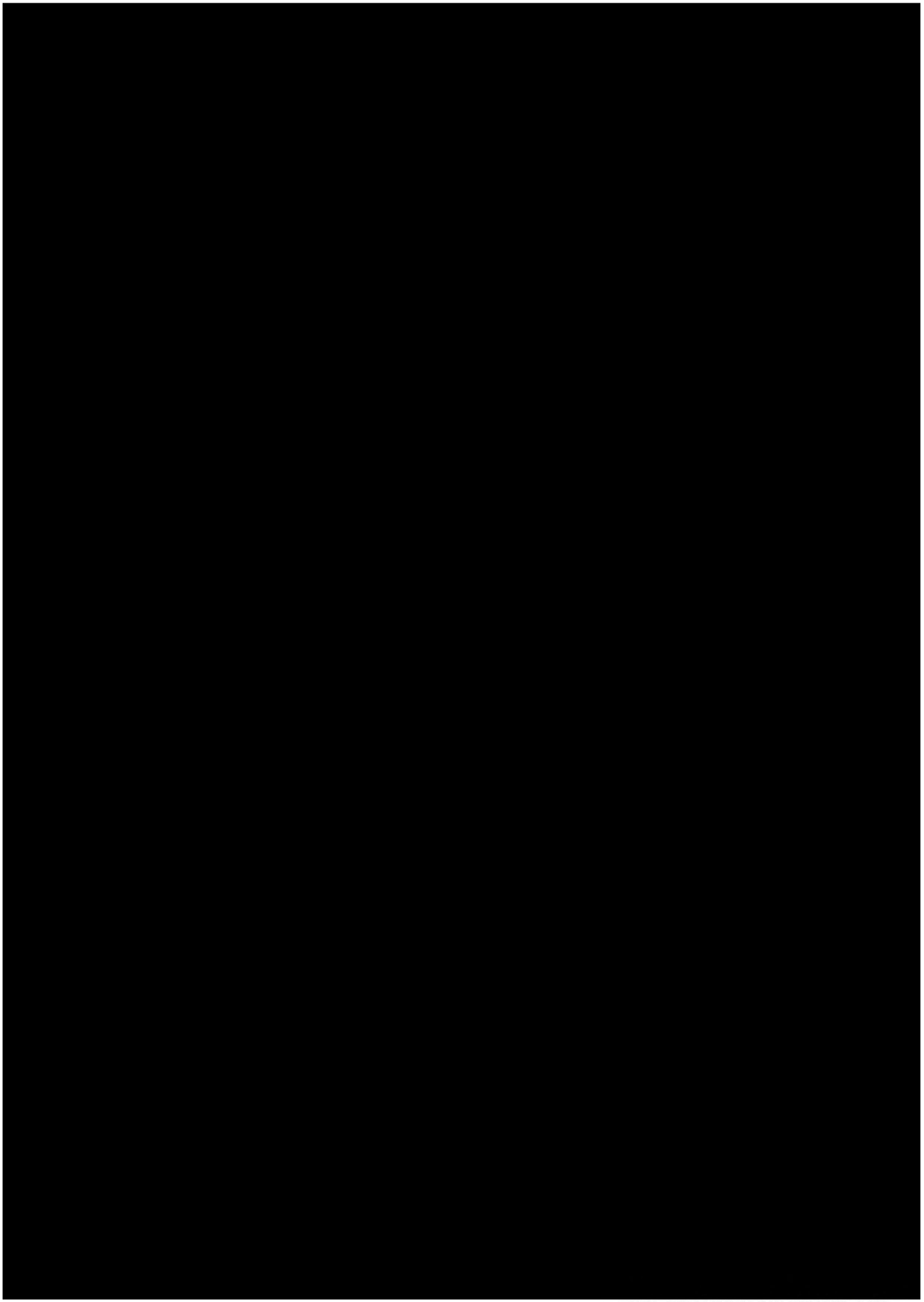

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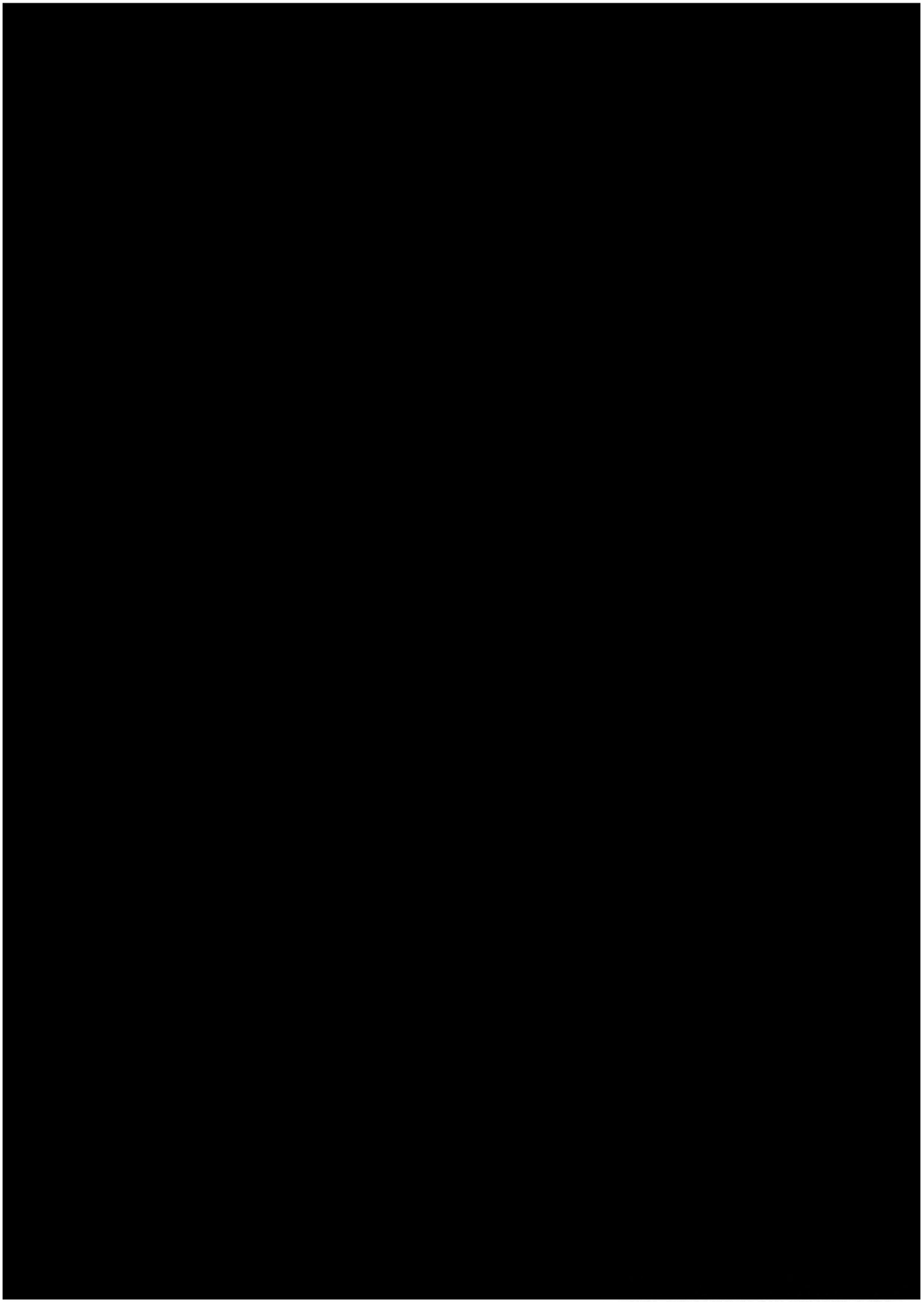

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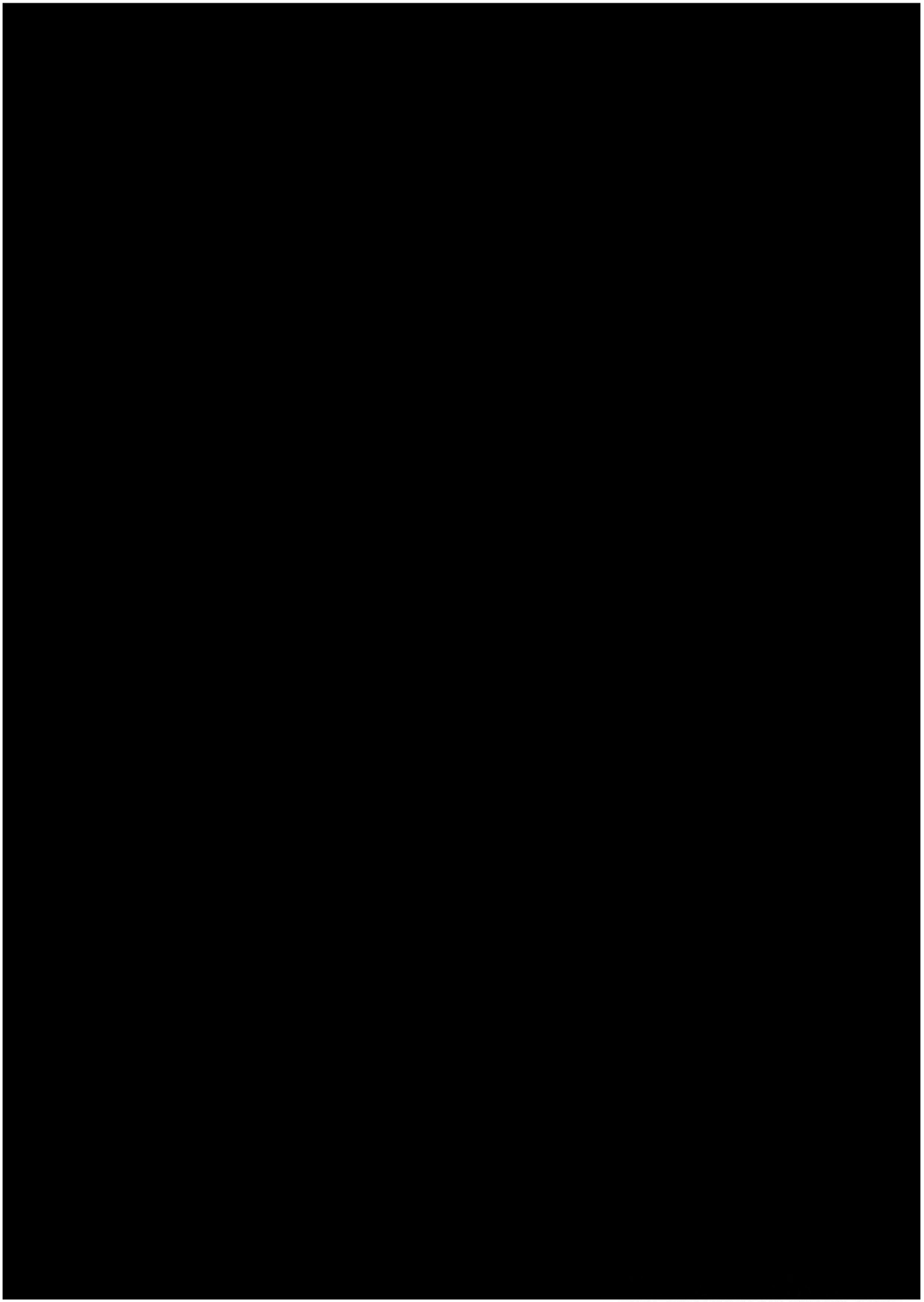

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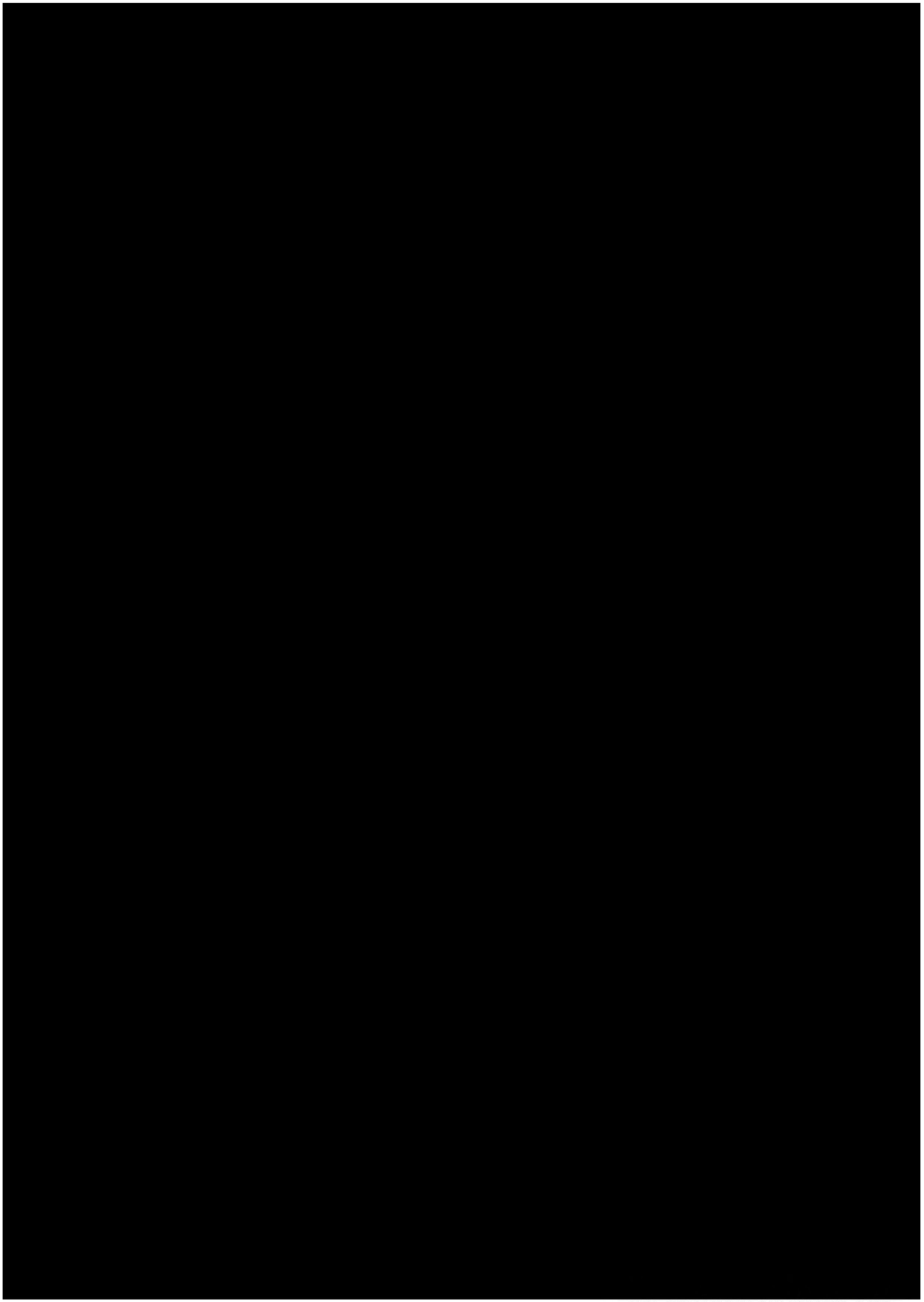

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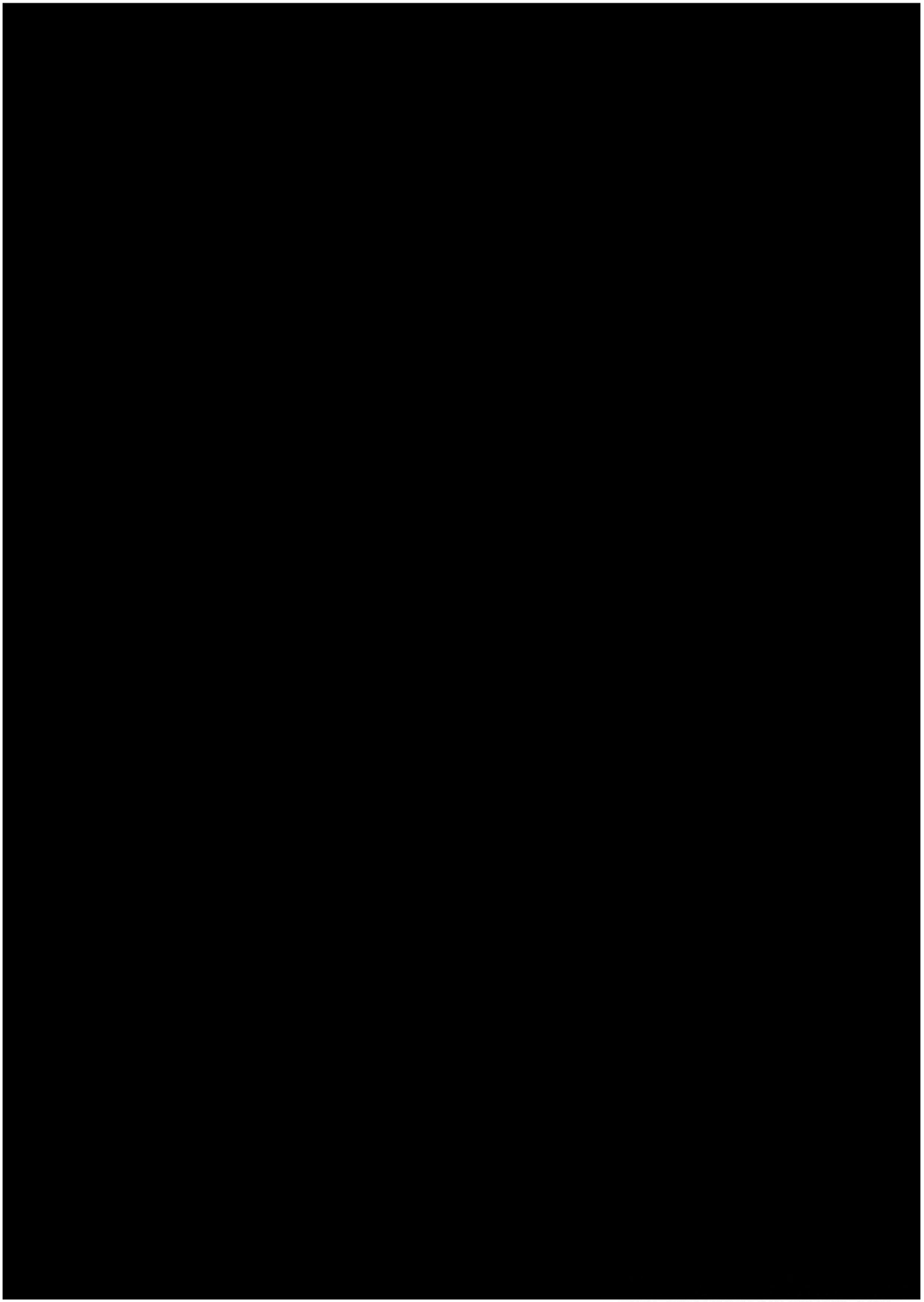

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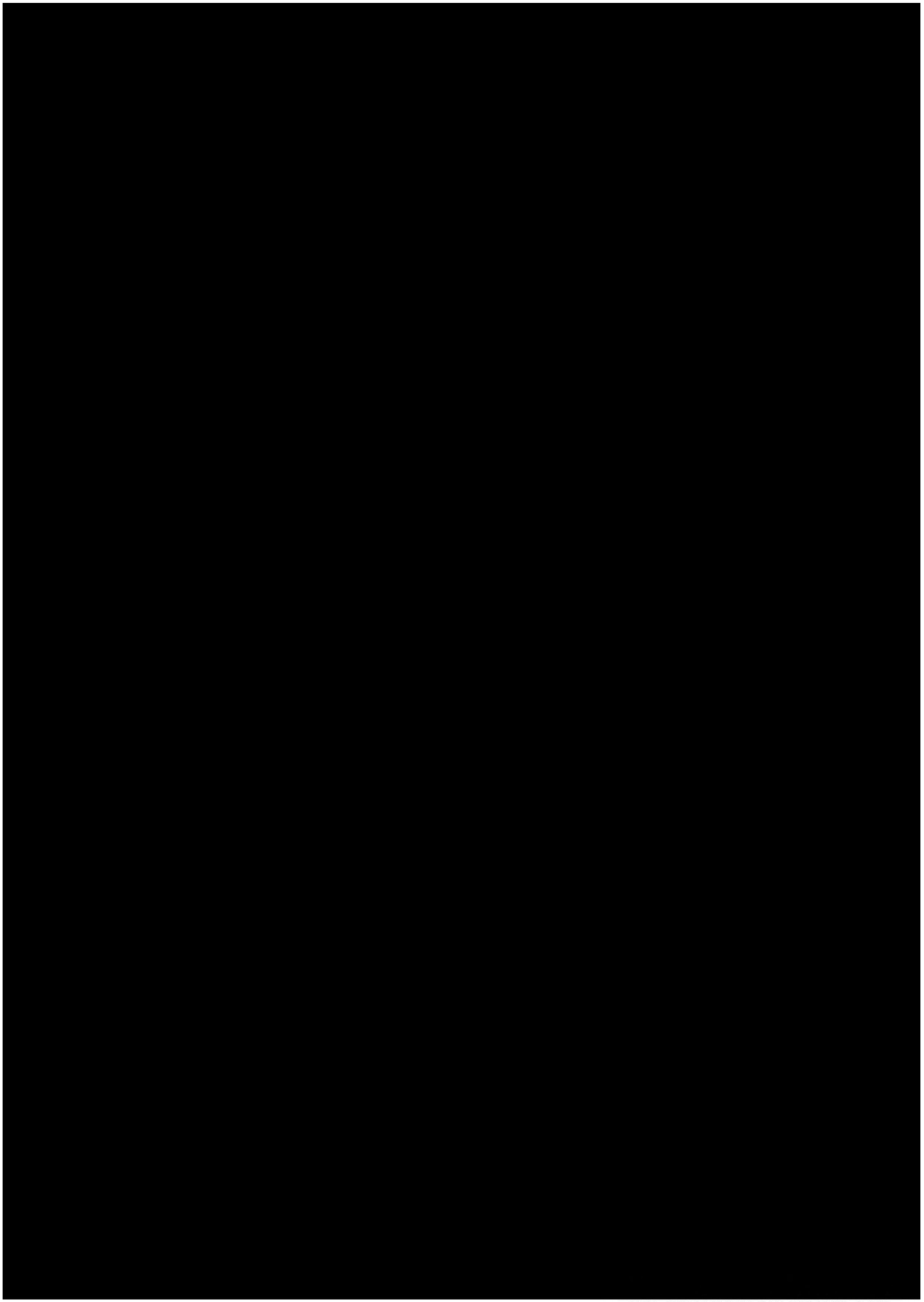

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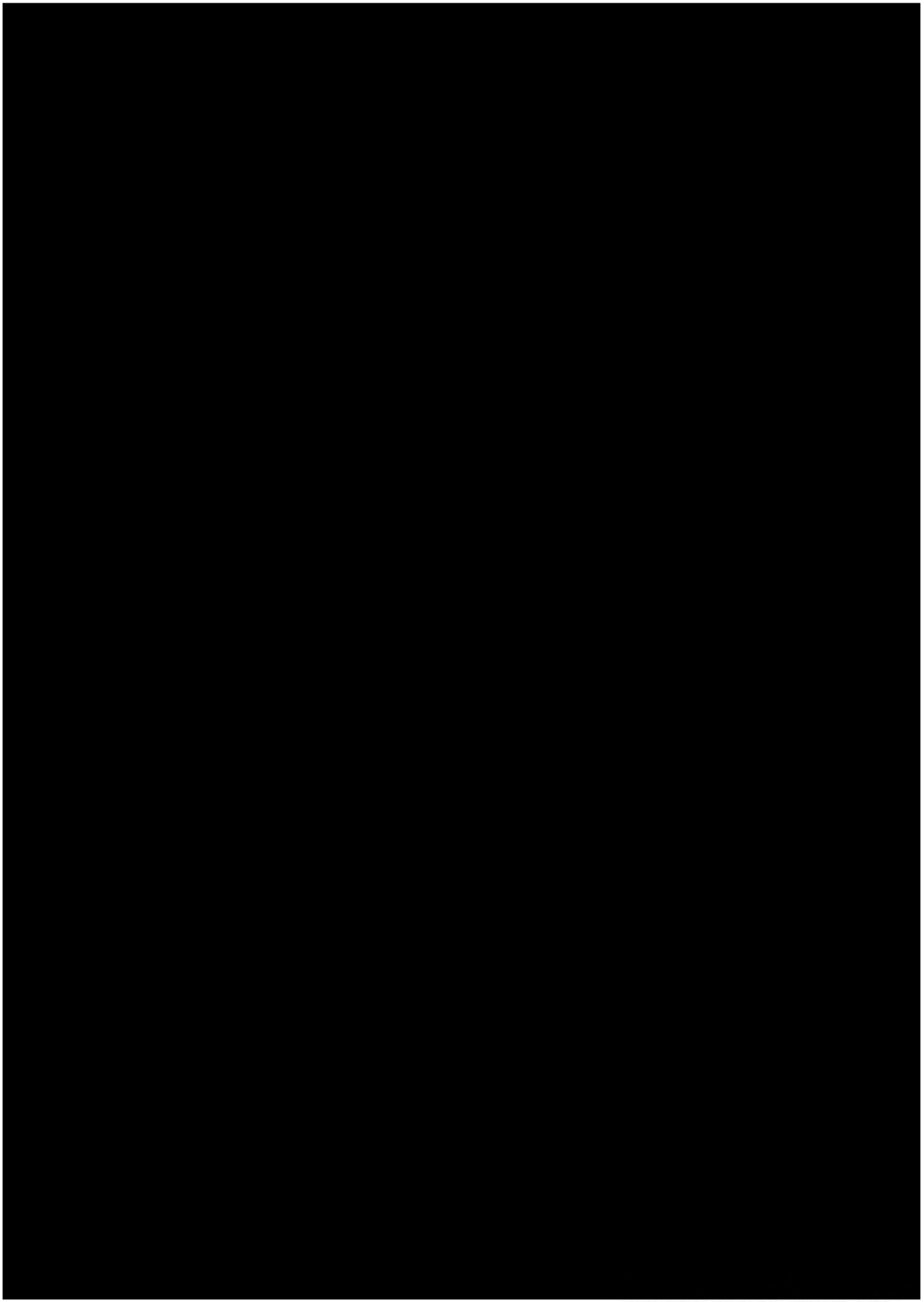

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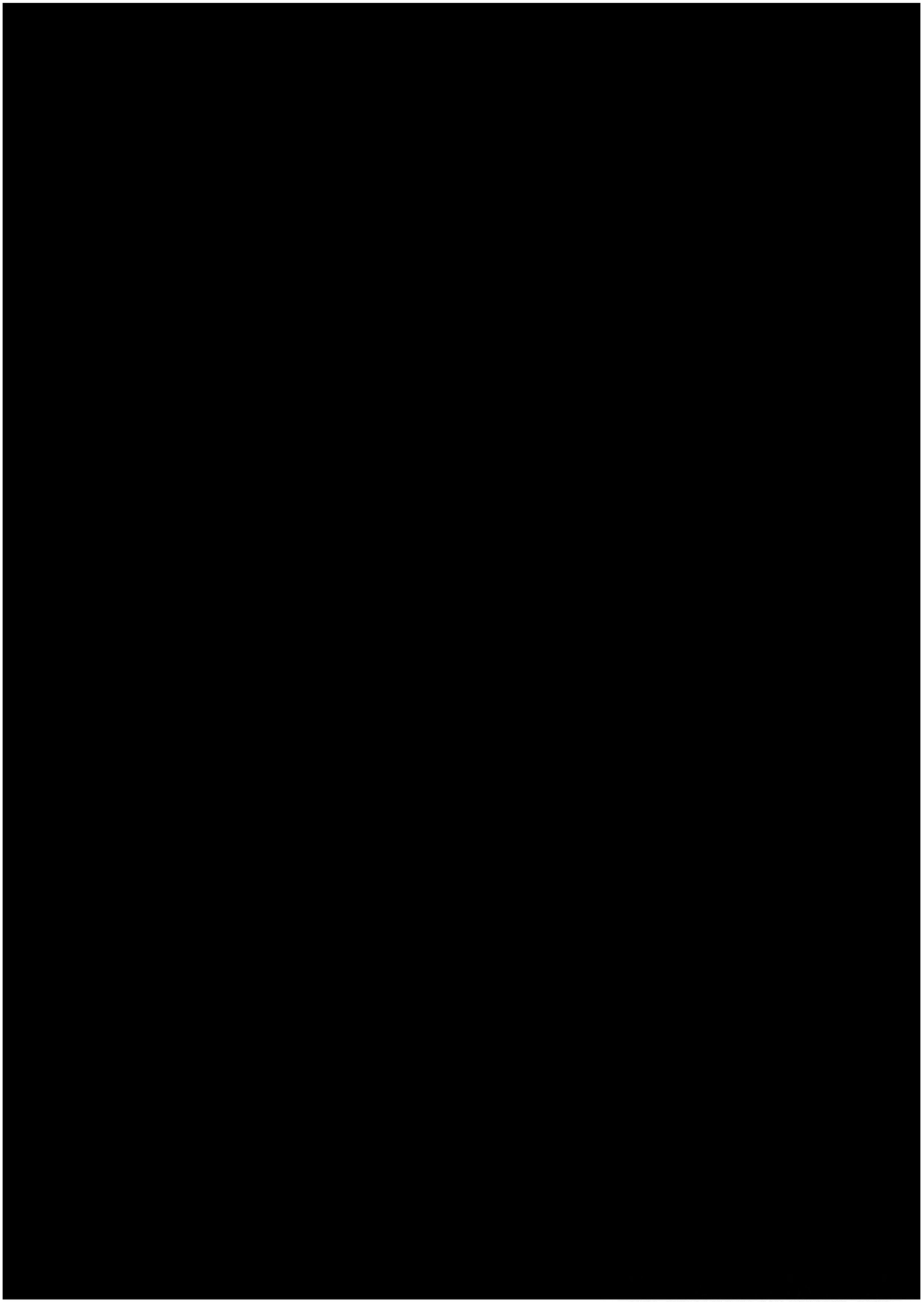

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Message

From: John F Wapshott [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=50E98042A66546098121E4938FD16900-JOHN.F.WAPS]
Sent: 08/01/2018 12:24:53
To: Debbie A Mickleborough [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=02ca9e3cd3ed49db8b6f619957e83fd8-debbie.a.mi]; Colin Burston [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=65adb49045fc453c925d48f23ba7cf8c-colin.burst]; Post Office Security [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=1570ed01d7fc4c2c910302890280a1a7-Post Office]; Michelle Stevens [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=fd97d78ad1724811b5c6b4a62b496235-michelle.st]; Alison J Clark [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=fc00b581dd2e4b89b3f642b4bd6383c7-alison.smit]; branch.support.services.team [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=827960fbcf3e4b87a85a00d46444a4e8-branch.supp]; John F Wapshott [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=50e98042a66546098121e4938fd16900-john.f.waps]
CC: Jeremy Kiff [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=86b802e1314a41f1be6224654e03e0b9-Jeremy Kiff]; Alexander Todd [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=59b541500ed74f89b8a69e9dcc740141-alex.todd]
Subject: Extra Audit Report - 391642 - Penygroes - 2018-01-04

You have been sent an Extra Audit report.

Financial Audit Tool > Extra Report

post.office.security[redacted];michelle.stevens[redacted]alison.j.clark[redacted]k;branch.support.services.team[redacted]; john.f.wapshott[redacted]

Branch Code	Branch Name
391642	Penygroes
Network Operations Manager	**Enter email of NOAM**
Jeremy.kiff@[redacted]	
RSM/RGM	**ASM/CSCSM**
Debbie Mickleborough	
Regional Contracts Advisor	**Contracts Advisor**
	Colin Burston

NOA Lead:	John Wapshott
All NOA's:	Paul A Jones

11.4

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Other Attendees:

An audit of the above branch, led by myself, was undertaken on 2018-01-04. The purpose of this audit was to provide assurance of financial assets due to the Post Office® and confirm compliance with a range of Business processes, procedures and regulatory requirements. During the audit, where appropriate, all cash, cheques, vouchers, Euros, Dollars and suspense entries were verified and a check of a selection of stock items and other currencies was performed. The audit revealed a shortage in the branch of £-13937.05. A breakdown of the audit result and details of the audit findings are as follows:

	Office Snapshot	Verified at Audit	Assurance Amount	Cash Difference
Cash on hand	£56,114.54	£40,866.80	£0.00	-£15,247.74
ATM Dispensed			£0.00	
Other MOP (incl. cheques)	£0.00	£0.00	£0.00	£0.00
Suspended Session	£0.00	£0.00		£0.00
ForEx (Sterling Equivalent)	£0.00	£0.00		£0.00
Postage 1p-£1	£1,266.55	£1,282.95		£16.40
Suspense	£0.00	£0.00	£0.00	£0.00
Spoilt Postage Labels	£0	£0.00		£0.00
Santander Cheque Pouches on hand		0		
Stock discrepancies				£1,294.29
Subtotal	£57,381.09	£42,149.75	£0.00	-£13,937.05

Todays findings	-£13,937.05
Outstanding debt	£0.00
TCs not processed	£0.00
TAs not processed / rec'd	£0.00
Net discrepancy from snapshot	£0.00
Late Transactions	£0.00
Confirmed Pending TC	£0.00
Transaction errors revealed	£0.00
Currency Revaluation	£0.00
Total	-£13,937.05
Current Trading Position	-£13,937.05

11.4

We arrived at the branch at 08:30 and introduced ourselves to , Harjitt Singh ,who was already on duty at approximately 08:30 and advised that we were there to perform an audit on behalf of Post Office Ltd. Due to mobile signal issues I was unable to contact the Network Business Support Centre (NBSC) to advise that an audit would be performed at the branch, and that it would remain closed until its conclusion. The nominated branches offered were: Cross Hands. A notice was placed on display at the branch detailing this information.

Harjitt Singh allowed us access to the secure area and was present in the secure area whilst the audit was carried out.

Harjitt Singh was then advised that they should satisfy themselves that the figures of the audit team were correct. Therefore we asked Harjitt Singh if they would do their own independent count of all the cash on hand again, which they did. Harjitt Singh then confirmed that the figures of the audit team were correct.

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£0.00	was made good (no 'without prejudice' receipt needed to be issued)
£13,937.05	was made good by cheque and a 'without prejudice' receipt issued at the time of the audit.
£0.00	was made good by cash and a 'without prejudice' receipt issued at the time of the audit.
£0.00	has been sent to 'Late Account' Finance Service Centre and is to be settled in accordance with terms agreed with your Contracts Advisor.
£0.00	was withdrawn at the time of the audit.
£0.00	will be settled centrally as per standard procedure.

My first telephone call was to Colin Burston, which went to answer phone, and I left Colin a message outlining the shortage at the office and asked him to return my call on the landline telephone number of 01269832248.
Next I attempted to contact Anita Bravata, Contracts Advisor, however her answer phone message stated that she was on annual leave.

At this time, Paul Jones gave me the telephone number of Glen Chester, Contracts Advisor, however his telephone also went to answer phone.

I then Telephoned Gareth Shylon, Network Operations Manager and explained the situation with the branch position and the attempted calls to the Contracts Advisors.

Gareth said he would attempt to contact the contracts advisors, and if that was not possible would contact Keith Bridges, Agents Contracts Deployment Manager.

At approx. 11:00, the office landline rang, and I answered it, Colin Burston was on the line, and I was able to explain the position of the branch.
Colin said that he would need to speak to Keith Bridges, and come back with a decision. He then asked to speak to Miss Gill, and I handed her the telephone.

During her conversation with Colin, Miss Gill explained to Colin that the branch does not complete an accurate cash declaration each night, they simply input the previous days cash declaration and then do a full count and declaration at the weekly Wednesday balance specifically on a Trading Period (TP) balance.

The decision was that if Miss Gill, the Postmaster, was able to make the loss good at the time of the audit, that no suspension would happen and the office would be allowed to reopen and continue trading as per normal policy.

The audit was concluded at 12:30. A cheque for the full amount of £13937.05 was accepted and a no prejudice receipt was issued to Miss Gill. This was entered into Horizon and process for dispatch. The branch was rolled into TP 10 BP 1.

11.4

I took the processed cheque pouch away from the branch at the conclusion of the audit and this was then dispatched on Friday 5th Jan2018, from the Blackwood Post Office following the usual dispatch procedures.

If you require any additional information, please contact me on GRO

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Message

From: Prabhjot Kaur [GRO
Sent: 14/05/2020 03:54:52
To: historicalshortfallscheme GRO
Subject: Penygroes Post Office 3916421 - Pt 2

Hi,

I have attached my audit report as explained in my previous email.

Thank you

Kind Regards

11.4

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The branch below has been audited. The paperwork will be sent to the branch within 48 hours.
If an Event Capture form, or extra report were required then you will have received these separately.

Date of Audit	1/4/2018		
Branch Code:	181642	Branch Address:	38 Norton Road
Branch Name:	Penygraves		
SPMR/ Operator:	Miss Prabhjot Kaur Gill		Penygraves
Phone:	01269832148		Llanelli
National Multiple:			Dyfed
Contracts Advisor:	Colin Burston	Postcode:	SA14 7ES
Key Contacts:			
Lead NOA:	John Wapshott		
All NOA's:	Paul A Jones		

Agent/Operator suspended? No

Discrepancies

	Office Snapshot	Verified at Audit	Assurance Amount	Cash Difference
Cash on hand	£56,114.54	£40,866.80	£0.00	-£15,247.74
ATM Dispensed			£0.00	
Other MOP (incl. cheques)	£0.00	£0.00	£0.00	£0.00
Suspended Sessions	£0.00	£0.00		£0.00
ForEx (Sterling Equivalent)	£0.00	£0.00		£0.00
Postage Id-Cl	£1,266.55	£1,282.95		£16.40
Suspense	£0.00	£0.00	£0.00	£0.00
Spoilt Postage Labels	£0	£0.00		£0.00
Surrender Cheque Vouchers on hand		0		
Stock discrepancies				£1,294.29
Summary	£57,381.09	£42,149.75	£0.00	-£13,807.05

Prabhjot Sandhey

11.4

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Final Trading Position

Todays findings	-£13,937.05
Outstanding debt	£0.00
TCs not processed	£0.00
TAs not processed / rec'd	£0.00
Net discrepancy from snapshot	£0.00
Late Transactions	£0.00
Confirmed Pending TC	£0.00
Transaction errors revealed	£0.00
Currency Revaluation	£0.00
Total	-£13,937.05
Current Trading Position	-£13,937.05

Amounts made good

£0.00	was made good (no 'without prejudice' receipt needed to be issued)
£13,937.05	was made good by cheque and a 'without prejudice' receipt issued at the time of the audit.
£0.00	was made good by cash and a 'without prejudice' receipt issued at the time of the audit.
£0.00	has been sent to 'Late Accounts' Finance Service Centre and is to be settled in accordance with terms agreed with your Contracts Advisor.
£0.00	was withdrawn at the time of the audit.
£0.00	will be settled centrally as per standard procedure.

11.4

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Auditor Comments

There were no staff that were unregistered, on the system.

The following branches were also audited:

Branch Code	Branch Name	Core/ Outreach	Result Discrepancy (£)	Made Good (£)

Sent from my iPhone

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11.4

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ch Code 391642

Barcode

Branch name Penygroes

Period 2017-18 P11 - 29/01/2018 to 25/02/2018

New PM in last 12 months Yes

SPMR Name Mr Richard Melfyn Owens

Branch Contact Number GRO

Date of Request 29/01/2018

Originator of Request NBSC

Name of Originator James Taylor

Telephone number of Originator GRO

Administrator Luan Boyd

Administrator Telephone Number GRO

Request Type Intervention

Intervention Type 1 Accounting

Intervention Code 1 Balancing & Accounting

Intervention Type 2 Other

Intervention Code 2

Intervention Type 3

Intervention Code 3

Detailed Description (Attach pro-forma if required)

11.4

Hi. the below request came in from the Contracts Advisor.

Following a recent audit it appears that the branch could do with a days visit from a trainer to show the Postmaster back office functions etc.

Can you please request an intervention visit.

Regards

Colin

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Mails Segregation Checked

Additional Documents (In Document Library)

Expected Outcome

Being able to perform back office functions and accouting in the office

Intervention Classification

Authoriser

Decision Type

Intervention Priority Medium

Oral Direction Required

Date sent to NSAT 29/01/2018

Assign To TAA No presence information Clare Jones

Date of Intervention - Scheduled by NSAT 14/02/2018

Date Intervention Delivered 14/02/2018

Outcome of Telephone Call If Applicable

Reason for Non Resolution

Intervention Changed to a Visit after Telephone Call (After discussion with ATAM)

Name of Person Spoken to at Branch Harj Choudery

Position in Branch SPMR

Description of Intervention (Attach pro-forma if required)

11.4

Hi. the below request came in from the Contracts Advisor.

Following a recent audit it appears that the branch could do with a days visit from a trainer to show the Postmaster back office functions etc.

Can you please request an intervention visit.

Regards

Colin

Actions Agreed with Branch

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Harj runs the shop + PO and his wife helps on evenings and weekends. They have been struggling to balance for over a year culminating in a £13000 shortage found in a recent audit. They are doing everything correctly and there is not a massive amount of cash to count but they have huge variances every day ranging from a few hundred to over a thousand pounds! I have looked through all the transactions they do on a daily basis and apart from a few banking deposits there is nothing out of the norm. The only thing I could think of is the TAs are not being processed correctly but Harj assured me he puts the Paystation and Lottery in every morning. I cannot explain where the discrepancies come from and they are unwilling to employ extra staff until they can sort this issue. I have asked to go back.

Actions to be Delivered by

Oral Direction Given

Reasons for Non delivery of Oral Direction

Breaches Identified during Visit

Detail of Breaches and Action Taken

Action Taken for Breaches by TAA

Further Action Required by TAA

Reason for Further Action

Assign to ATAM No presence informationJeremy Kiff

Date Sharepoint Completed 28/02/2018

Visit Completed By No presence informationClare Jones

Scheduled Within SLA times (for audits only)?

Reason for not being within SLA time

SLA Comments

Cancelled ? No

Content Type: Item

Created at 20/02/2018 13:18 by No presence informationChristina Hamblett

Last modified at 28/02/2018 15:34 by No presence informationClare Jones

11.4

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SSRT Team Review: Key Findings & Observations

Branch and Operator Details	
Branch Name:	Penygroes
Branch Address:	16 Norton Road Penygroes Llanelli Dyfed SA14 7RS
Branch Code:	391642
Postmaster/Operator:	Miss Prabhjot Kaur Gill
Absentee: Y/N/N/K	N
Pluralist: Y/N/N/K	N
Date of Appointment:	
Date of model change:	SPSO
Branch/Operator Current Status:	Current

Issue Raised:

Contract Advisor Mr Colin Burston requested SSRT look into possible cause of audit shortage of £13,783.53 on 04/01/18 which was made good.

Key Findings & Observations

Horizon Transaction & Event Logs:
Session Data and Rep Events for 05/07/17 to 05/01/18
Trading Periods 04 to 09

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NBSC Logs: Number, specific issues/trends etc: NBSC Call Logs
FSC: TCs, customer account, DFRs previous issues raised etc: TC's CASM report and call logs
Audits: Previous/ latest report:
HR Info: FDOS & LDOS, Assistant Check etc:
Contract Info: Branch History, remedy letters, complaints, contact with Pmr /Operator etc:
NT Info: NT Leaver, COAs, Funding etc:
SSRT Findings: It was requested that SSRT pay particular attention to the period after 20/12/17 as the Operator believes the shortage occurred then and was maybe to do with banking transactions. SSRT reviewed six month data to be thorough. **Transactions Corrections**; The office received an invoice TC on 10/10/17 from Camelot for £13,000 which the office accepted and made good;

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TRANSACTION DATE	BRANCH USER	COUNTER MODE DESCRIPTION	STOCK UNIT	PRODUCT	QUANTITY	AMOUNT
10-Oct-2017 07:43:31	PGI001	Accept Now (Make Good)	AA	Camelot Prizes	1	13000
10-Oct-2017 07:43:31	PGI001	Accept Now (Make Good)	AA	Cash	-1	-13000

This TC was a result of overstated Lottery Prizes that were put through Horizon on 08/09/17

TRANSACTION DATE	BRANCH USER	COUNTER MODE DESCRIPTION	STOCK UNIT	PRODUCT	QUANTITY	AMOUNT
08-Sep-2017 07:25:57	PGI001	Serve Customer	AA	Lottery Cash Prize	-10	-5000
08-Sep-2017 07:26:13	PGI001	Serve Customer	AA	Cash	1	5000
08-Sep-2017 10:30:04	PGI001	Serve Customer	AA	Lottery Cash Prize	-100	-8000
08-Sep-2017 10:30:18	PGI001	Serve Customer	AA	Cash	1	8000

The Operator has said that cash declarations are not timely and accurate.
However, SSRT has reviewed the cash declarations made around these transactions, which reveal that the office showed a corresponding gain in September for the overstated Lottery prizes and a loss in October for the invoice TC.

EVENT DATE	EVENT DETAIL	STOCK UNIT	BRANCH USER
07-Sep-2017 18:05:18	Declare CASH Total £46107.56 For SU AA Till 1	AA	PGI001
07-Sep-2017 18:05:22	Variance Check Discrepancy for SU AA with £ -45.15 Discrepancy	AA	PGI001
08-Sep-2017 10:38:44	Declare CASH Total £46107.56 For SU AA Till 1	AA	PGI001
08-Sep-2017 10:38:49	Variance Check Discrepancy for SU AA with £ 14081.61 Discrepancy	AA	PGI001

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08-Sep-2017 10:39:08	Declare CASH Total £31777.56 For SU AA Till 1	AA	PGI001
08-Sep-2017 10:39:13	Variance Check Discrepancy for SU AA with £ -248.39 Discrepancy	AA	PGI001

The table above shows that the office declared the cash after putting through the lottery cash prizes on 08/09/17. The variance shows a gain of £14,081.61. The cash is immediately redeclared after being deducted by £14,330.00 which then shows a loss of £248.39. The office has paid out £13,000 in cash prizes, therefore the cash on hand figure would be reduced by at least £13,000.

Cash Management ONCH figures verify this;

	Date	£50 Note	£20 Note	£10 Note	£5 Note	£2 Coin	£1 Coin	50p Coin	20p Coin	10p Coin	5p Coin	2p Coin	1p Coin	Total
Sun	07.09.20 17	0	16120	24330	2025	848	2197	304	71	107	44	27	34	46,107
Mon	08.09.20 17	0	16120	10000	2025	848	2197	304	71	107	44	27	34	31,777

The above table shows the breakdown of the cash declarations. We can see where the £10 notes have been reduced by £14,330.00

However, the office did not pay out £13,000 cash in Lottery prizes which is why Camelot issues a corrective invoice TC on 10/10/17, so it would appear £13,000 was physically removed for some other reason.

The table below shows the cash declarations made around the invoice TC being accepted and Made Good. There isn't a declaration on the 10/10/17 but the first time a declaration is made the variance shows a loss of £15,846.72

EVENT DATE	EVENT DETAIL	STOCK UNIT	BRANCH USER
08-Oct-2017 09:29:07	Declare CASH Total £0.00 For SU AA Till 1	AA	PGI001

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09-Oct-2017 07:27:57	Declare CASH Total £0.00 For SU AA Till 1	AA	PGI001
10-Oct-2017 07:41:38	Declare CASH Total £0.00 For SU AA Till 1	AA	PGI001
11-Oct-2017 07:32:08	Declare CASH Total £0.00 For SU AA Till 1	AA	PGI001
11-Oct-2017 19:16:23	Declare CASH Total £0.00 For SU AA Till 1	AA	PGI001
11-Oct-2017 19:16:32	Variance Check Discrepancy for SU AA with £ -89125.72 Discrepancy	AA	PGI001
11-Oct-2017 19:28:22	Declare CASH Total £73279.00 For SU AA Till 1	AA	PGI001
11-Oct-2017 19:28:32	Variance Check Discrepancy for SU AA with £ -15846.72 Discrepancy	AA	PGI001
11-Oct-2017 19:30:38	Declare CASH Total £94525.00 For SU AA Till 1	AA	PGI001
11-Oct-2017 19:30:48	Variance Check Discrepancy for SU AA with £ 5399.28 Discrepancy	AA	PGI001
11-Oct-2017 19:31:01	Variance Check Discrepancy for SU AA with £ 5399.28 Discrepancy	AA	PGI001
11-Oct-2017 19:31:27	Declare CASH Total £89125.00 For SU AA Till 1	AA	PGI001
11-Oct-2017 19:31:37	Variance Check Discrepancy for SU AA with £ -0.72 Discrepancy	AA	PGI001
11-Oct-2017 19:31:53	Declare CASH Total £89125.00 For SU AA Till 1	AA	PGI001

Records show that the office closed from the week beginning Monday 11th September until 30th September due to renovations in the retail side.

NBSC Call Logs;

CAS-2679522-Y8X0K9 on 08/09/17 there is a call stating "Office Closure - Expansion of the shop. Branch will be having work done for a week. Branch states the door will not be alarmed."

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CAS-2682524-R7Q6Q9 on 11/09/17 there is a further call stating "closed for a week due to renovations (non NT) have broken through a wall and found BT wires that need relocating or removing. Have spoken to BT and they have advised it needs to be dealt with by PO. what to do?" It would appear that the second call may have caused the office to be closed longer than first anticipated. The Operator states that they did not balance and produce the Trading Statement on 27/12/17 due to problems in the office with the electricity supply. The data for this day was reviewed and there were no Recovery entries. It appears that the Operator did not attempt to balance.
Additional Information that may help the requestor: This is a preliminary report as the Contract Advisor is meeting with the Operator where further information may come to light which will need further investigation.
Contact with requestor prior to submission of final report:

SSRT Review completed by:	Michelle Keohane
Date of completion:	05/01/18
Date sent to requestor:	05/01/18
Case report & documents filed (where)	

Embedded documents:  Penygroes.zip

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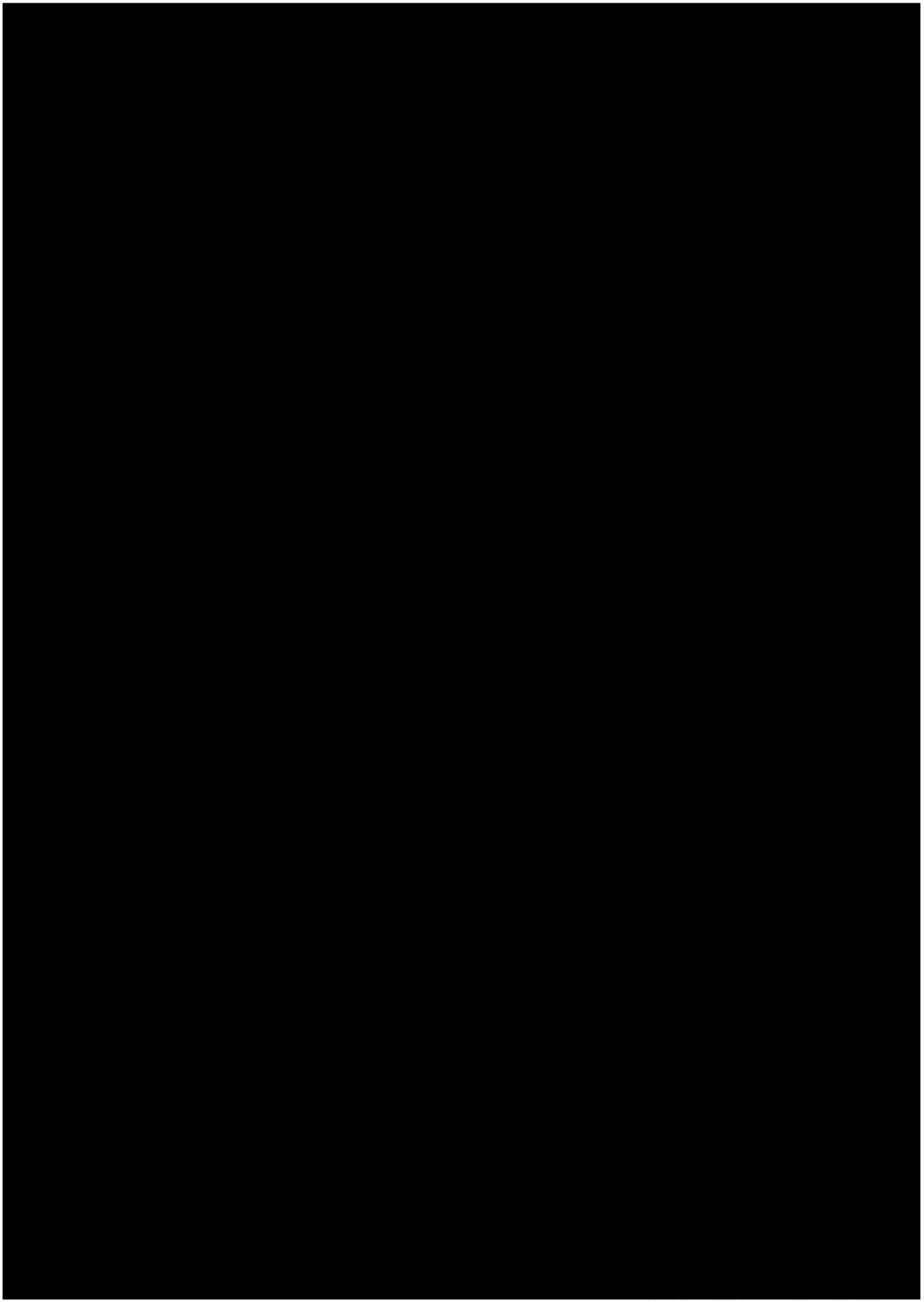

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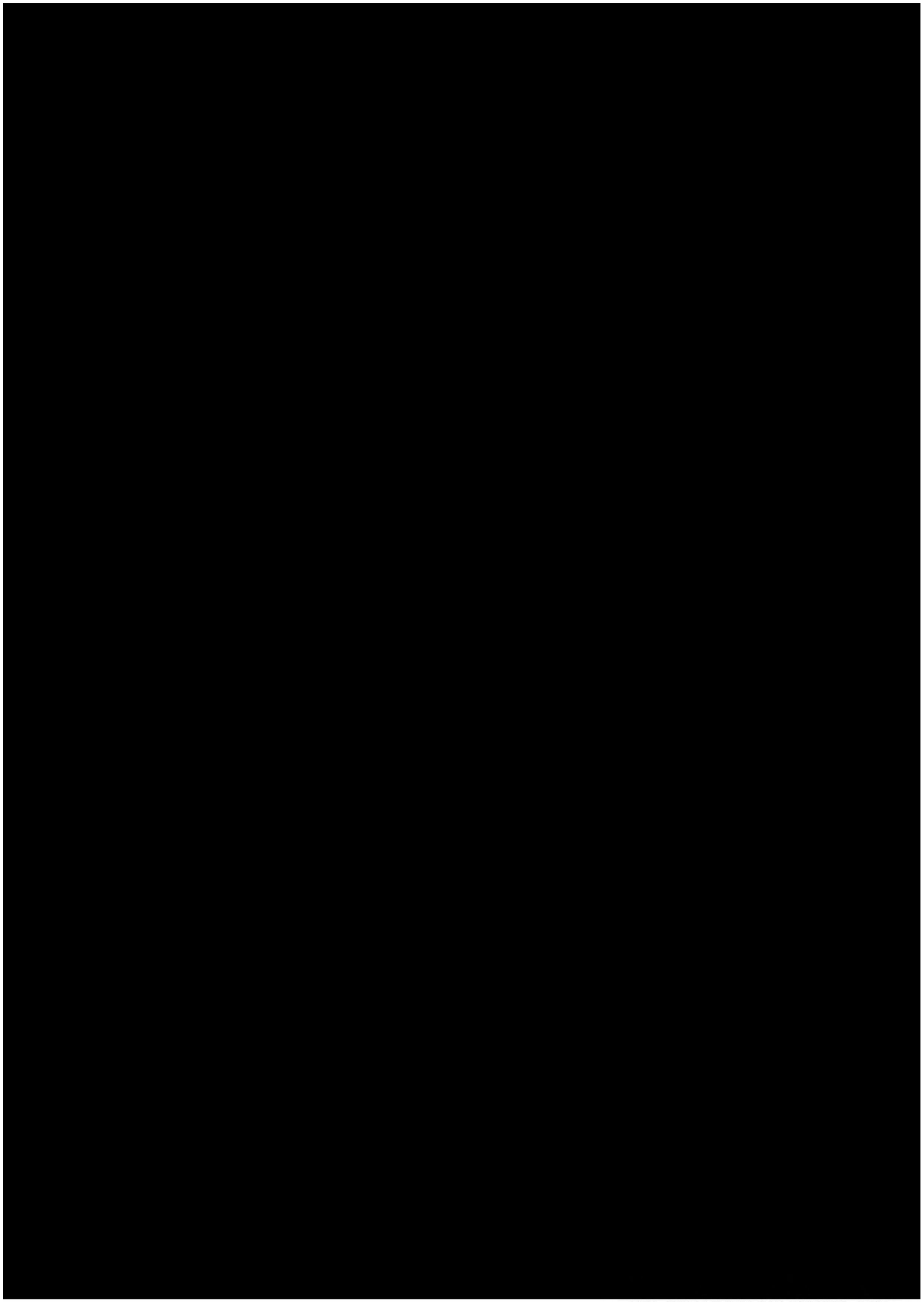

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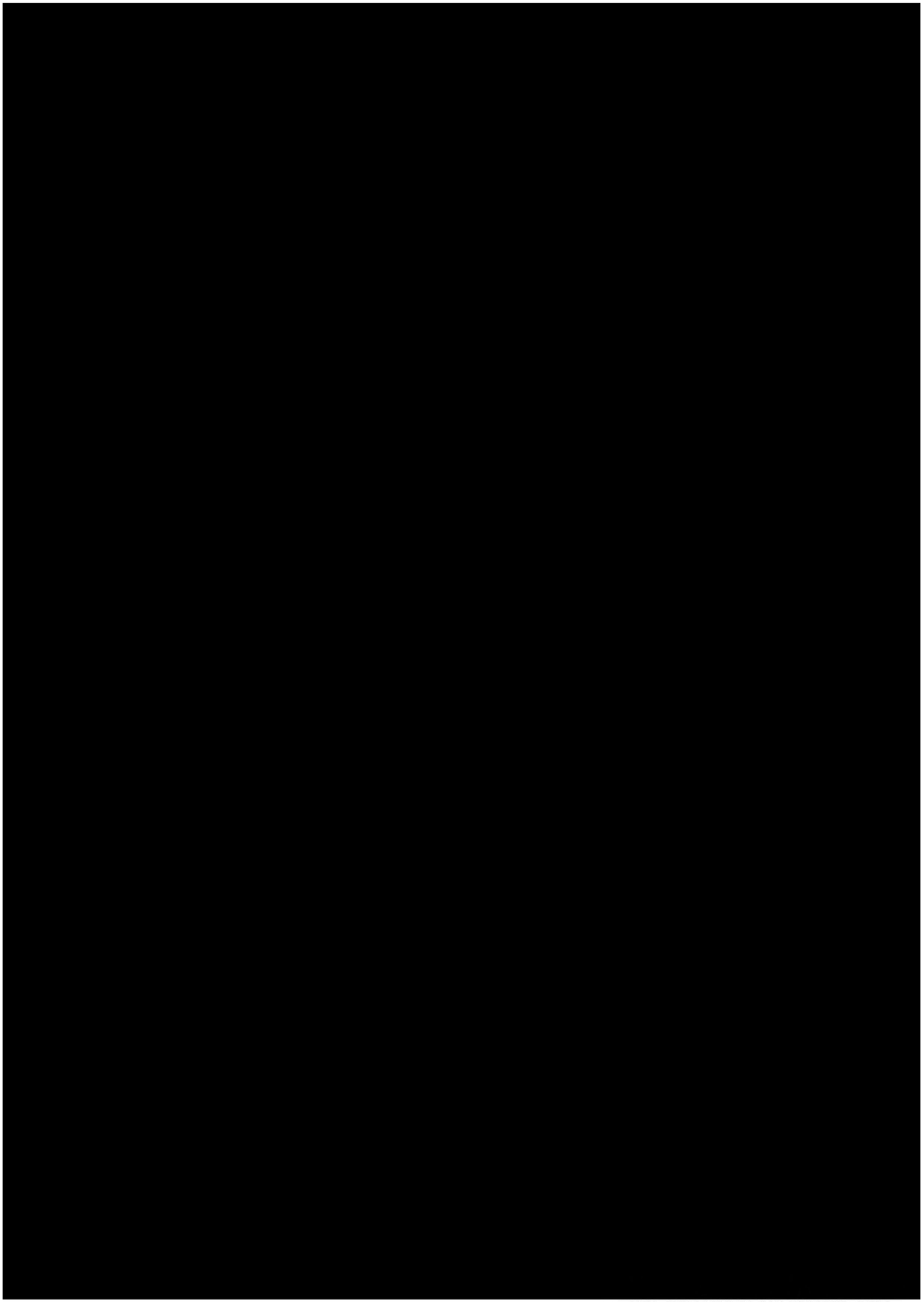

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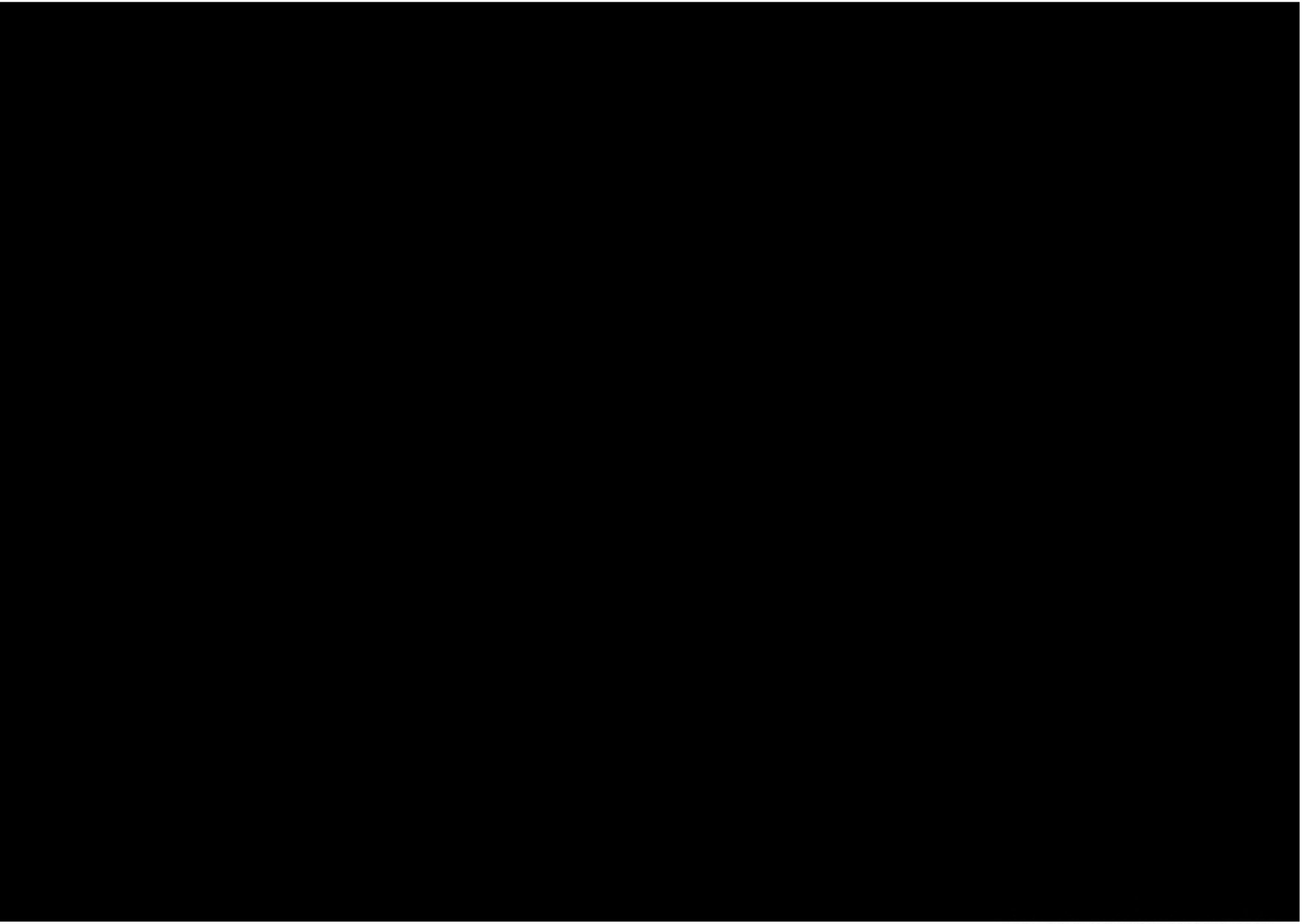

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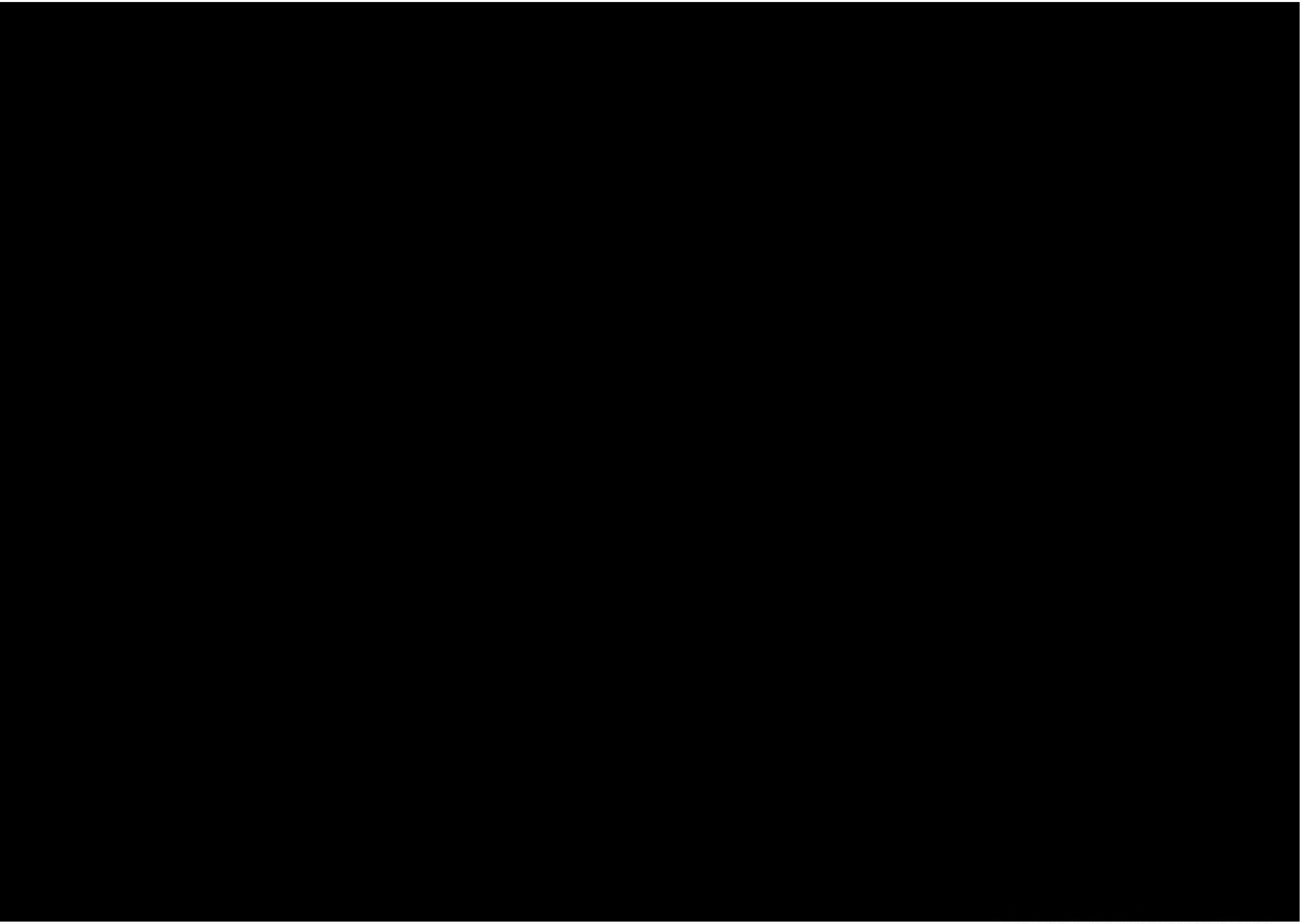

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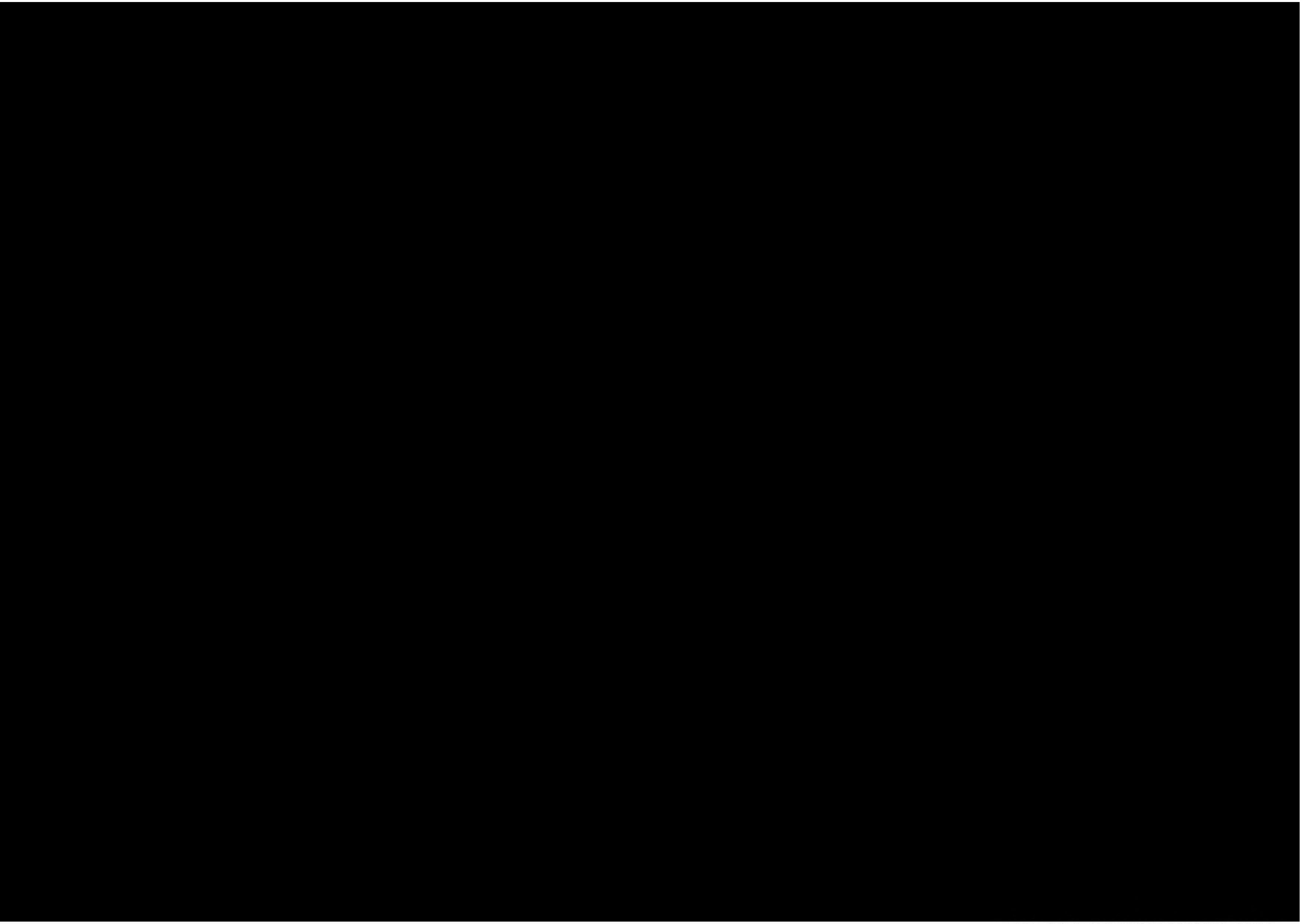

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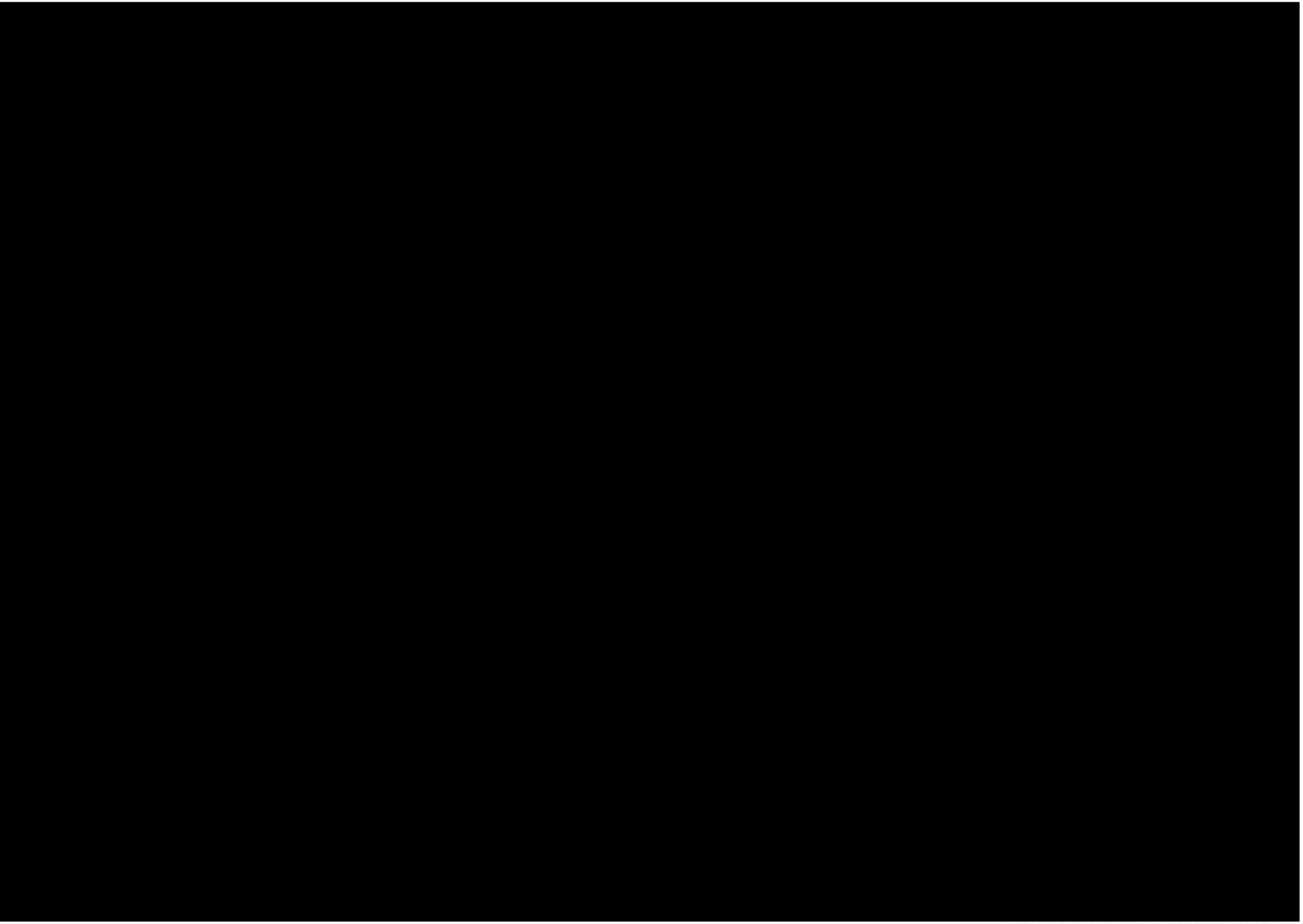

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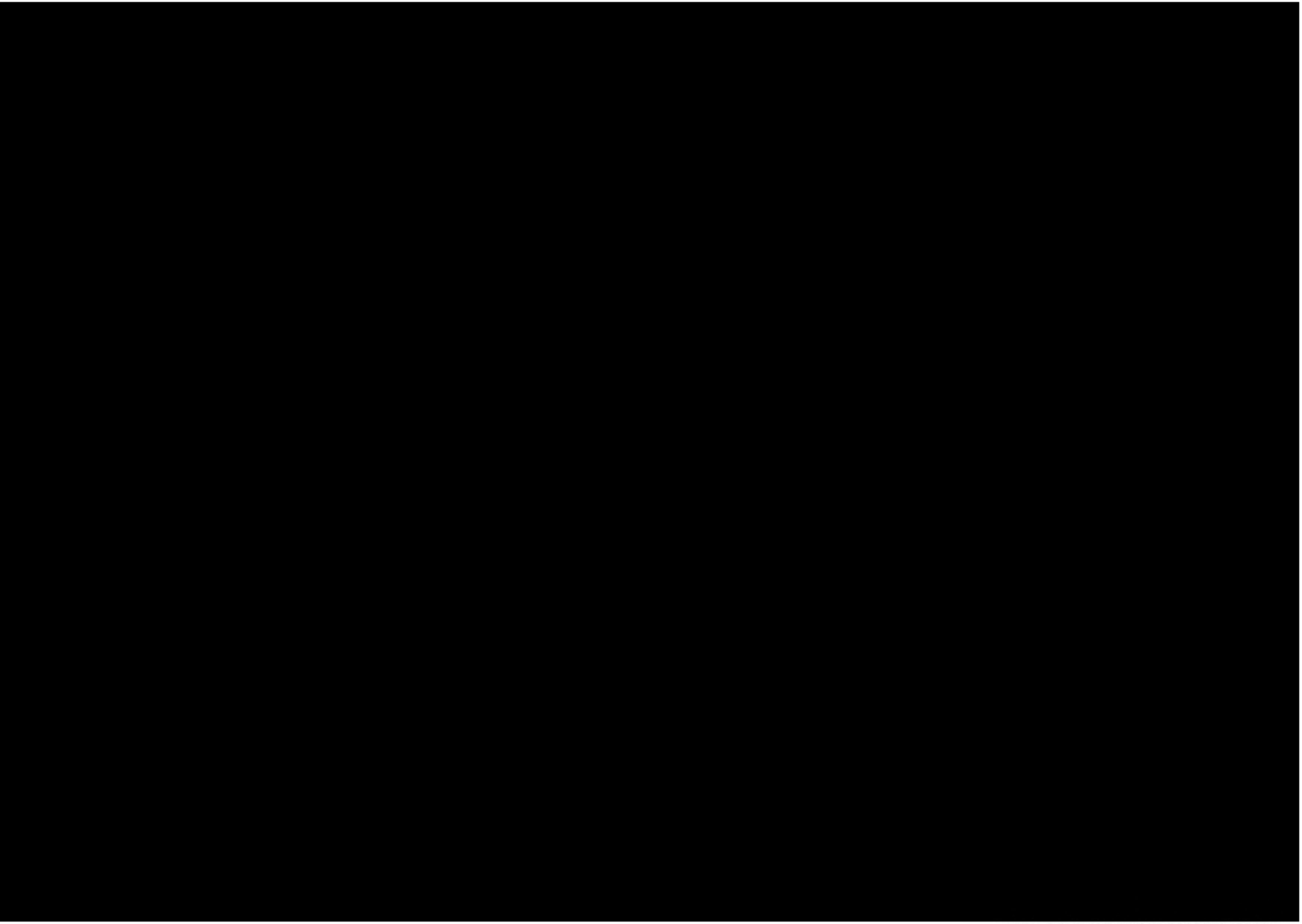

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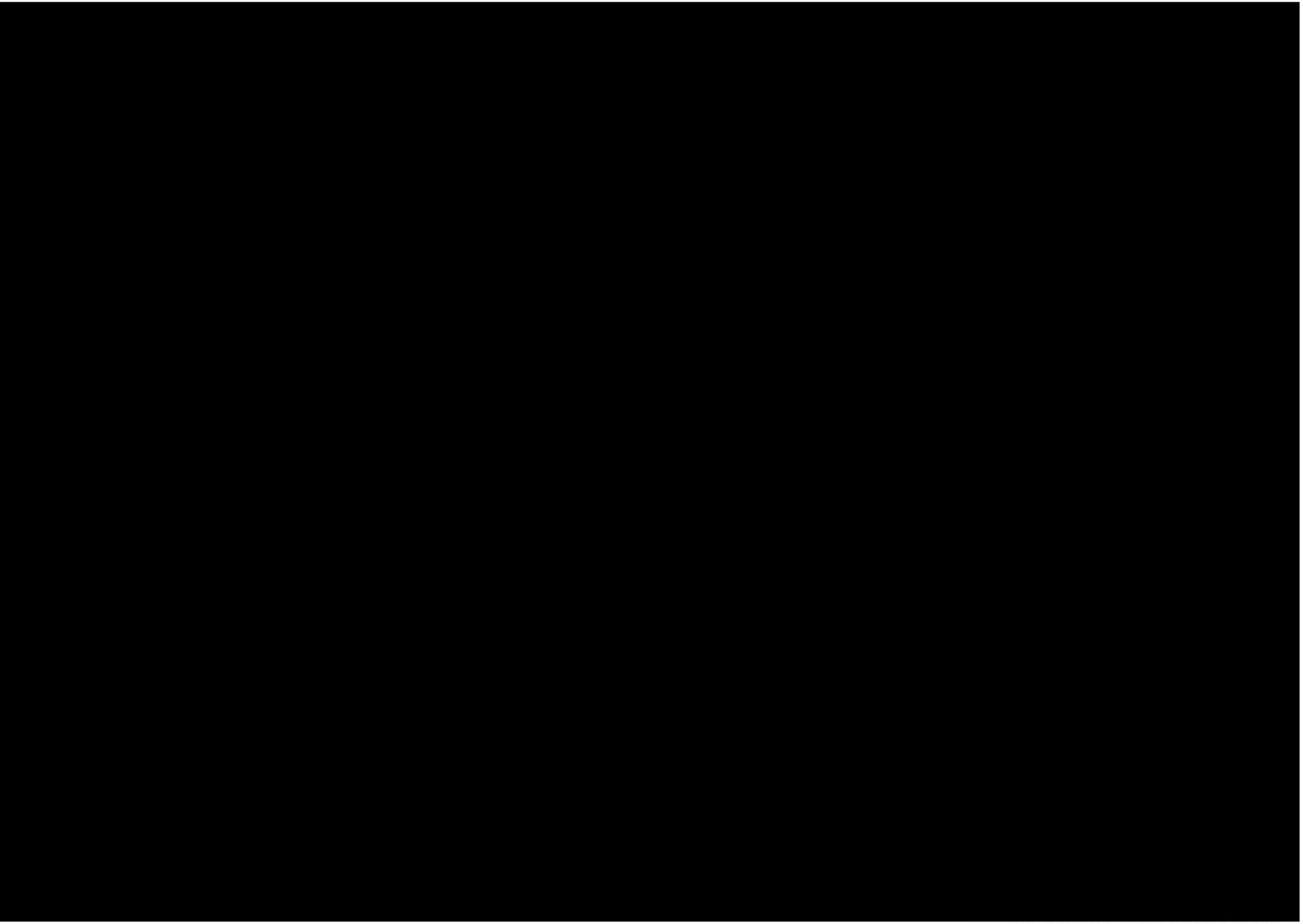

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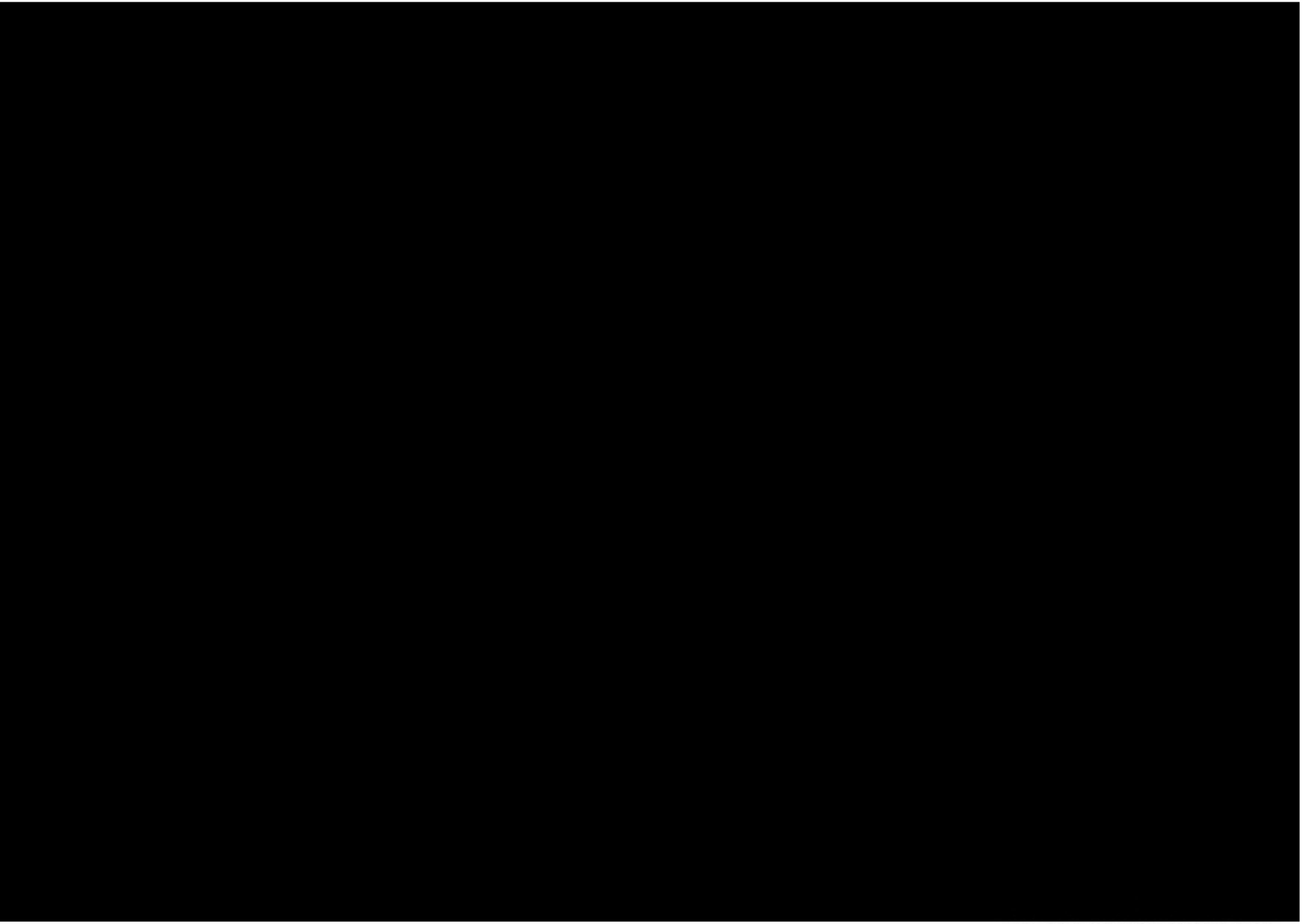

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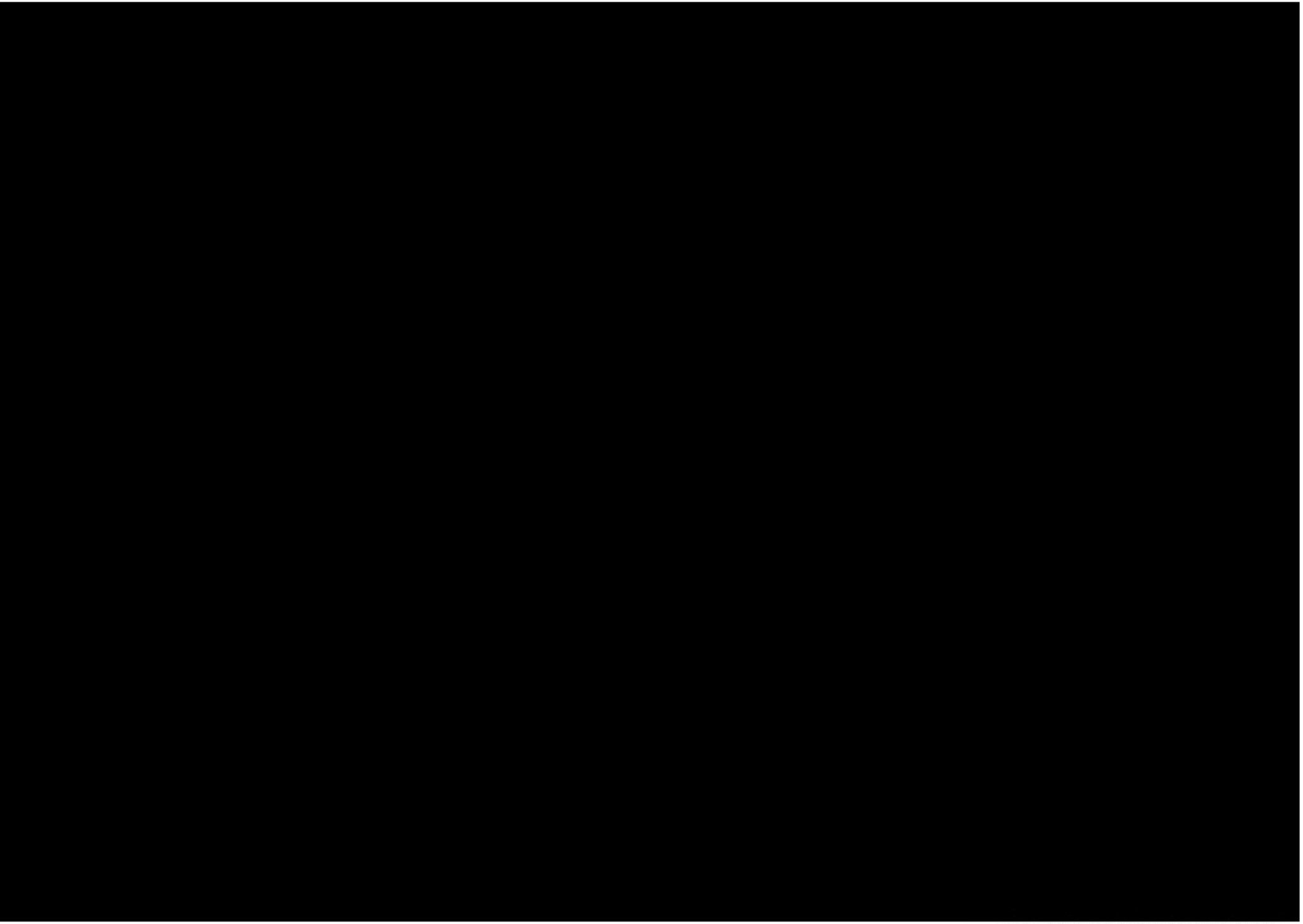

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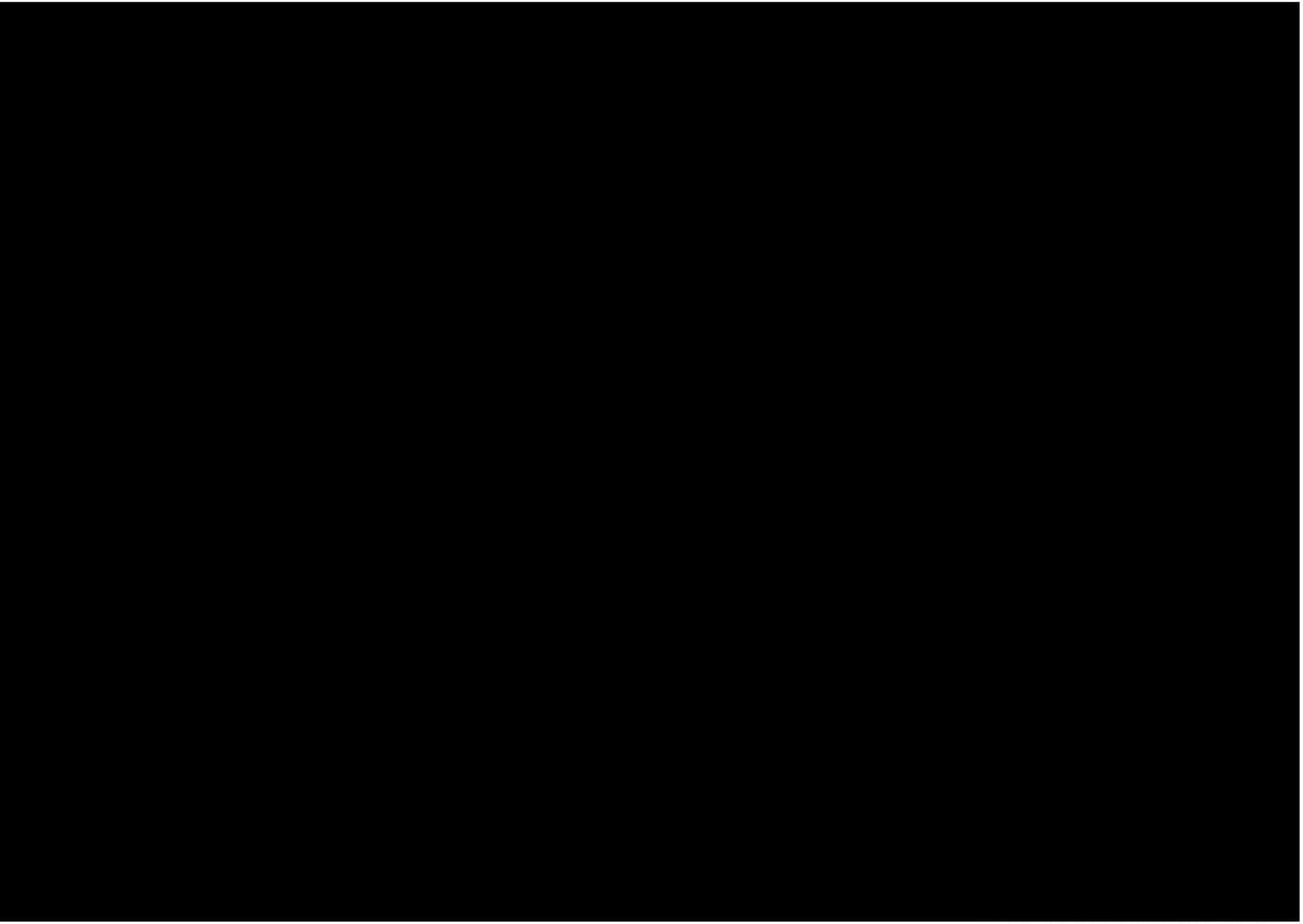

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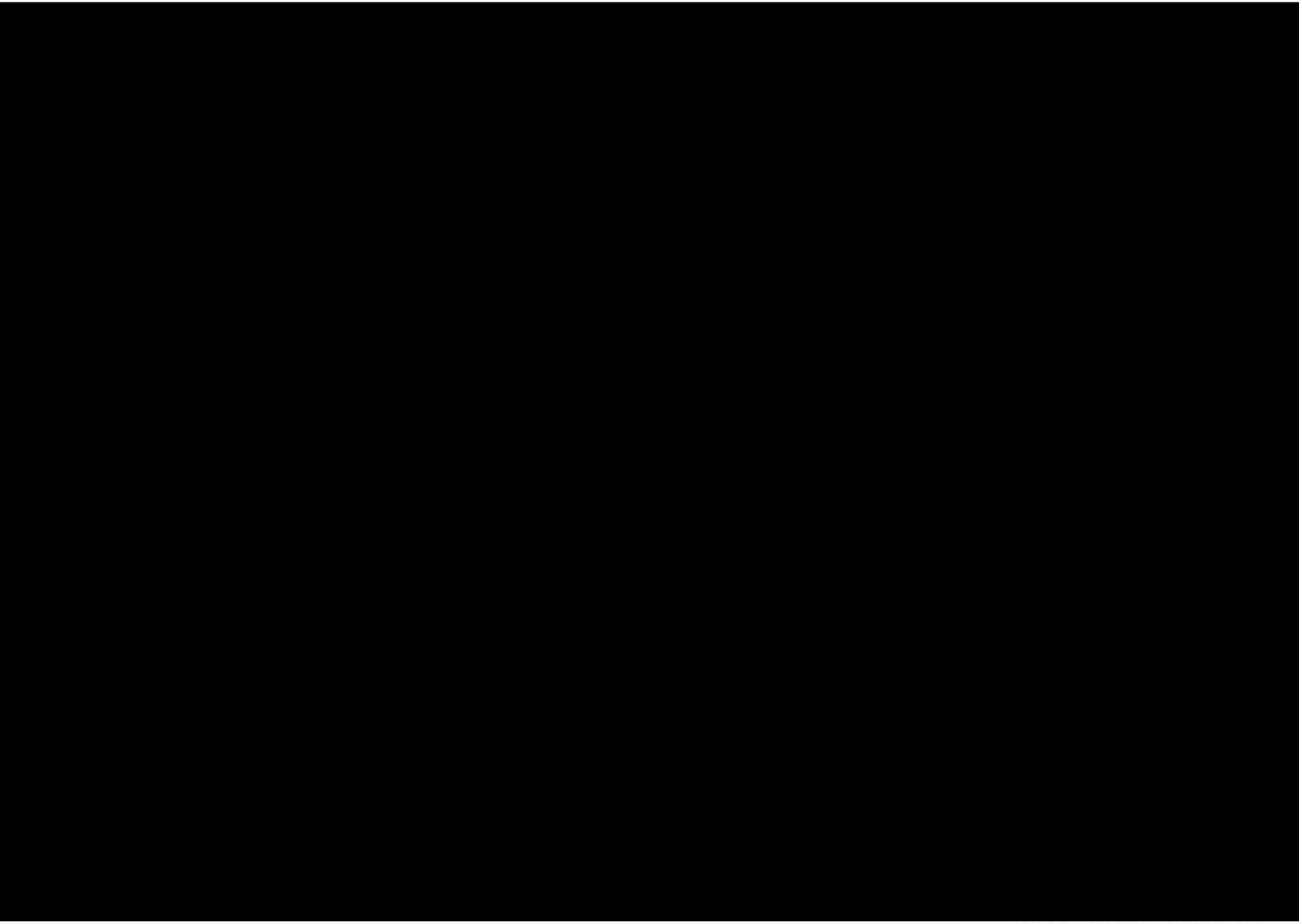

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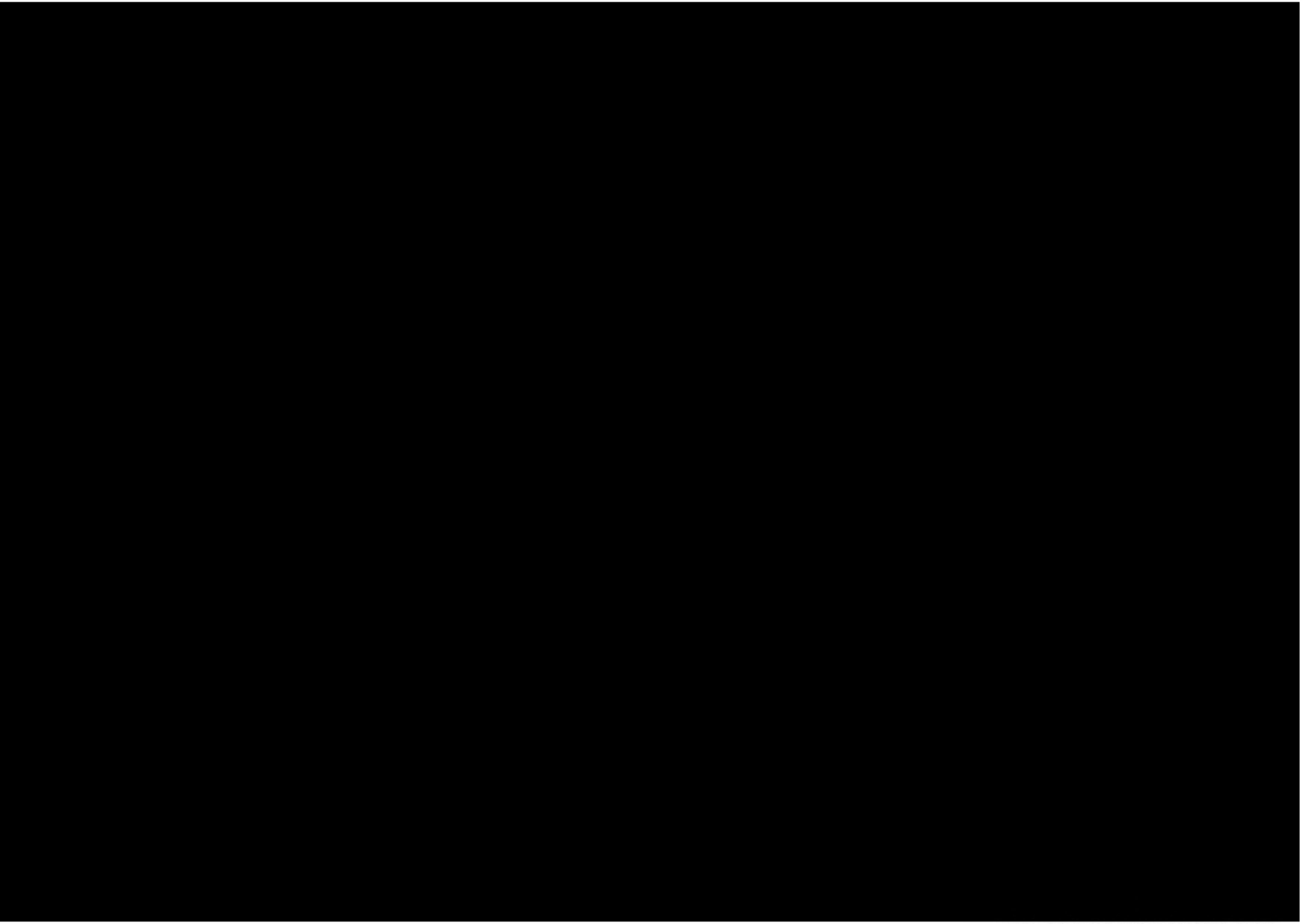

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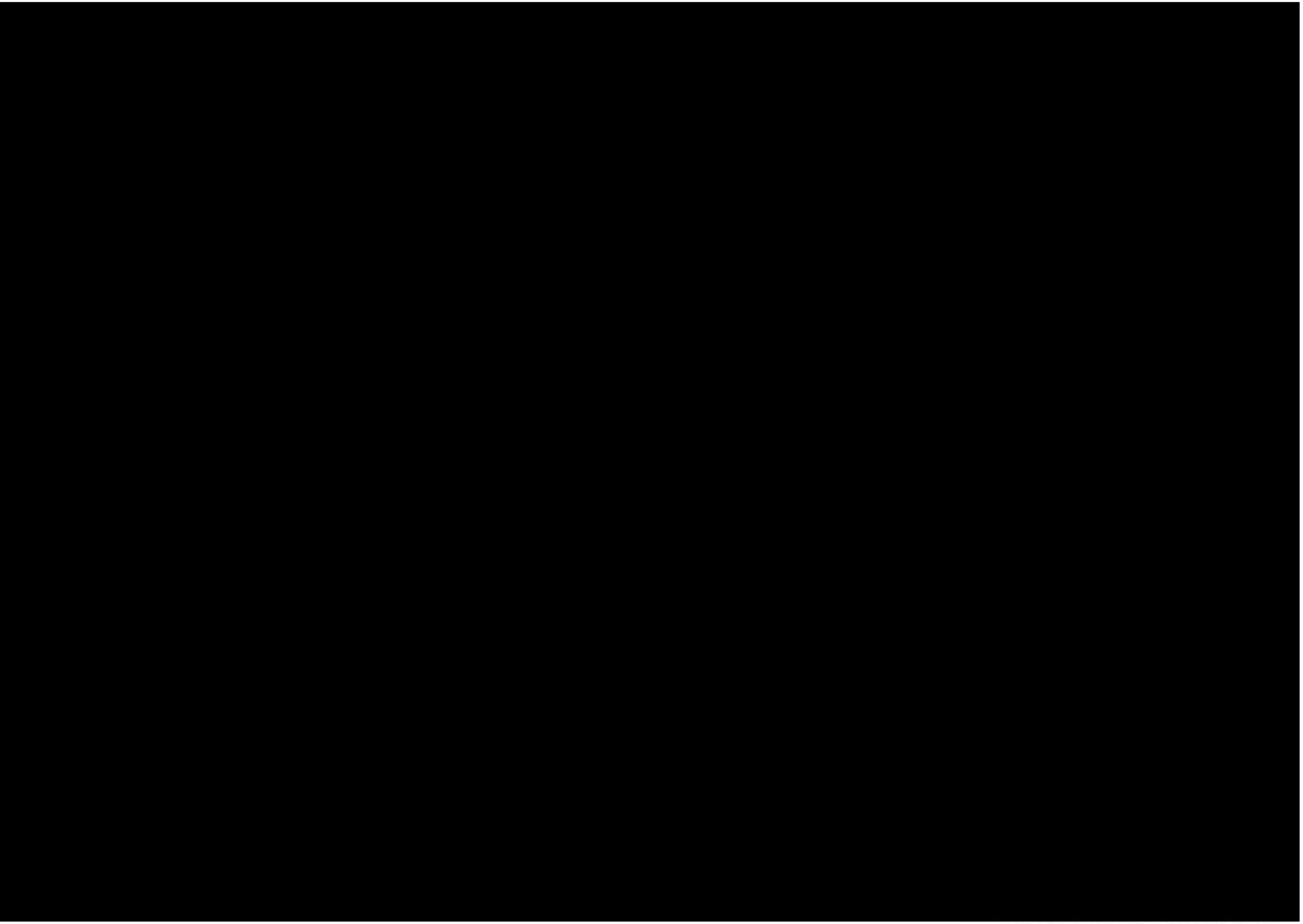

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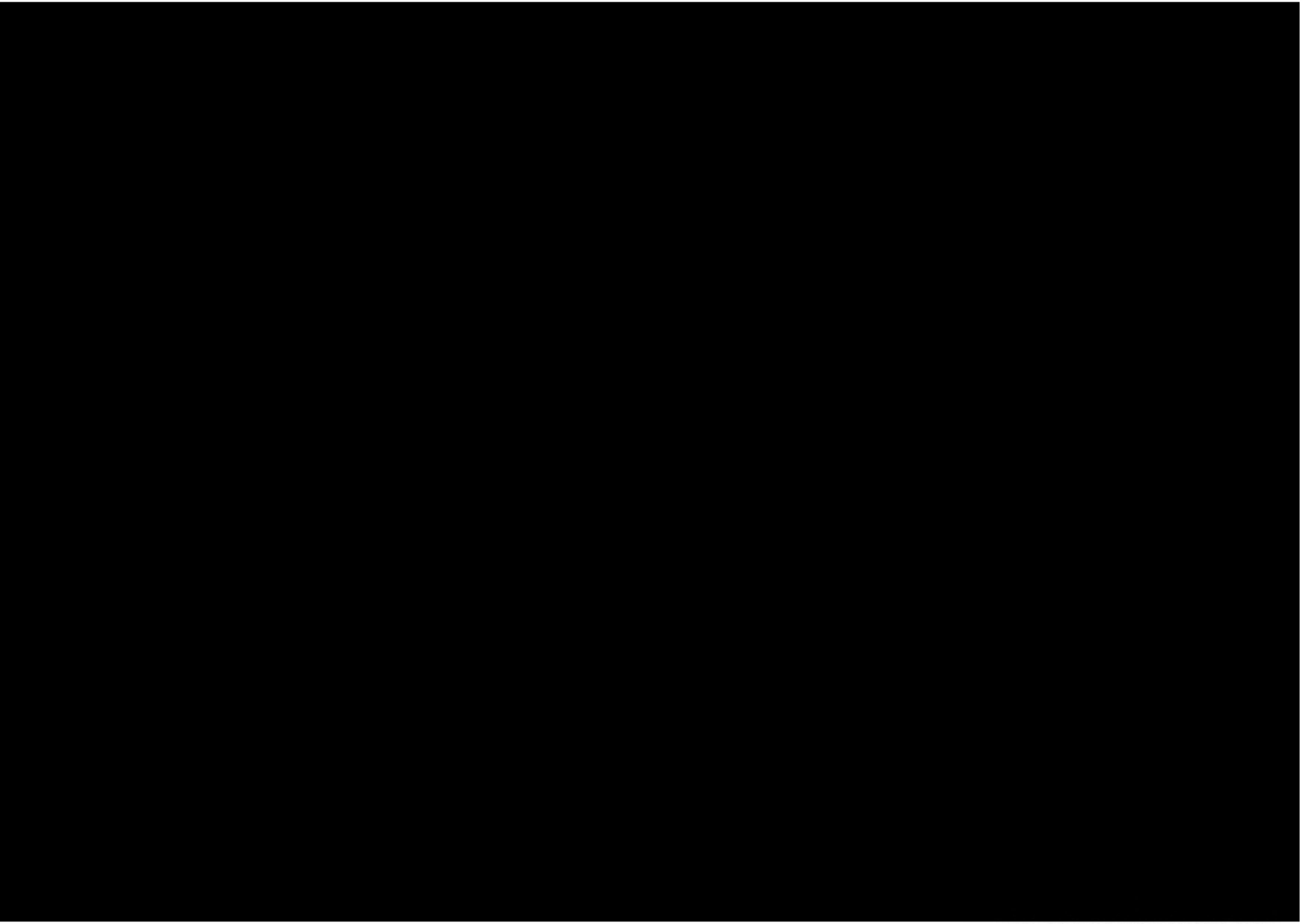

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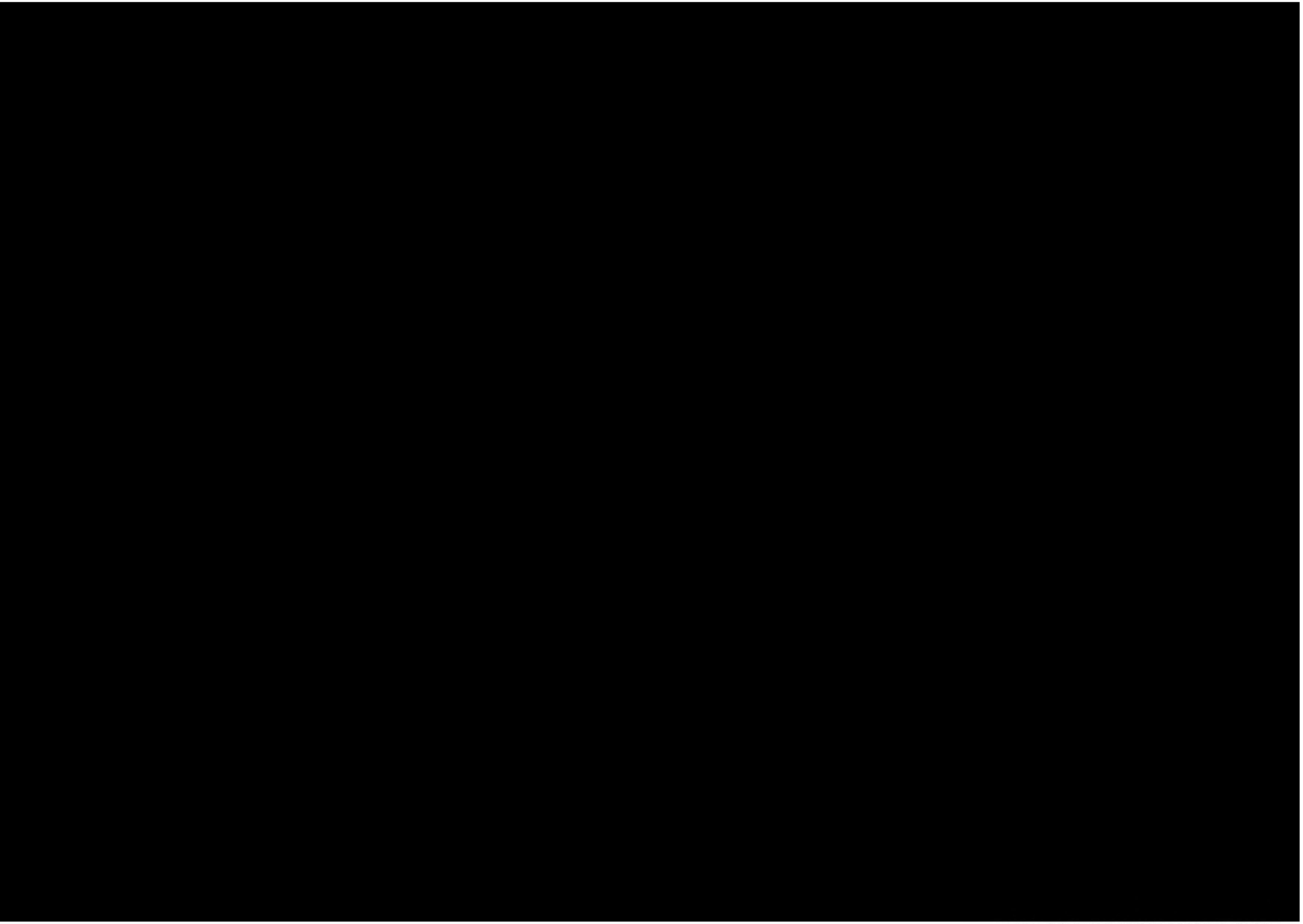

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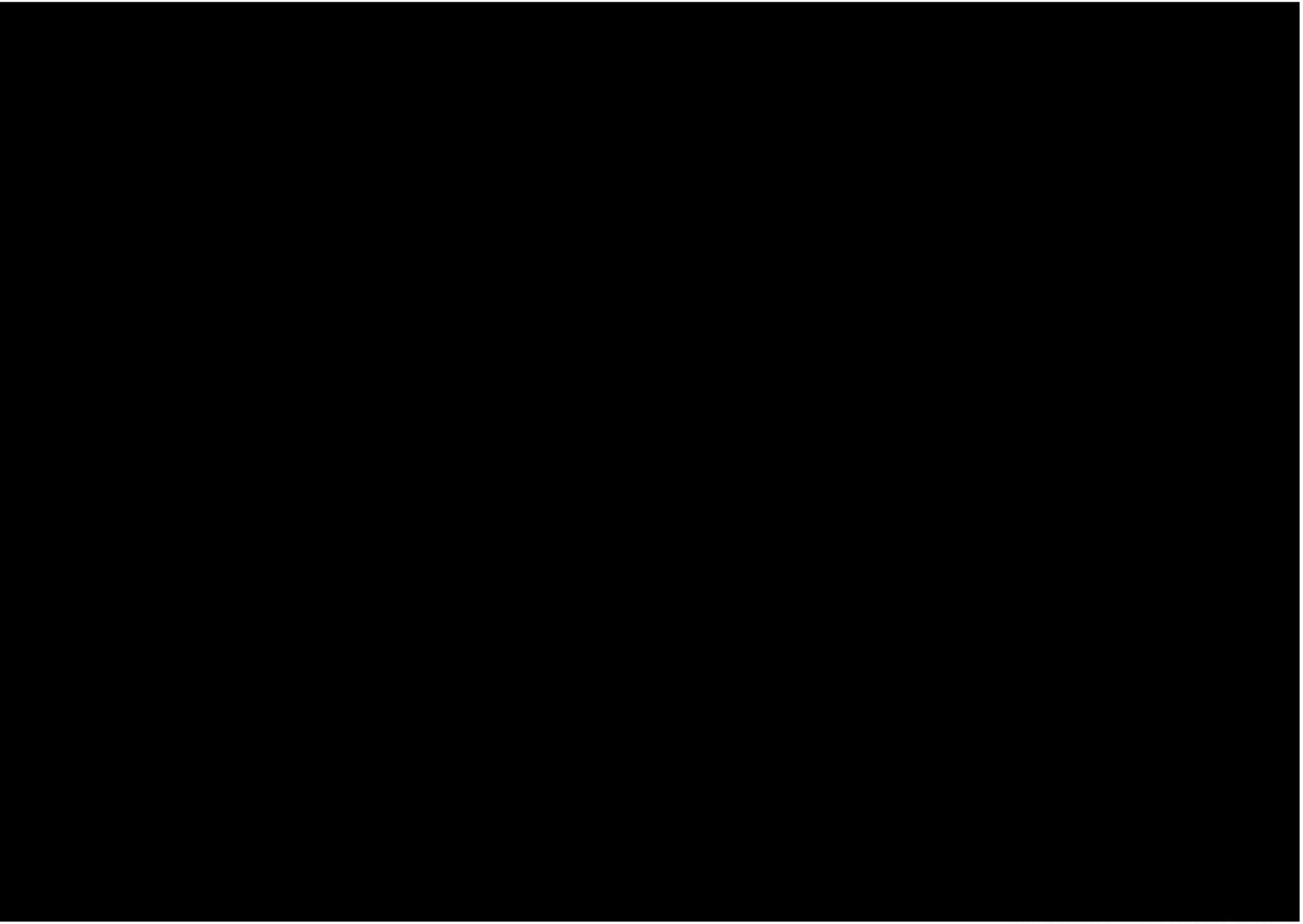

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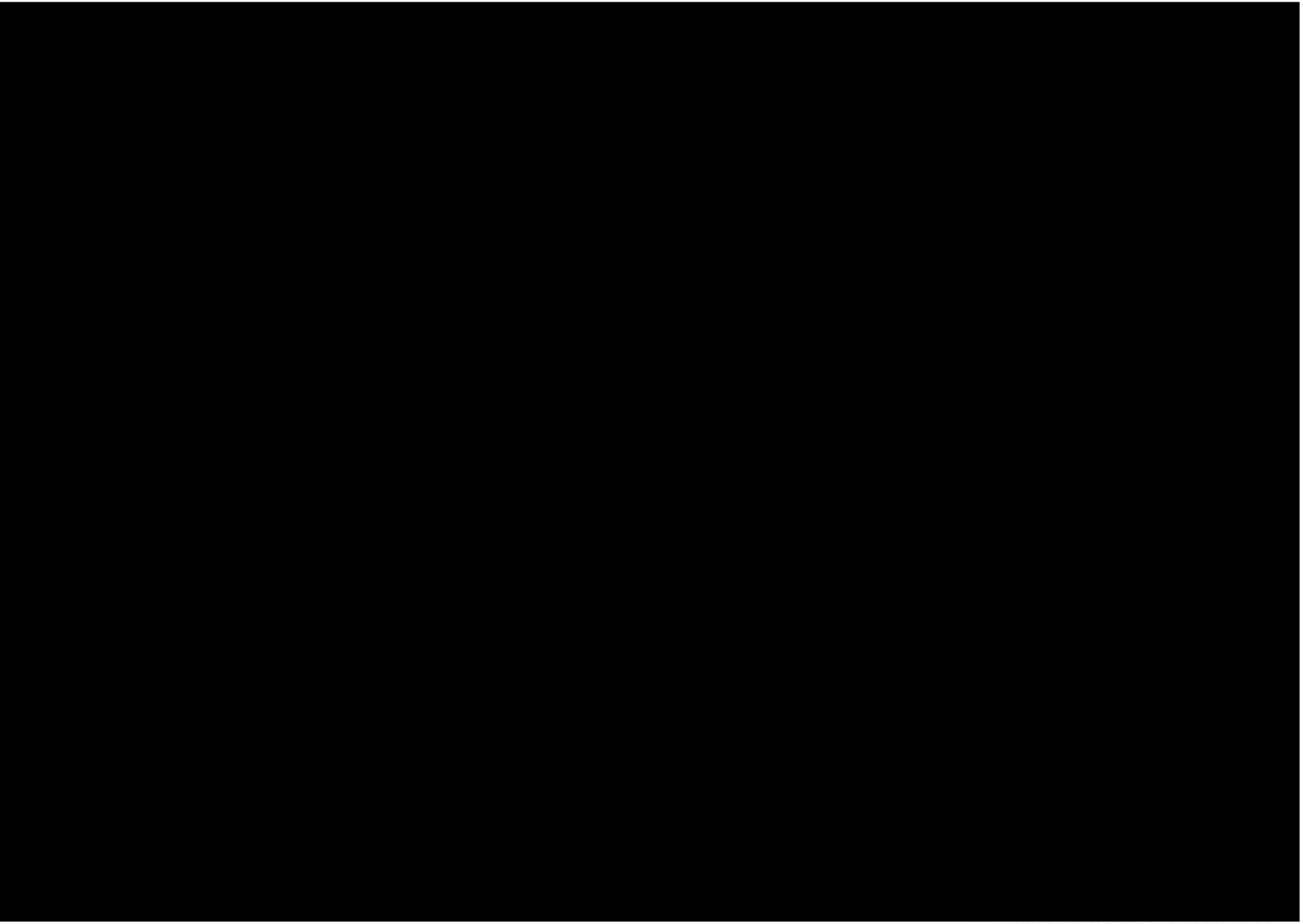

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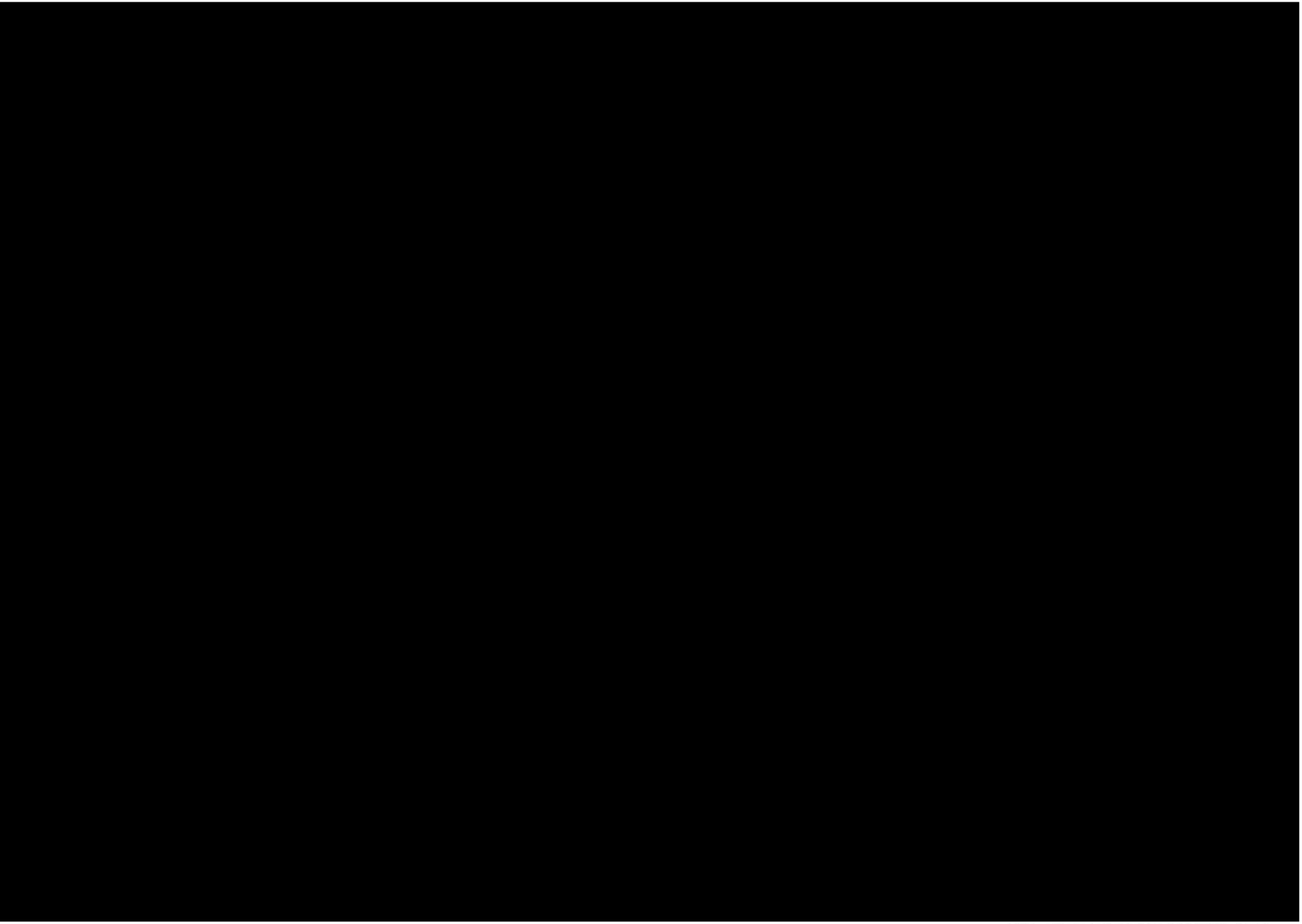

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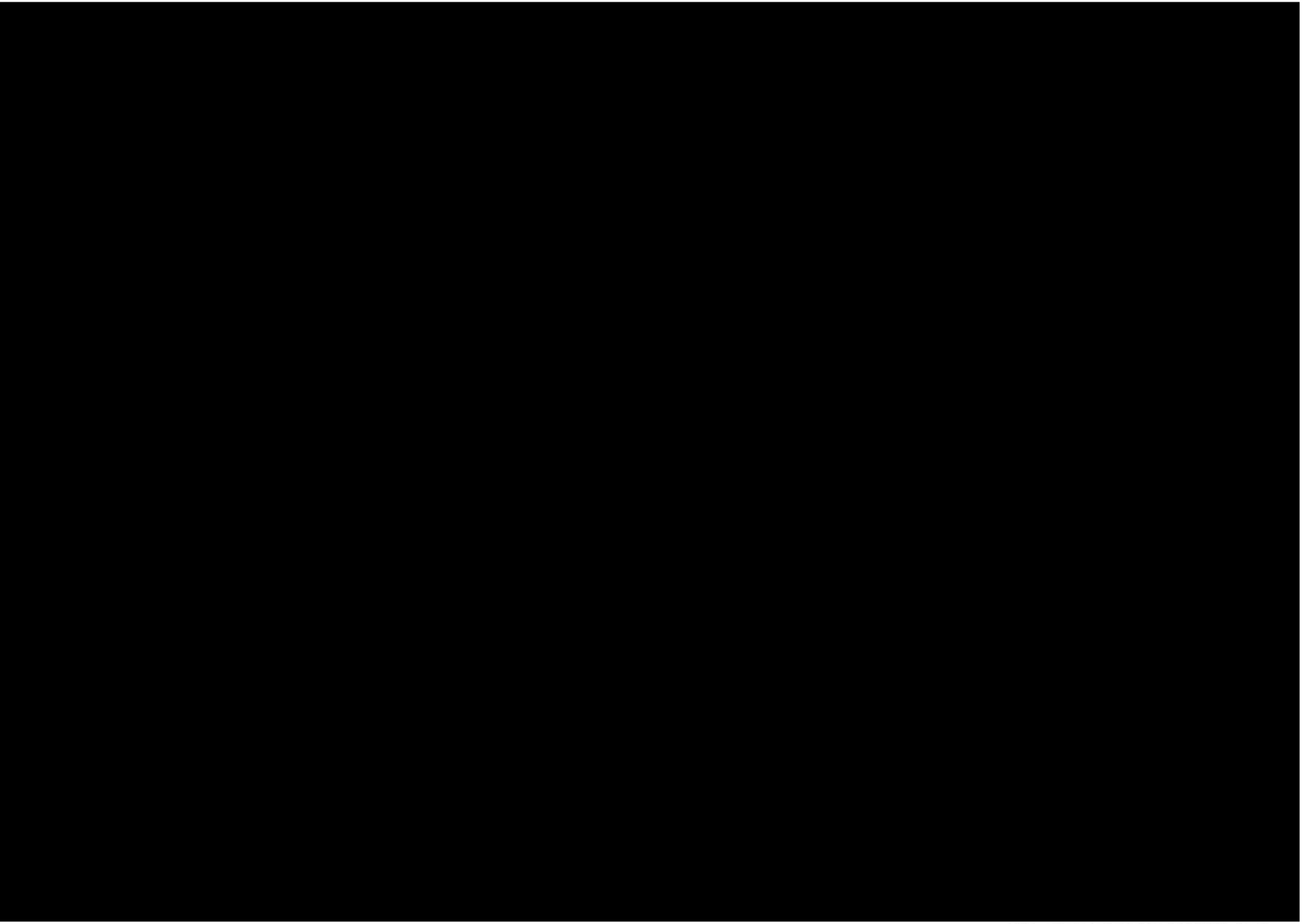

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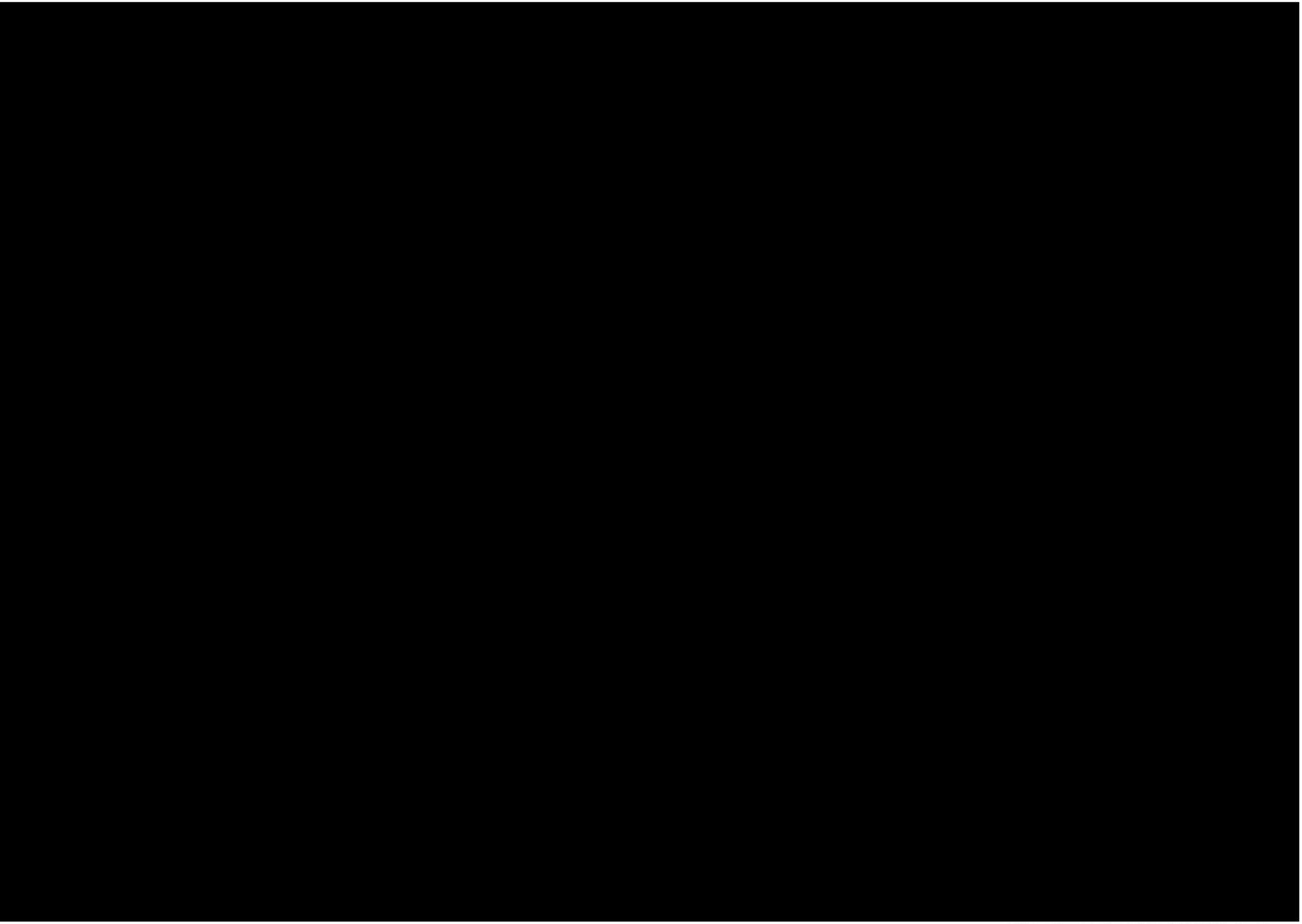

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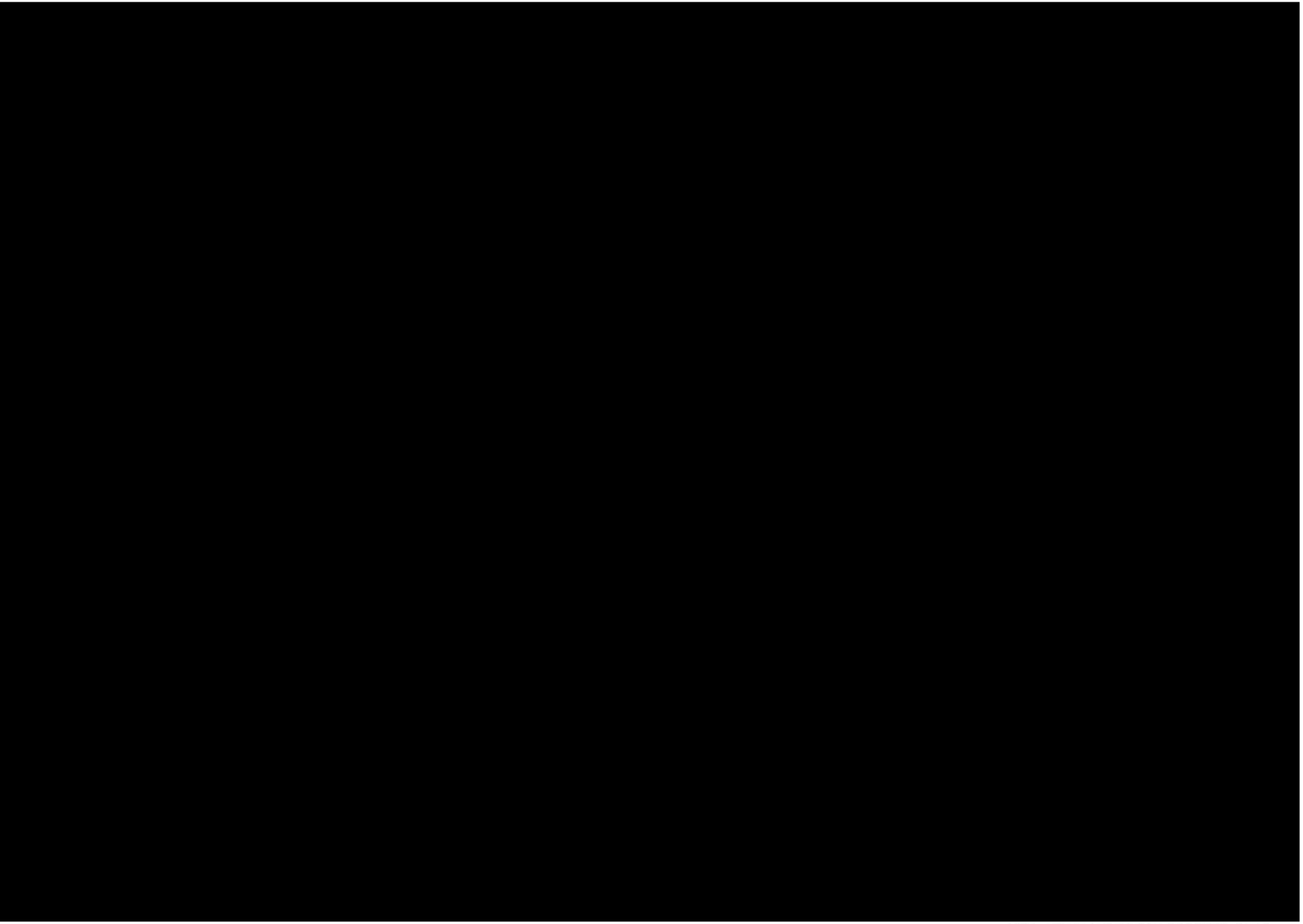

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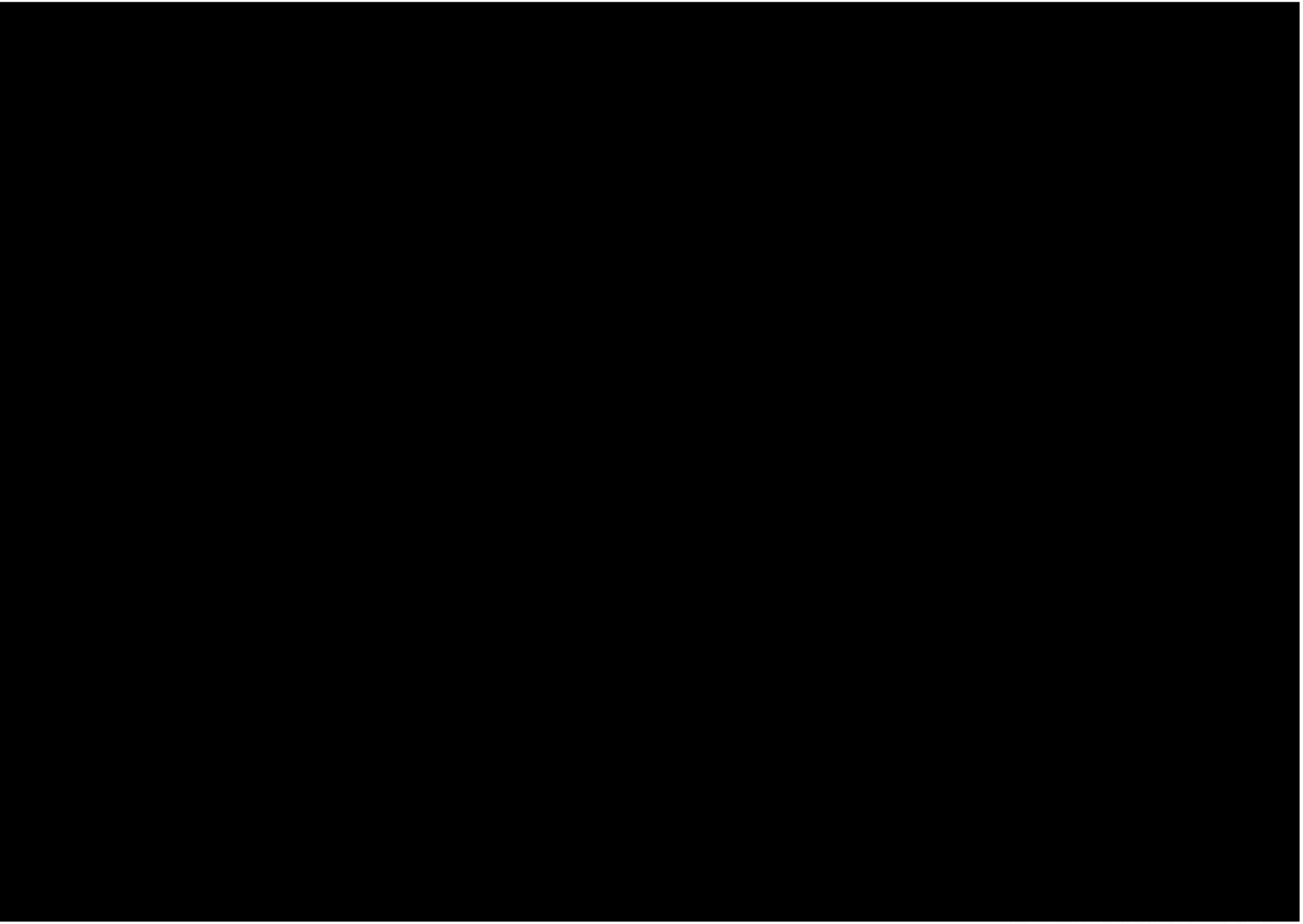

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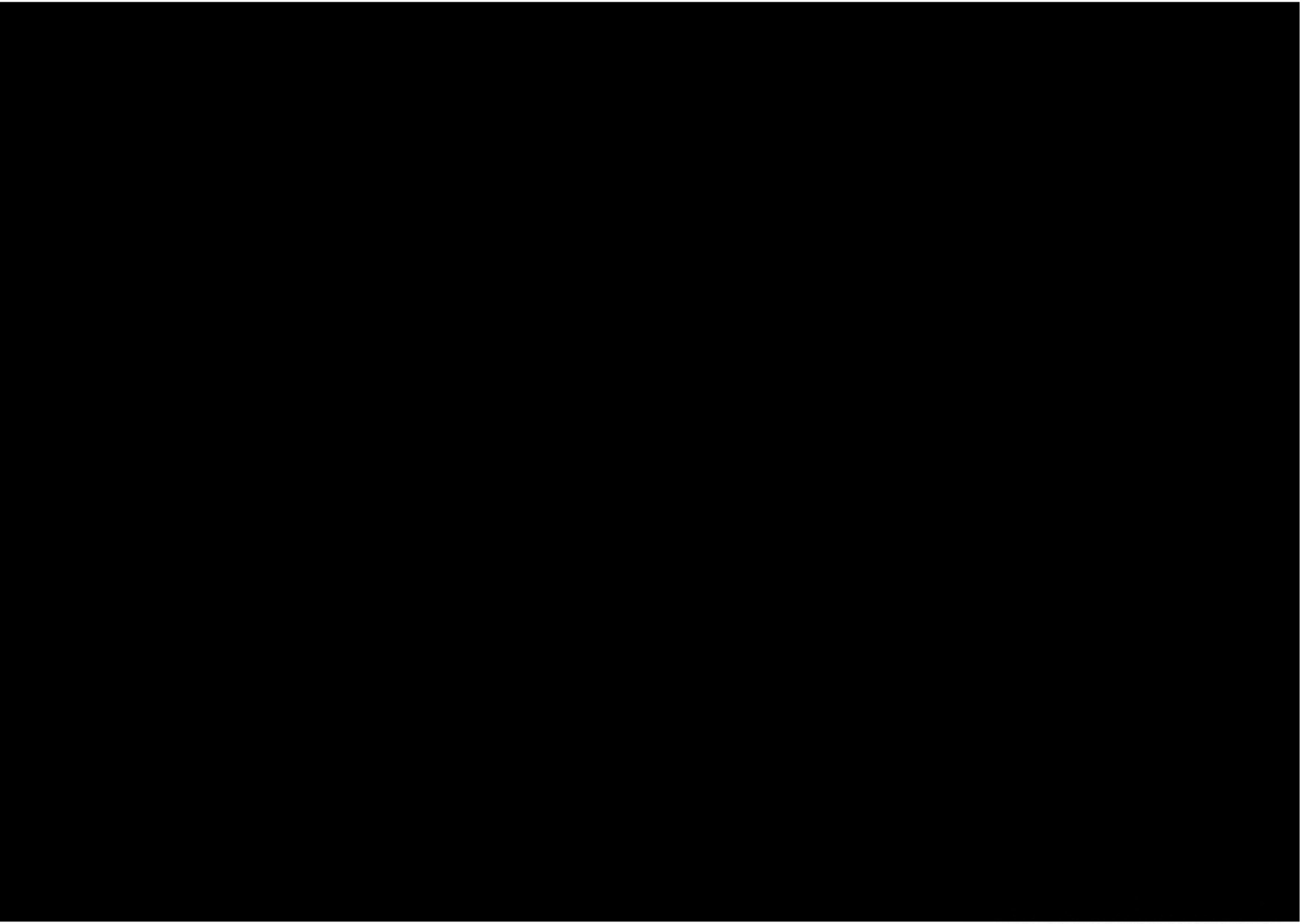

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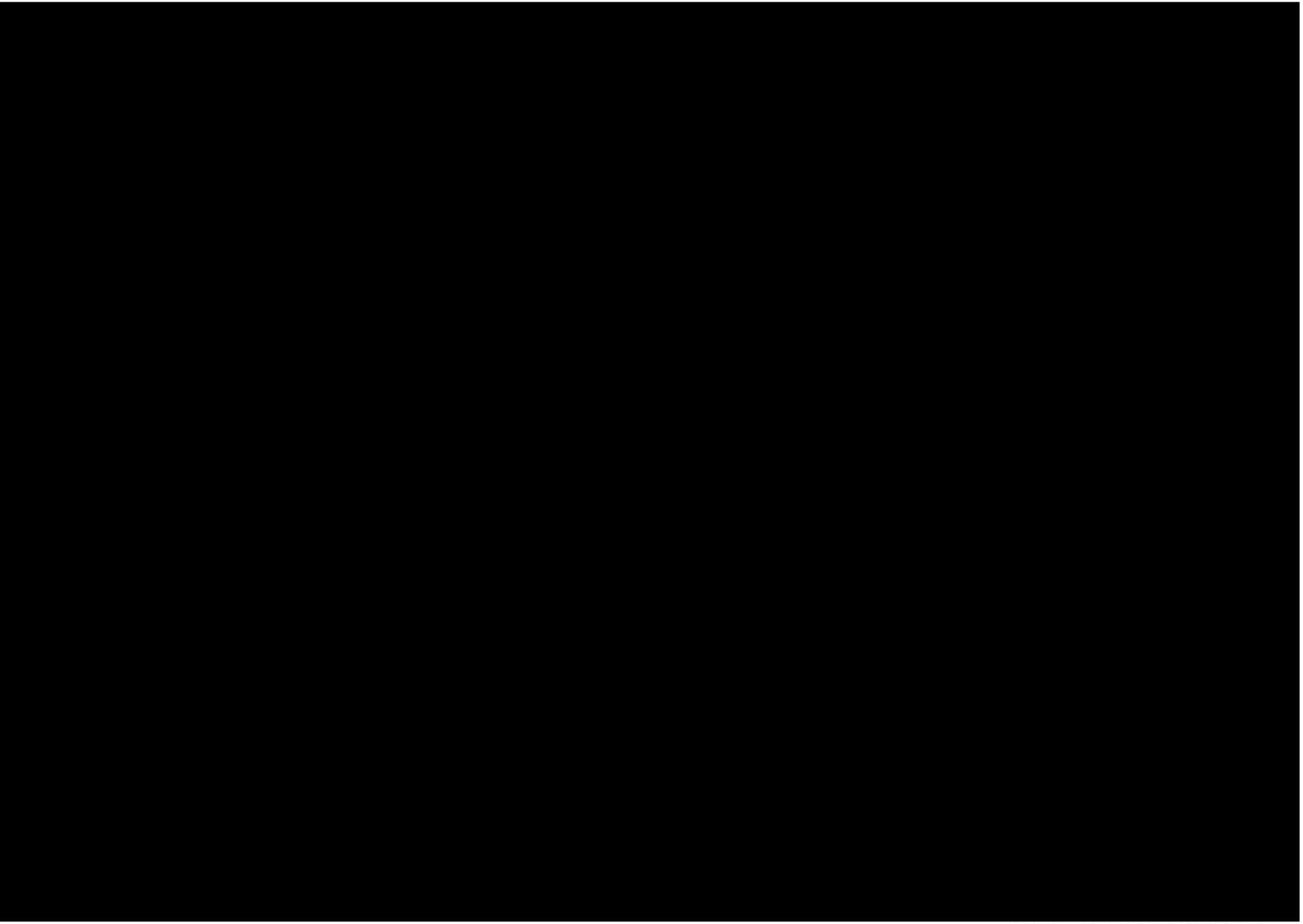

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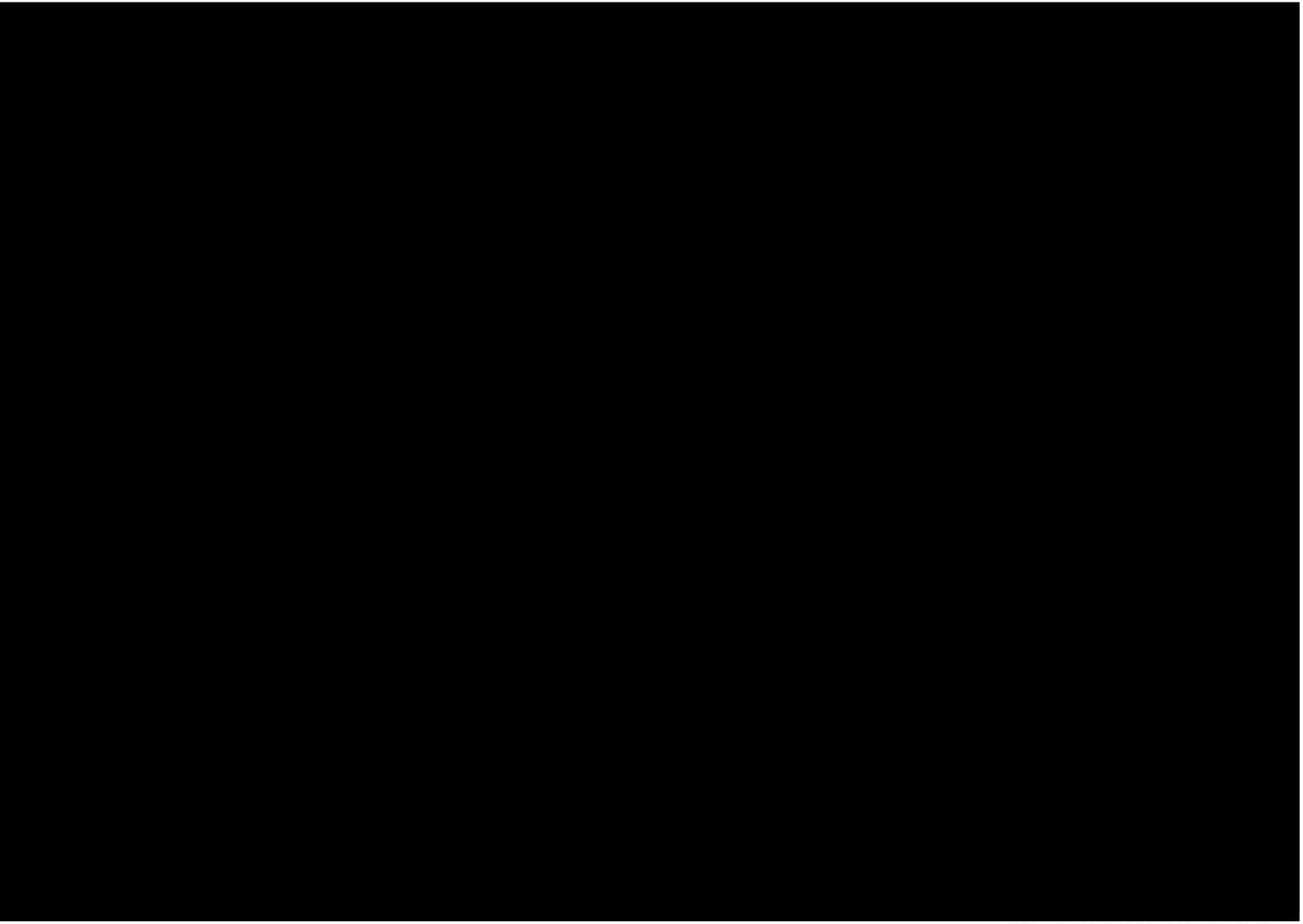

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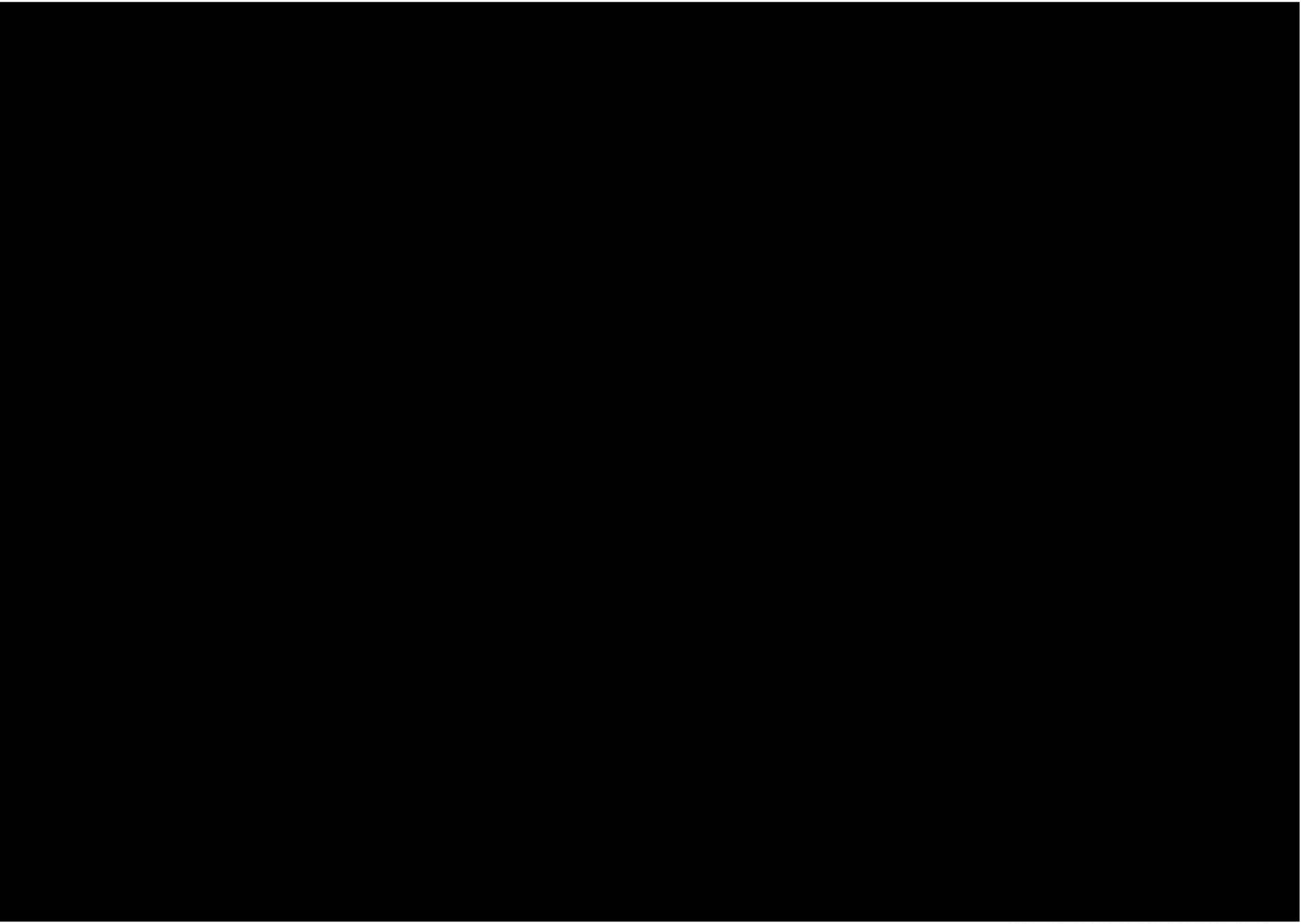

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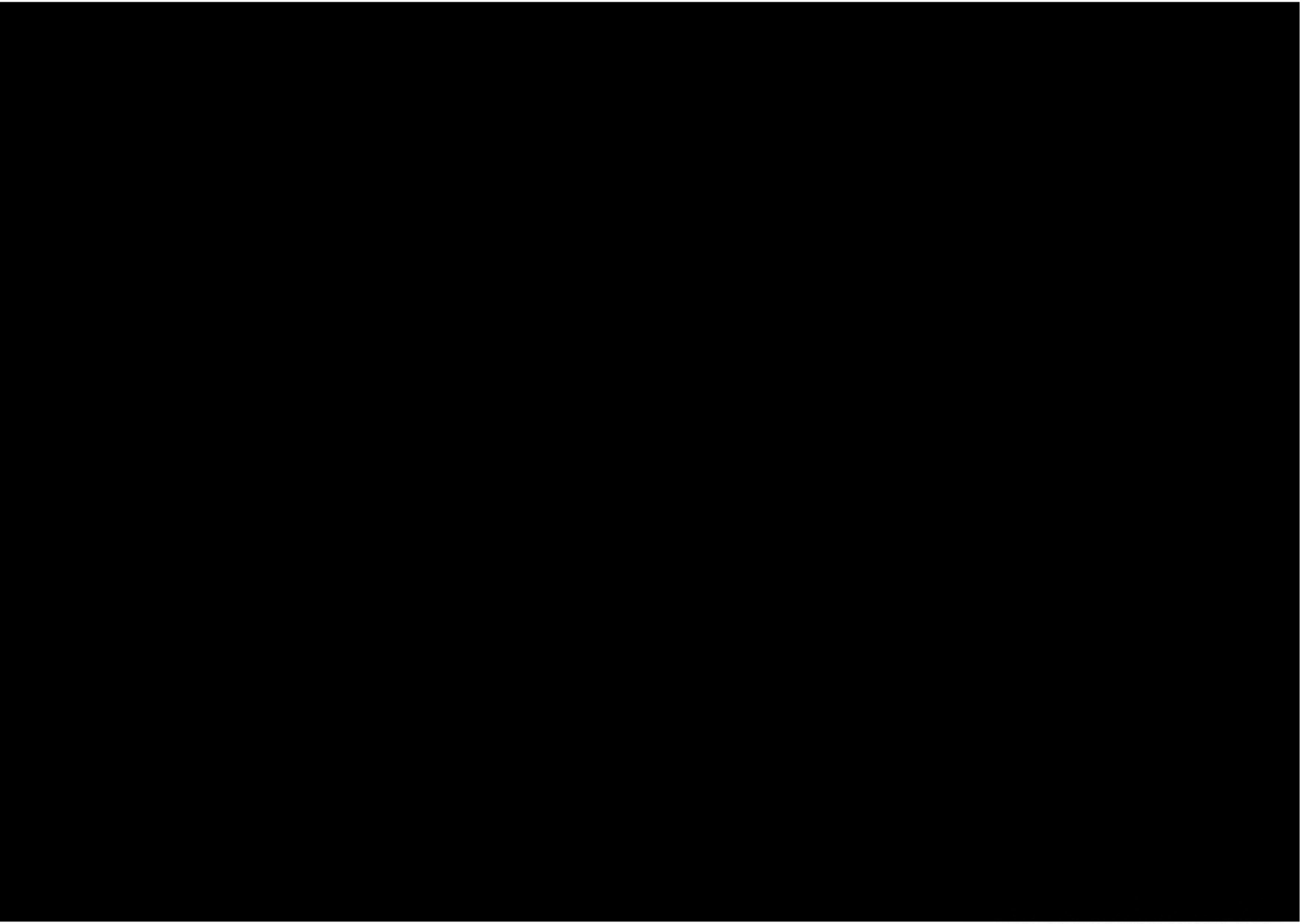

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Historical Shortfall Scheme

Terms of Reference

In order to enter the Historical Shortfall Scheme, you must agree to these terms of reference. You can do so by signing in the section set out below. A signed copy of the terms of reference must be provided alongside your application form.

1. Post Office intends to establish the Historical Shortfall Scheme (the **"Scheme"**) to address past issues regarding its point-of-sale accounting system, Horizon.
2. The purpose of the Scheme is to resolve past issues with current and former postmasters who, in good faith, believe they may have been affected by shortfalls which relate to previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X) (**"Historical Shortfalls"**). The Scheme will not deal with issues arising with the current version of Horizon (HNG-A, sometimes referred to as the 'Branch Technology Upgrade').
3. All applications to join the Scheme must be received by Post Office by midnight on Friday 14 August 2020. If they are not, Applicants will not be eligible to join the Scheme unless Post Office agrees otherwise.
4. Applications and other communications should be sent:
   4.1 by email to *historicalshortfallscheme* GRO
   4.2 or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers.

   In light of the ongoing coronavirus situation, at the time of launch (1 May 2020) post may not be dealt with immediately. **Please apply by email; postal applications should only be submitted if the applicant has no access to an email address they can use.** We will update the information on the scheme website if circumstances change.

   Please note these are Post Office addresses as this is a Post Office scheme – please be assured eligible applications will be assessed by an independent advisory panel.
5. Applicants to the Scheme are required to agree to these Terms of Reference. Applicants who do not agree to the Terms of Reference will not be eligible to participate in the Scheme.
6. Once an application has been made, either party may write to the other to request relevant information. The parties shall co-operate with one another in providing any information which the other party may reasonably request. Information obtained and provided in relation to each application should be proportionate to the circumstances of that application.
7. Eligible applications made under the Scheme will be individually investigated and the outcomes assessed by an independent advisory panel. Following assessment of the claim, Post Office will write to the Applicant setting out the outcome of his or her application.
8. In the event the Applicant is dissatisfied with the outcome of his or her application, the following Dispute Resolution Procedure shall apply:
   8.1 The Applicant must notify Post Office by email or post within 28 days that he or she wishes to engage the dispute resolution procedure. Please see the previous advice around using email wherever possible in light of the ongoing coronavirus situation.

12.4

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8.2 As soon as is practicable, at least one Post Office representative shall meet with the Applicant by telephone and endeavour to resolve all issues regarding any outstanding shortfalls in good faith and in a manner that takes into account the legitimate interests of Post Office and the Applicant (the **"Good Faith Meeting"**).

8.3 If the dispute is not resolved as a result of the Good Faith Meeting, either party may within 28 days escalate the dispute to a member of Post Office's senior management (the **"Escalation Meeting"**) in writing by email or by post. Please see the previous advice around using email wherever possible in light of the ongoing coronavirus situation.

8.4 If the dispute is not resolved as a result of the Escalation Meeting, either party may refer the matter to Wandsworth Mediation Service (**"WMS"**) within 28 days for mediation (the **"Mediation"**). WMS is a charity chaired by Stephen Ruttle QC, one of the two independent mediators who assisted the parties to reach agreement between Post Office and the claimants in the group litigation. All income generated by WMS is used to support the services it provides in the community. WMS will carry out the Mediation in accordance with standard terms. The Applicant will not be required to contribute towards the costs of Mediation but the Mediation will be limited to four hours in duration.

8.5 All Good Faith Meetings, Escalation Meetings and Mediations shall be carried out on a confidential and "without prejudice" basis, to ensure each party is able to engage in an open and meaningful fashion.

8.6 Any settlements reached shall be on a full and final basis and shall not be capable of being re-opened save in the event of fraud. The terms of each settlement will be recorded in writing and signed by both parties.

8.7 In relation to disputes which are not resolved at, or as a result of any Mediation:

8.7.1 disputes for sums totalling not more than £10,000 shall be resolved by recourse to civil proceedings in the County Court pursuant to the Small Claims Track and shall be subject to the fee scale applicable thereto. The parties agree not to seek reallocation of the proceedings to the Fast Track or the Multi Track; and

8.7.2 disputes for sums totalling in excess of £10,000 shall be referred to and finally determined by arbitration under the Arbitration Act 1996. The appointing authority shall be either Charles Flint QC or Stephen Ruttle QC, the number of arbitrators shall be one, the seat of arbitration shall be London, England and the language of the arbitration shall be English.

9. These dispute resolution procedures may be varied by agreement between Post Office and the Applicant or, if it becomes apparent that amendments to these terms would allow the Scheme to operate more effectively without causing any material disadvantage to the Applicants, by agreement between Post Office and Charles Flint QC or Stephen Ruttle QC.

10. Post Office will deal with all Applicants in good faith and in light of the lessons learned from Mr Justice Fraser's judgments in the group litigation. However:

10.1 entry into the Scheme does not guarantee that a relevant shortfall will be repaid or written off; and

10.2 by creating the Scheme, Post Office does not waive any of its own legal rights. The duty of good faith is reciprocal and, if it appears from the investigation of any application made that the Applicant has not acted consistently with his or her own duties of good faith, Post Office shall not be precluded from taking such steps as may be open to it as a matter of law.

12.4

I confirm that I have read and understood these terms of reference and that I agree to be bound by them.

As we are advising applicants to submit this form by email rather than post, if you are unable to print and scan this form we will accept an electronic signature – this can include simply typing in your name. Please tick the box if you are submitting an electronic signature.

Signed: GRO

Please tick if you are submitting an electronic signature ☐

Name: BRIAN · R · MEALHER

Date: 15-07-2020

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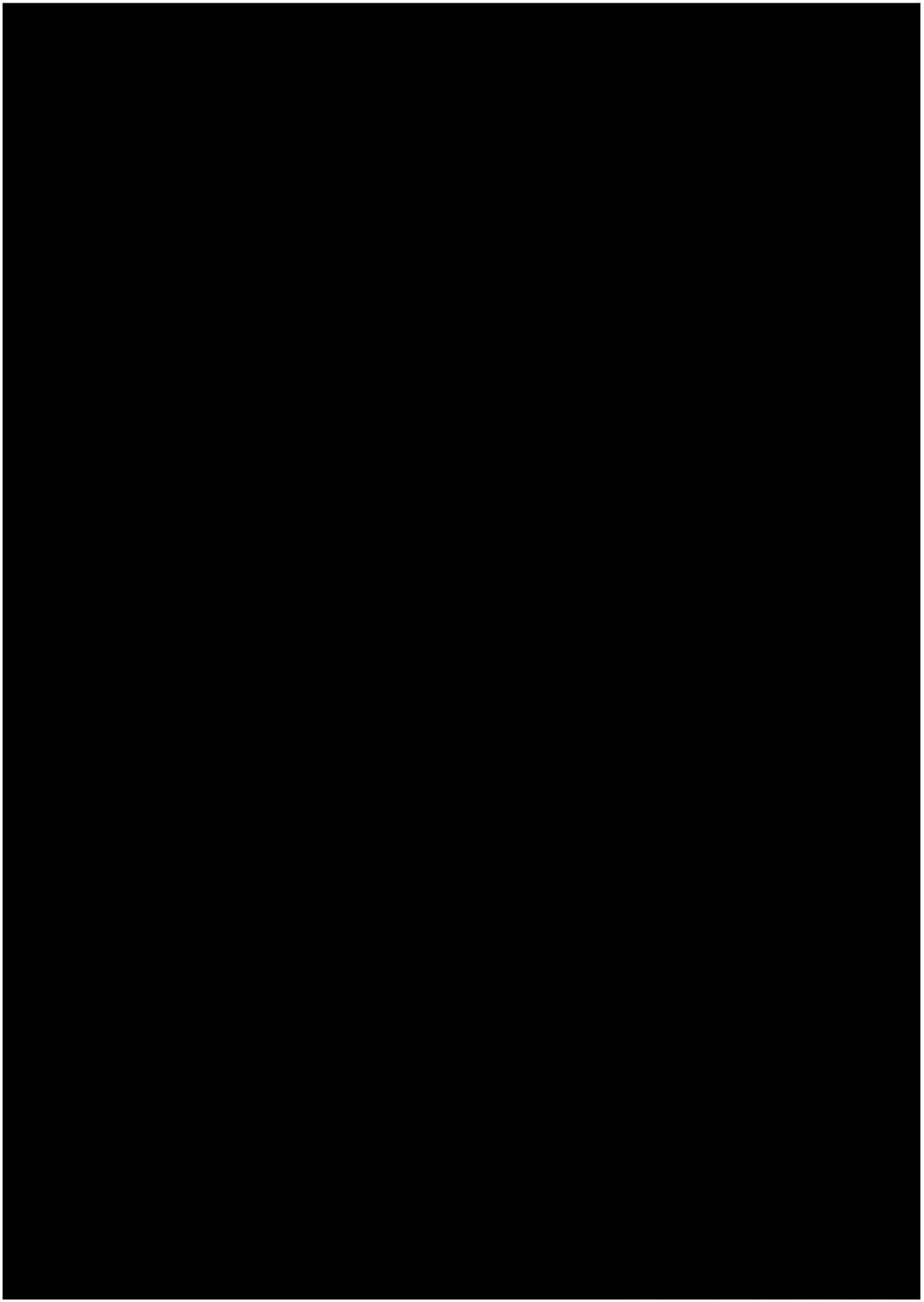

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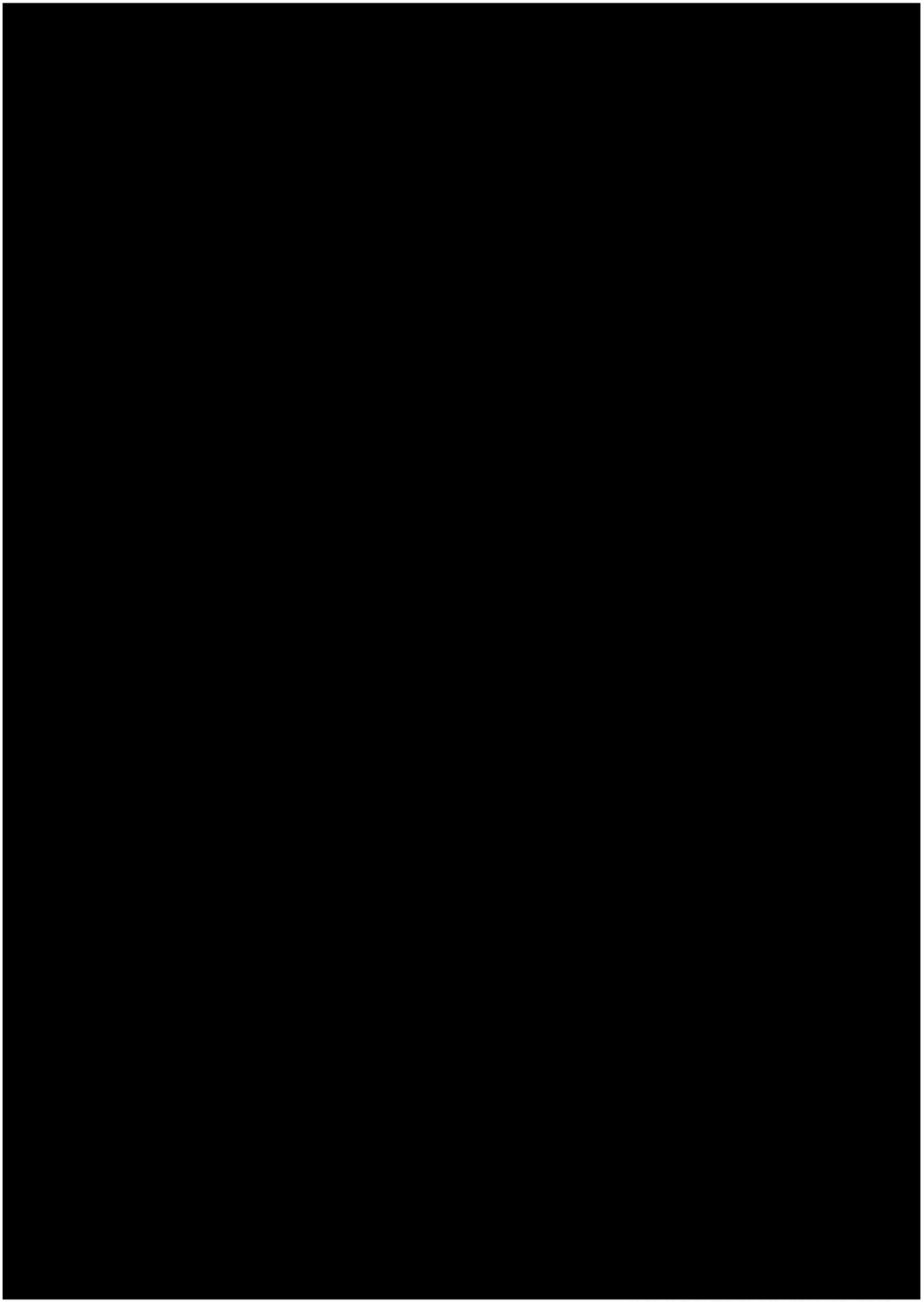

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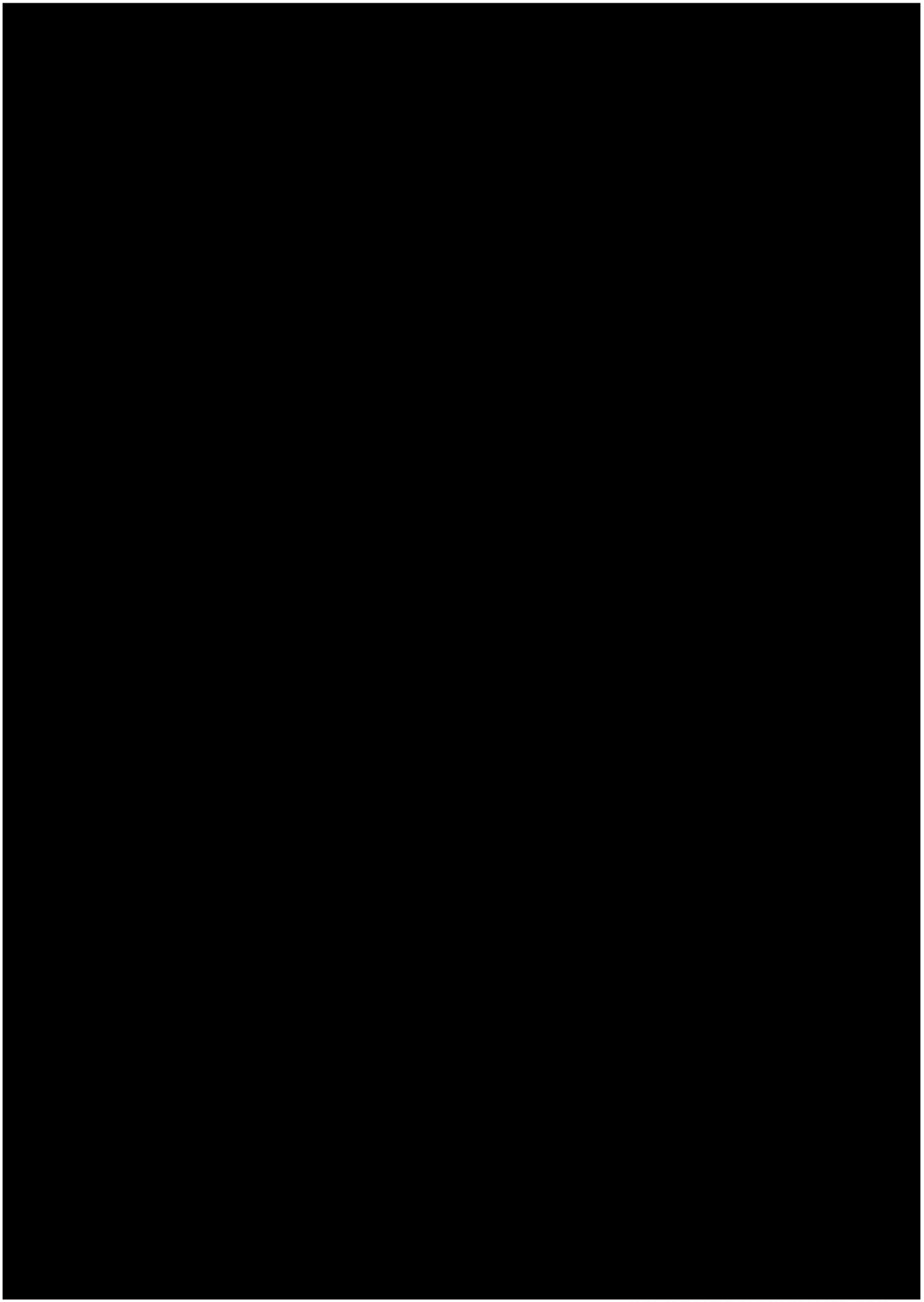

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POL00448632

LETTER BEFORE ACTION

Private and Confidential
Mr B Meacher

GRO

www.postoffice.co.uk

2nd September 2008

FORMER SUBPOSTMASTERS ACCOUNTS
SCOONIE ROAD POST OFFICE
BRANCH CODE : 146 844

Dear Mr Meacher,

I am writing to you for payment of £10,196.33 being the sum you owe in respect of accounting errors found in the accounts of Scoonie Road Post Office. In your letter dated 25th January 2007 you proposed to pay £200.00 per month until your assets were sold. This was only agreeable on the terms payments were made on a regular basis, the payments were never received on time and now the last payment, which was due on The 30th August 2008, has again been missed.

As you are no doubt aware, as subpostmaster you are responsible for all losses caused through your own negligence, carelessness and error and also losses of all kinds caused by your assistants and deficiencies due to such losses must be made good without delay. Furthermore, your duty to make good all shortages does not cease upon leaving office. Therefore I must ask you to forward a remittance in payment for the total sum of £10,196.33 within 14 days from the date of this letter. The amount is long overdue.

In the circumstances, if you fail to comply with this request within the prescribed limit, legal proceedings will be issued against you forthwith to recover the sum due together with interest and cost of such action without any further reference to you.

I trust that such action will not be necessary and I look forward to receiving your payment or your proposals in repaying this sum within the next 7 days.

12.4

Yours sincerely,

GRO

Mrs. Zoe Topham,
Post Office Limited,
Former Agents Debt Team ,
2nd Floor West,
No 1 Future Walk,
CHESTERFIELD
S49 1PF

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Tel: GRO

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TO BE AFFIXED TO THE FRONT OF THE CASH ACCOUNT PRODUCED ON DAY OF TRANSFER/CLOSURE

FINAL CASH ACCOUNT OF POSTMASTER/AGENT OF: -

Scoonie Road OFFICE

DEFICIENCY IN FINAL ACCOUNT [(from Line **(10)86** only]	£603-65	Due to Transfer* /~~Temporary Closure*~~ / ~~Permanent Closure*~~ *Delete as applicable ~~Temp. closure due to Suspension* /Robbery* / Other~~ ~~Please state for other~~	
SURPLUS IN FINAL ACCOUNT[from Line **(00)40** only]	£		
DEFICIENCY MADE GOOD AT FINAL ACCOUNT	£	OFFICE CODE	146-844
SURPLUS WITHDRAWN AT FINAL ACCOUNT **(up to £100.00 ONLY)**	£	DATE OF FINAL ACCOUNT	12 / 10 / 06

OFFICE TRANSFER
When the transfer is made during business hours, the time should be stated. The ordinary Cash Account for the rest of the period should contain only transactions subsequent to transfer.

30
WEEK No.

SCOONIE LEVEN B 12 OC 06 FIFE Post Office
Datestamp

Please state if a further Cash Account is due for this accounting week

*YES / NO

*Delete as appropriate

NOTE: If the account is transferred to a **New Agent**, the total of the cash, stock and vouchers table should be entered at **Line 'A'** and at Payments line **(10)85** 'Balance transferred to new account'
If the office is **closed**, the total should be entered on **Line 'B'**.
The cash and stock must be dispersed as follows:
Temporary closure - remit all cash and stock (including Game Licences) to parent Distribution Centre and include the value at Payments Line **(10)82** 'Rems to other offices'. A breakdown of this must be shown in **Table 9.**
Permanent closure - stock must be despatched to NSSC/Chesterfield and include the value at Payments line **(10)77** 'Stock returns to SSO'. Cash and vouchers must be remitted to the parent Cash Centre and the value included at Payments line **(10)82** 'Rems to other offices'.
A breakdown of the values claimed at Payments line **(10)77** and **(10)82** must be shown in Tables 8 and 9 respectively.

The sum of £ 14572-38 (being the amount of cash, stock and vouchers shown overleaf at (10)85 Payments.
To be charged in the Cash Account of Thro day of period ended Wednesday 18/10/06
as balance transferred from old account.
I acknowledge receipt of (2) keys for the main safe

National Lottery Instants branches only
And 2 activation slips for Instant Scracthcards.

Signature of Incoming Agent
GRO

Signature of Outgoing Agent
B. Meacher

Examined at TP

Signature of
GRO

Transfer noted in TP

Witness to transfer

To be retained for six years following completion
P242 (Revised Jan 2003)

Page 1

12.4

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Customer 1013321
Company Code 1254
Name Brian Robert Meacher
City Leven

Profit Ctr	Stat	Account	DocumentNo	Type	Doc..Date	S	DD	LC amnt	LCurr	Clrng doc.	Text
	#	1013321	1400014019	DZ	30.04.2008		#	200.00-	GBP		credit card p/payment
	#	1013321	1400013057	DZ	30.06.2008		#	200.00-	GBP		Credit / Debit Card Part Payment.
	#	1013321	1400000000	DZ	31.03.2008		#	200.00-	GBP		Debit/credit card payment
	#	1013321	1400047035	DZ	24.12.2007		#	200.00-	GBP		Debit/credit card payment
	#	1013321	1400013164	DZ	05.02.2008		#	200.00-	GBP		debit/credit card payment
	#	1013321	1400008196	DZ	27.11.2007		#	200.00-	GBP		Debit/credit card payment
	#	1013321	1400005117	DZ	10.03.2008		#	200.00-	GBP		Credit card payment
146844	#	1013321	6000286183	BD	21.09.2006		#	2,368.88	GBP		Central (Hardship)
146844	#	1013321	6000102332	FA	12.10.2006		#	603.65	GBP		Final Account-Deficiency
146844	#	1013321	6000045083	BD	25.05.2006		#	1,939.41	GBP		Central (Hardship)
146844	#	1013321	6000033775	BD	23.06.2006		#	1,373.67	GBP		Central (Hardship)
146844	#	1013321	6000027126	BD	02.05.2006		#	891.06	GBP		Central (Hardship)
146844	#	1013321	6000016049	BD	28.03.2006		#	1,482.91	GBP		Central (Hardship)
146844	#	1013321	6000014816	BD	24.08.2006		#	1,156.29	GBP		Central (Hardship)
	#	1013321	1800016015	DR	12.10.2006		#	525.00	GBP		Stock Rem Transfer
	#	1013321	1800007030	DR	30.09.2006		#	85.00	GBP		CHQS TO PROCESSING
	#	1013321	1400004144	DZ	15.03.2007		#	135.13-	GBP		Withheld Pay
	#	1013321	107549204	SA	25.08.2006		#	1,705.59	GBP		CENTRAL HARDSHIP
*		1013321						10,596.33	GBP		
**								10,596.33	GBP		

N.B
CODING
BD - BRANCH DISCREPANCY AT BRANCH TRADING PERIOD.
FA - FINAL ACCOUNT DEFICIENCY.
SA - ERROR SETTLED "CENTRALLY".
DZ - PAYMENT MADE.
DR - ERRORS ISSUED VIA LATE ACCOUNTS.

ALSO NOTE
R - ENTRY FOR £525.00 WAS ON MRS MEACHER'S ACCOUNT AND THEN MOVED ONTO THIS ACCOUNT AS IT WAS PROPER TO STAND AGAINST THIS ACCOUNT. IT RELATED TO STAMP STOCK.
A - ENTRY FOR £1,705.59 RELATED TO '10 FIFE MEALS ON WHEELS" ERROR.

12.4

POL00448632

ber 1013321
pany Code 1254
me Brian Robert Meacher
ity Leven

Profit Ctr	Stat	Account	DocumentNo	Type	Doc..Date	Lock	LC amnt	Text	Reference	Clrng doc.
	#	1013321	1400014019	DZ	30.04.2008		200.00-	credit card p/payment		
	#	1013321	1400014044	DZ	05.08.2008		400.00-	Cheque Payment Part Payment		
	#	1013321	1400021122	DZ	10.09.2008		200.00-	Cheque Part Payment		
	#	1013321	1400022213	DZ	13.02.2009		200.00-	200.00 debit card payment		
	#	1013321	1400025159	DZ	11.11.2008		206.33-	Part Payment Received By Cheque 11.11.2008		
	#	1013321	1400025194	DZ	09.01.2009		200.00-	Debit/credit card payment		
	#	1013321	1400002080	DZ	19.11.2009		200.00-	debit/card 19.11.09		
	#	1013321	1400005192	DZ	17.12.2009		200.00-	Debit/credit card payment		
	#	1013321	1400008007	DZ	04.04.2009		200.00-	£200 debit card payment for March		
	#	1013321	1400010130	DZ	01.10.2009		125.00-	Debit/credit card payment		
	#	1013321	1400011040	DZ	19.05.2009		200.00-	CC140 S02 19.05.2009 PART PAYMENT	CHEQUE	
	#	1013321	1400016052	DZ	11.08.2009		200.00-	CC140 P05 11.08.2009 PART PAYMENT	CHEQUES	
	#	1013321	1400018121	DZ	15.09.2009		250.00-	CC140 P06 15.09.2009 PART PAYMENT	CHEQUES	
	#	1013321	1400027028	DZ	14.07.2009		250.00-	CC140 P04 14.07.2009 PART PAYMENT	CHEQUES	
	#	1013321	1400031118	DZ	23.02.2010		200.00-	CHEQUES P11 23.02.2010 PART PAYMENT	CHEQUE	
	#	1013321	1400000146	DZ	25.06.2010		250.00-	card payment 25.6.10		
	#	1013321	1400006150	DZ	27.05.2010		265.00-	Debit Card Payment		
	#	1013321	1400009040	DZ	27.04.2010		400.00-	£100 debit card 27.4.10		
	#	1013321	1400018069	DZ	27.07.2010		250.00-	debit card payment 27.7.10		
	#	1013321	107549204	SA	25.08.2006		1,705.59	CENTRAL HARDSHIP	FIFE MOW	
	#	1013321	1400004144	DZ	15.03.2007		135.13-	Withheld Pay		
	#	1013321	1800007030	DR	30.09.2006		85.00	CHQS TO PROCESSING		
	#	1013321	1800016015	DR	12.10.2006		525.00	Stock Rem Transfer		
146844	#	1013321	6000014816	BD	24.08.2006		1,156.29	Central (Hardship)		
146844	#	1013321	6000016049	BD	28.03.2006		1,482.91	Central (Hardship)		
146844	#	1013321	6000027126	BD	02.05.2006		891.06	Central (Hardship)		
146844	#	1013321	6000033775	BD	23.06.2006		1,373.67	Central (Hardship)		
146844	#	1013321	6000045083	BD	25.05.2006		1,939.41	Central (Hardship)		
146844	#	1013321	6000102332	FA	12.10.2006		603.65	Final Account-Deficiency		
146844	#	1013321	6000286183	BD	21.09.2006		2,368.88	Central (Hardship)		
	#	1013321	1400005117	DZ	10.03.2008		200.00-	Credit card payment		
	#	1013321	1400008195	DZ	27.11.2007		200.00-	Debit/credit card payment		
	#	1013321	1400013164	DZ	05.02.2008		200.00-	debit/credit card payment		
	#	1013321	1400047035	DZ	24.12.2007		200.00-	Debit/credit card payment		
	#	1013321	1400000000	DZ	31.03.2008		200.00-	Debit/credit card payment		
	#	1013321	1400002118	DZ	06.10.2008		200.00-	Credit / Debit Card Part Payment.		
	#	1013321	1400013057	DZ	30.06.2008		200.00-	Credit / Debit Card Part Payment.		
	#	1013321	1400013172	DZ	05.12.2008		200.00-	credit card payment 5.12.08		
*		1013321					6,000.00			
**							6,000.00			

POL00448632

stomer 1013321
mpany Code 1254
me Brian Robert Meacher
ty Leven

Profit Ctr	Stat	Account	DocumentNo	Type	Doc..Date	Lock	LC amnt	Text	Reference	Clrng doc.
	#	1013321	1400010103	DZ	20.01.2011		200.00-	Debit/Credit Card Payment 20/01/2011 Part Payment	CR/DR CARD	
	#	1013321	1400017092	DZ	17.12.2010		350.00-	dec payment		
	#	1013321	1400022045	DZ	30.11.2010		50.00-	card payment 30.11.10		
	#	1013321	1400016114	DZ	27.10.2010		200.00-	CREDIT CARD P07 27.10.2010 PART PAYMENT	CCARD	
	#	1013321	1400006293	DZ	27.09.2010		300.00-	payment for Sept		
	#	1013321	1400018069	DZ	27.07.2010		250.00-	debit card payment 27.7.10		
	#	1013321	1400000146	DZ	25.06.2010		250.00-	card payment 25.6.10		
	#	1013321	1400006150	DZ	27.05.2010		265.00-	Debit Card Payment		
	#	1013321	1400009040	DZ	27.04.2010		400.00-	£100 debit card 27.4.10		
	#	1013321	1400031118	DZ	23.02.2010		200.00-	CHEQUES P11 23.02.2010 PART PAYMENT	CHEQUE	
	#	1013321	1400005192	DZ	17.12.2009		200.00-	Debit/credit card payment		
	#	1013321	1400002080	DZ	19.11.2009		200.00-	debit/card 19.11.09		
	#	1013321	1400010130	DZ	01.10.2009		125.00-	Debit/credit card payment		
	#	1013321	1400018121	DZ	15.09.2009		250.00-	CC140 P06 15.09.2009 PART PAYMENT	CHEQUES	
	#	1013321	1400016052	DZ	11.08.2009		200.00-	CC140 P05 11.08.2009 PART PAYMENT	CHEQUES	
	#	1013321	1400027028	DZ	14.07.2009		250.00-	CC140 P04 14.07.2009 PART PAYMENT	CHEQUES	
	#	1013321	1400011040	DZ	19.05.2009		200.00-	CC140 802 19.05.2009 PART PAYMENT	CHEQUE	
	#	1013321	1400008007	DZ	04.04.2009		200.00-	£200 debit card payment for March		
	#	1013321	1400022213	DZ	13.02.2009		200.00-	200.00 debit card payment		
	#	1013321	1400025194	DZ	09.01.2009		200.00-	Debit/credit card payment		
	#	1013321	1400013172	DZ	05.12.2008		200.00-	credit card payment 5.12.08		
	#	1013321	1400025159	DZ	11.11.2008		206.33-	Part Payment Received By Cheque 11.11.2008		
	#	1013321	1400002118	DZ	06.10.2008		200.00-	Credit / Debit Card Part Payment.		
	#	1013321	1400021122	DZ	10.09.2008		200.00-	Cheque Part Payment		
	#	1013321	1400014044	DZ	05.08.2008		400.00-	Cheque Payment Part Payment		
	#	1013321	1400013057	DZ	30.06.2008		200.00-	Credit / Debit Card Part Payment.		
	#	1013321	1400014019	DZ	30.04.2008		200.00-	credit card p/payment		
	#	1013321	1400000000	DZ	31.03.2008		200.00-	Debit/credit card payment		
	#	1013321	1400005117	DZ	10.03.2008		200.00-	Credit card payment		
	#	1013321	1400013164	DZ	05.02.2008		200.00-	debit/credit card payment		
	#	1013321	1400047035	DZ	24.12.2007		200.00-	Debit/credit card payment		
	#	1013321	1400008196	DZ	27.11.2007		200.00-	Debit/credit card payment		
	#	1013321	1400004144	DZ	15.03.2007		135.13-	Withheld Pay		
	#	1013321	1800016015	DR	12.10.2006		525.00	Stock Rem Transfer		
146844	#	1013321	6000102332	FA	12.10.2006		603.65	Final Account-Deficiency		
	#	1013321	1800007030	DR	30.09.2006		85.00	CHQS TO PROCESSING		
146844	#	1013321	6000286183	BD	21.09.2006		2,368.88	Central (Hardship)		
	#	1013321	107549204	SA	25.08.2006		1,705.59	CENTRAL HARDSHIP	FIFE MOW	
146844	#	1013321	6000014816	BD	24.08.2006		1,156.29	Central (Hardship)		
146844	#	1013321	6000033775	BD	23.06.2006		1,373.67	Central (Hardship)		
146844	#	1013321	6000045083	BD	25.05.2006		1,939.41	Central (Hardship)		
146844	#	1013321	6000027126	BD	02.05.2006		891.06	Central (Hardship)		
146844	#	1013321	6000016049	BD	28.03.2006		1,482.91	Central (Hardship)		
*							4,900.00			

POL00448632

Private and Confidential

GRO

Reminder Letter

Date
05.07.2006
Our Accounting Clerk
Client Account Clerk 1
Telephone GRO
Fax

Your Account with us
1013321
FAD Code
146844
Postings are considered up to and including
26.05.2006

Dear Mr Brian Robert Meacher

I am writing to you in respect of the recovery of outstanding debts in the accounts at the above post office. According to our records the sum of £2,830.47 is overdue for payment.

Since you are contractually obliged to make good any losses incurred during your term of office, please call the debt recovery team on the number quoted above to settle this amount via credit/debit card.

Alternatively forward a cheque for the amount due to be received by the Debt Recovery Team within 7 days of the date of this letter.

Failure to meet these repayment terms may lead us to deduct the outstanding debt from your future remuneration payments.

This statement excludes any items currently in dispute or held awaiting transaction correction. Should you have any queries regarding this account do not hesitate to contact me.

12.4

Yours sincerely,

Post Office Ltd
Current Agents' Debt Team Leader
No 1 Future Walk
Chesterfield
S49 1PF

Post Office Ltd., Agents Debt Team 3, No.1 Future Walk,Chesterfield, S49 1PF

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Private and Confidential
Mr Brian Robert Meacher

GRO

Date
05.07.2006

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2

Doc. Number	Doc. Date	Type	Amount	Due date	TC No.	Arrears
6000027126	02.05.2006	BD	891.06	02.05.2006		64
6000045083	25.05.2006	BD	1,939.41	25.05.2006		41

Total of Due Items £2,830.47
Balance of Account £2,830.47

12.4

Key: TX = Transaction Correction, DR = Invoice Debt, FA = Final Account
RM = Remuneration, DZ = Payment, BD = Branch Discrepancy

POL00448632

Private and Confidential
Mr Brian Robert Meacher

GRO

Reminder Letter

Date
20.09.2006
Our Accounting Clerk
Client Account Clerk 1
Telephone GRO
Fax

Your Account with us
1013321
FAD Code
146844
Postings are considered up to and including
25.08.2006

Dear Mr Brian Robert Meacher

I am writing to you in respect of the recovery of outstanding debts in the accounts at the above post office. According to our records the sum of £2,861.88 is overdue for payment.

Since you are contractually obliged to make good any losses incurred during your term of office, please call the debt recovery team on the number quoted above to settle this amount via credit/debit card.

Alternatively forward a cheque for the amount due to be received by the Debt Recovery Team within 7 days of the date of this letter.

Failure to meet these repayment terms may lead us to deduct the outstanding debt from your future remuneration payments.

This statement excludes any items currently in dispute or held awaiting transaction correction. Should you have any queries regarding this account do not hesitate to contact me.

12.4

Yours sincerely,

Post Office Ltd
Current Agents' Debt Team Leader
No 1 Future Walk
Chesterfield
S49 1PF

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Mr Brian Robert Meacher

Date
20.09.2006

Page
2

GRO

Doc. Number	Doc. Date	Type	Amount	Due date	TC No.	Arrears
107549204	25.08.2006	SA	1,705.59	25.08.2006	(FIFE NOW)	26
6000014816	24.08.2006	BD	1,156.29	24.08.2006		27

Total of Due Items £2,861.88
Balance of Account £2,861.88

12.4

Key: TX = Transaction Correction, DR = Invoice Debt, FA = Final Account
RM = Remuneration, DZ = Payment, BD = Branch Discrepancy

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Private and Confidential
Mr Brian Robert Meacher

GRO

Reminder Letter

Date
13.07.2006
Our Accounting Clerk
Client Account Clerk 1
Telephone
GRO
Fax

Your Account with us
1013321
FAD Code
146844
Postings are considered up to and including
23.06.2006

Dear Mr Brian Robert Meacher

I am writing to you in respect of the recovery of outstanding debts in the accounts at the above post office. According to our records the sum of £1,373.67 is overdue for payment.

Since you are contractually obliged to make good any losses incurred during your term of office, please call the debt recovery team on the number quoted above to settle this amount via credit/debit card.

Alternatively forward a cheque for the amount due to be received by the Debt Recovery Team within 7 days of the date of this letter.

Failure to meet these repayment terms may lead us to deduct the outstanding debt from your future remuneration payments.

This statement excludes any items currently in dispute or held awaiting transaction correction. Should you have any queries regarding this account do not hesitate to contact me.

12.4

Yours sincerely,

Post Office Ltd
Current Agents' Debt Team Leader
No 1 Future Walk
Chesterfield
S49 1PF

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GRO

Date
13.07.2006

Page
2

Doc. Number	Doc. Date	Type	Amount	Due date	TC No.	Arrears
6000033775	23.06.2006	BD	1,373.67	23.06.2006		20

Total of Due Items £1,373.67
Balance of Account £1,373.67

12.4

Key: TX = Transaction Correction, DR = Invoice Debt, FA = Final Account
RM = Remuneration, DZ = Payment, BD = Branch Discrepancy

POL00448632

Mr Brian Robert Meacher

GRO

Request for Payment

Statement Date
30.05.2006
Our Accounting Clerk
Client Account Clerk 1
Telephone
GRO
FAD Code
146844
Your Account with us
1013321
Amount Due This Period
£ 2,830.47

Outstanding Debt at 26.05.2006

Doc. Clrg No.	Doc. Date	Trans actn	Due Date	Amnt (£)	Blocked	TC Number
Balance brought forward				1,482.91		
Less Payments Received:						
No payments received in this period.						
Sub Total				1,482.91		
New Transactions:						
6000027126	02.05.2006	BD	02.05.2006	891.06		
6000045083	25.05.2006	BD	25.05.2006	1,939.41		
Transactions due for payment this Period				**2,830.47**		
Total Blocked Transactions:				0.00		
Total Account Balance:				4,313.38		

Please settle this account by 09.06.2006 in one of the following ways:-
* Posting a cheque to this department in the enclosed prepaid envelope
OR
* If you wish to pay by debit/credit card ring this department on the number shown.

Key: TX = Transaction Correction, DR = Invoice Debt, FA = Final Account
RM = Remuneration, DZ = Payment, BD = Branch Discrepancy

12.4

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Private and Confidential
Mr. B. Meacher

GRO

GRO

POST OFFICE

www.postoffice.co.uk

27th. March 2007

FORMER SUBPOSTMASTERS ACCOUNT
SCOONIE ROAD POST OFFICE
FAD CODE : 146 844

Dear Mr. Meacher,

I am writing to inform you that your Late Account has been revised.

An amount of £135.13 has been transferred from Payroll at Salford which related to back pay.

An amount of £525.00 has also been transferred to your account which related to stock items which were associated to the wrong account but are proper to stand against your account.

The sum of £11,996.33 is due to Post Office Limited to clear the account.

My colleague rang you on the 29th. January 2007 and arranged your repayments of £200.00 as put forward by you in your letter dated the 25th. January 2007 but to date, no payments have been received.

If it is still your intention to pay by BACS, can I please urge you to make a payment. The account details were sent to you on the 30th. January 2007 but in case you have misplaced this correspondence, the account details are listed below.

Cooperative Bank

Sort Code: GRO

Account Number: GRO

12.4

Should you require further assistance with this matter, please do not hesitate to contact me on the number listed below or the address also below.

I am enclosing a prepaid envelope for your use.

Post Office Ltd. Registered in England and Wales no: 2154540. Registered office: 80 - 86 Old Street, London, EC1V 9NN.
The Post Office and the Post Office symbol are registered trade marks of Post Office Ltd in the UK and other countries.

For the purposes of products regulated under the Financial Services & Markets Act 2000, Post Office Ltd is an appointed representative of Bristol & West plc, who are authorised and regulated by the Financial Services Authority. Registered in England no. 2124201. Registered Office: Bristol & West plc, One Temple Back East, Temple Quay, Bristol BS1 6DX.

Post Office®, car and home insurance is administered by BISL Limited, who are authorised and regulated by the Financial Services Authority. Registered in England No 3231094. Registered office: Pegasus House, Bakewell Road, Orton Southgate, Peterborough, PE2 6YS.

Card Account offered by J.P. Morgan Europe Ltd through Post Office Ltd. J.P. Morgan Europe Ltd is authorised and regulated by the Financial Services Authority. Registered in England & Wales No. 938937. Registered Office: 125 London Wall, London EC2Y 5AJ.

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Appendix 1
(Return Copy)

People and Organisation Service Centre
Capstan House, 35 Broadway
SALFORD, M50 2PB

Mr Brian Meacher
CONDITIONS OF APPOINTMENT FOR
POST OFFICE® SCOONIE ROAD BRANCH

1. You will be bound by the terms of the standard Subpostmasters' Contract for Services at Scale Payment Offices.

2. The provisional remuneration being offered at this branch will be in the region of £22 334.10 per annum broken down as follows:

Estimated Sales Tier Payment (p.a.) variable	£11 487.04
Provisional Assigned Office Payment	£10 847.06
Total remuneration payable per annum	£22 334.10

The provisional Assigned Office Payment will be reviewed when twelve full months of counter transaction information is available. If this indicates that an increase in the assigned office payment is warranted, arrears will be backdated to the date of appointment. If there is an indication that an overpayment has been made, no reimbursement will be requested by Post Office Ltd. For a new branch without traffic history, the Sales Tier Payment is normally fixed at the monthly equivalent of the advertised level for the first three pay periods until actual products transacted at the branch start to filter through. The Sales Tier Payment will then be based on actual traffic appropriate to the pay period.

By way of recognition of the opportunity to operate a Post Office on behalf of Post Office Ltd, you will be required to make a one off introductory payment of £6560.64. You will be invoiced for this amount separately.

3. You will be given the opportunity to attend classroom-based training prior to you taking up the appointment. A training co-ordinator will contact you to discuss the arrangements.

4. The office opening hours, as agreed at interview, will be:

Monday,Tuesday,Wednesday and Friday:0900/1300 –1400/1730hrs
Thursday and Saturday: 0900 – 1230hrs

12.4

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5. The following conditions will also be attached to your appointment and must be completed within any timescales indicated:

- To purchase and install a new conforming Post Office fascia – by appointment
- To purchase and install a new conforming Post Office lozenge – by appointment
- To install a SSOC with appropriate security requirements – by appointment
- Subject to satisfactory outcome of consultation

To The Agent Recruitment Manager

I, Mr Brian Meacher, fully understand and accept these conditions and agree to avail myself of the pre-appointment introductory training.

I hereby request you to pay all sums of money now due or which may become due to me in respect of my remuneration for credit for my account with: -

Name of bank/building society:
BANK OF SCOTLAND

Address of branch: 9 FALKLAND GATE GLENROTHES

Sort code GRO **Account Number:** GRO

Building society reference number (if applicable).....

Signed GRO Date 5-01-05
(Signature of applicant)

Name of signatory in block capitals BRIAN R MEACHER

Scoonie Road Post Office® branch

12.4

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Post Office Ltd

NEXT OF KIN

Mr Brian Meacher
Scoonie Road Post Office® branch

Please provide the name, address and telephone number of your next of Kin.
The person you state may be contacted if any unforeseen circumstances occur.

NAME: ANNE MEACHER

RELATION TO APPLICANT: WIFE

ADDRESS: GRO

POSTCODE:

HOME TELEPHONE NUMBER: GRO

WORK TELEPHONE NUMBER:

MOBILE NUMBER:

PLEASE COMPLETE AND RETURN THE ATTACHED ETHNIC CLASSIFICATION FORM

12.4

POL00448632

Royal Mail Group: Ethnic Classifications

We are an equal opportunity Organisation and have updated the classifications used to assess the diversity of our Subpostmasters and other Agents. These improvements reflect changes made to the Census categories and are consistent with the Commission for Racial Equality's recommended best practice.

The information you provide regarding your ethnic origin will only be used by Royal Mail Group plc to monitor equal opportunities and will be processed in accordance with the Data Protection Act 1998 and the principles set out in that Act.

Please select the classification that best indicates your ethnic background (coding for this category shown on right)

Asian (Including Asian British, Asian English, Asian Scottish, or Asian Welsh)	Bangladeshi		A
	Indian		B
	Pakistani		C
	Any other Asian Background (please state)		D
Black (Including Black British, Black English, Black Scottish, or Black Welsh)	African		E
	Caribbean		F
	Any other Black background (please state)		G
Chinese (Including Chinese British, Chinese English, Chinese Scottish, Chinese Welsh)	Chinese		H
Mixed	White and Asian		I
	White and Black African		J
	White and Black Caribbean		K
	Any other Mixed background (please state)		L
White	British	English	M
		Scottish	N
		Welsh	O
		Other (please state)	P
	Irish		Q
	Any other White background (please state)		R
Other ethnic group	Any other Ethnic background (please state)		S

GRO

12.4

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PA RURAL INTERVENTION LOG

BRANCH	Scoonie Road	DATE OF ISSUE	
FADCODE	146844	PRIMARY REF	PAPP1 COA
SPMR NAME	Brian Meacher	DATE OF VISIT	25/2/05
RTA NAME	Keith Miller		

CSI:	Customer: 1	2		Customer: 1	2
Greeting Given	OK	OK	Personal Appearance	OK	OK
Eye Contact Made	OK	OK	Name Badge	OK	OK
Served Immediately	OK	OK	Waiting Time 1	Nil	Nil
Closing Statement	OK	OK	Waiting Time 2 (where appropriate)		

Product Knowledge	
Question(Subject area only)	Answer(Incorrect/Correct)
1	
2	
3	

Delete category if not discussed

Key Areas	Comments
Service Std/QoS	No problems
Cash/susp a/c	Cash a/c OK suspense a/c clear.
ONCH/Stock	
POL card a/c	
PK/Smart Post	
+Sales actions	
Banking	
POPoS	
External Std	OK
Internal Std	OK
Branch Security	No problems.
Personal Issues	None
Information Poster displayed	
Other	
Agreed actions and timescales	

Delete category if not applicable

	ACTION REQUIRED AS A RESULT OF VISIT	**DEADLINE DATE**	**DONE**
Head of Area			
Contract Manager			
Area Office Support			
RTA			

CONDITIONS OF APPOINTMENT CODING		
E1 New fascia E2 New lozenge Other – Install a SSOC with appropriate security	All completed.	

EXPAND ON ANY LETTER REQUESTED/CLARIFY ANY POINT
Please confirm that the above COA has been met.

12.4

POL00448632

PA RURAL INTERVENTION LOG

BRANCH	Scoonie Road	DATE OF ISSUE	
FADCODE	146844	PRIMARY REF	PAPP2
SPMR NAME	Brian Meacher	DATE OF VISIT	31/3/05
RTA NAME	Keith Miller		

CSI:	Customer: 1	2		Customer: 1	2
Greeting Given	Yes		Personal Appearance	OK	
Eye Contact Made	Yes		Name Badge	Yes	
Served Immediately	Yes		Waiting Time 1	Nil	
Closing Statement	Yes		Waiting Time 2 (where appropriate)	Nil	

Product Knowledge	
Question(Subject area only)	Answer(Incorrect/Correct)
1	
2	
3	

Delete category if not discussed

Key Areas	Comments
Service Std/QoS	No problems
Cash/susp a/c	Suspense account clear but problems with rem acceptance (stock) has caused the cash account to show a large discrepancy.
ONCH/Stock	No problems
POL card a/c	No problems
PK/Smart Post	
+Sales actions	
Banking	Knew to ask "any cash today".
POPoS	
External Std	OK
Internal Std	OK
Branch Security	OK
Personal Issues	None
Information Poster displayed	
Other	
Agreed actions and timescales	RTA to arrange training on rem acceptance asap

Delete category if not applicable

	ACTION REQUIRED AS A RESULT OF VISIT	**DEADLINE DATE**	**DONE**
Head of Area			
Contract Manager			
Area Office Support			
RTA	Arrange extra training on stock rem acceptance	31/3/05	31/3/05

CONDITIONS OF APPOINTMENT CODING		

EXPAND ON ANY LETTER REQUESTED/CLARIFY ANY POINT
.

12.4

POL00448632

PA RURAL INTERVENTION LOG

BRANCH	Scoonie Road	DATE OF ISSUE	
FADCODE	146844	PRIMARY REF	PAPP3
SPMR NAME	Brian Meacher	DATE OF VISIT	5/05/05
RTA NAME	Keith Miller		

CSI:	Customer: 1	2		Customer: 1	2
Greeting Given	Yes		Personal Appearance	OK	
Eye Contact Made	Yes		Name Badge	Yes	
Served Immediately	Yes		Waiting Time 1	Nil	
Closing Statement	Yes		Waiting Time 2 (where appropriate)	Nil	

Product Knowledge	
Question(Subject area only)	Answer(Incorrect/Correct)
1	
2	
3	

Delete category if not discussed

Key Areas	Comments
Service Std/QoS	OK
Cash/susp a/c	OK – extra training took place on 13th & 28th April, now aware of procedures
ONCH/Stock	OK
POL card a/c	OK
PK/Smart Post	
+Sales actions	+1 sales training discussed
Banking	OK
POPoS	
External Std	OK
Internal Std	Ok
Branch Security	Security booklets read.
Personal Issues	None
Information Poster displayed	OK
Other	
Agreed actions and timescales	None

Delete category if not applicable

	ACTION REQUIRED AS A RESULT OF VISIT	**DEADLINE DATE**	**DONE**
Head of Area			
Contract Manager			
Area Office Support			
RTA			

CONDITIONS OF APPOINTMENT CODING		

EXPAND ON ANY LETTER REQUESTED/CLARIFY ANY POINT
PAPP3 DUE APPROX 260504.

Please confirm the following:
1. Has there been any funding and has it been concluded? **Yes**
2. Are there any local politics that have come to light? **No**

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12.4

POL00448632

3. Has the office been supported by locals? **Yes**
4. Has the Spmr shown any inclination to grow sales? **Yes**
5. If it is a mailwork office, has the Spmr received any training from RML? If not, are they aware of their responsibilities? **N/A**

Please hand over to the PA after this visit is undertaken, forwarding all three logs already completed for PAPP1, PAPP2 and this one.

ACTION TAKEN IN AREA OFFICE

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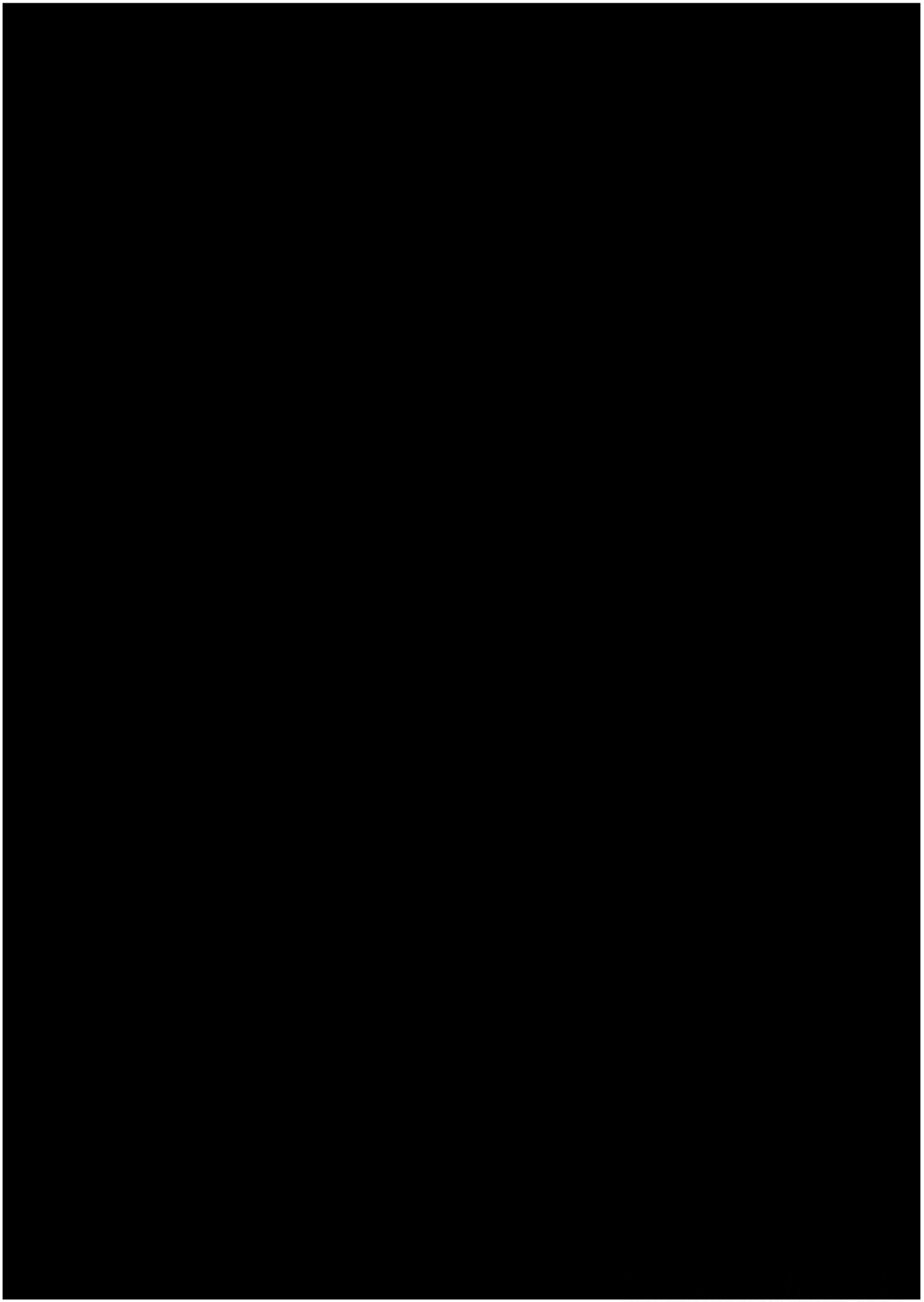

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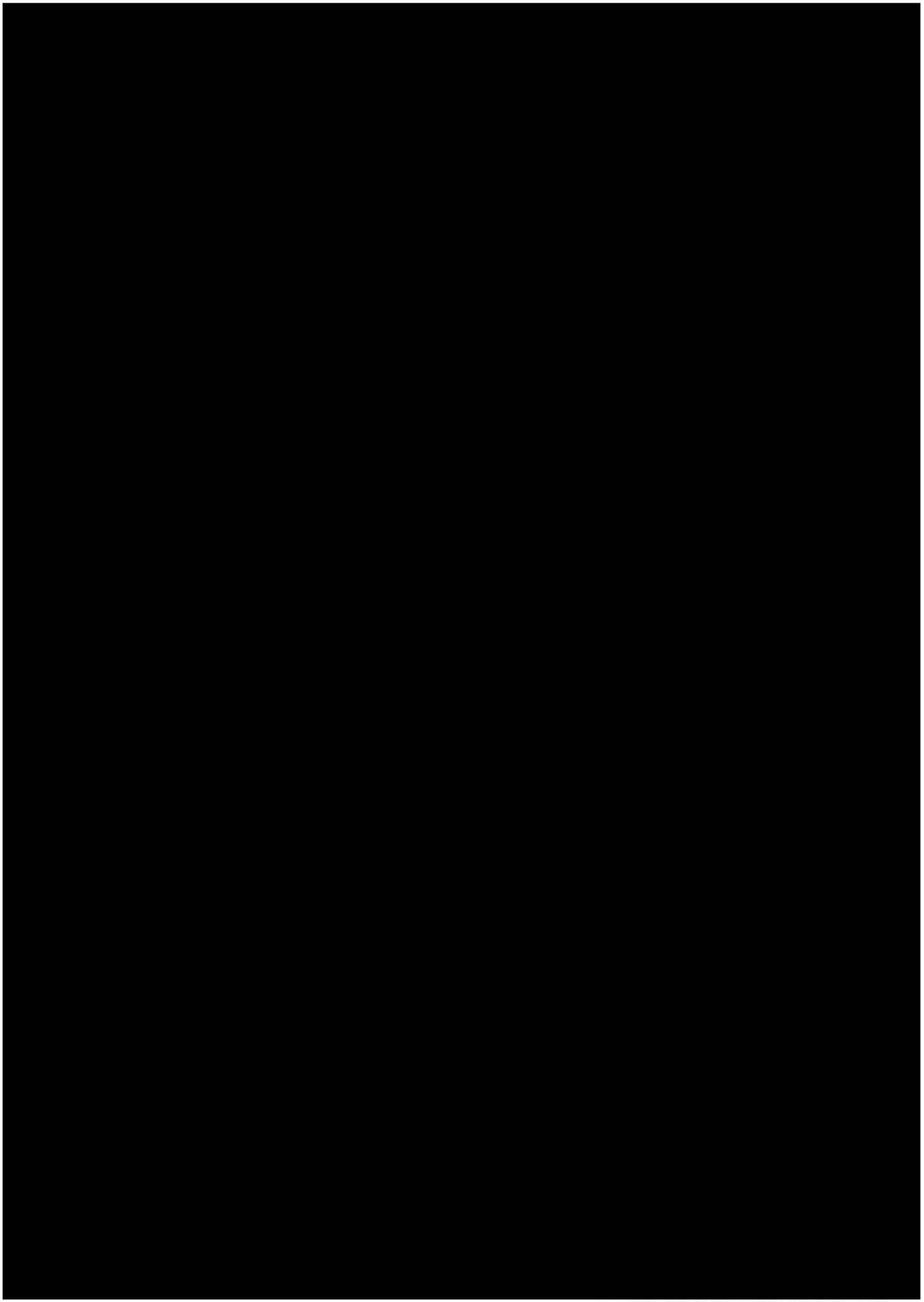

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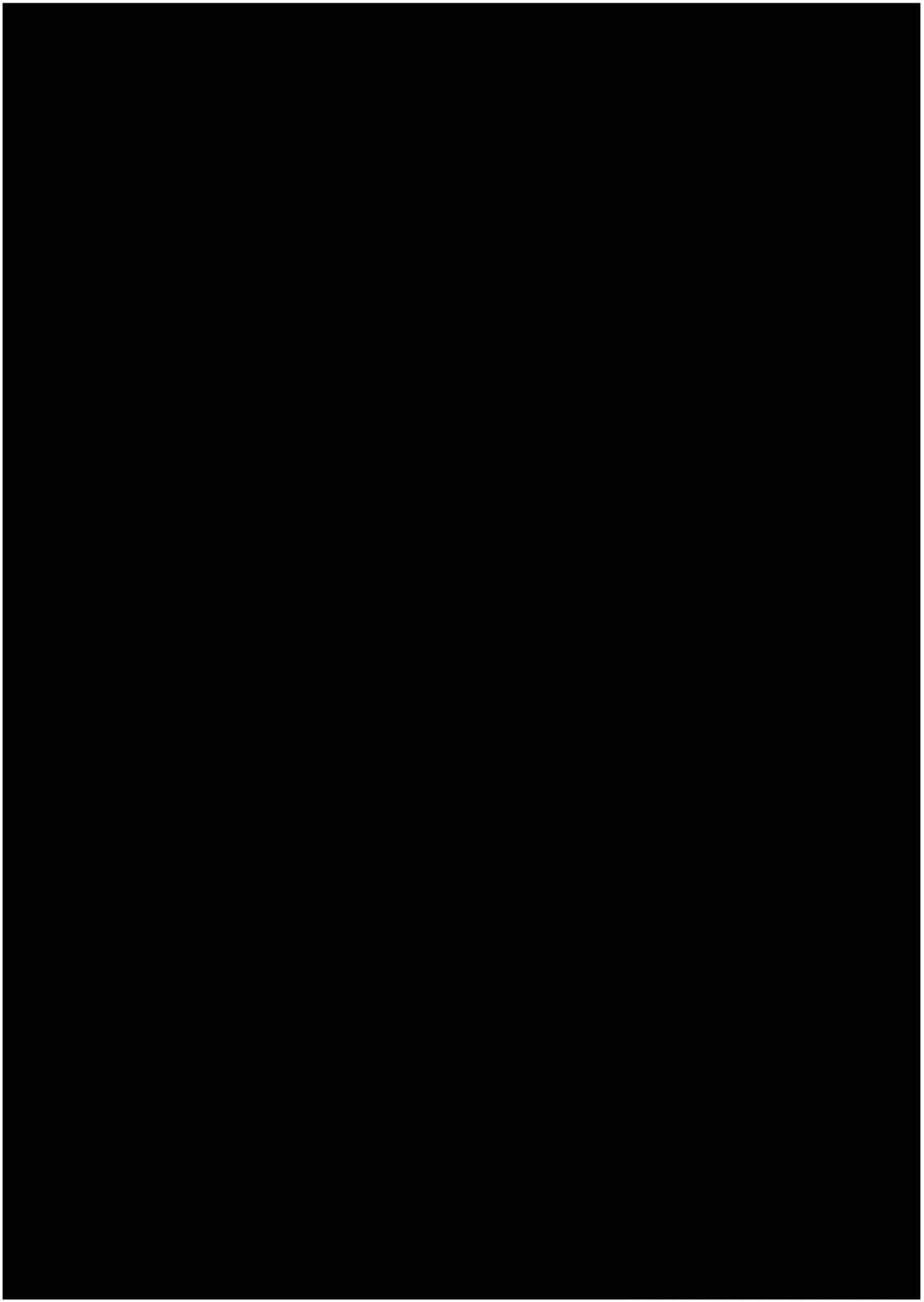

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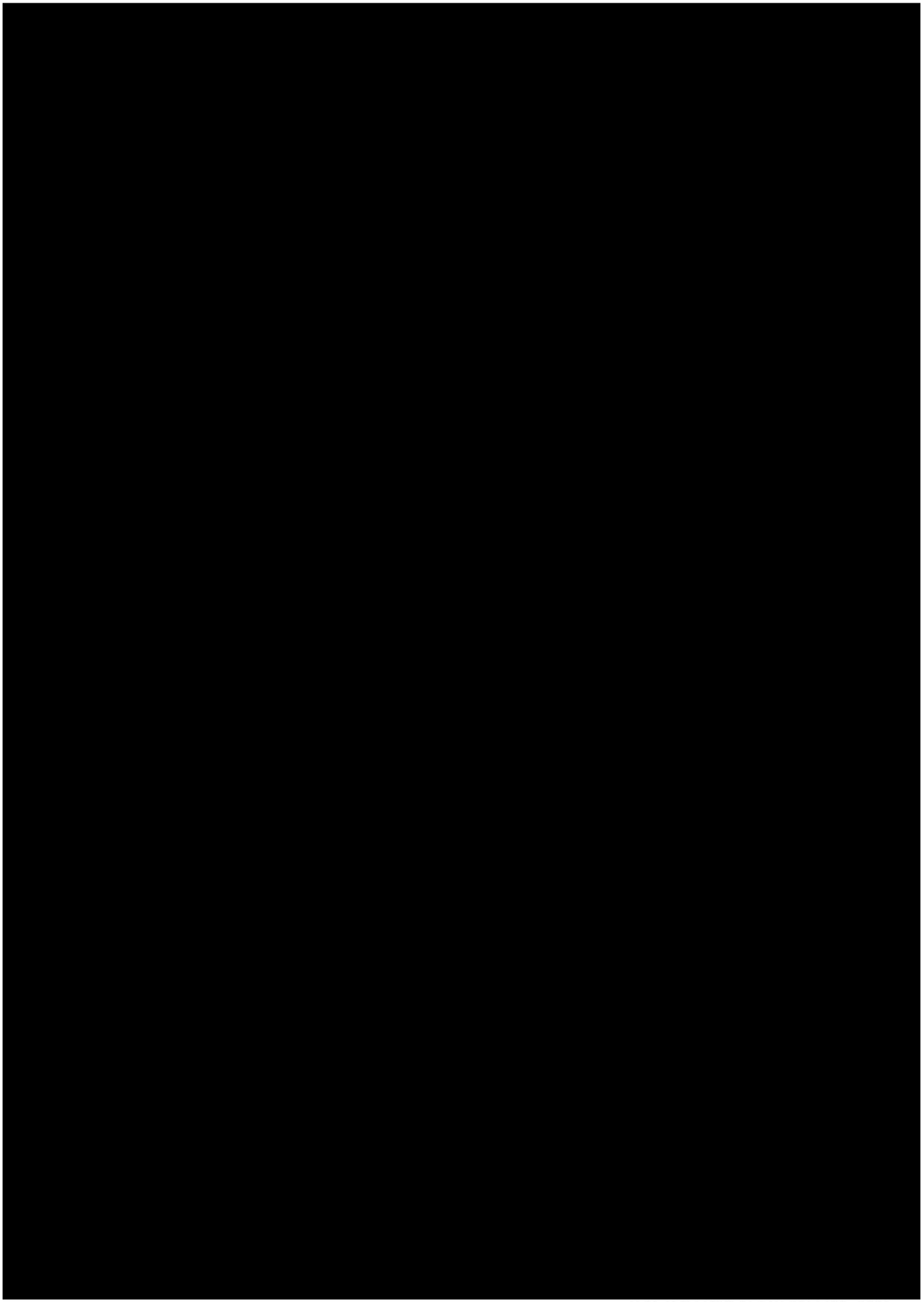

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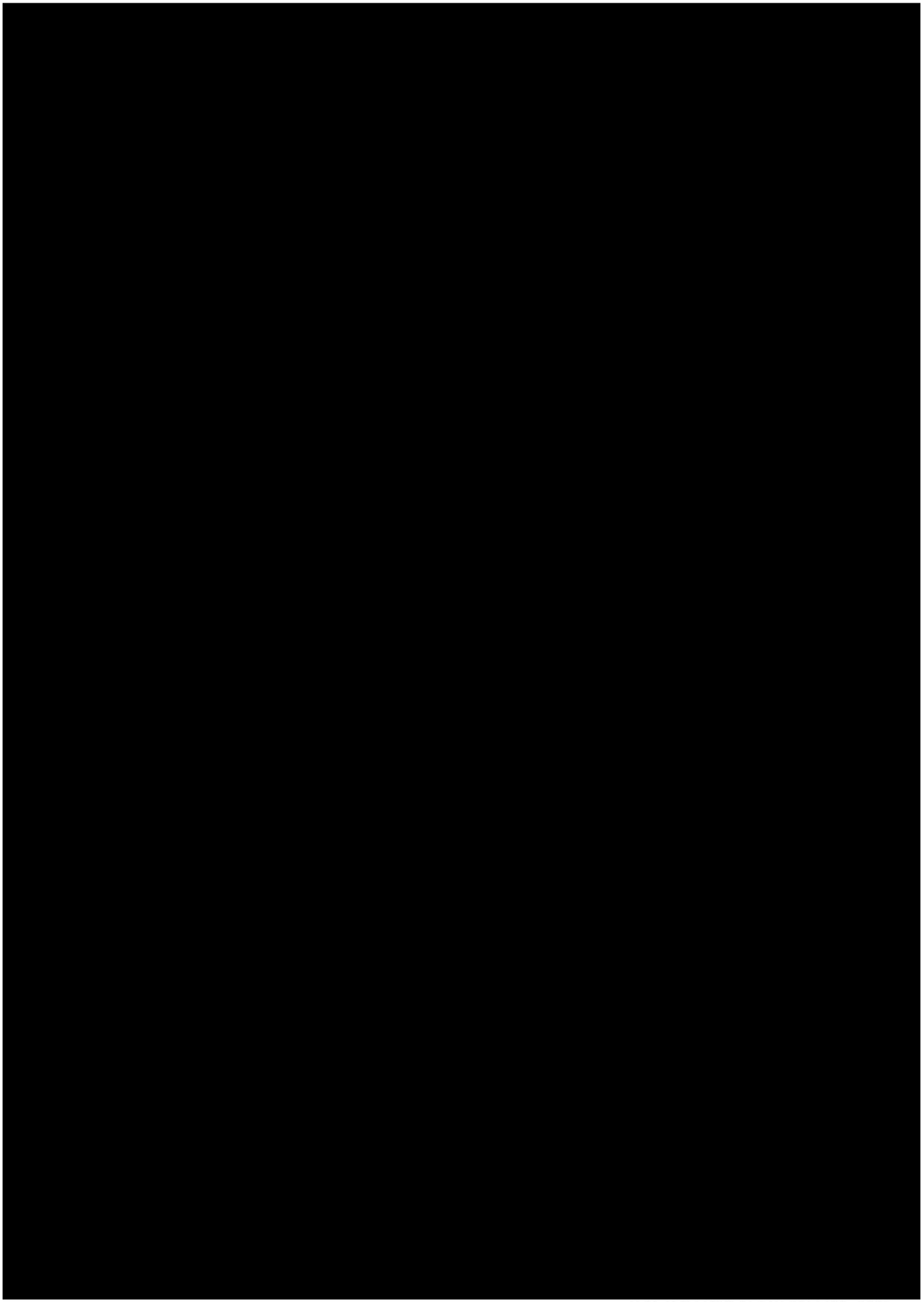

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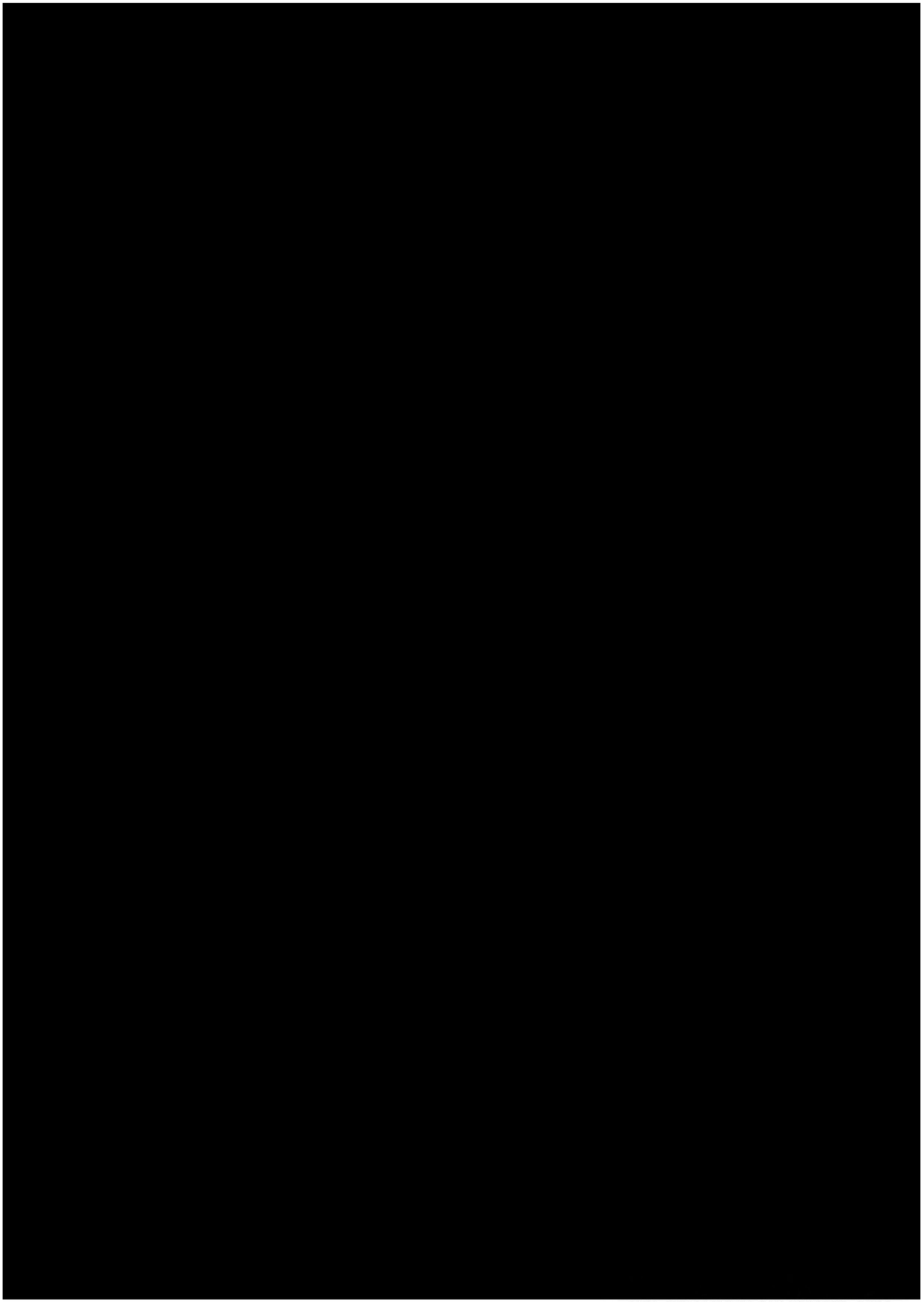

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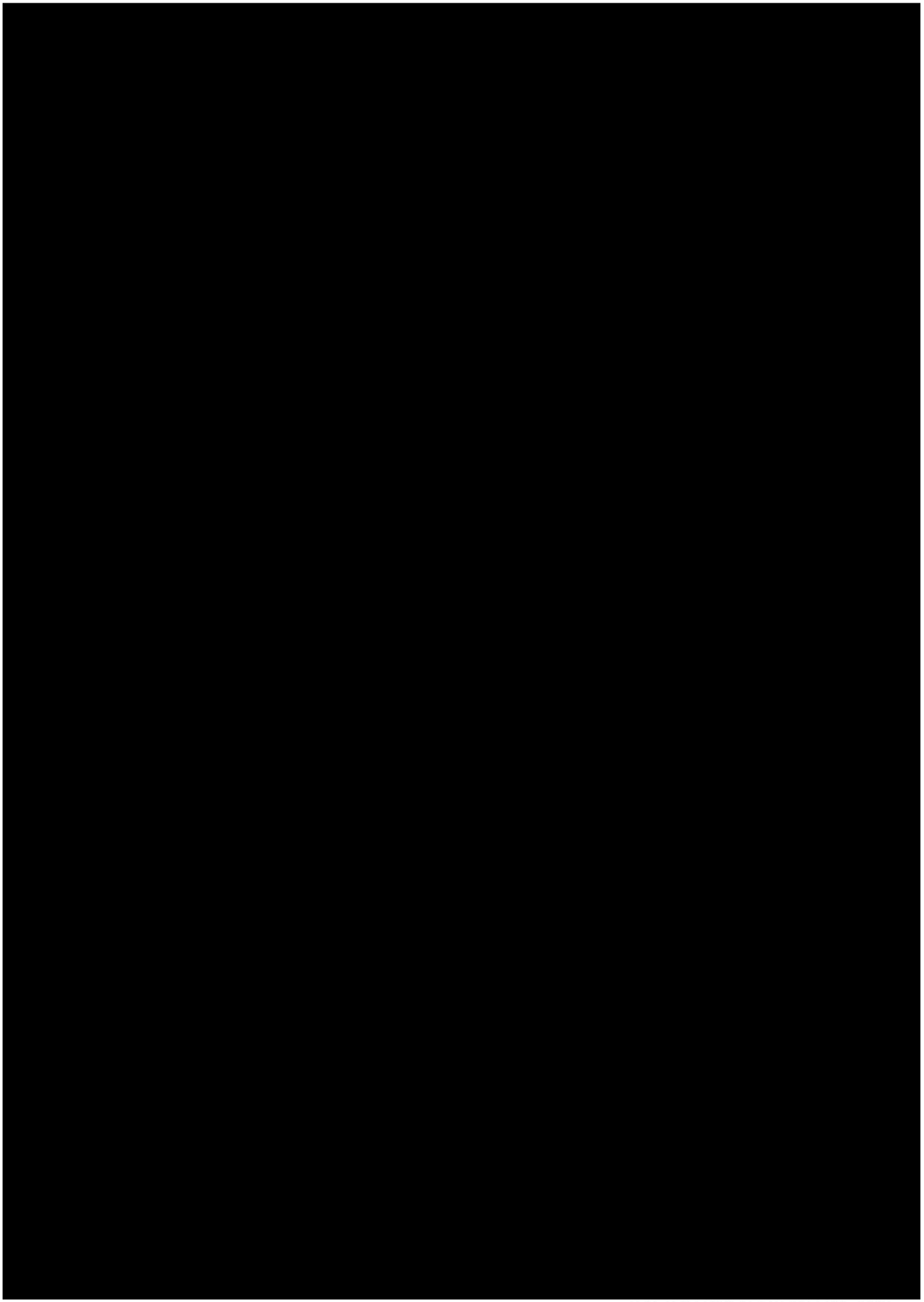

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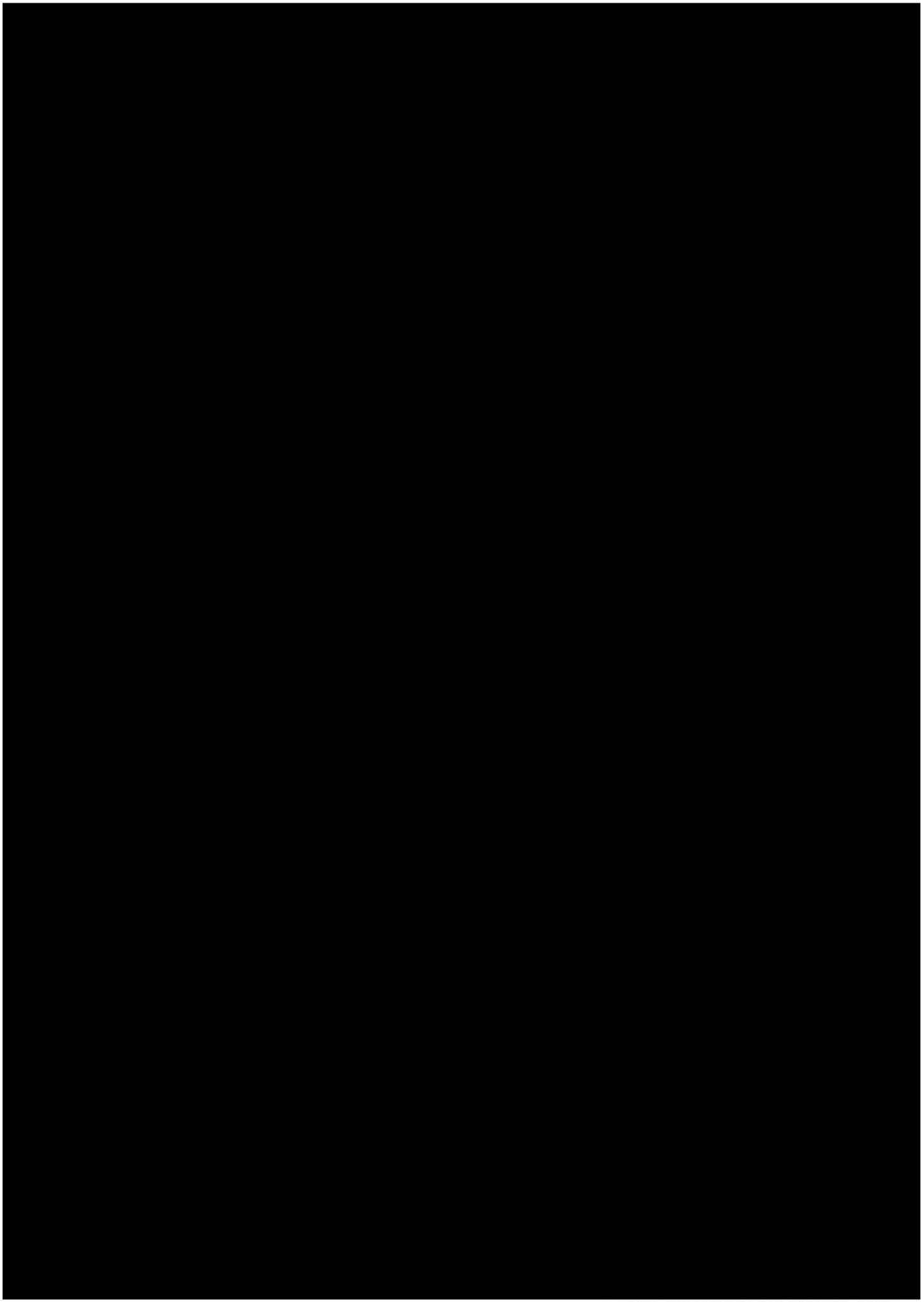

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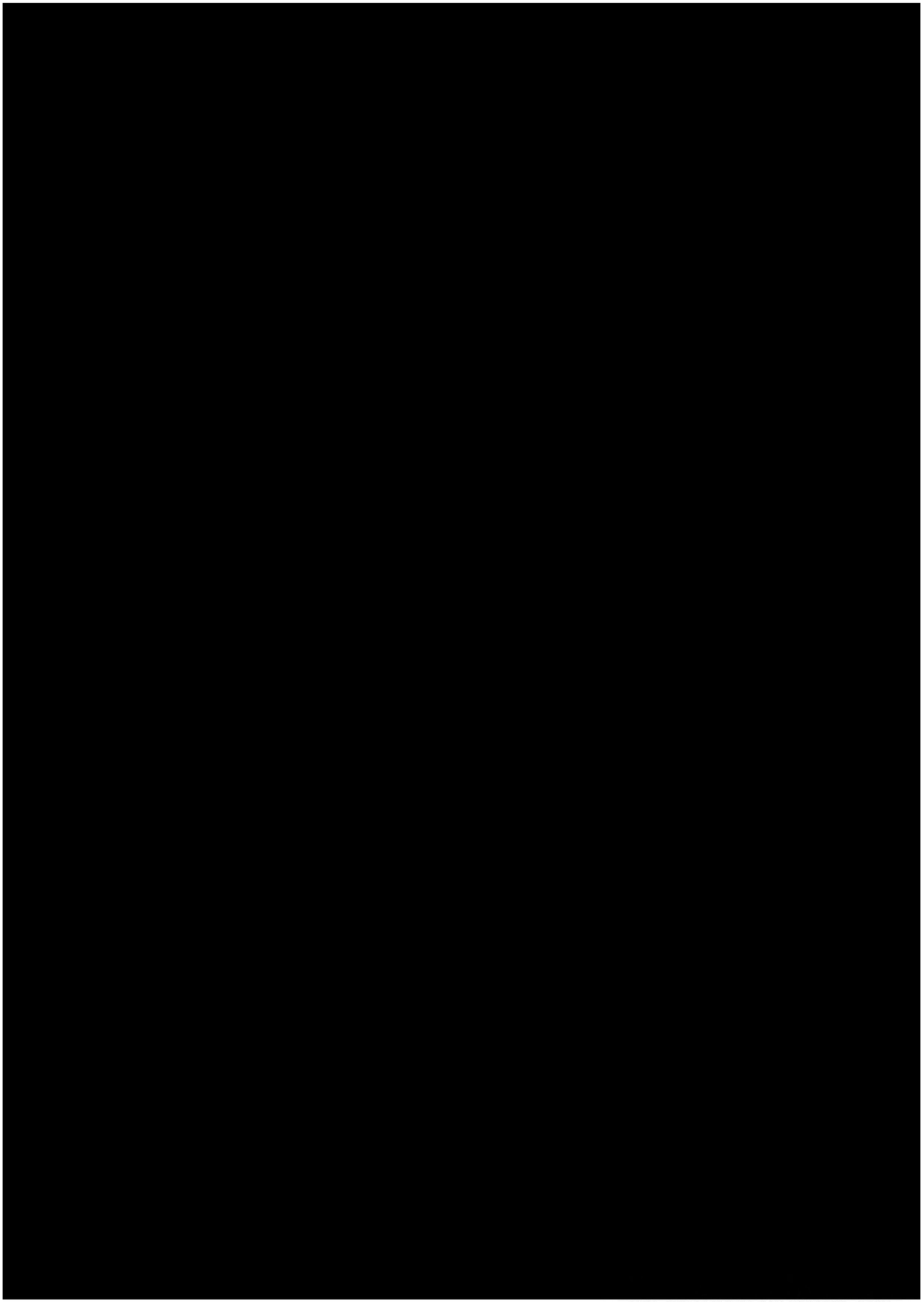

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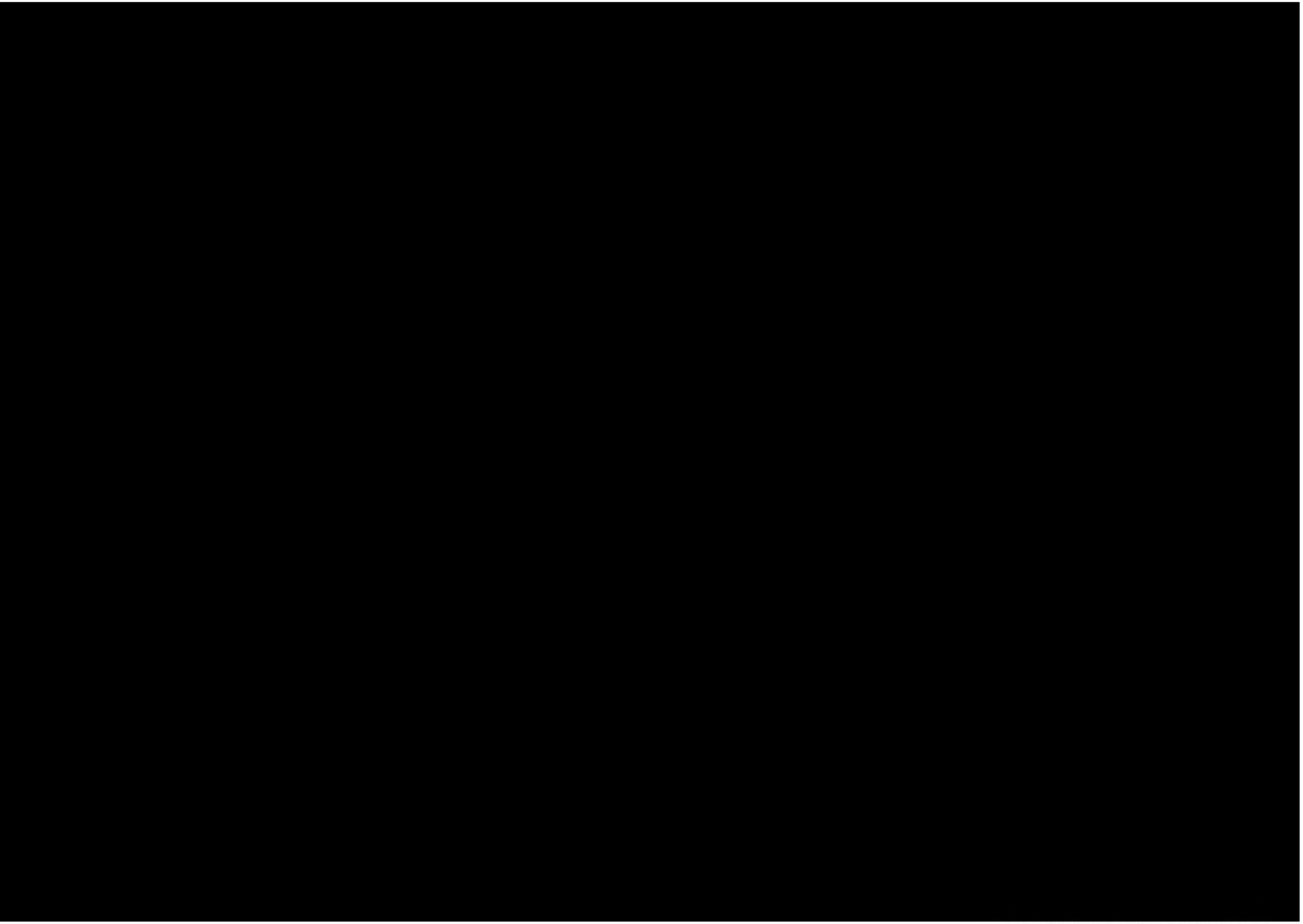

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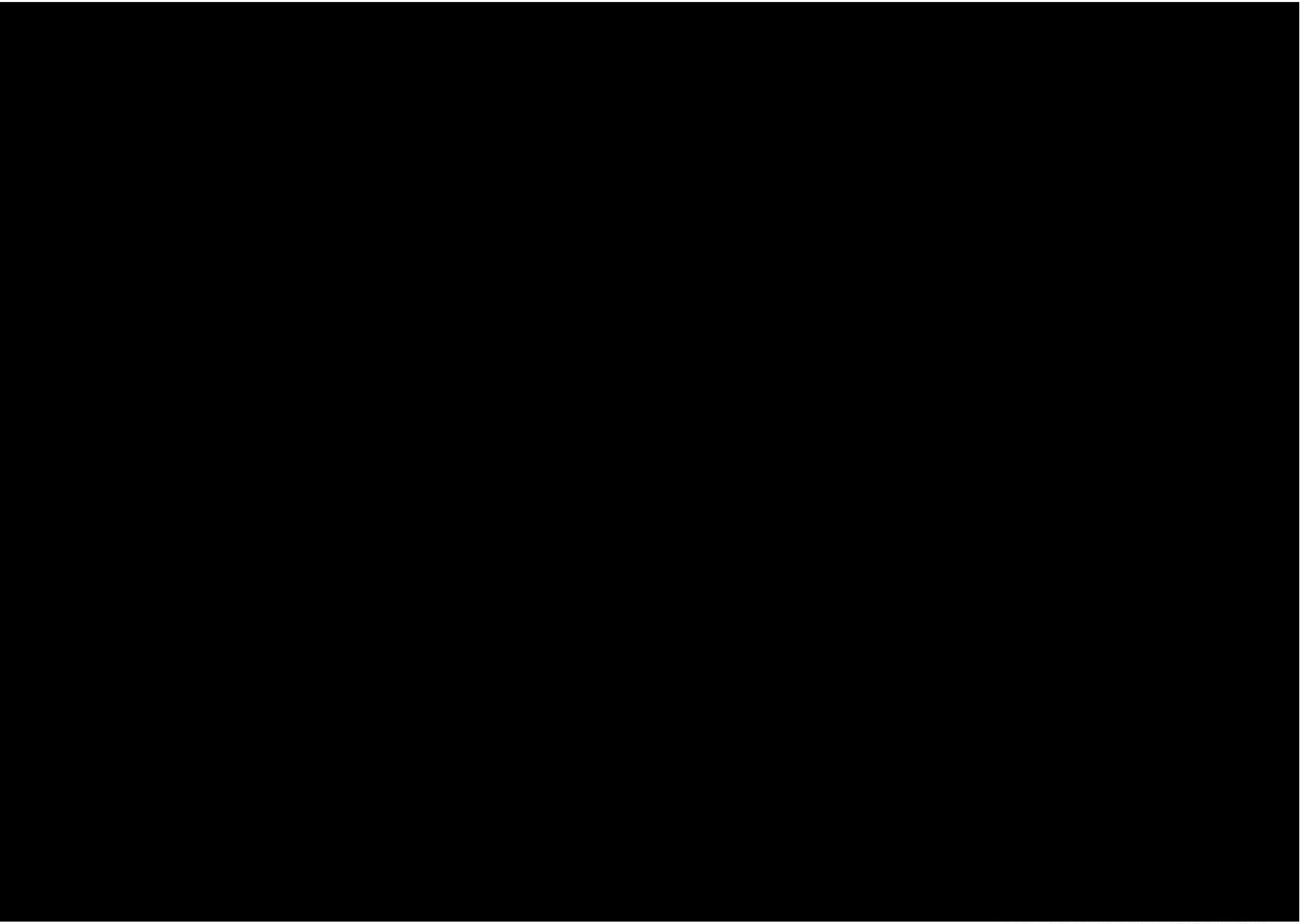

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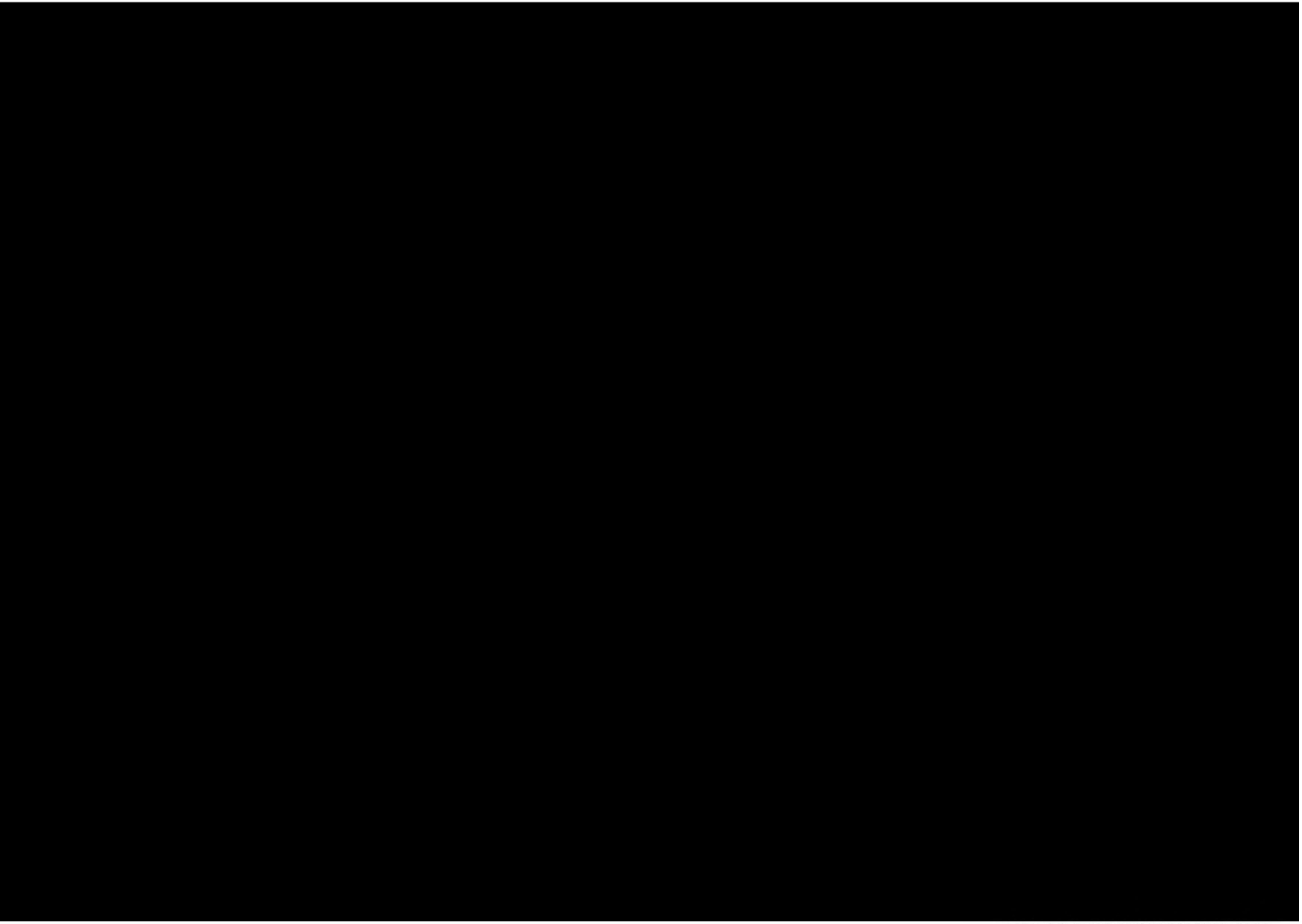

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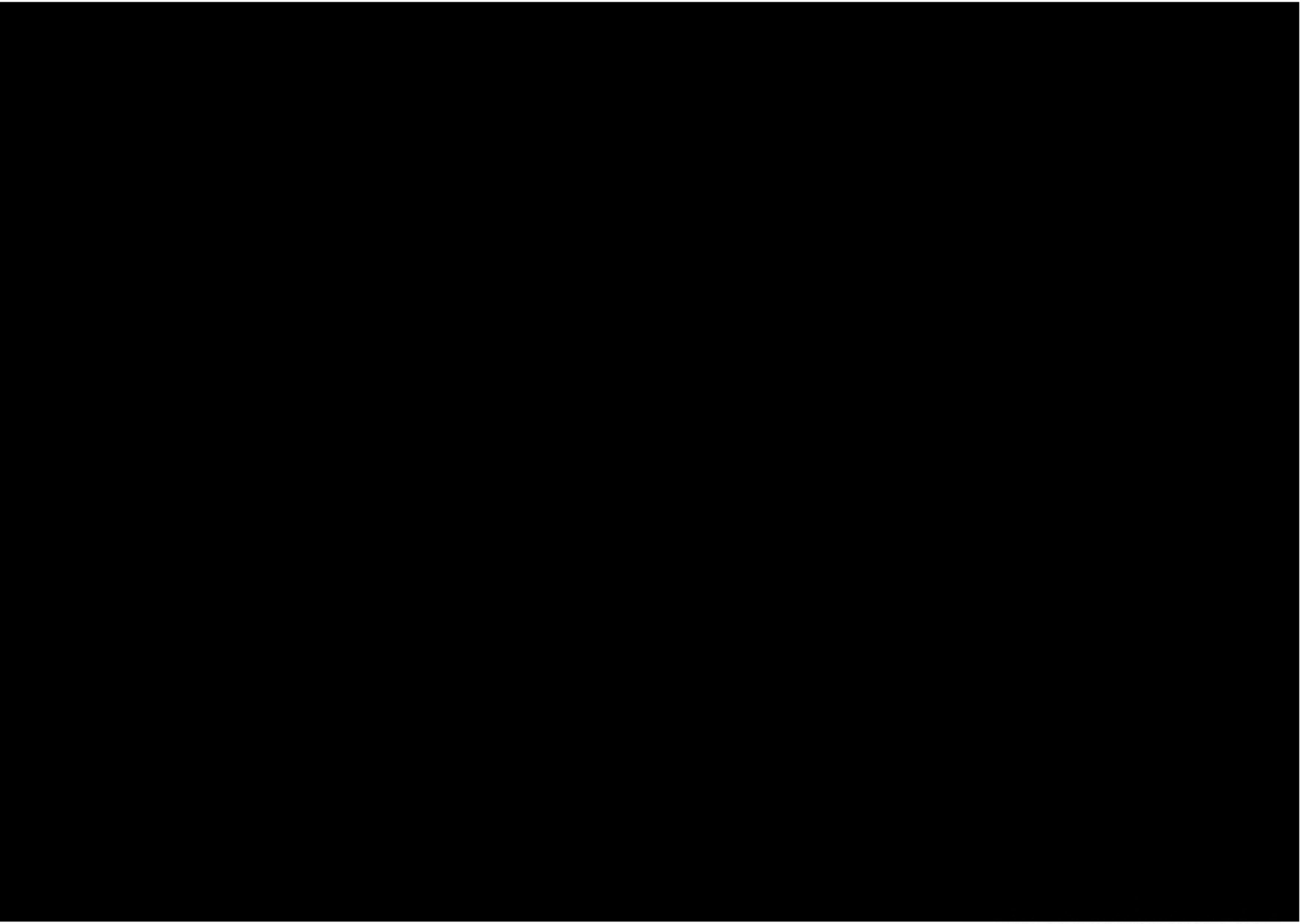

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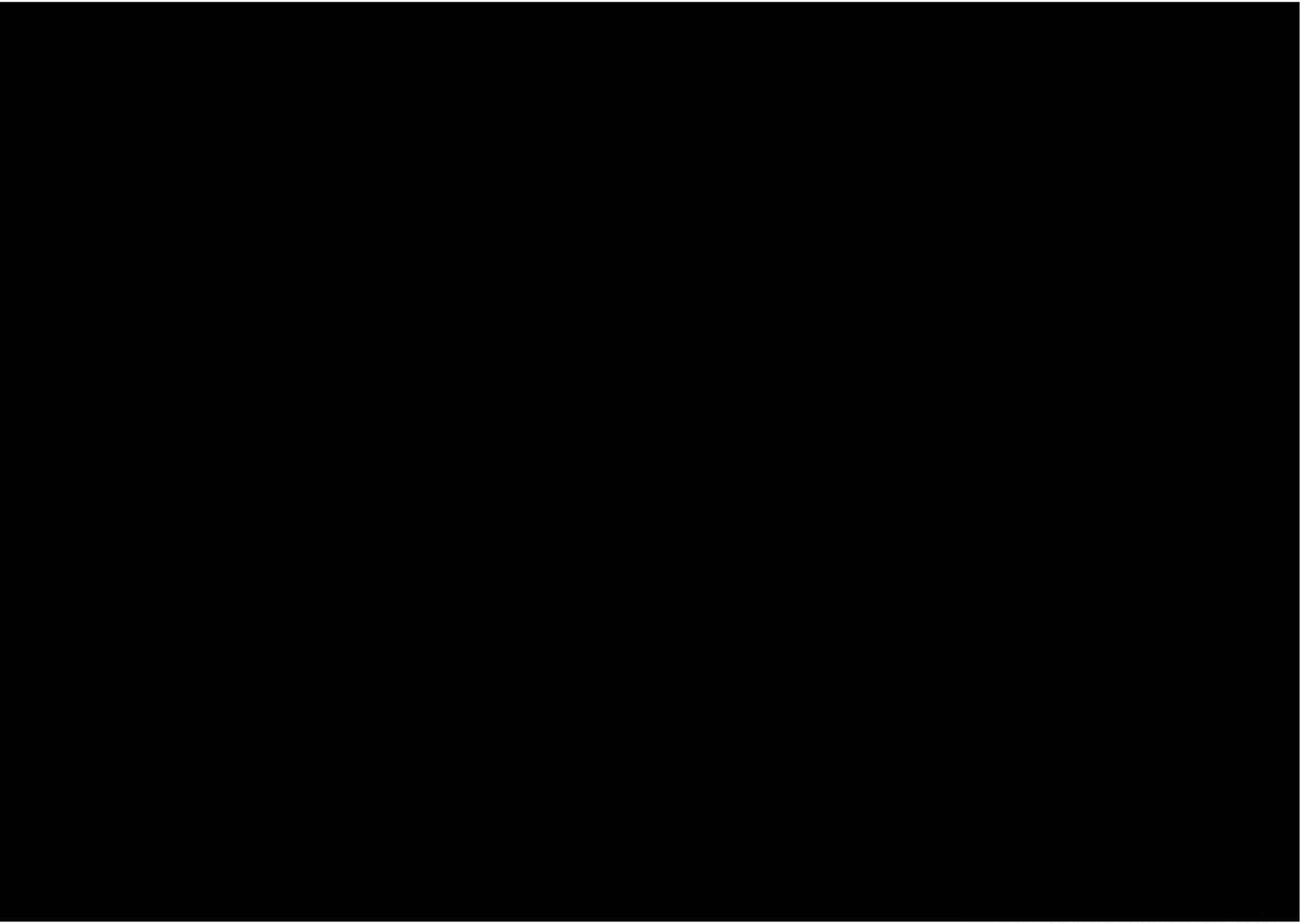

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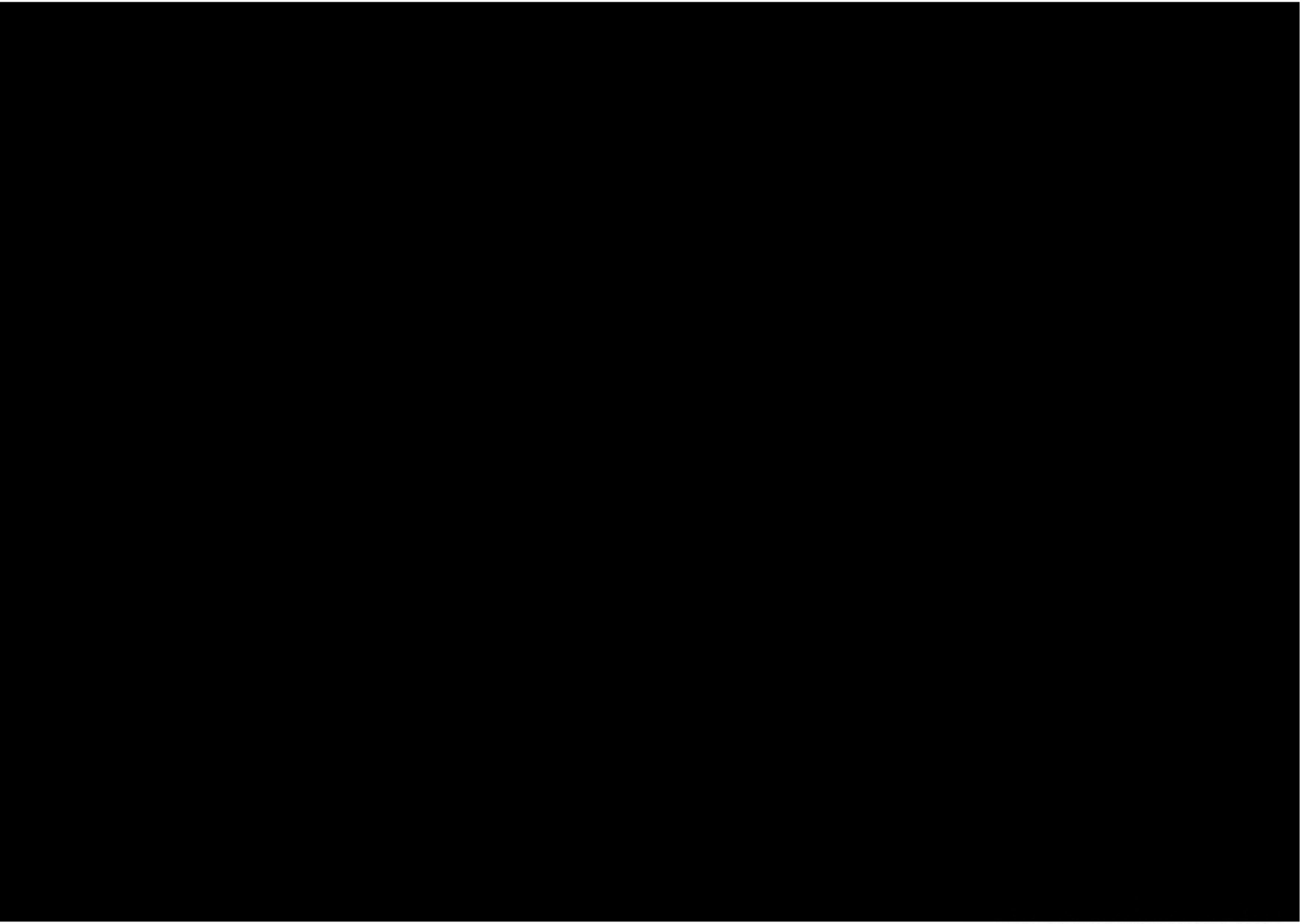

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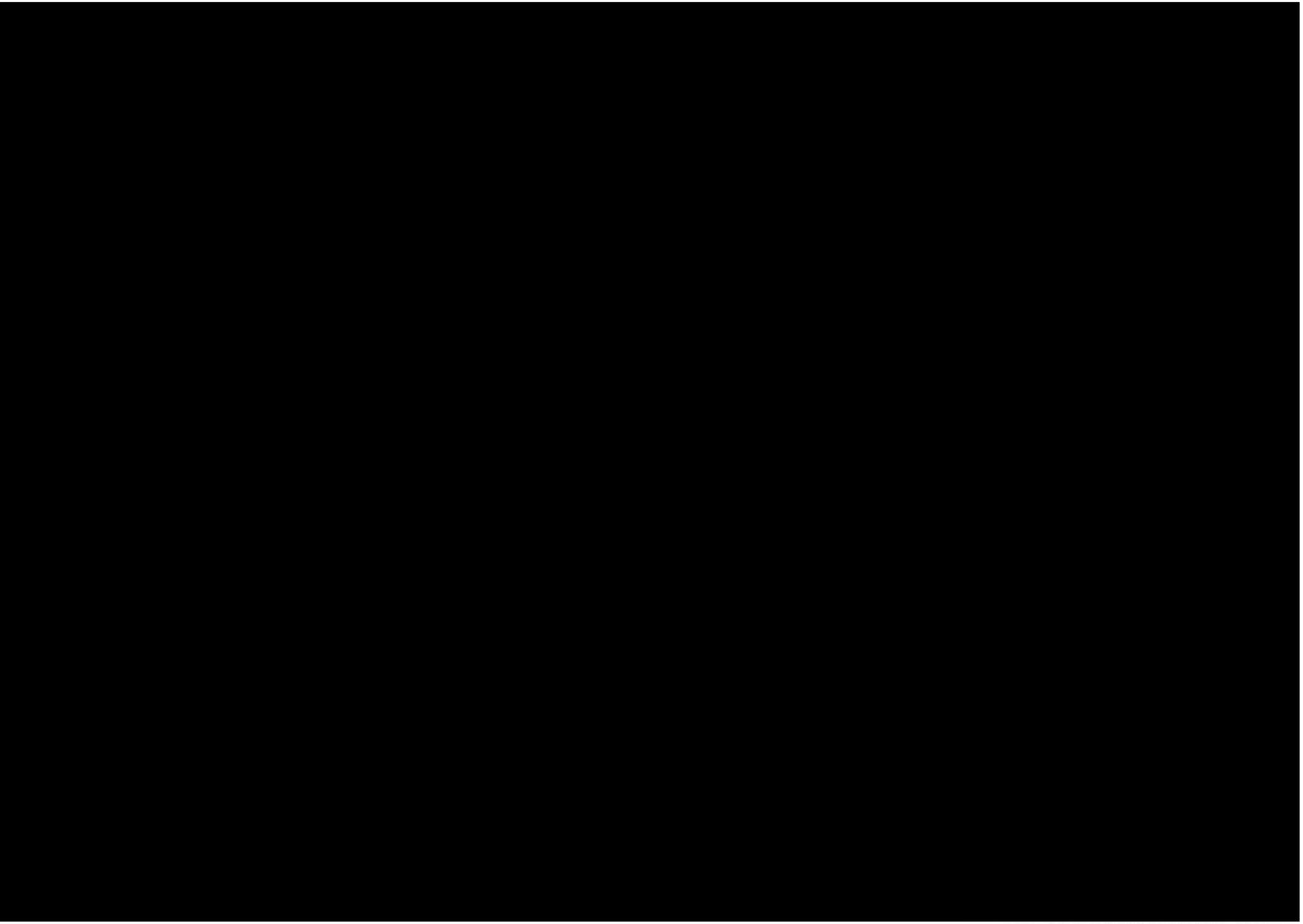

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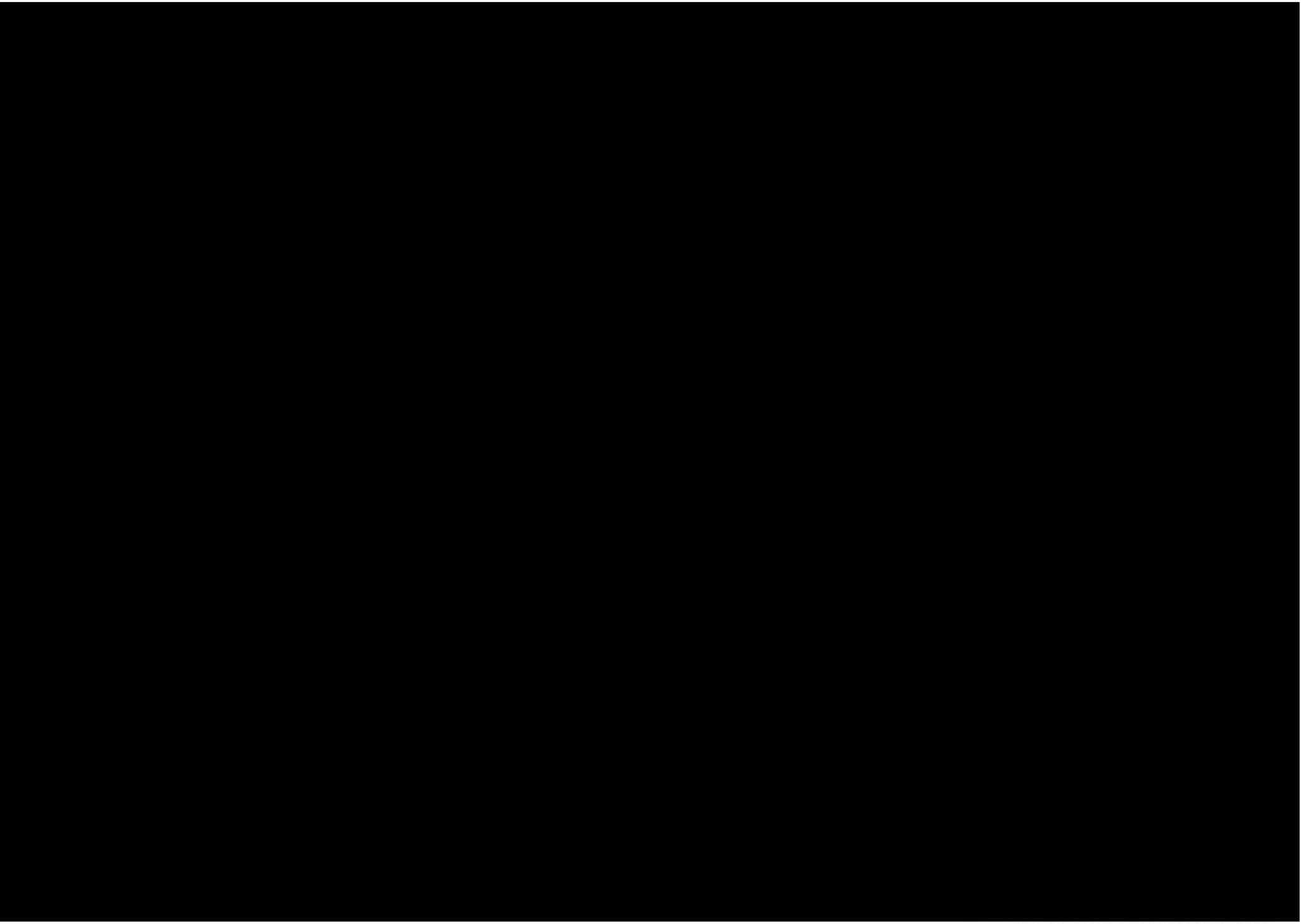

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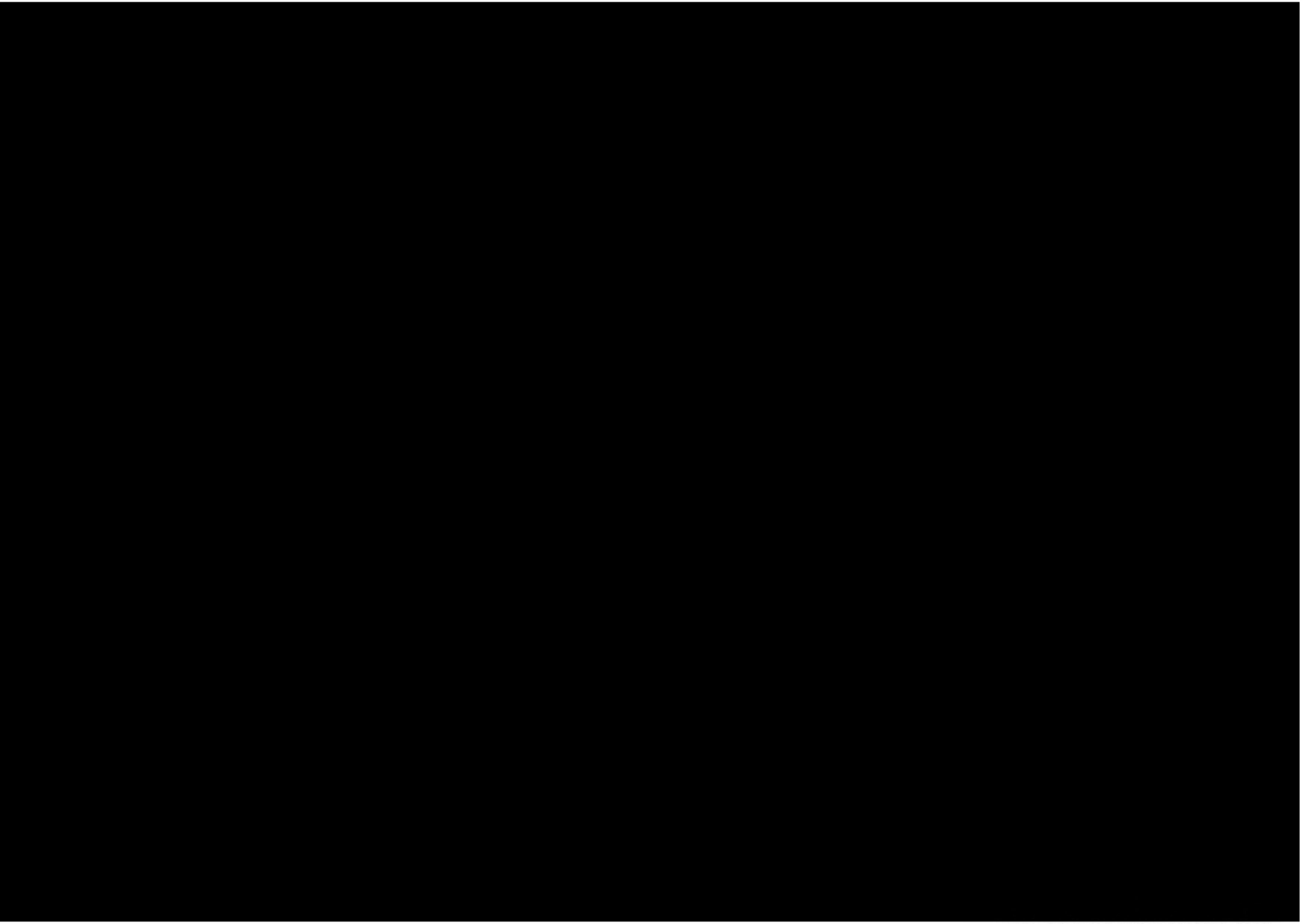

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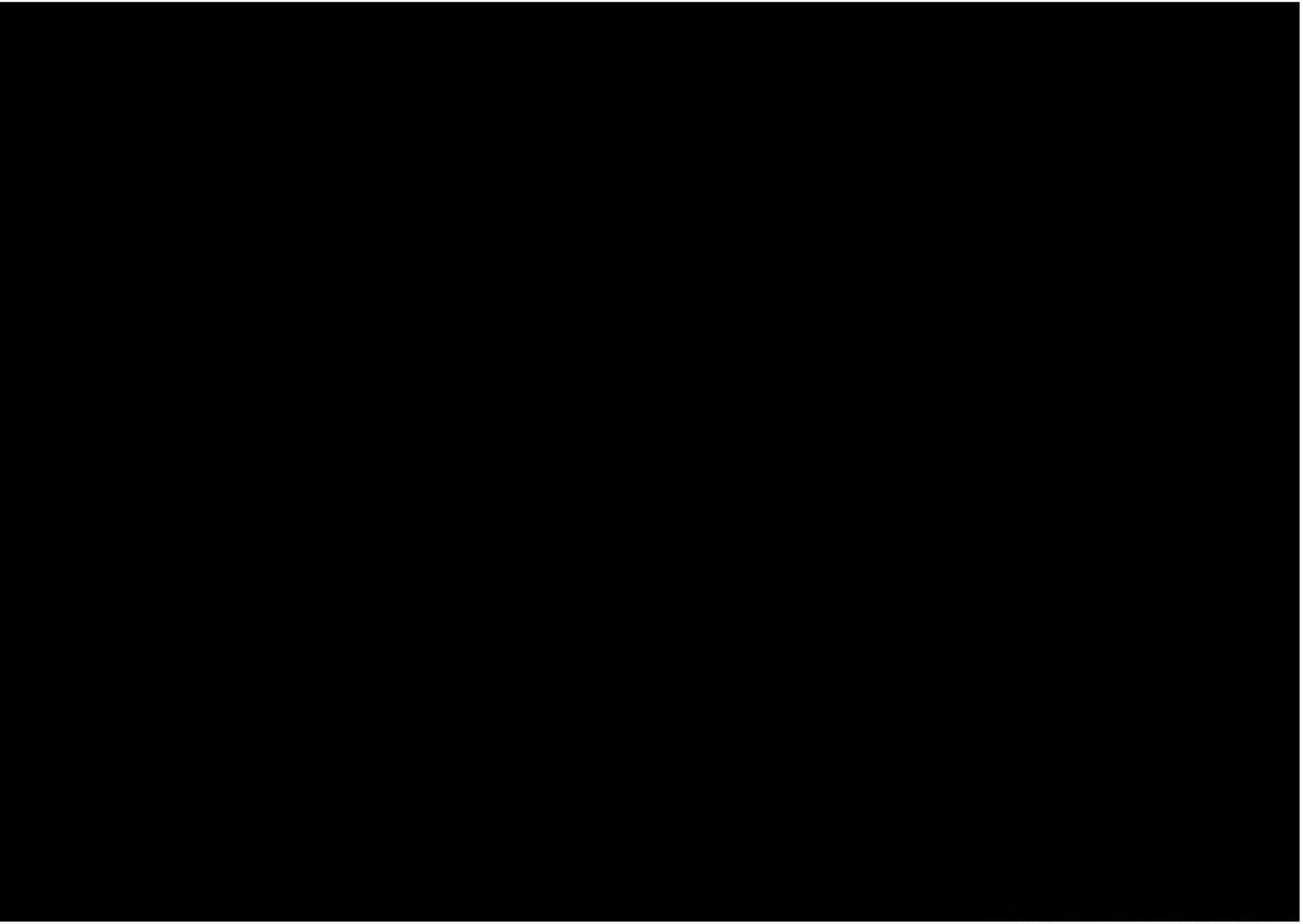

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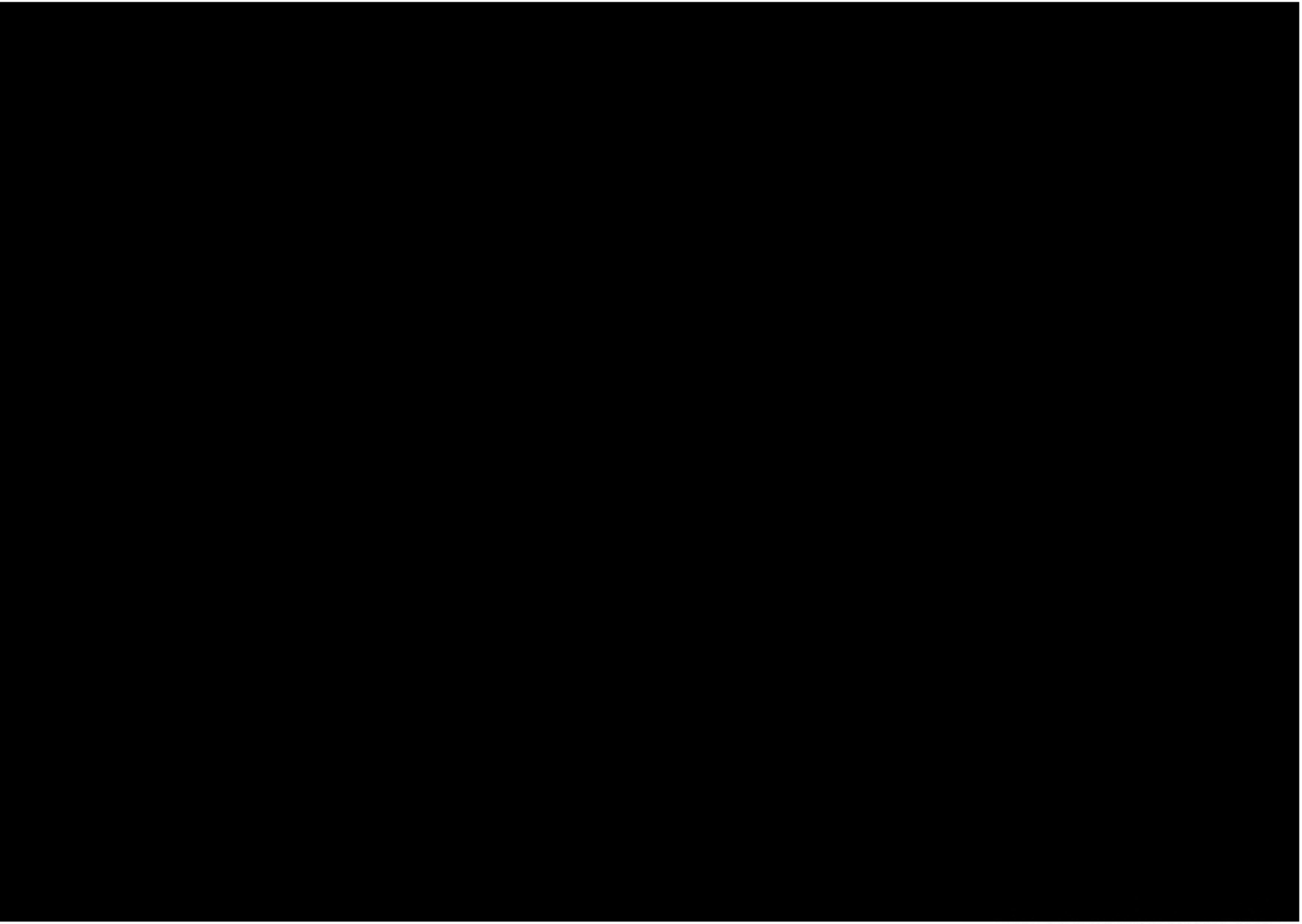

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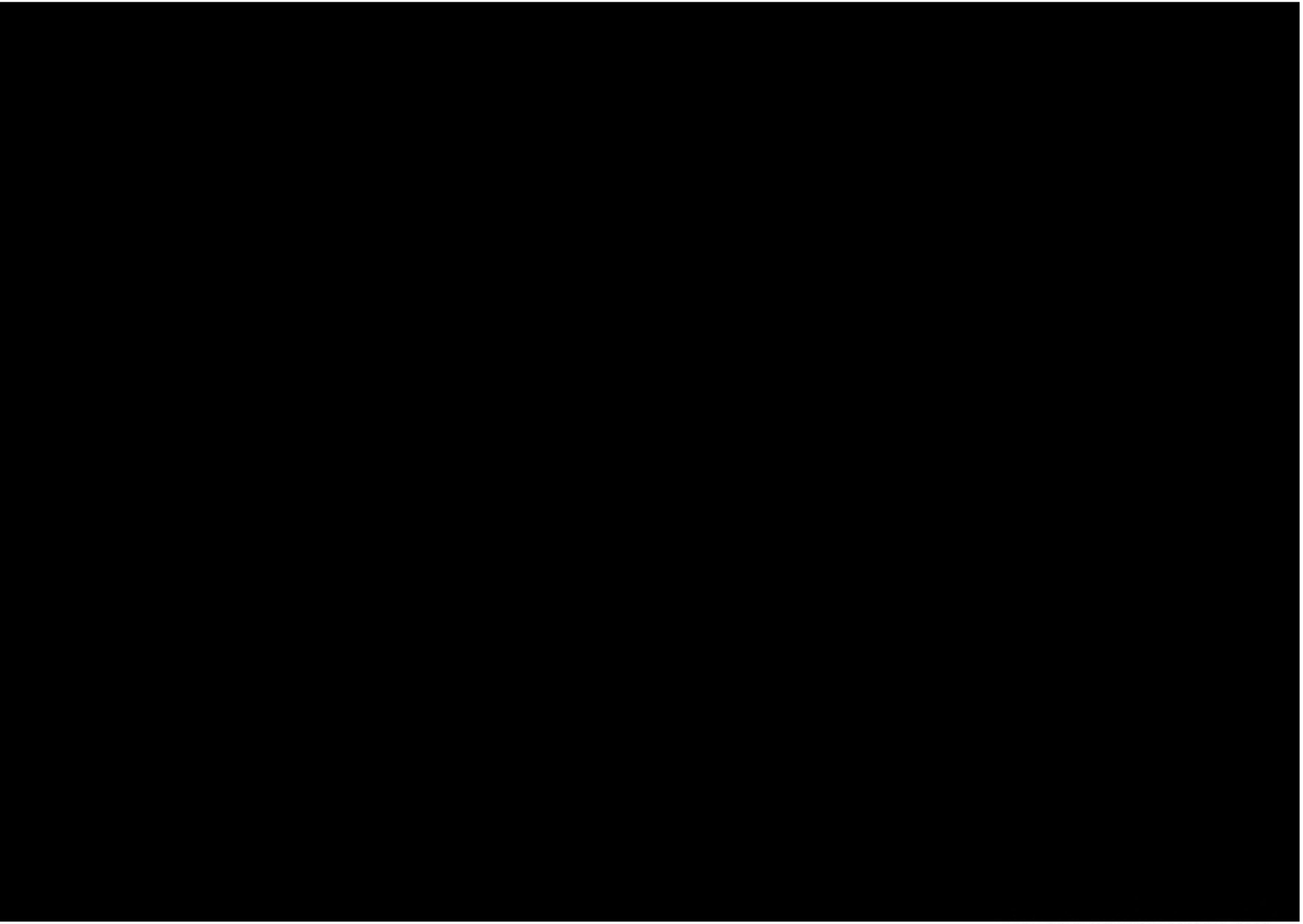

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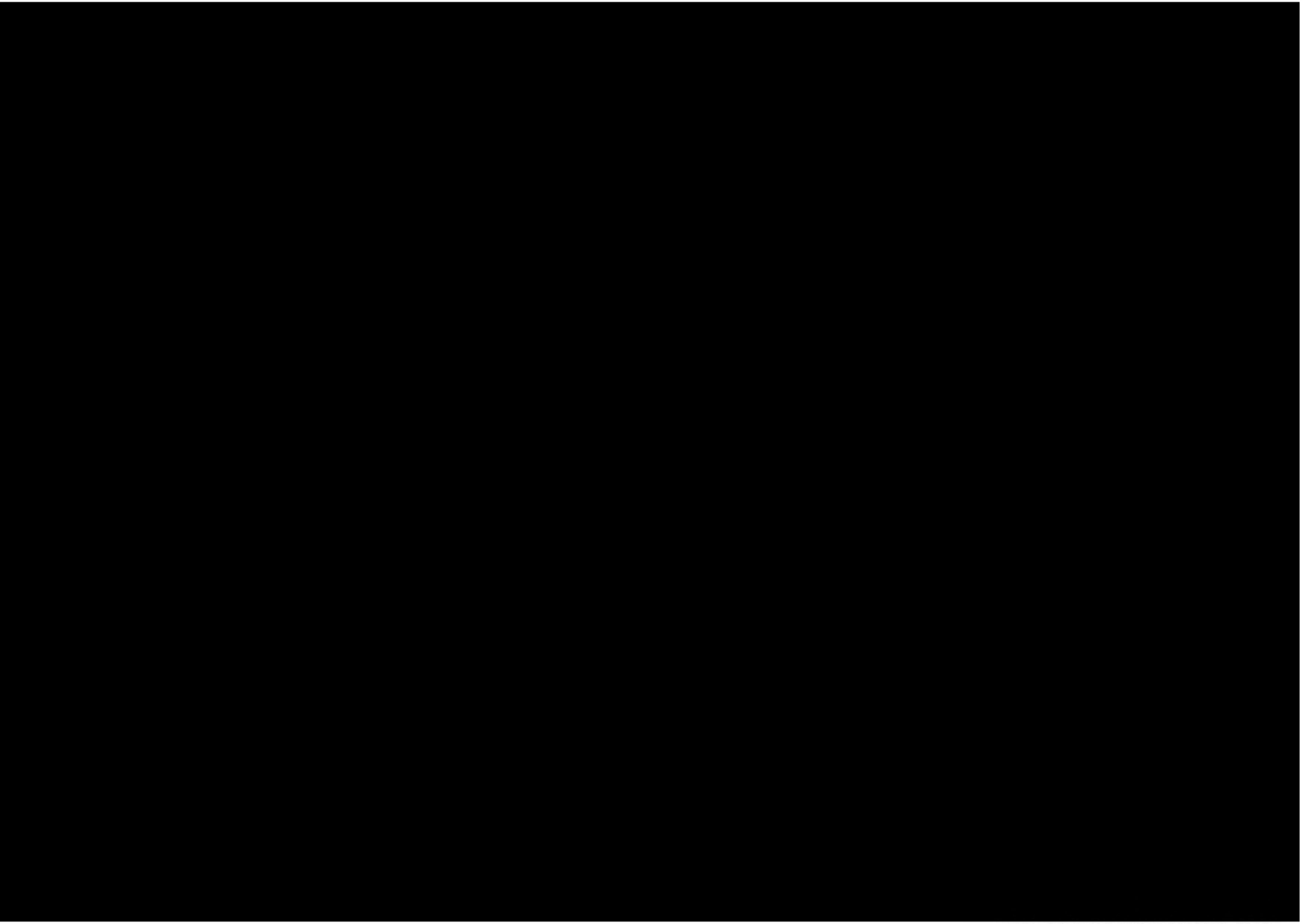

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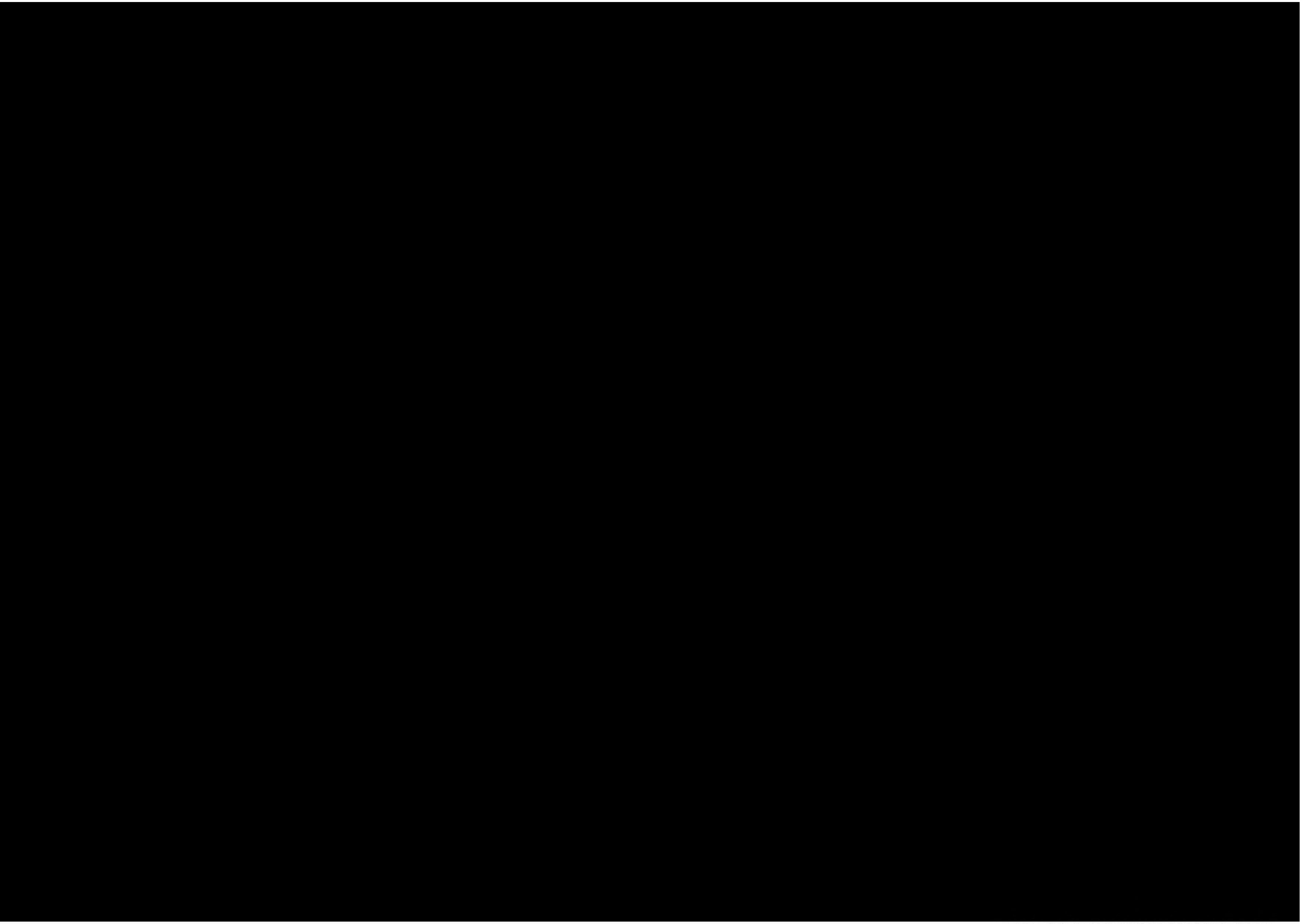

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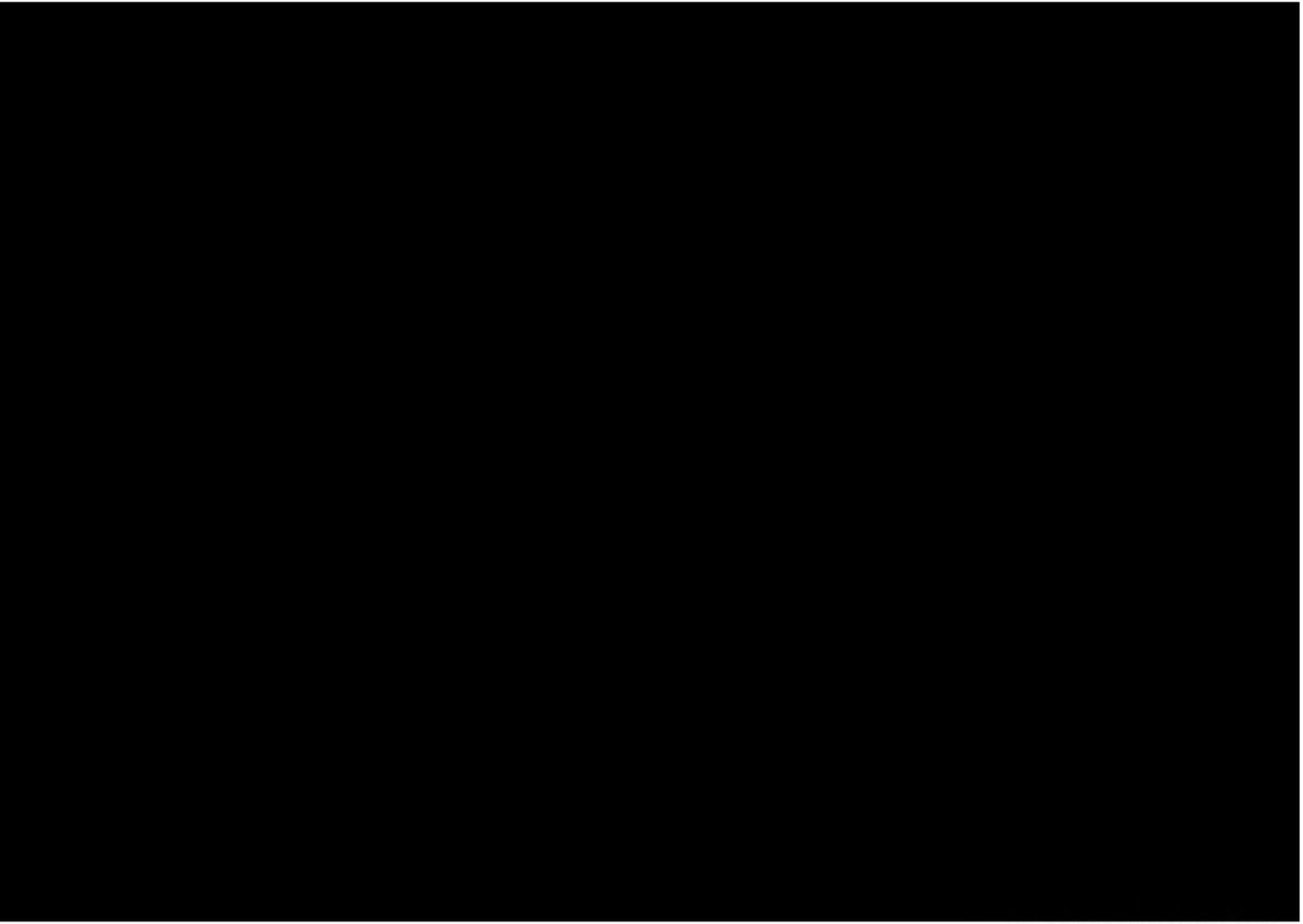

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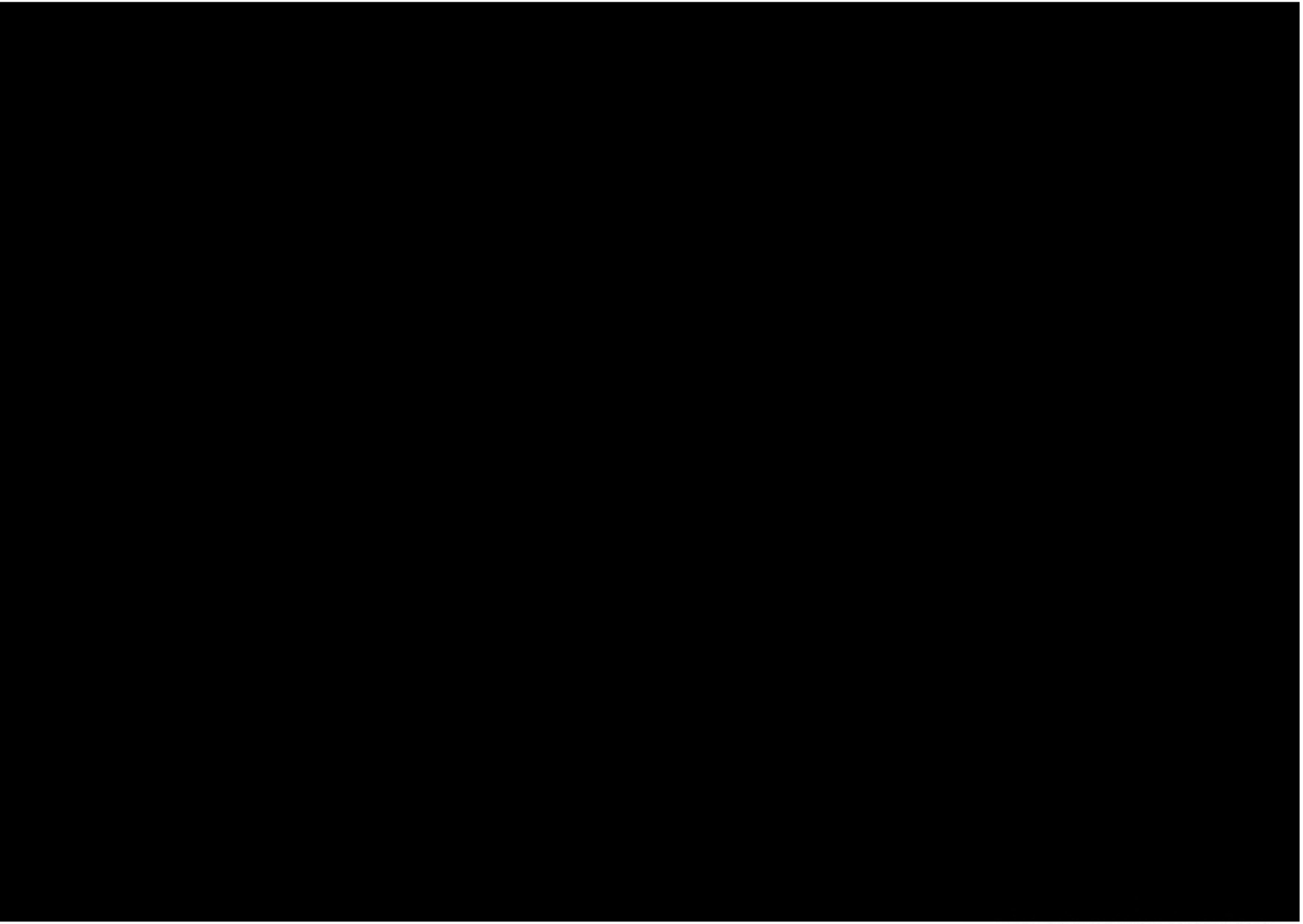

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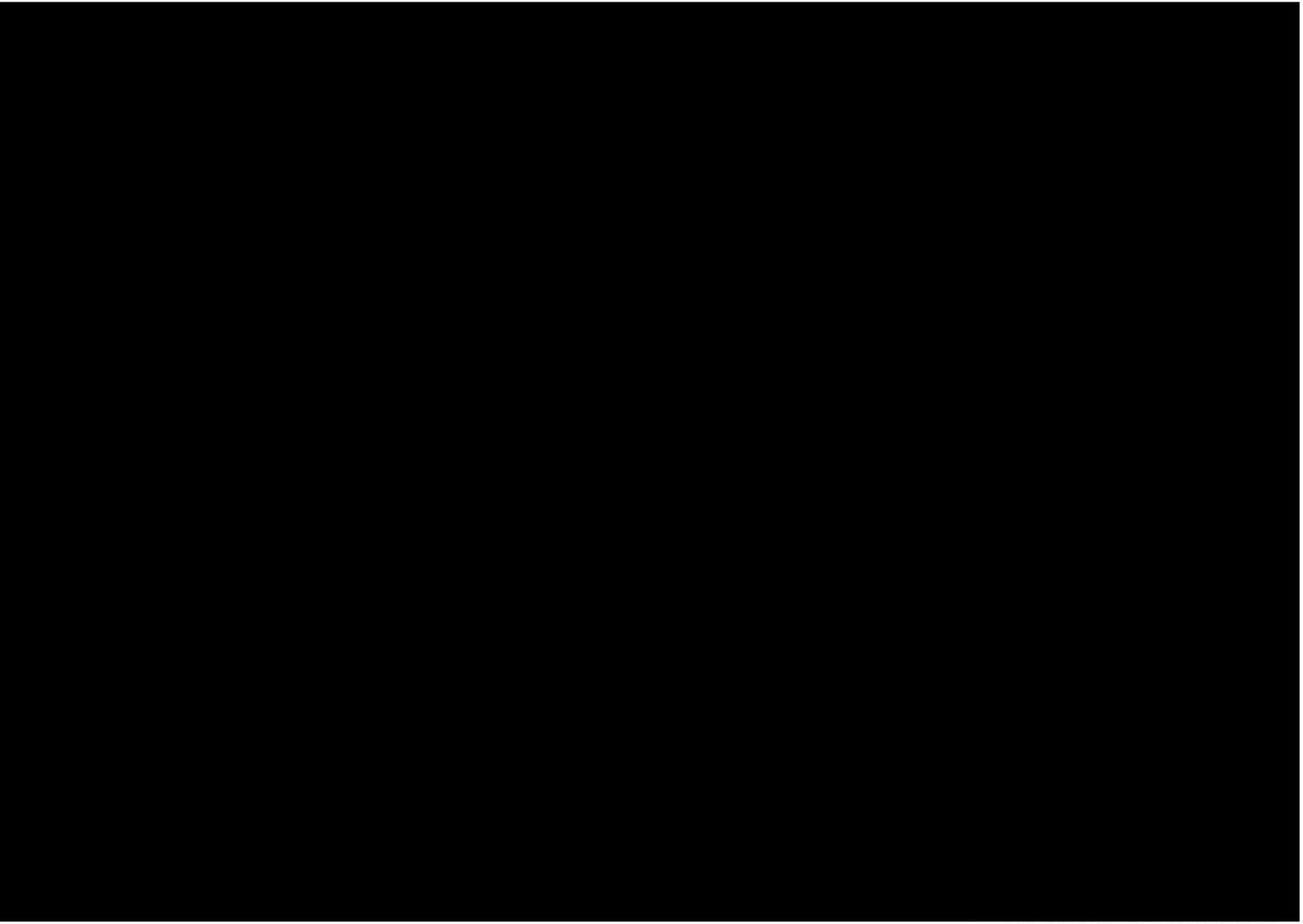

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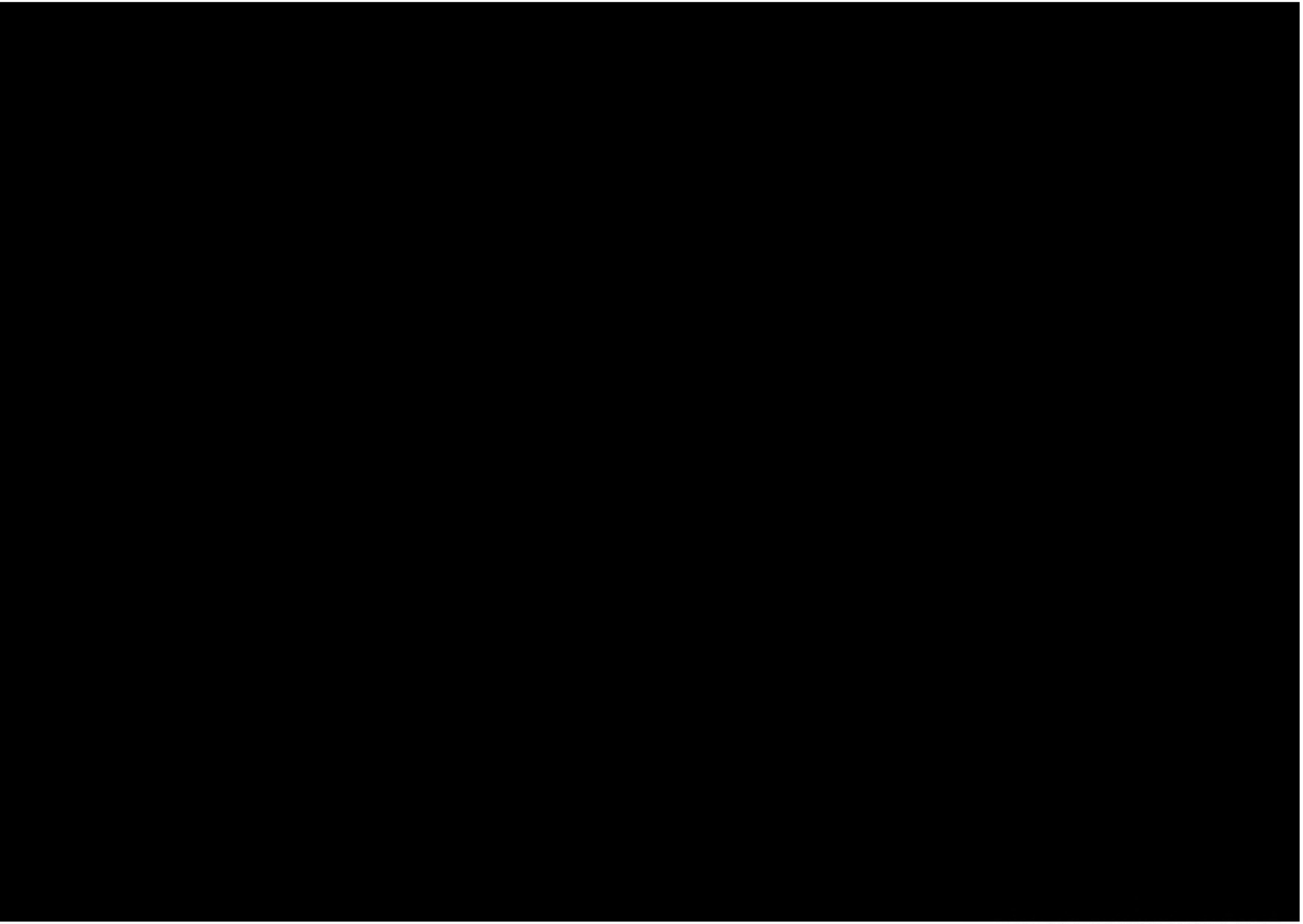

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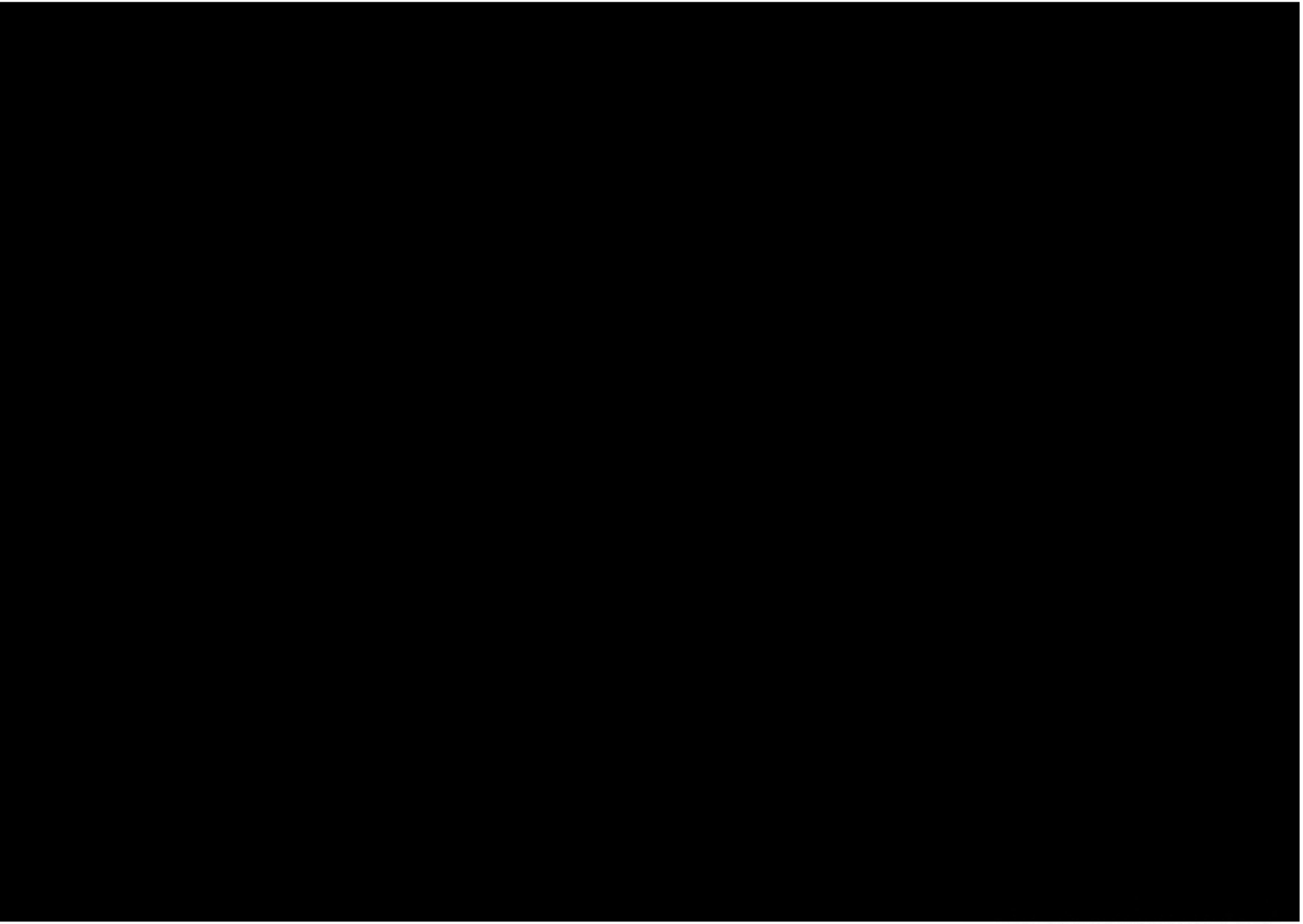

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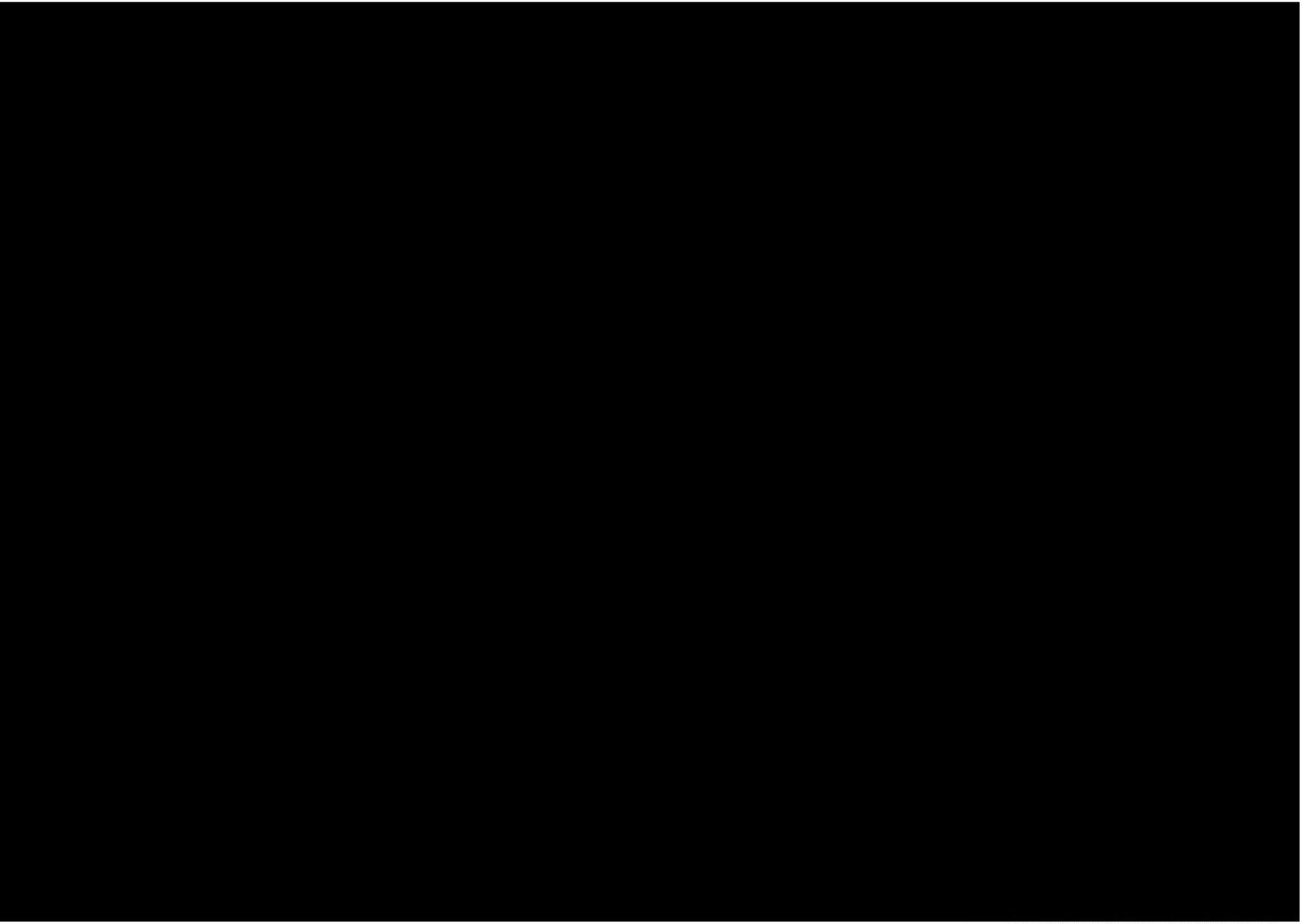

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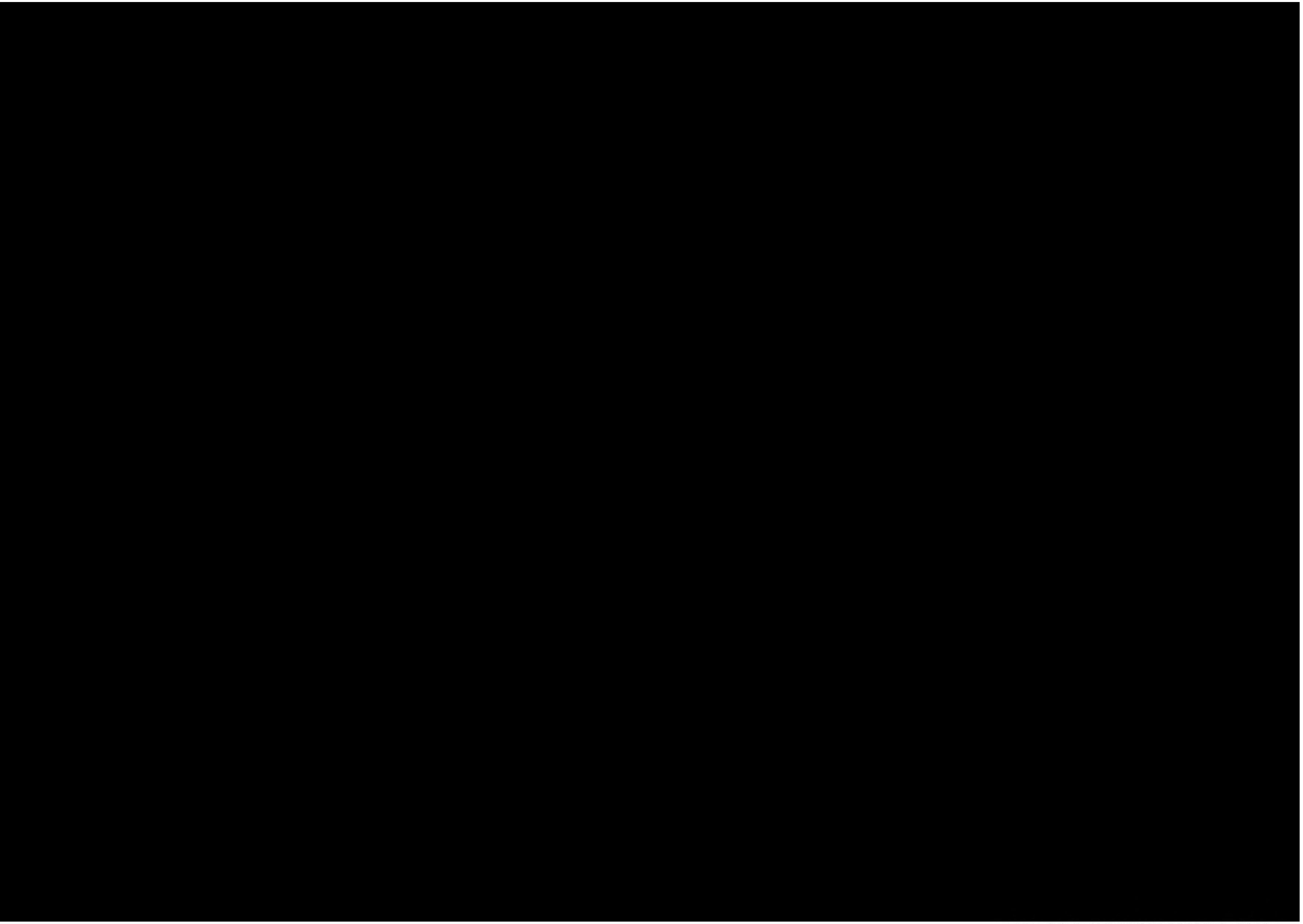

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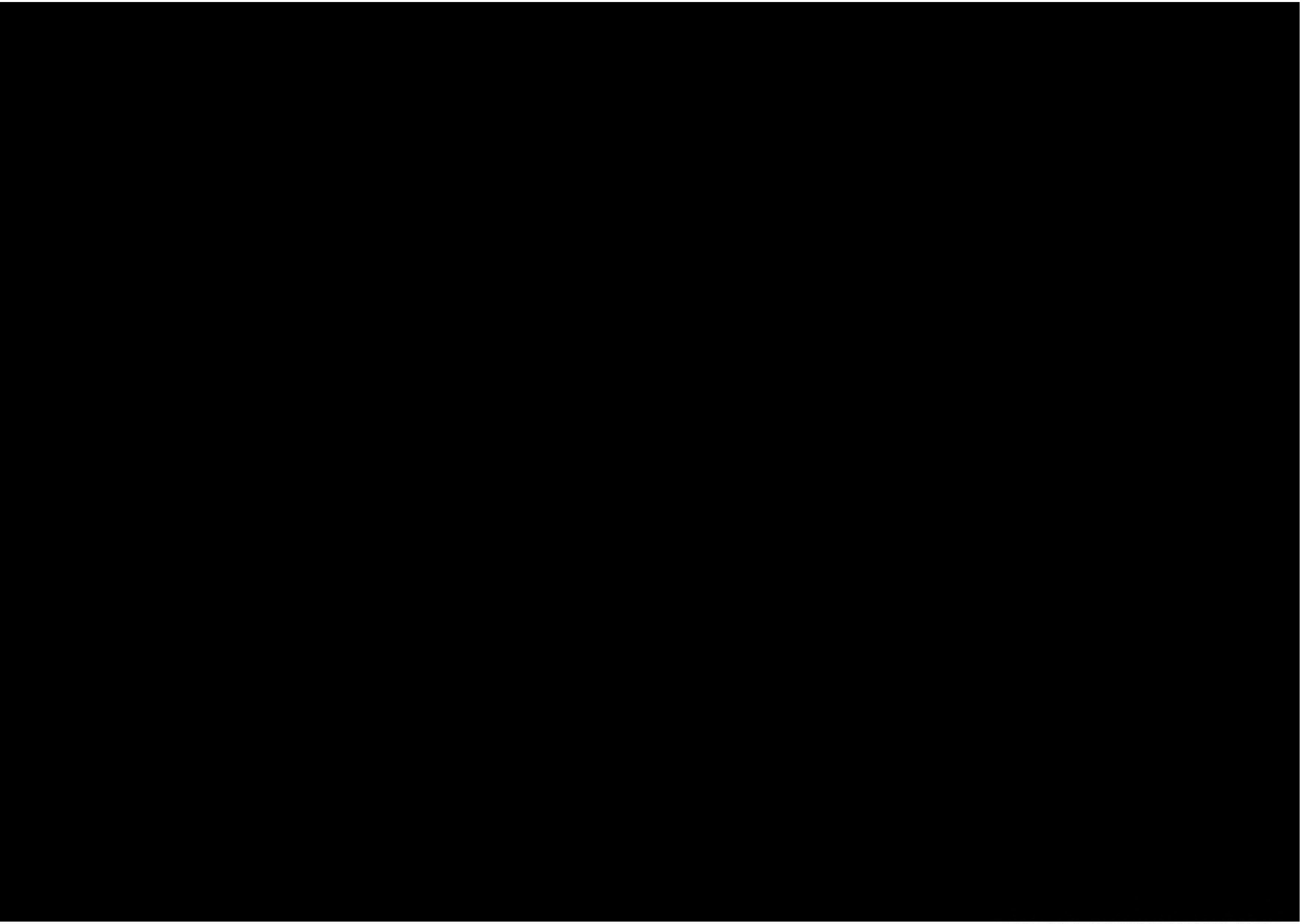

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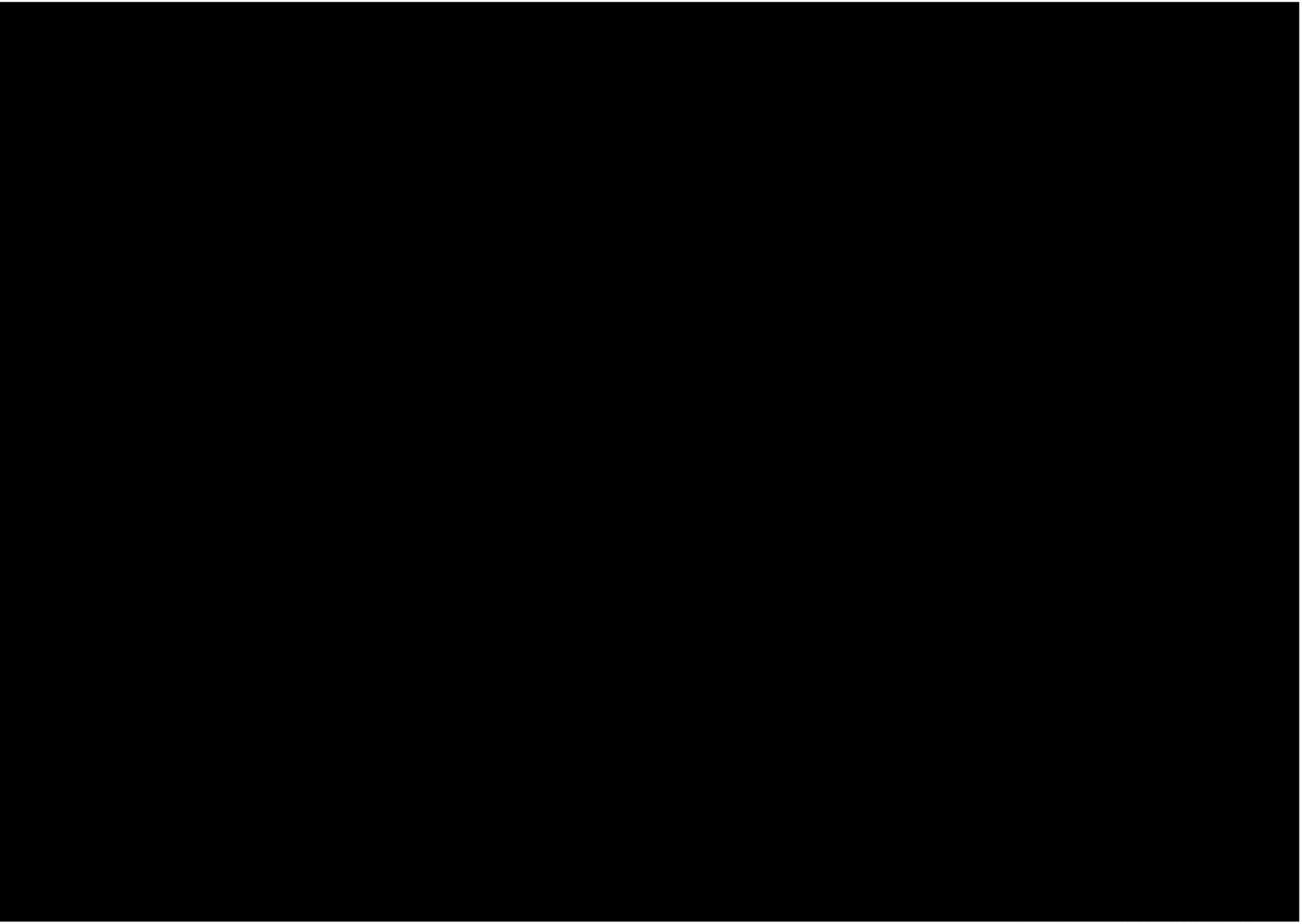

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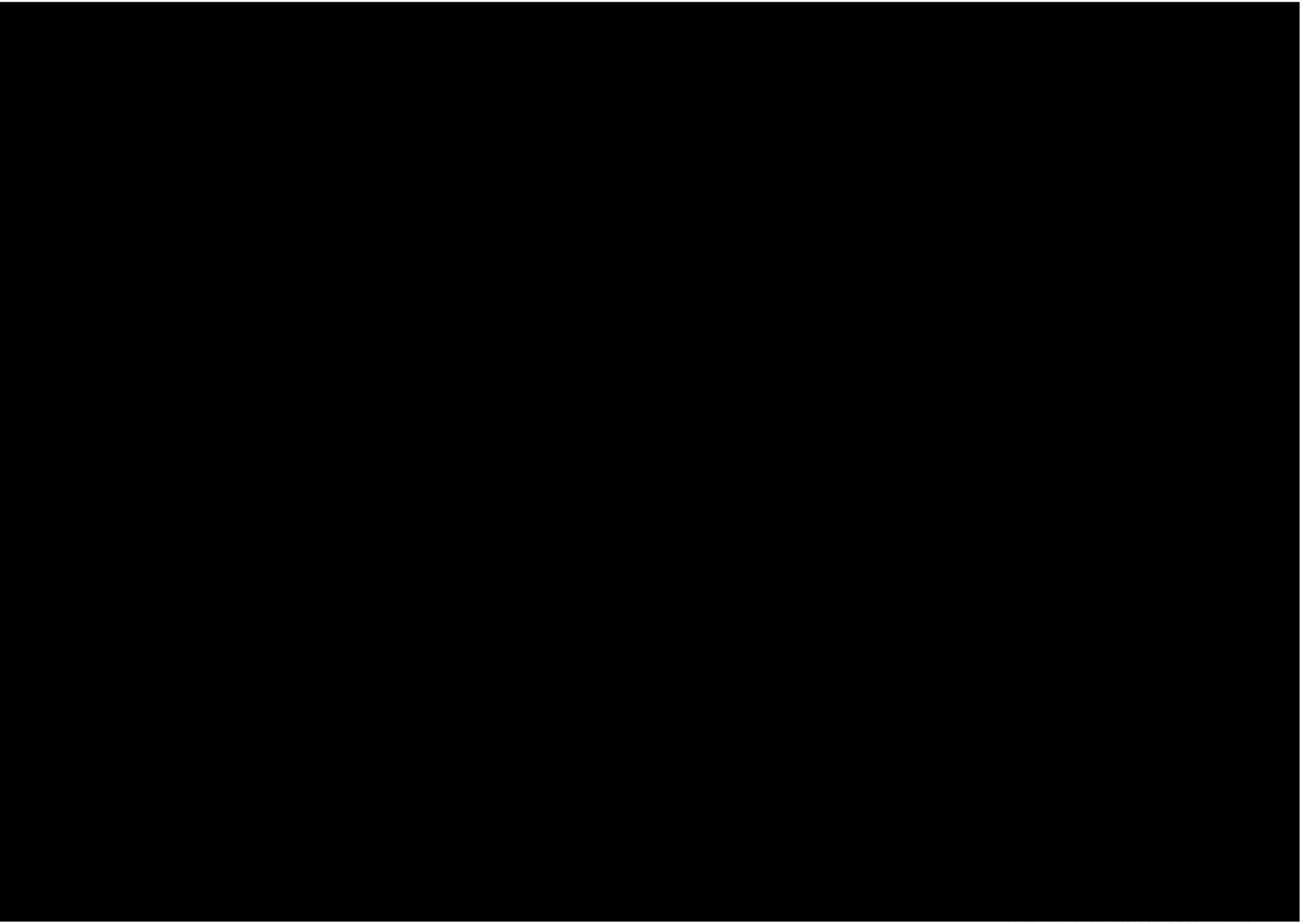

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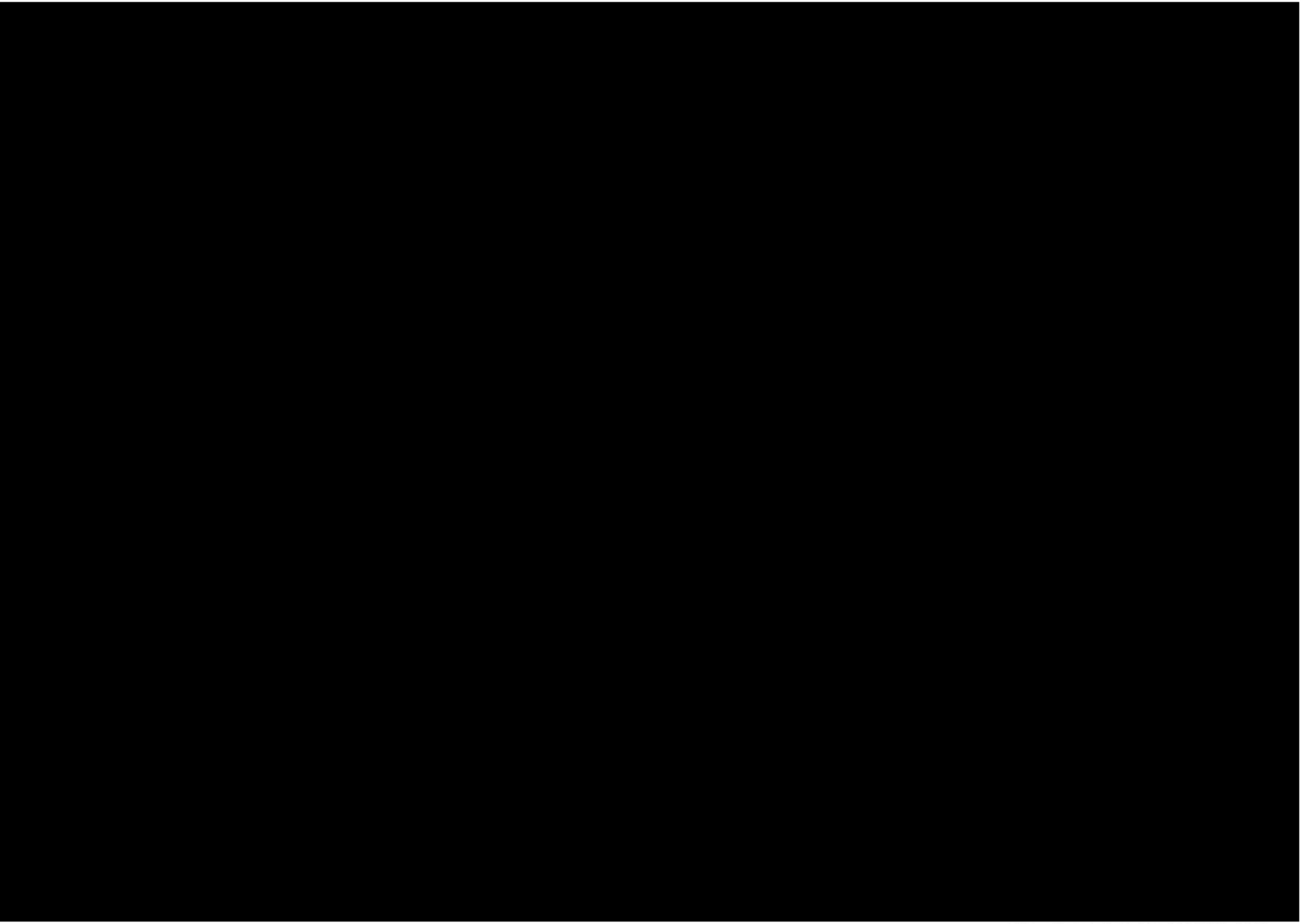

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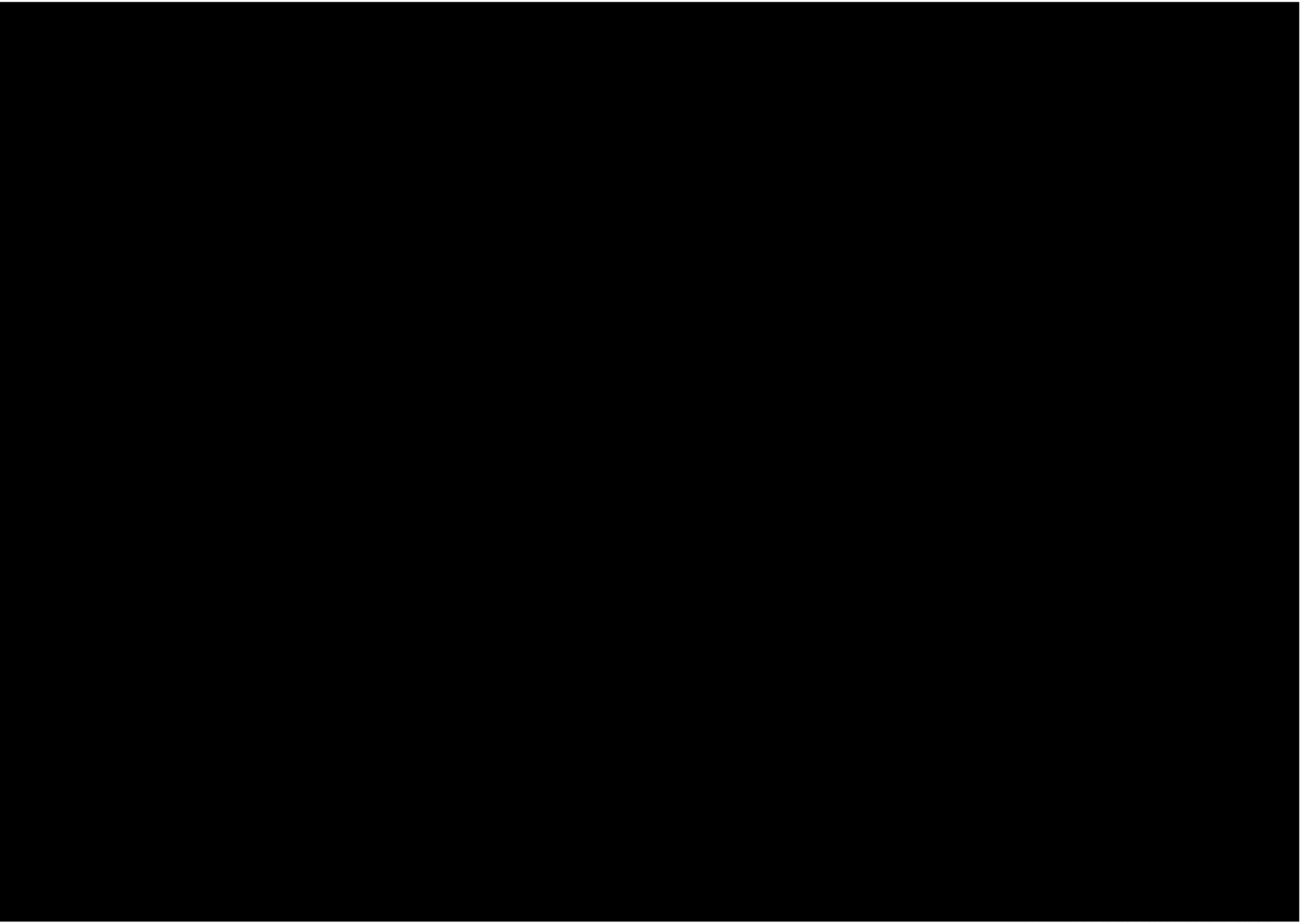

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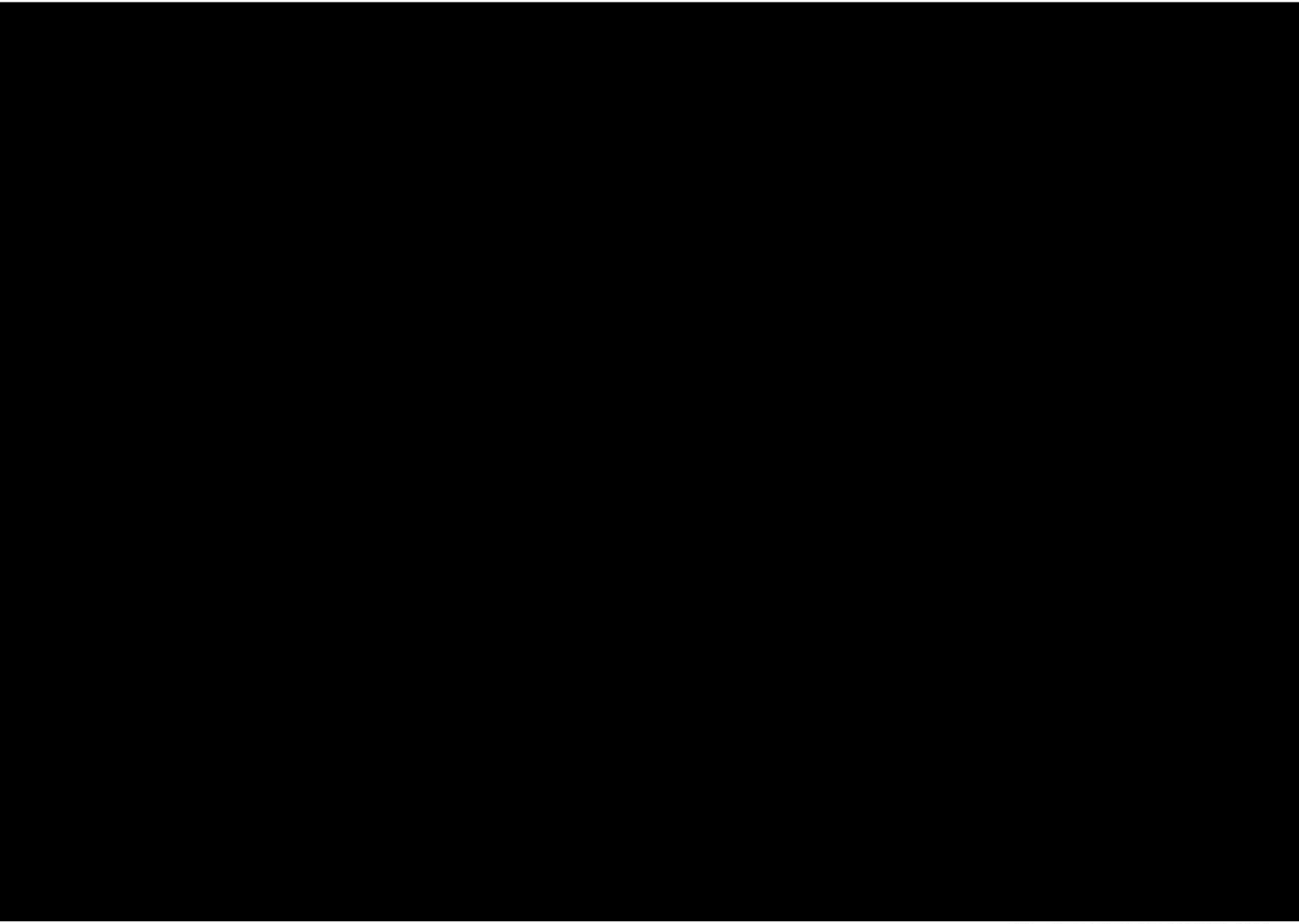

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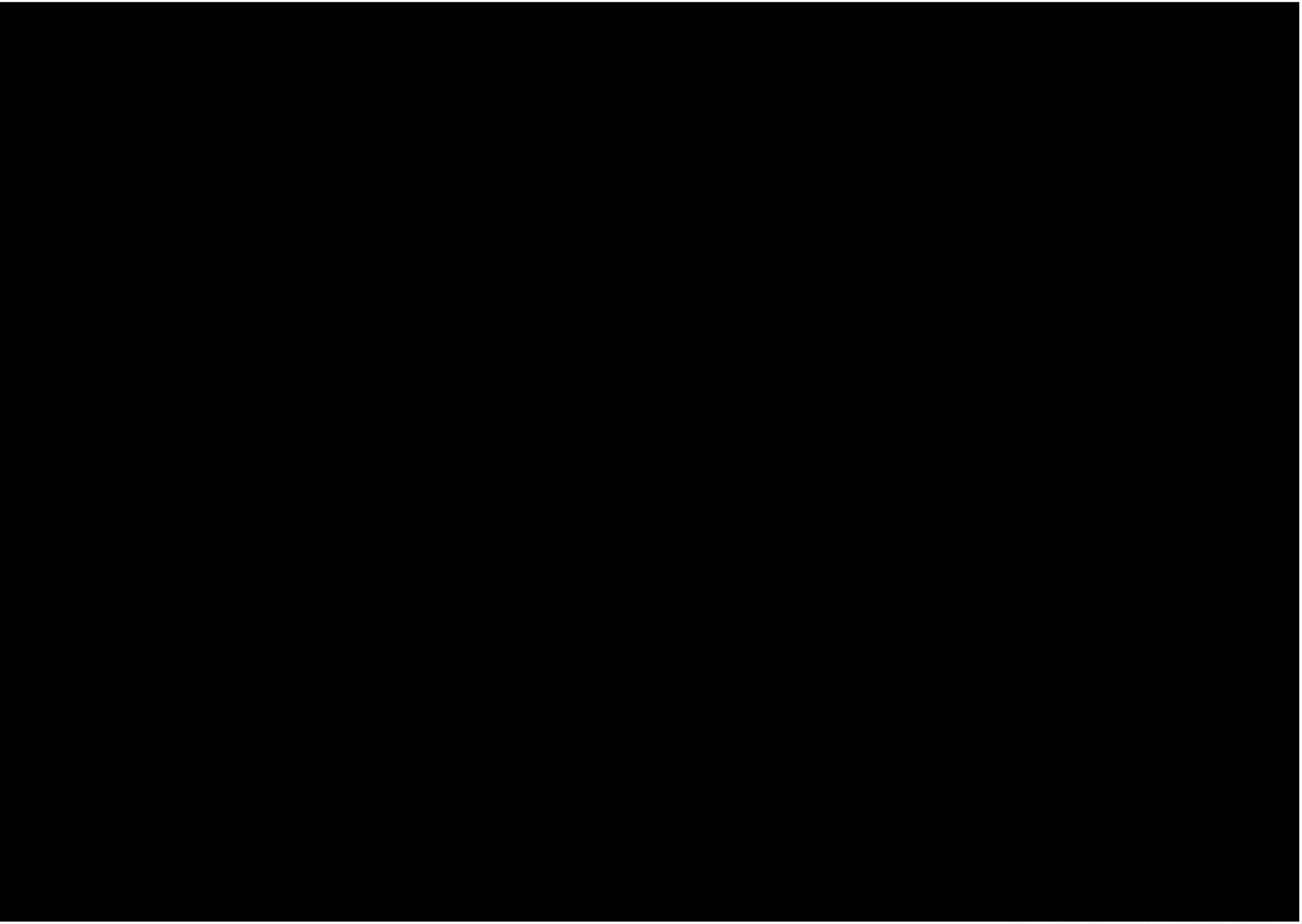

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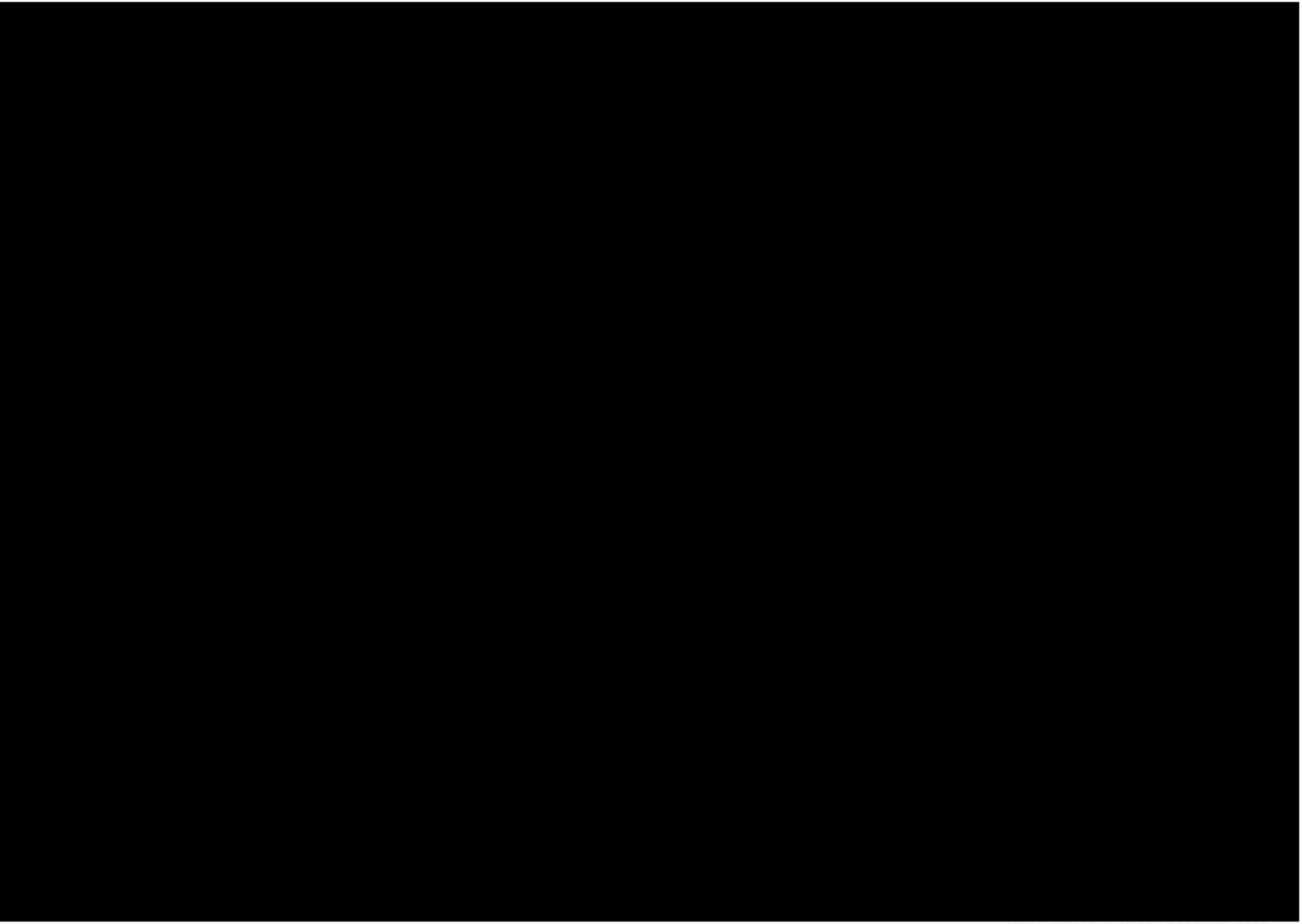

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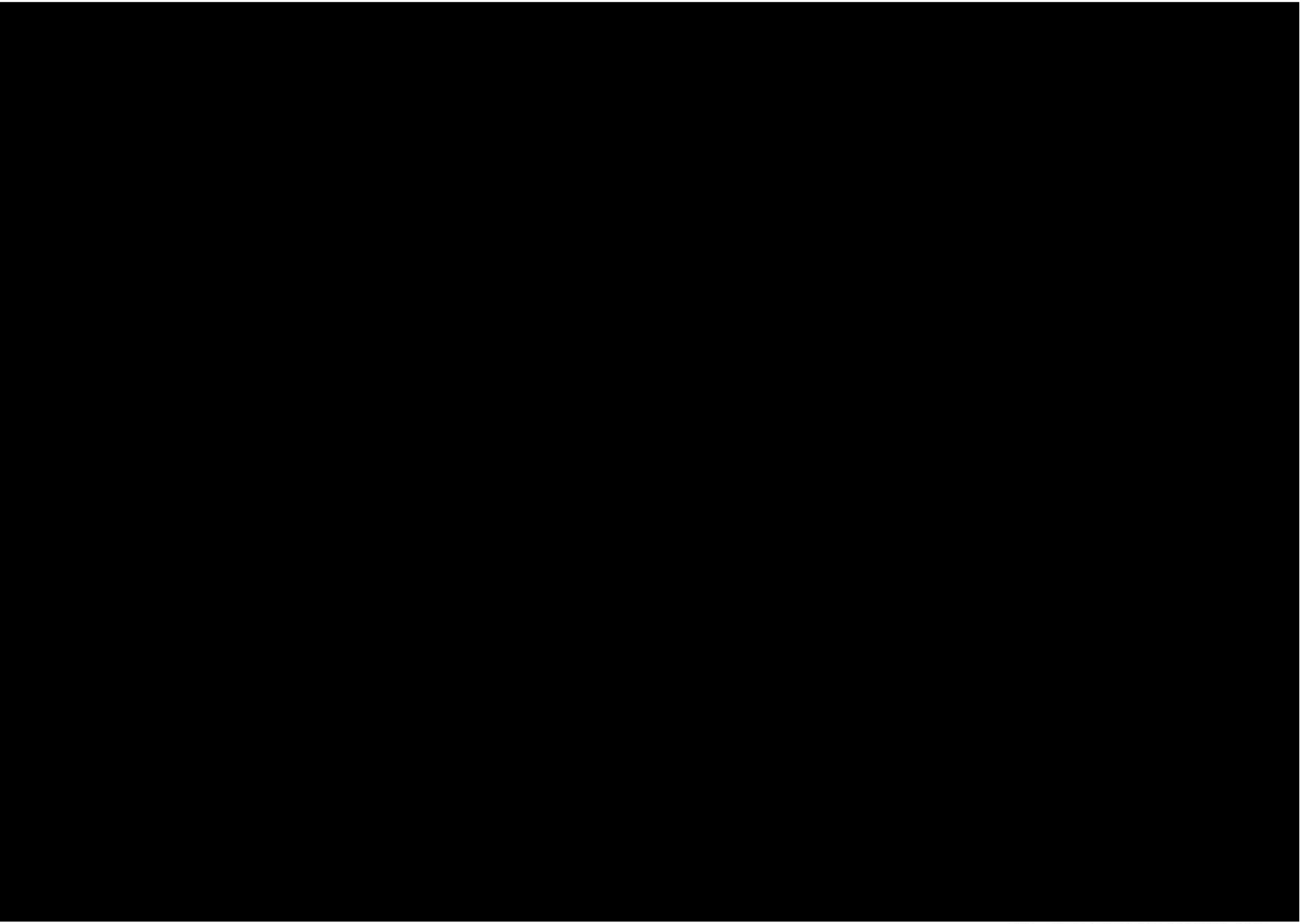

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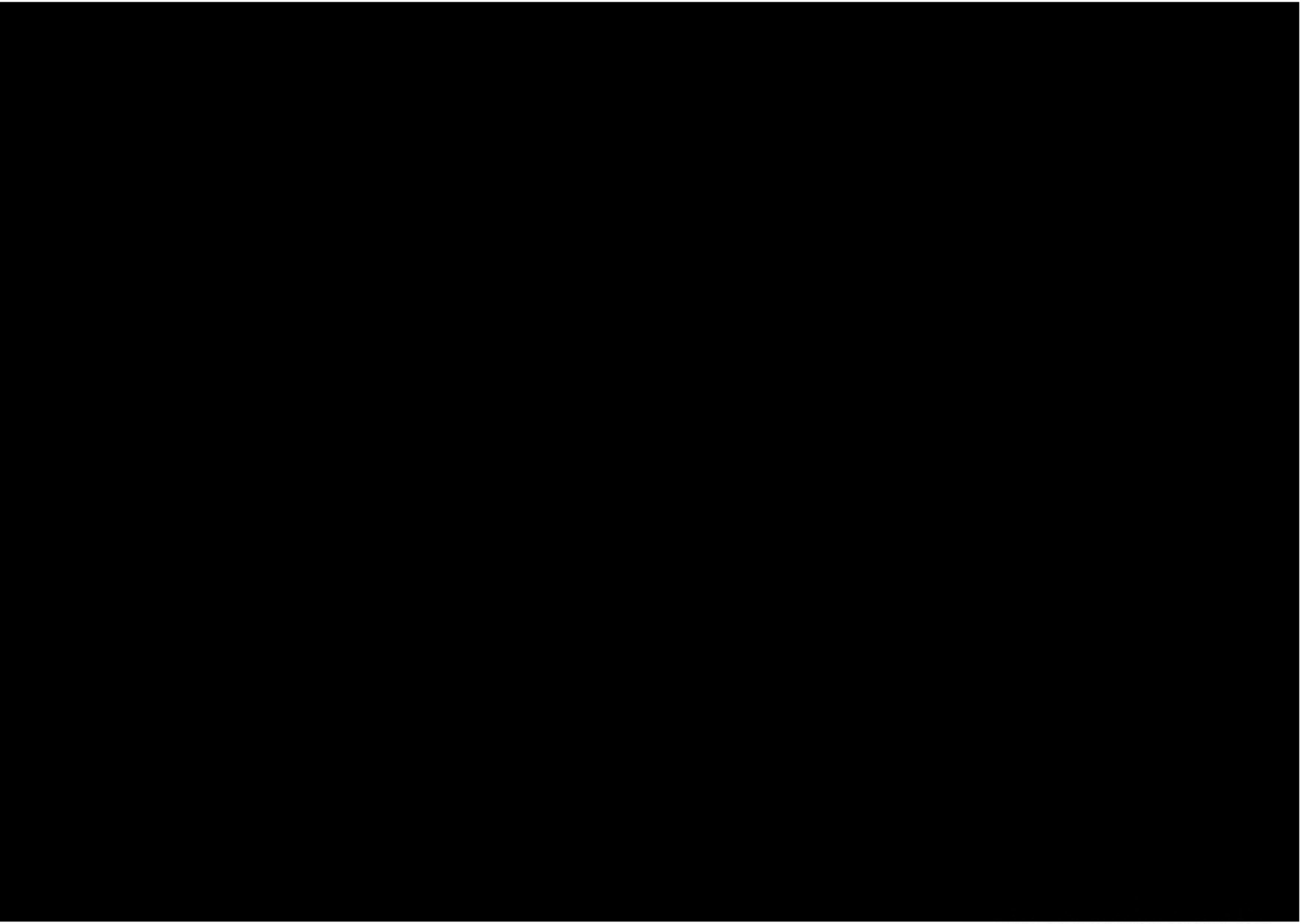

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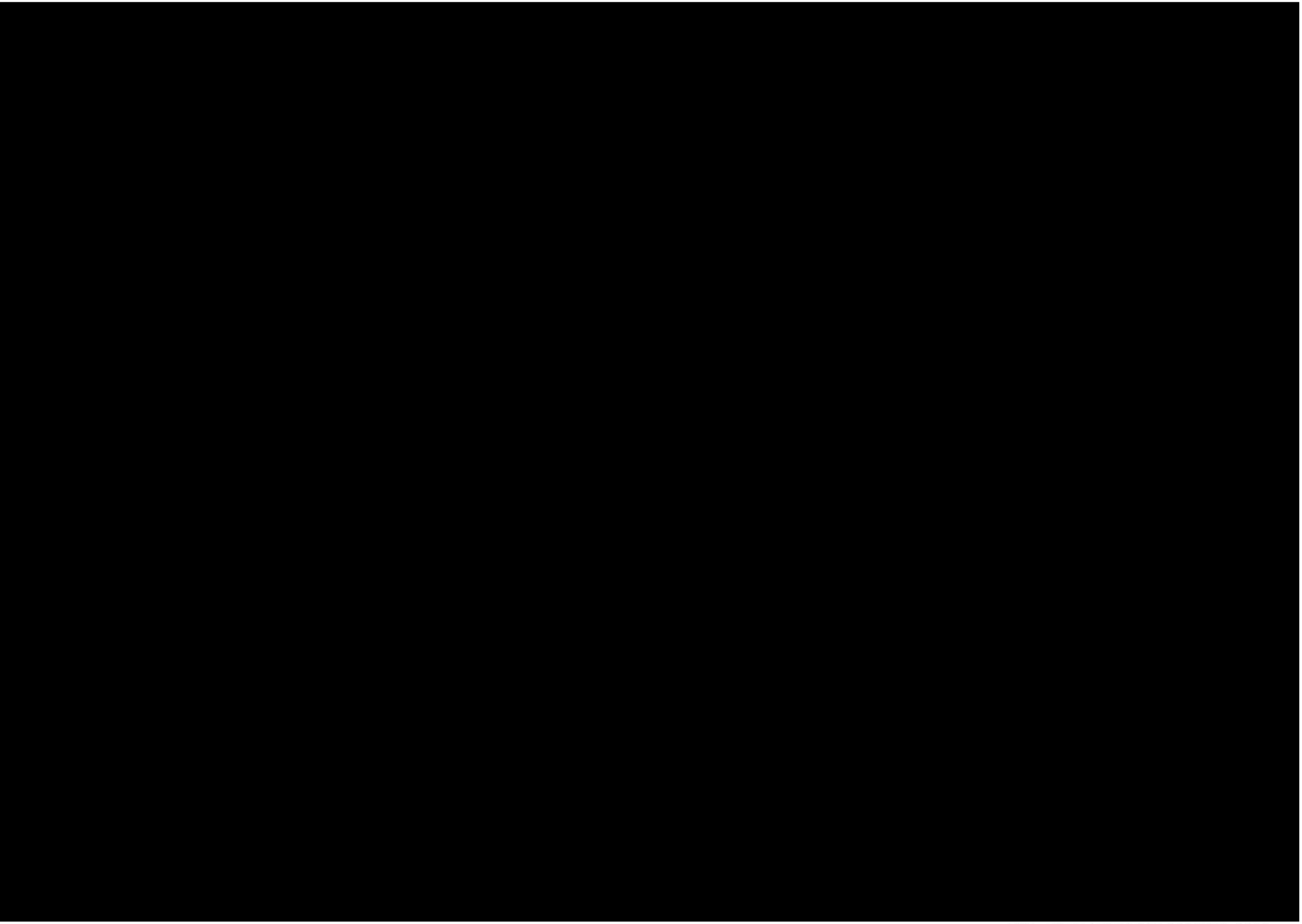

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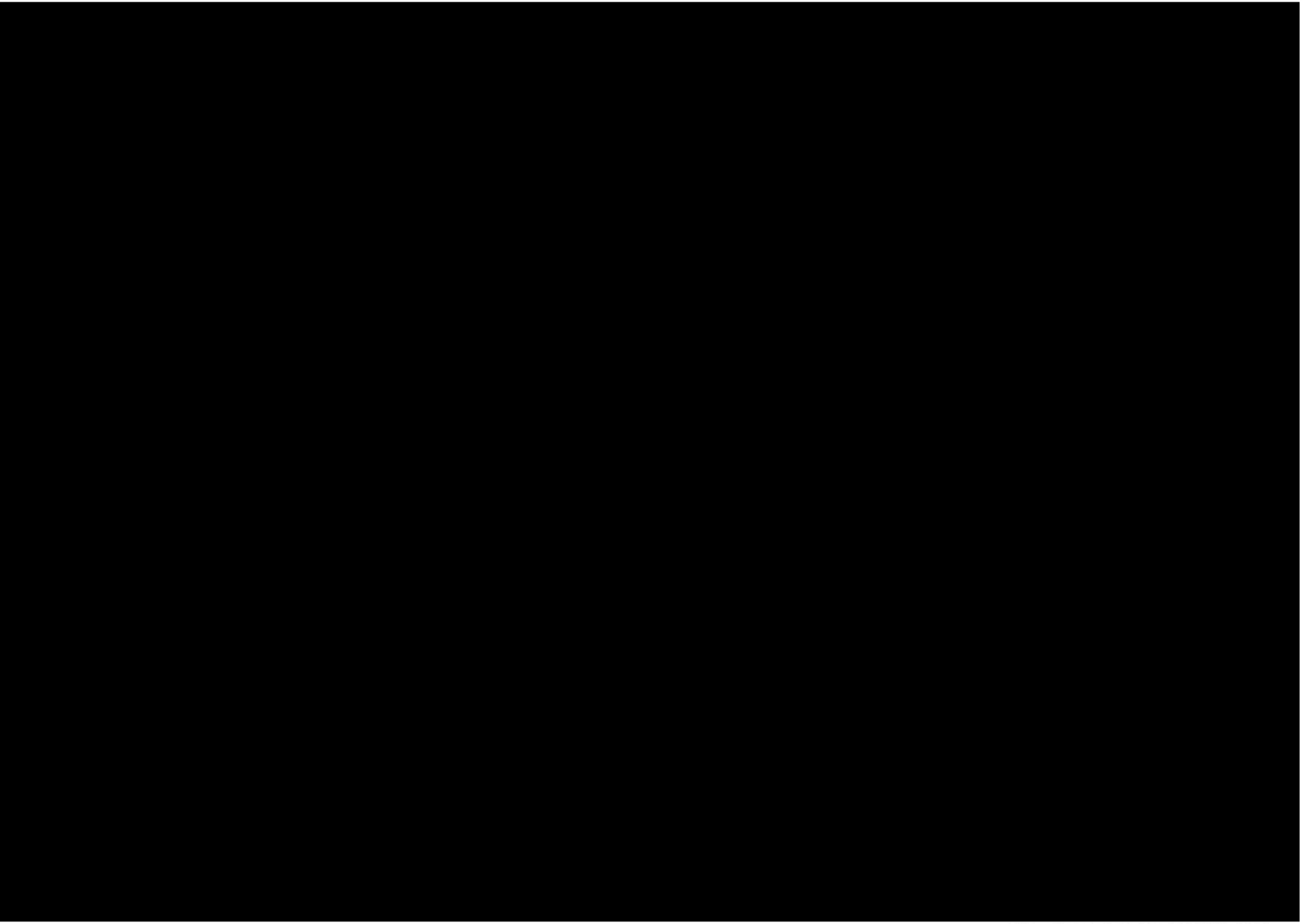

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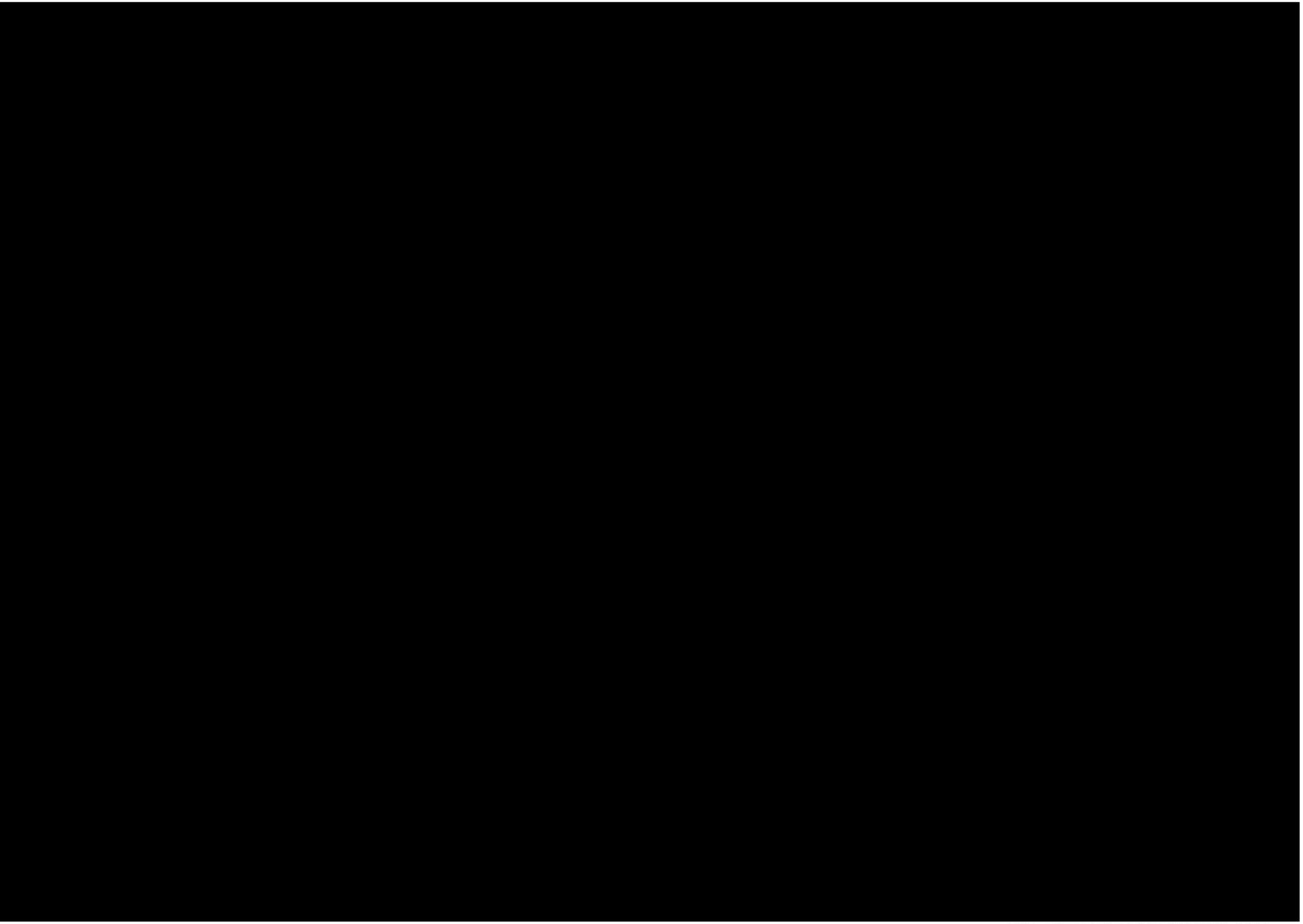

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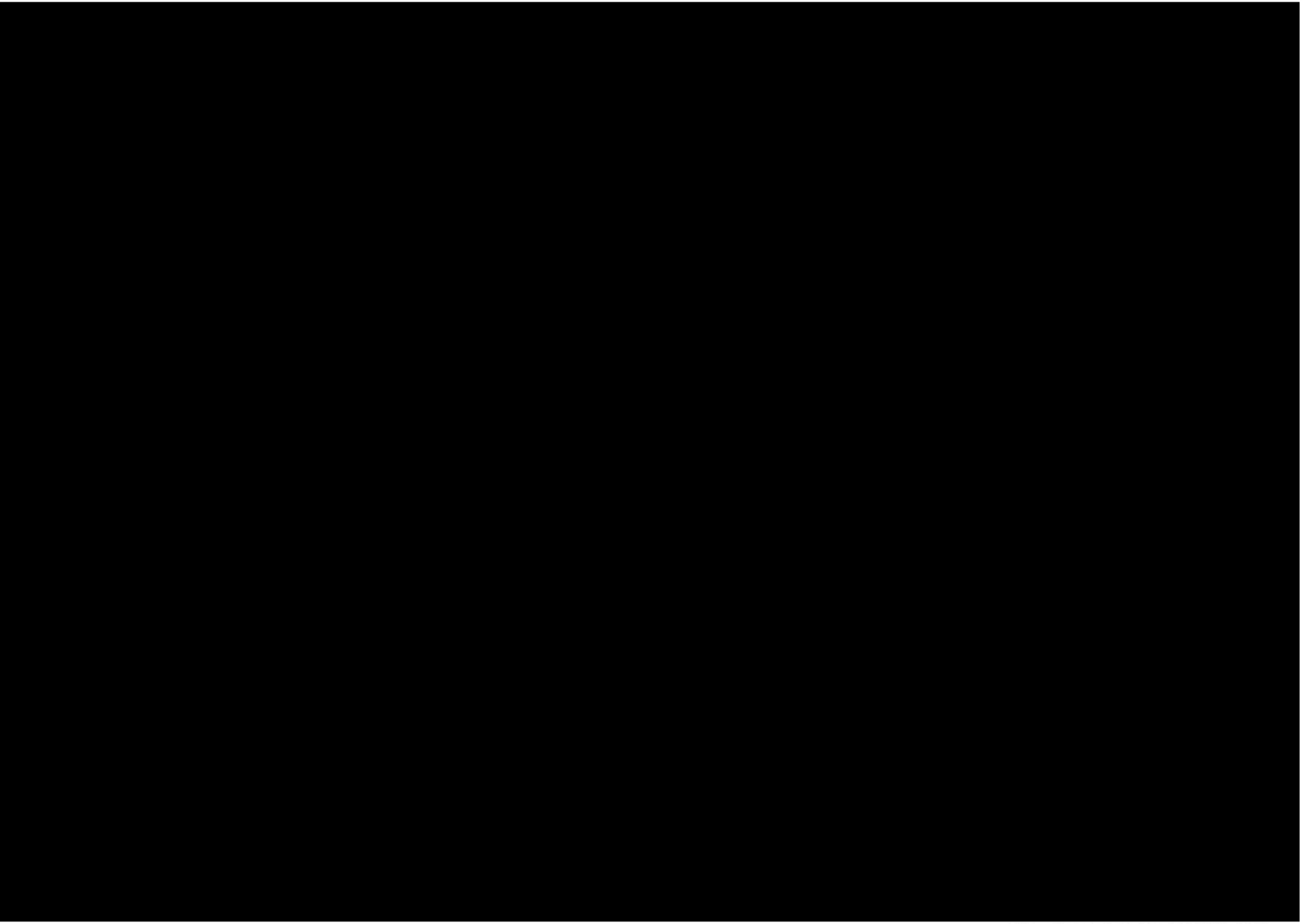

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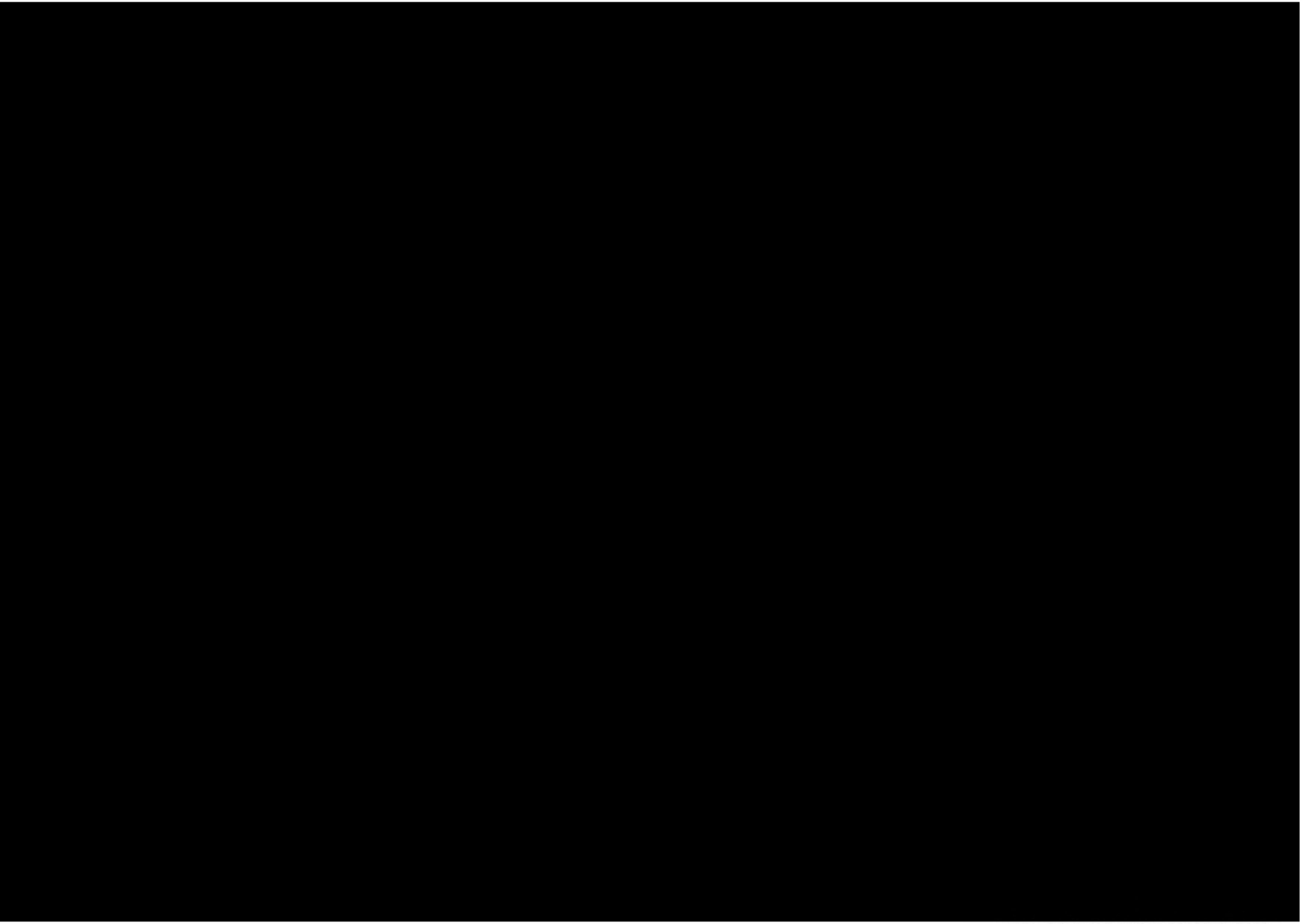

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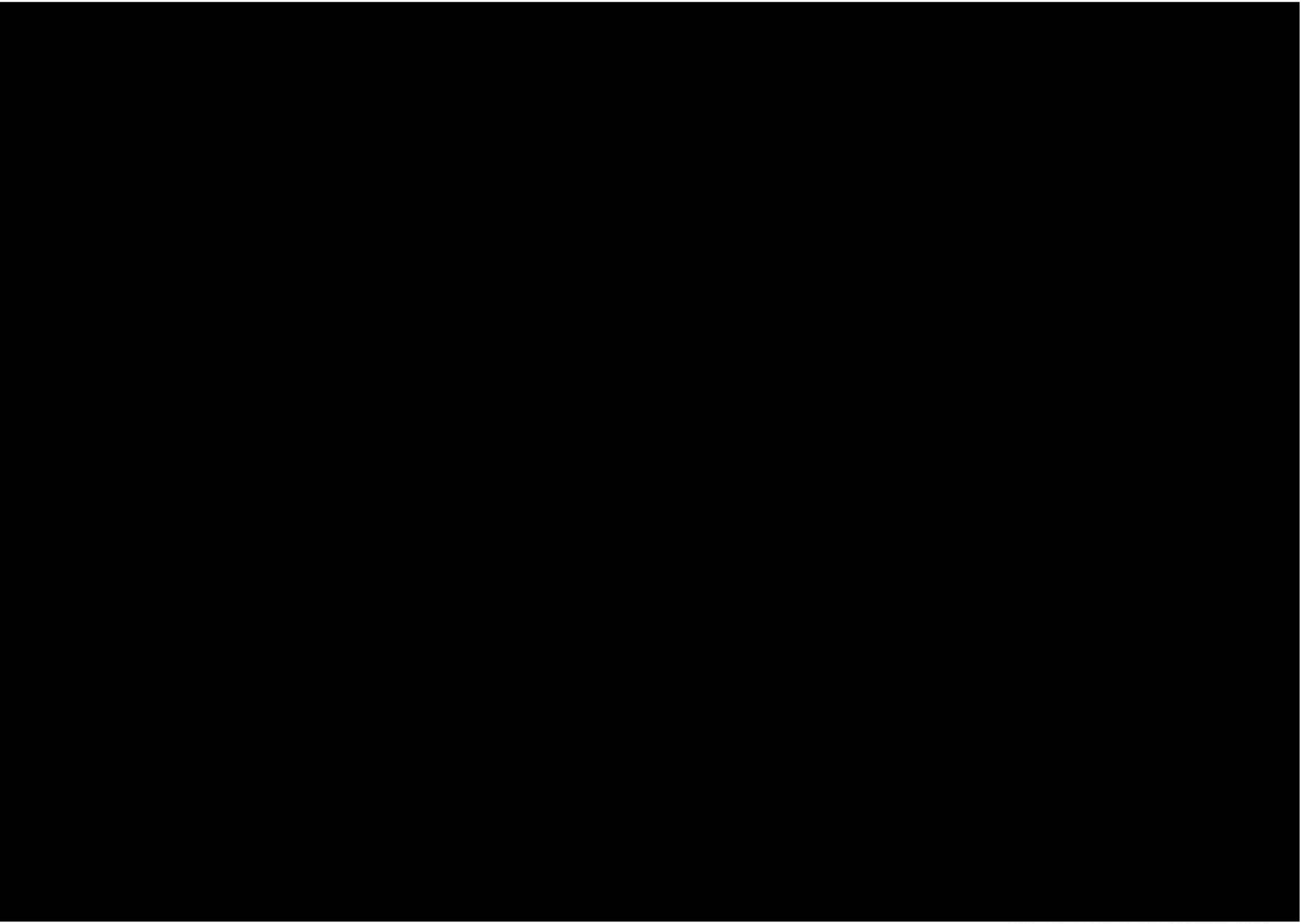

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Historical Shortfall Scheme

Application to join the Scheme

Please read this information before completing the application form

Please only complete one application form. If your claim relates to multiple branches and/or shortfalls, please include these in the same form. If you contracted with Post Office as various legal entities, you will need to complete a separate application for each legal entity. You may use separate sheets of paper to complete the application form if necessary.

When submitting your application, you should submit relevant supporting material that will enable your application to be properly considered. Failing to provide this information with your application may result in unnecessary delays.

In light of the ongoing Coronavirus situation, please apply by email to minimise any potential delays with processing applications. If you don't have an email address yourself, a family member or friend is welcome to email on your behalf.

If you do not have any access to an email address to submit all or part of your application, in those circumstances applications can be sent by post. Please note postal applications and queries may not be processed immediately given the current circumstances.

If any additional information is required to help progress your application, you will be contacted about this.

This application form, the Eligibility Criteria and the Terms of Reference contain formal legal information and language that is necessary for the integrity of the scheme. Where possible, such as in the questions and answers to help you complete your application, we have kept the information as clear and straightforward as possible.

Applications and other communications should be sent:

- by email to historicalshortfallschem GRO
- or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers. If you do need to apply by post, please only provide copies of the supporting documents/material rather than original documents, which should be retained for your own records, and we advise using a trackable service such as Royal Mail Special Delivery if sending documents by post. Postal applications should only be submitted if the applicant has no access to an email address they can use.

  Please note these are Post Office addresses as this is a Post Office scheme – please be assured eligible claims will be assessed by an independent advisory panel.

In order to be eligible for the Historical Shortfall Scheme, you must meet all of the criteria set out below:

1. **You must have, or have previously had, a contract directly with Post Office.** If you are applying to the scheme on behalf of another person or a company, they must have, or have previously had, a contract directly with Post Office.
2. **Your application must relate to shortfalls which arose in respect of previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X).** Please note that the High Court has held that the current version of Horizon (HNG-A – sometimes referred to as the 'Branch Technology Upgrade') is robust relative to comparable systems. If you have a concern you believe is related to the current version of Horizon, please contact casereviewteam GRO and if you experience an operational issue when using the current version of Horizon please report it to the Branch Support Centre.

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3. **If you are making an application on behalf of another person, you must be a legally appointed assignee, personal representative, attorney or deputy of the person you are making the application on behalf of.** Please note that you must provide proof of this legal relationship when you submit your application.
4. **You must agree to be bound by the Terms of Reference for the scheme.** A copy of the Terms of Reference is available on the scheme website and is also contained below within the application form.
5. **Your application and time with Post Office must not involve or relate to any criminal conviction(s).** Only the criminal appeal courts can consider past convictions. Please note a caution is not a criminal conviction and will not affect eligibility for the scheme.
6. **You must not have been part of the group litigation against Post Office that settled in December 2019.** The settlement reached by the parties was full and final. You must also not have entered into a settlement agreement with Post Office other than as part of the Initial Complaint Review and Mediation Scheme commenced in 2013 or as a result of Network Transformation or other scheme.

If you are unsure whether you are eligible for the scheme, please contact historicalshortfallscheme GRO

For further information about how Post Office will process your information, please see the privacy policy at www.onepostoffice.co.uk/scheme.

Historical Shortfall Scheme Terms of Reference

In order to enter the Historical Shortfall Scheme, you must agree to these terms of reference.

1. Post Office intends to establish the Historical Shortfall Scheme (the **"Scheme"**) to address past issues regarding its point-of-sale accounting system, Horizon.
2. The purpose of the Scheme is to resolve past issues with current and former postmasters who, in good faith, believe they may have been affected by shortfalls which relate to previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X) (**"Historical Shortfalls"**). The Scheme will not deal with issues arising with the current version of Horizon (HNG-A, sometimes referred to as the 'Branch Technology Upgrade').
3. All applications to join the Scheme must be received by Post Office by midnight on Friday 14 August 2020. If they are not, Applicants will not be eligible to join the Scheme unless Post Office agrees otherwise.
4. Applications and other communications should be sent:
   4.1 by email to historicalshortfallscheme GRO
   4.2 or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers.

   In light of the ongoing Coronavirus situation, at the time of launch (1 May 2020) post may not be dealt with immediately. **Please apply by email; postal applications should only be submitted if the applicant has no access to an email address they can use.** We will update the information on the scheme website if circumstances change.

   Please note these are Post Office addresses as this is a Post Office scheme – please be assured eligible applications will be assessed by an independent advisory panel.
5. Applicants to the Scheme are required to agree to these Terms of Reference. Applicants who do not agree to the Terms of Reference will not be eligible to participate in the Scheme.
6. Once an application has been made, either party may write to the other to request relevant information. The parties shall co-operate with one another in providing any information which the other party may reasonably request. Information obtained and provided in relation to each application should be proportionate to the circumstances of that application.
7. Eligible applications made under the Scheme will be individually investigated and the outcomes assessed by an independent advisory panel. Following assessment of the claim, Post Office will write to the Applicant setting out the outcome of his or her application.
8. In the event the Applicant is dissatisfied with the outcome of his or her application, the following Dispute Resolution Procedure shall apply:

13.4

a. The Applicant must notify Post Office by email or post within 28 days that he or she wishes to engage the dispute resolution procedure. Please see the previous advice around using email wherever possible in light of the ongoing Coronavirus situation.

b. As soon as is practicable, at least one Post Office representative shall meet with the Applicant by telephone and endeavour to resolve all issues regarding any outstanding shortfalls in good faith and in a manner that takes into account the legitimate interests of Post Office and the Applicant (the **"Good Faith Meeting"**).

c. If the dispute is not resolved as a result of the Good Faith Meeting, either party may within 28 days escalate the dispute to a member of Post Office's senior management (the **"Escalation Meeting"**) in writing by email or by post. Please see the previous advice around using email wherever possible in light of the ongoing Coronavirus situation.

d. If the dispute is not resolved as a result of the Escalation Meeting, either party may refer the matter to Wandsworth Mediation Service (**"WMS"**) within 28 days for mediation (the **"Mediation"**). WMS is a charity chaired by Stephen Ruttle QC, one of the two independent mediators who assisted the parties to reach agreement between Post Office and the claimants in the group litigation. All income generated by WMS is used to support the services it provides in the community. WMS will carry out the Mediation in accordance with standard terms. The Applicant will not be required to contribute towards the costs of Mediation but the Mediation will be limited to four hours in duration.

e. All Good Faith Meetings, Escalation Meetings and Mediations shall be carried out on a confidential and "without prejudice" basis, to ensure each party is able to engage in an open and meaningful fashion.

f. Any settlements reached shall be on a full and final basis and shall not be capable of being re-opened save in the event of fraud. The terms of each settlement will be recorded in writing and signed by both parties.

g. In relation to disputes which are not resolved at, or as a result of any Mediation:

   i. disputes for sums totalling not more than £10,000 shall be resolved by recourse to civil proceedings in the County Court pursuant to the Small Claims Track and shall be subject to the fee scale applicable thereto. The parties agree not to seek reallocation of the proceedings to the Fast Track or the Multi Track; and

   ii. disputes for sums totalling in excess of £10,000 shall be referred to and finally determined by arbitration under the Arbitration Act 1996. The appointing authority shall be either Charles Flint QC or Stephen Ruttle QC, the number of arbitrators shall be one, the seat of arbitration shall be London, England and the language of the arbitration shall be English.

9. These dispute resolution procedures may be varied by agreement between Post Office and the Applicant or, if it becomes apparent that amendments to these terms would allow the Scheme to operate more effectively without causing any material disadvantage to the Applicants, by agreement between Post Office and Charles Flint QC or Stephen Ruttle QC.

10. Post Office will deal with all Applicants in good faith and in light of the lessons learned from Mr Justice Fraser's judgments in the group litigation. However:

    a. entry into the Scheme does not guarantee that a relevant shortfall will be repaid or written off; and

    b. by creating the Scheme, Post Office does not waive any of its own legal rights. The duty of good faith is reciprocal and, if it appears from the investigation of any application made that the Applicant has not acted consistently with his or her own duties of good faith, Post Office shall not be precluded from taking such steps as may be open to it as a matter of law.

13.4

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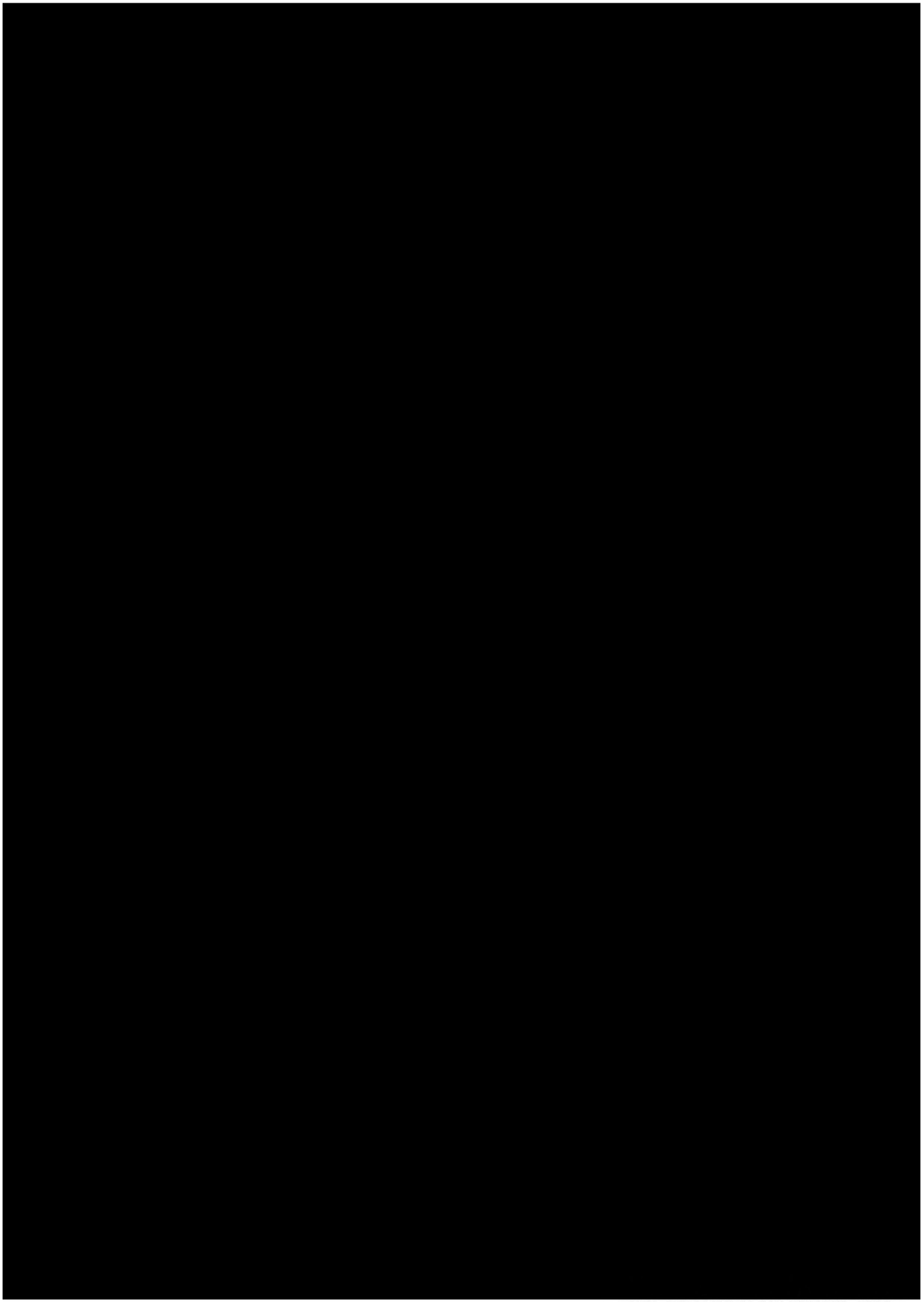

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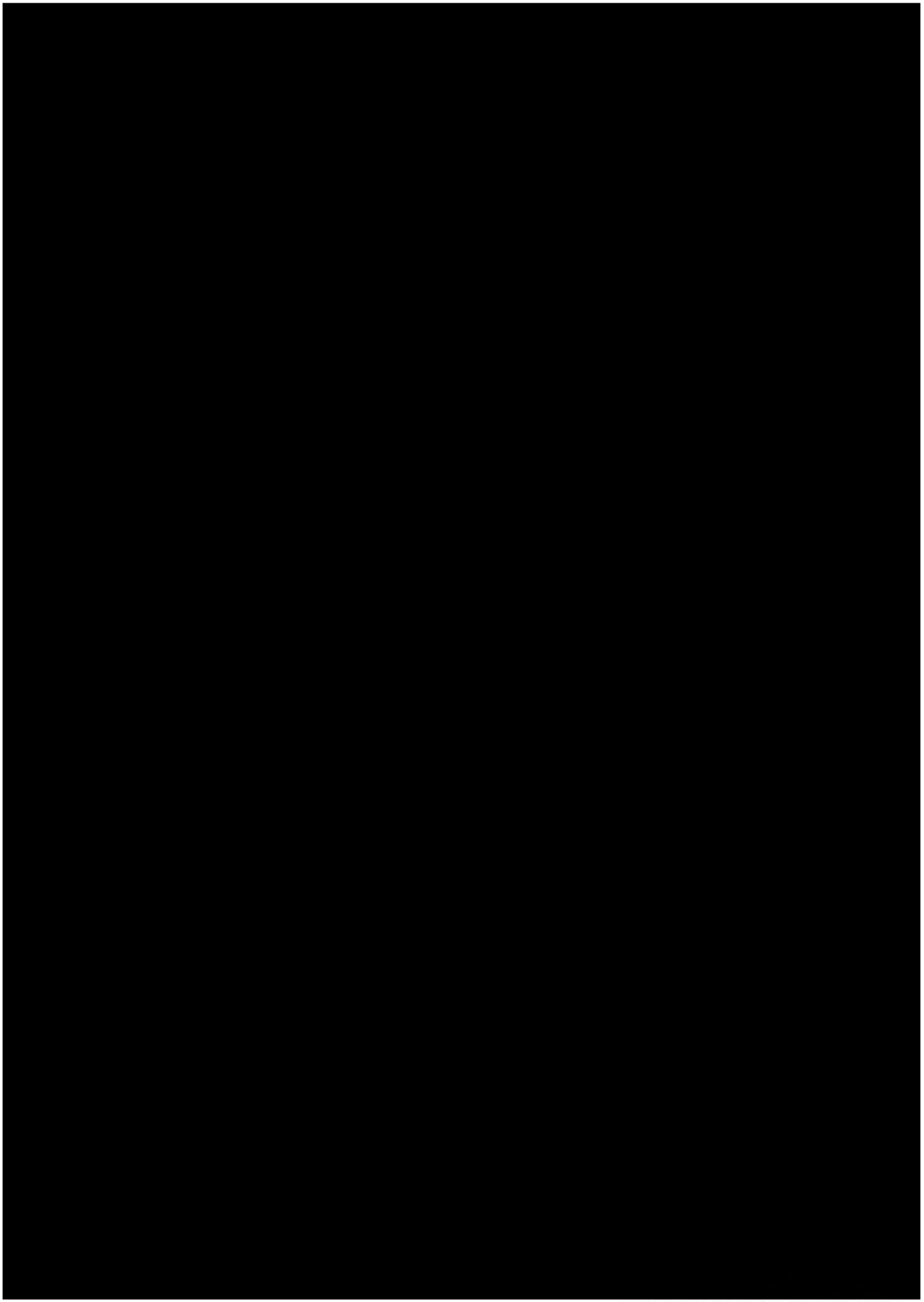

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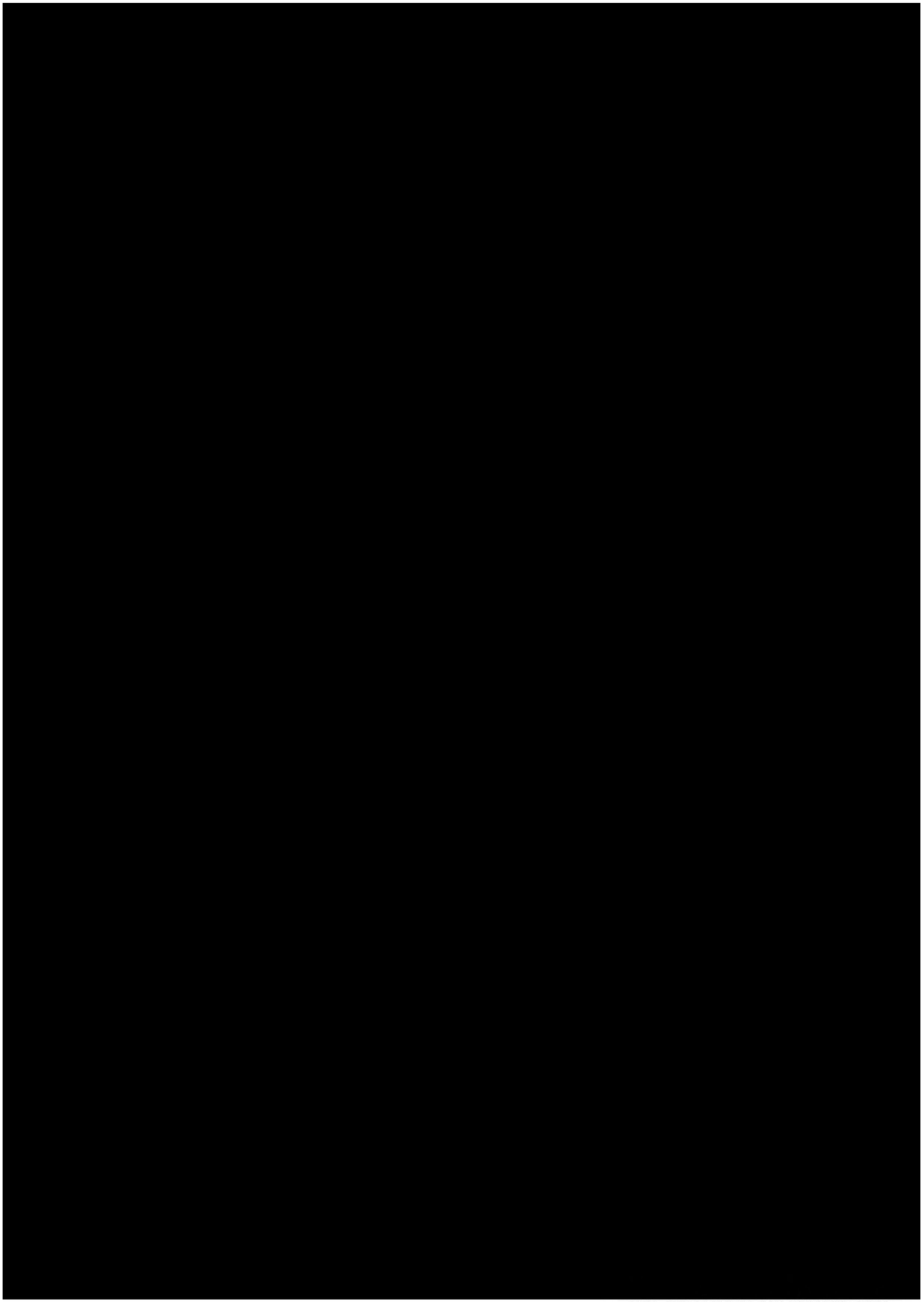

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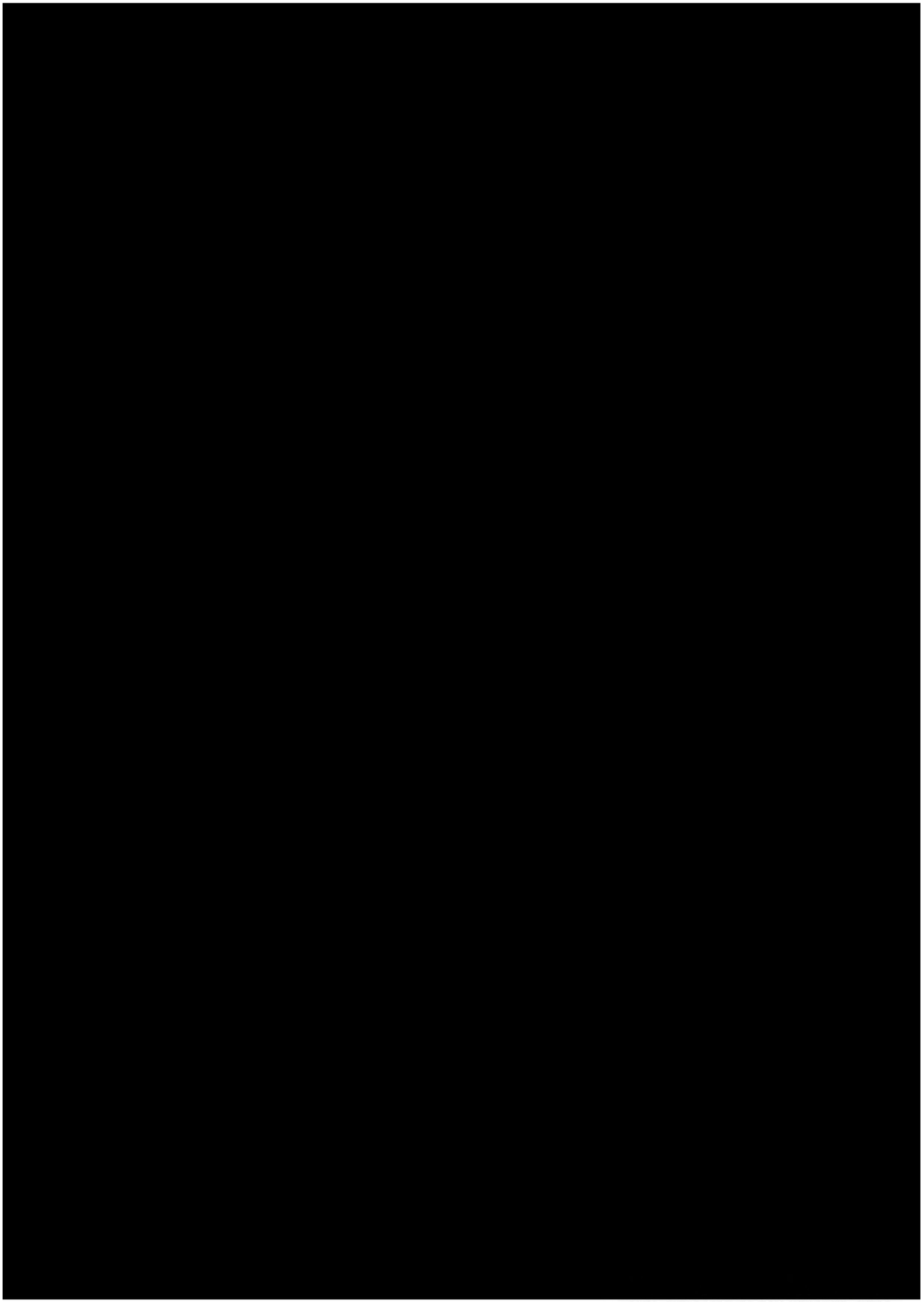

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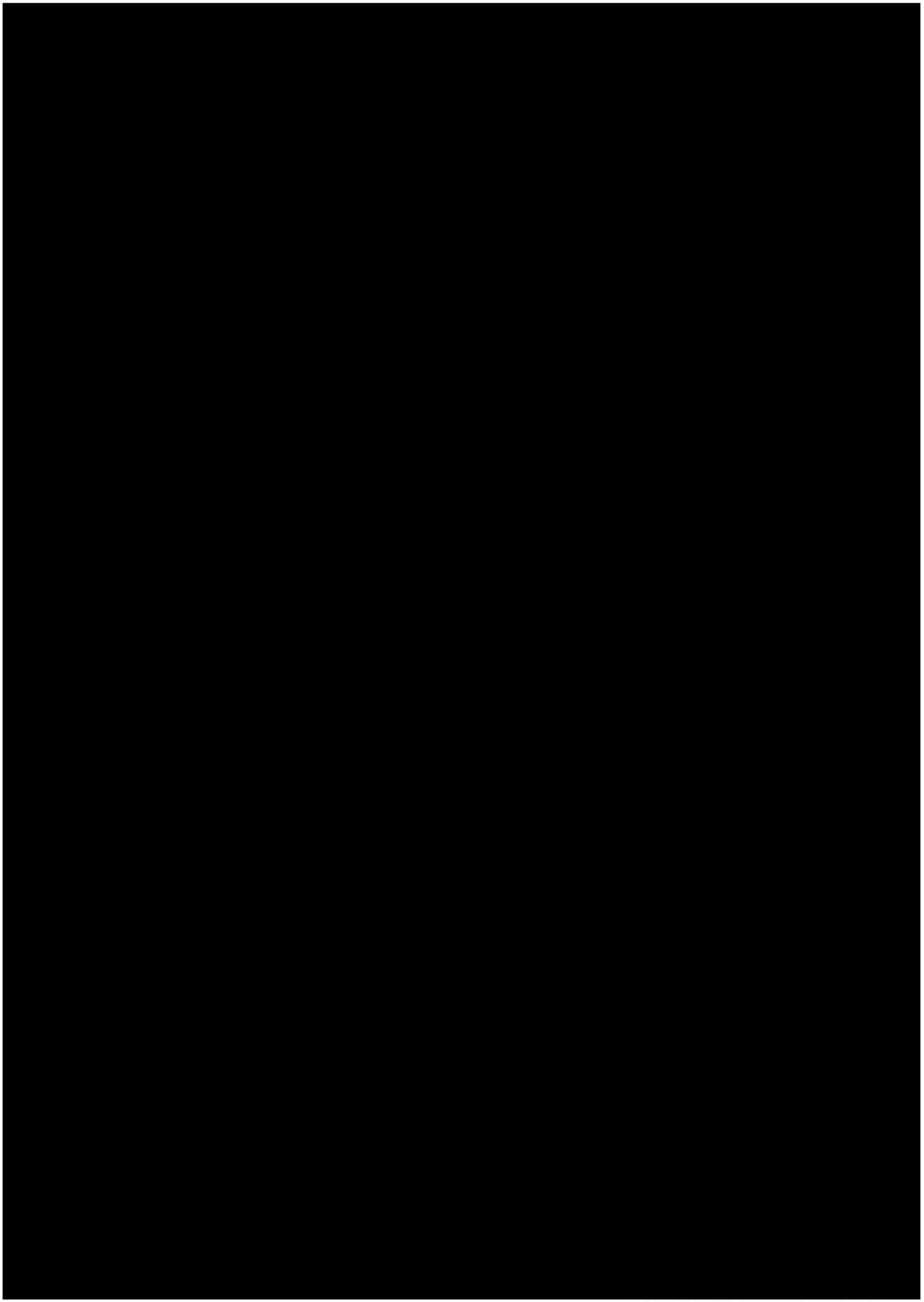

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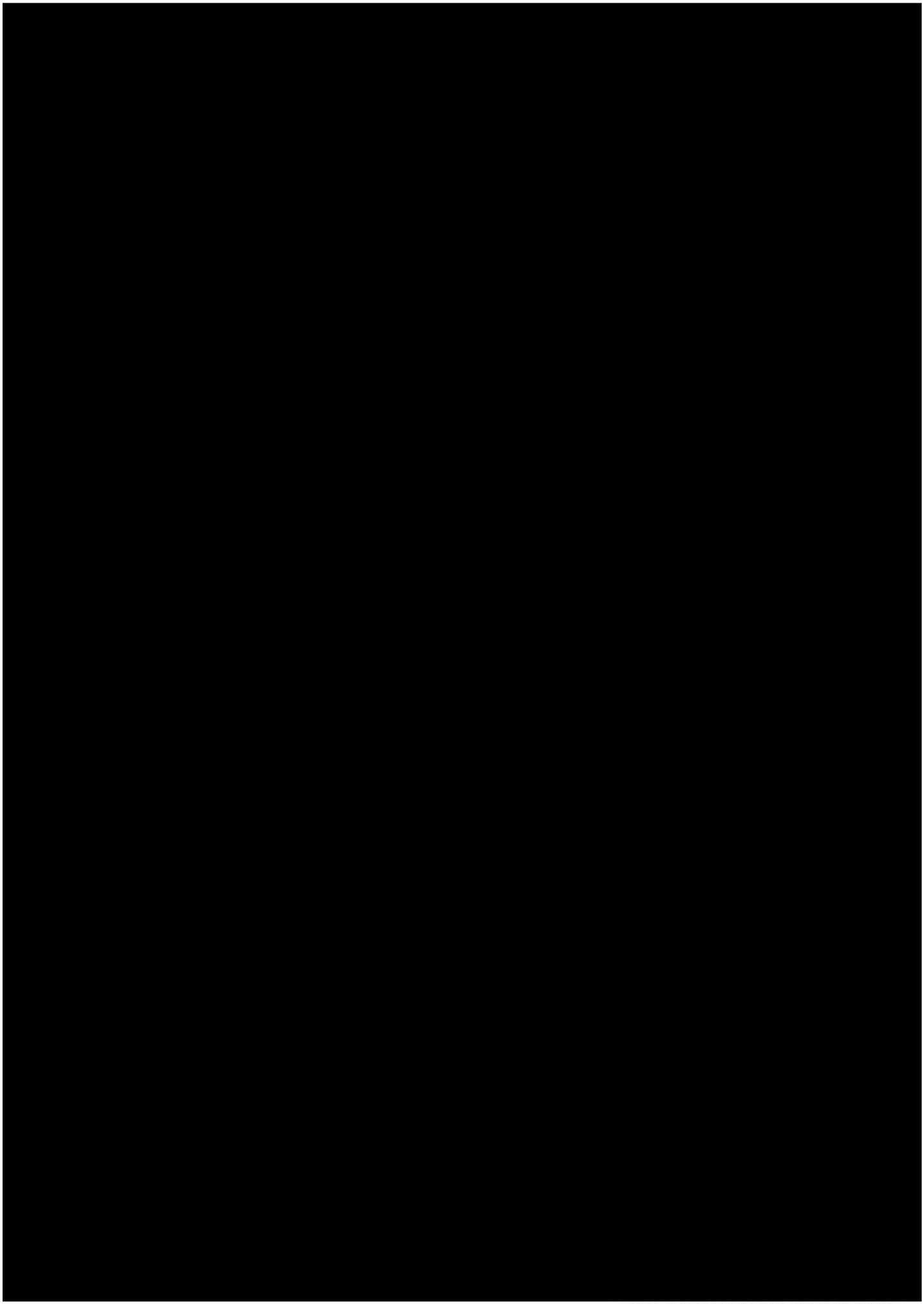
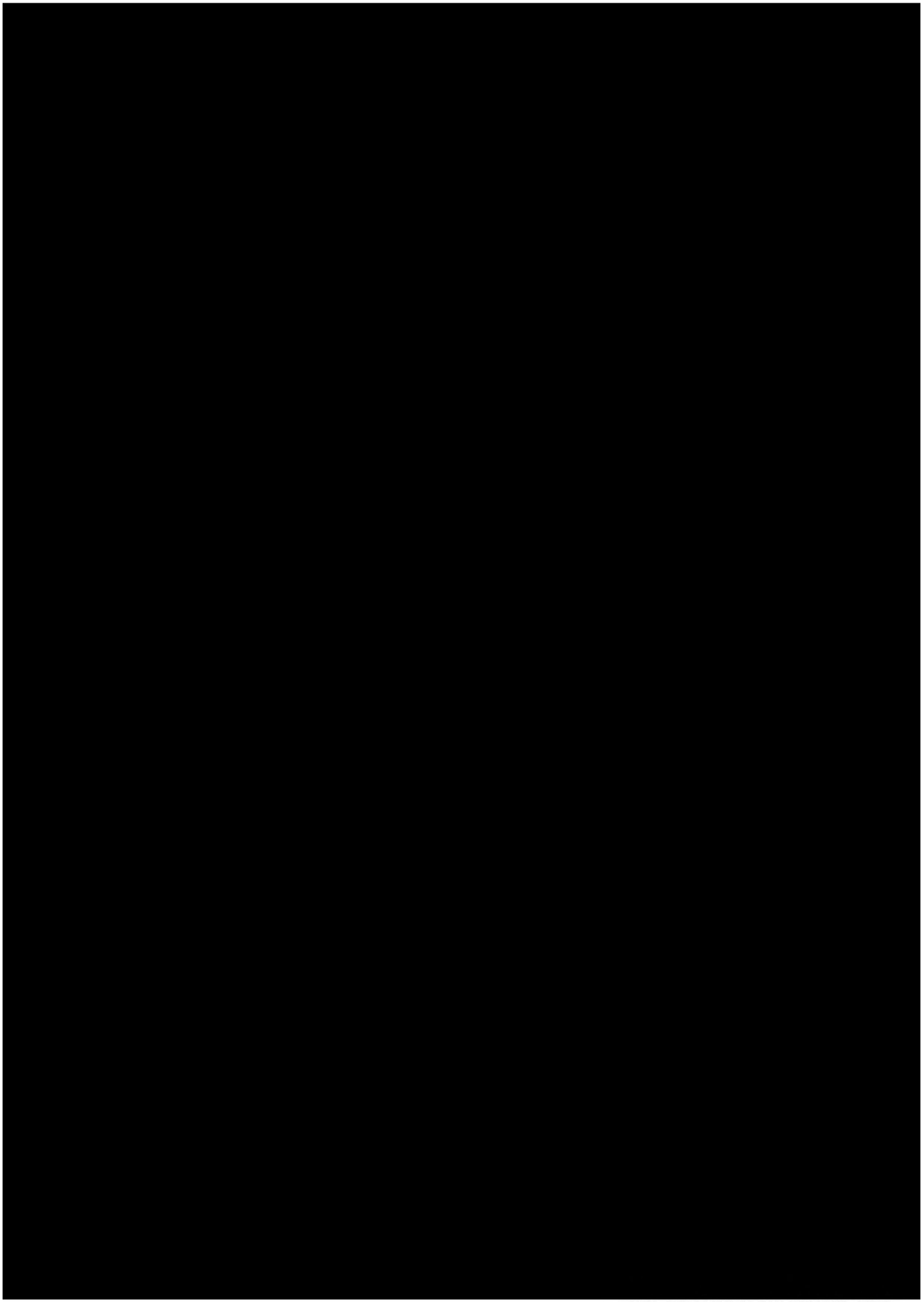


POL00448632



POL00448632

To: Outlet Intervention Team

From: Keith Scott (OFSA)

Date: 07/11/2007

Subject: Barnhill PO FAD 102 820 0 Balancing Problems.

I attended Barnhill on the above date to try and resolve the balancing problems the office is experiencing.

I noted from the paperwork that the office has quite erratic losses and gains going back to the date Mr Macdonald took over the office. The figures from October 2005 are listed below. Figures prior to this date were not available.

TP 08	26/10/05 – 23/11/05	71.76	
TP 09	23/11/05 – 21/12/05	662.05	
TP 10	21/12/05 – 25/01/06	180.28	
TP 11	25/01/06 – 22/02/06		-1149.28
TP 12	22/02/06 – 22/03/06	25.21	
TP 01	22/03/06 – 26/04/06	466.34	
TP 02	26/04/06 – 24/05/06		-00.13
TP 03	24/05/06 – 22/06/06		-72.83
TP 04	22/06/06 – 26/07/06		-267.41
TP 05	26/07/06 – 23/08/06		-672.41
TP 06	23/08/06 – 20/09/06		-162.82
TP 07	20/09/06 – 25/10/06	2963.46	
TP 08	25/10/06 – 22/11/06		-816.10
TP 09	22/11/06 – 20/12/06		-691.82
TP 10	20/12/06 – 24/01/07	1660.60	
TP 11	24/01/07 – 21/02/07		-1946.37
TP 12	21/02/07 – 21/03/07		-18.41
TP 01	21/03/07 – 25/04/07	48.94	
TP 02	25/04/07 – 23/05/07	643.16	
TP 03	23/05/07 – 20/06/07		-1776.61
TP 04	20/06/07 – 25/07/07		-157.09
TP 05	25/07/07 – 22/08/07		-1404.11
TP 06	22/08/07 – 19/09/07		-40.42
TP 07	19/09/07 – 24/10/07		-2816.00
*TP 08	24/10/07 – 07/11/07		-834.00
		6721.80	-12825.81

*The last figure is for two week of the trading period.

The Net loss over this period is £6104.01. Prior to June the figure for gains and losses are similar; the last few months have caused the large net loss to escalate.

Mr MacDonald has only been balancing once a month for at least the last year rather than on a weekly basis. I have recommended that a balance is done each week Mr Macdonald has agreed to do this; hopefully this will help in identifying any problems relating to the large ups and downs each month.

POL00448632

Mr Macdonald is convinced that the problem lies with the Horizon system. He produced a report that showed different session numbers for the same customer and questioned this as a possible reason for the problems (see attached). I was unable to confirm this and informed him that every office would be having the same problem if that was the case. I also took reports out which showed this seems to be the situation but as I am not an expert in how the computer allocates session numbers to transactions I could not give him the answer he was hoping for.

The balance tonight was done correctly with only minor points such as how to deal with stock differences which I put him right on so I do not consider the problem to be due to any inability to do the balance correctly.

I did ask Mr MacDonald to stop the postmen from going into the PO area to collect the mail which he said he will stop.

The only people employed at the office are his wife and daughter so he does not consider that dishonesty could be a reason for the discrepancies.

GRO

Keith Scott
Outlet Field Support Advisor

13.4

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Barnhill FAD: 1028200
12:55 01/11/2007 TP:08 BP:01 SU: AA
Transaction Log - Office Copy

USER DATE TIME MODE	TRANSACTION REF PRODUCT	VOLUME	SU TP BP VALUE
FMA001 31/10/2007 08:53	2-2934628-2		AA 08 01
SC HE card		1-	10.00-
FMA001 31/10/2007 08:53	2-2934628-2		AA 08 01
SC SHE Token £5		2-	0.00
FMA001 31/10/2007 08:53	2-2934633-1		AA 08 01
SC 1st class stmp		4-	1.36-
FMA001 31/10/2007 08:53	2-2934633-2		AA 08 01
SC Cash		1	20.00
FMA001 31/10/2007 08:53	2-2934633-3		AA 08 01
SC Cash		1-	8.64-
FMA001 31/10/2007 08:54	2-2934638-2		AA 08 01
SC Euro 200		1-	139.52
FMA001 31/10/2007 08:54	2-2934638-2		AA 08 01
SC Curr Buy Margin		1-	13.28-
FMA001 31/10/2007 08:54	2-2934638-3		AA 08 01
SC Cash		1-	126.24-
FMA001 31/10/2007 08:57	2-2934648-2		AA 08 01
SC CA CASH WDL		1	300.00
FMA001 31/10/2007 08:57	2-2934653-1		AA 08 01
SC CA WD LIMIT		1	503.13
FMA001 31/10/2007 08:57	2-2934653-2		AA 08 01
SC 2nd class stmp		4-	0.96-
MMA001 31/10/2007 08:56	1-2649205-2		AA 08 01
SC SAS bk 1st x 12		1-	4.08-
MMA001 31/10/2007 08:56	1-2649205-3		AA 08 01
SC Cash		1	4.08
FMA001 31/10/2007 08:57	2-2934653-3		AA 08 01
SC Cash		1-	802,17-
MMA001 31/10/2007 09:00	1-2649209-4		AA 08 01
SC 1st Large x 4		2-	3.84-
FMA001 31/10/2007 09:00	2-2934662-2		AA 08 01
SC CA CASH WDL		1	300.00
MMA001 31/10/2007 09:00	1-2649209-5		AA 08 01
SC 1st class Large		2-	0.96-
MMA001 31/10/2007 09:00	1-2649209-6		AA 08 01
SC Cash		1	4.80
FMA001 31/10/2007 09:00	2-2934662-3		AA 08 01
SC Cash		1-	300.00-
FMA001 31/10/2007 09:04	2-2934664-2		AA 08 01
SC 1st class stmp		1-	0.34
FMA001 31/10/2007 09:04	2-2934664-3		AA 08 01
SC Cash		1	0.34
FMA001 31/10/2007 09:05	2-2934666-2		AA 08 01
SC 1st class stmp		1-	0.34-

17

13.4

POL00448632

7 May, 2021

Mr F MacDonald
Subpostmaster
Barnhill Post Office
3 Campfield Square
Dundee
DD5 2PU

Dear Mr MacDonald

Application to Register an Assistant

I am writing in response to your recent submission of a form P250 in the name of Miss Natalie MacDonald date of birth GRO whom you proposed to engage as an assistant/holiday relief.

GRO

GRO Miss MacDonald must **not** be employed on Post Office ® business, in any capacity.

Should Miss MacDonald wish to obtain a copy of information held by Royal Mail Group PLC they should apply to: - Royal Mail Group, HR Services, Security Vetting, 2nd Floor Pond Street, Sheffield S98 6HR

Candidates requiring this information must enclose a copy of this letter and a copy of one form of identification from the list below:-

- Passport
- Driving Licence
- Full (long) Birth Certificate and proof of NI number
- Home Office Letter
- A most recent utility bill in their name
- A most recent bank or building society statement in their name.

Yours sincerely

Sarah Rimmer, Agent Services Team Leader
CC: Contracts and Service Advisor

13.4

Document Title	Version or draft No	Date issued	Review date	Owner	Location stored
ApplicantNotRecommended POSC Salford	01	August 06	August 07	Business Expenses Manager	T:HR_PEOPLES UPPORT_TRAV EL/P250duty

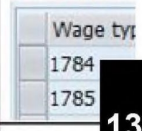
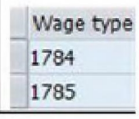
POL00448632

Message

From: agent.changes [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0502A0C53B8C45C982F62263D9813AC8-AGENT.CHANG]
Sent: 16/06/2020 13:55:55
To: claimreviewteam [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=cc58a1a6e8a04e40b17649e4eab78aa6-claimreview]
Subject: RE: Urgent Request for Information Please
Attachments: Bishop Burton 12 months rem.xlsx; Barton Road 12 months rem.xlsx; Barton Road EN's.xlsx; Barton road Assistants.xlsx; Barnhill EN's.xlsx; Barnhill 12 months rem.xlsx; Barnhill Assistants.xlsx; Keadby EN's.xlsx; Keadby 12 months rem.XLSX; Keadby Assistants.xlsx; Alford EN's.xlsx; Alford 12 months rem.xlsx; Alford Assistants.xlsx

Hi,

Please see attached and below as requested

Date	Name Of Agent	FAD	Branch Name	Start Date	End Date	Reason For leaving	Error Notice Requests	Compensatic
16/06/2020	000350_Christiaan Lesley Howlett Please see comment in row L	Earlier FAD was 314321 261321	Bishop Burton	21.11.2002	26.05.2005	Voluntary resignation	No E/N's	No Comp
16/06/2020	000523_Pervez Nakvi	Earlier FAD 164422 457422	Barton Road	28.08.1997	01.08.2015	Network Transformation	Attached	Yes- £87,097 
16/06/2020	000568_Charles Jeremy Webb	(101801 Incorrect FAD) FAD is 531311 / 459311	Alford	28.08.1987	02.06.2015	Network Transformation	Attached	

13.4

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16/06/2020	000602_Frank Alexander MacDonald	102820 292820	Barnhill	24.03.2005	24.02.2015	Network Transformation	Attached	Wage typ 1784 1785 Yes £109,27
16/06/2020	000596_Thomas Patrick Smith Please see comment in row L	360311	Keadby	26.11.2005- Converted March 2014	28.07.2019	Voluntary Resignation	Attached	1781

Many Thanks

Charlotte

POST OFFICE

WE'RE STRONGER TOGETHER

Charlotte Bond
Agent Remuneration & Expenses Team
Post Office Ltd
120 Bark Street
Bolton
BL1 2AX
GRO

13.4

20

POL00448632

From: claimreviewteam
Sent: 16 June 2020 11:58
To: agent.changes GRO
Subject: Urgent Request for Information Please
Importance: High

Hi
Can you please supply me with the information requested in the attached spreadsheet.
I have marked this as urgent to enable me to respond to lawyers.
Many Thanks in advance.
Alicia

POST OFFICE

Claim Review Team
Post Office Ltd

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13.4

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INTERVENTION LOG

BRANCH	Barnhill	DATE OF ISSUE	
FADCODE	102 820	PRIMARY REF	PAPP1
SPMR NAME	Mr Frank MacDonald	DATE OF VISIT	10th May 05
AIM NAME	David Duff		

CSI:	Customer: 1	2		Customer: 1	2
Greeting Given	√	√	Personal Appearance	√	√
Eye Contact Made	√	√	Name Badge	√	√
Served Immediately	√	√	Wait Time 1	√	√
Closing Statement	√	√	Wait Time 2	√	√

Debit card paymts : "Would you like any cash today?" – observed/ discussed	

PK : as per GapBuster	Correct,incorrect,incomplete
1 DWP (from PK list)	
2 NS and I	
3 MVL (if applicable)	

Key Areas	Comments
Cash + susp a/c	Suspense account clear. Some issues with completion of cash account were discussed and clarified at this visit.
ONCH/Stock	Discussed importance of good stock and cash management.
POCA	
+/- sales actions	
+1 and 'A' frames	
Banking	
New Products -JV	
POPoS/ 'Ants'	SAM contact below.
Premises – Stds (see Kundans list)	
Anti money laundering	
Security / booklet	
Postwatch poster PS593A4Scottish	
Personal issues	
Other: New scales SAM contact	Delivered as per instructed by Frances Ritchie an additional set of 4b Letter scales. Instructed spmr to request from Avery Berkel a visit to recalibrate these scales and parcel scales at off which required recalibration also. Spmr had a couple of Sales related issues and questions. I referred him to the NBSC to contact his own SAM.
Agreed actions and timescales	

	ACTION REQUIRED AS A RESULT OF VISIT	**DEADLINE DATE**	**DONE**
Head of Area			
Contract Manager			
Area Office Support			
RTA			

POL00448632

EXPAND ON ANY LETTER REQUESTED/CLARIFY ANY POINT
Please make sure that on your first visit you discuss with the Spmr their accounting procedures for the monies etc for the lottery if applicable. .

ACTION TAKEN IN AREA OFFICE

CONDITIONS OF APPOINTMENT CODING		
Not aware of any?		

POL00448632

Outlet Intervention Team
Sent by: Amanda K Packard
19/11/2007 09:57

To: Shaun P White/e/POSTOFFICE
cc: George Sinclair/e/POSTOFFICE@POSTOFFICE
Subject: Re: Cmrl North - Barnhill - 102820 - DD5Notes Link

Hi Shaun,

A trainer visited the branch on 07/11/07, I have attached the completed documents. George is due to visit the branch and feedback his findings, to see if he can find any other underlying issues.

Barnhill - 07-11-07 - Adhoc Training Report.zip

Kind regards,
Mandy

Outlet Intervention Team
Post Office Ltd

Royal Mail Building, First Floor Admin Block, 98 Sandling Road, Maidstone, Kent, ME14 1AA

North - GRO
Central GRO
East - GRO
South East GRO
Wales & South West - GRO

POL00448632

Shaun P White
15/11/2007 14:33

To: Outlet Intervention Team@POSTOFFICE
cc:
Subject: Re: Cmrl North - Barnhill - 102820 - DD5Notes Link

Hi Mandy

Looking at the e-mails below the issue is quite confusing. It starts off talking about discrepancies and then at the end it is talking about transaction IDs? Does the spmr claim that different transactions have the same session ID? If this is the case ask him to forward the evidence that he has (reports etc) to me.

I also note that no trainer has attended the site, unless some of the e-mail is missing?

If any branch claims that there is an issue with the Horizon as an absolute minimum we would require; transaction details, value, time, date, stock unit id, user id, node used and any error messages. To date, all such issues have been proven to be user error.

Take care

Shaun

Branch Systems Advisor
Post Office Ltd
Operations

1st Floor Sth Wing, CM Force Contract Centre, Corton Wood Business Park, Corton Way, ROTHERHAM, S73 0UF

Postline: GRO , STD Phone: GRO), Fax GRO , Mobile GRO 3 (Mobex GRO)
External Email: GRO

POL00448632

Outlet Intervention Team
Sent by: Amanda K Packard

13/11/2007 11:16

To: Shaun P White/e/POSTOFFICE@POSTOFFICE
cc:
Subject: Re: Cmrl North - Barnhill - 102820 - DD5

Hi Shaun,

If there were to be a suspected problem with the Horizon System, who would we contact to look into this?

Many thanks,
Mandy

Outlet Intervention Team
Post Office Ltd

Royal Mail Building, First Floor Admin Block, 98 Sandling Road, Maidstone, Kent, ME14 1AA

North - GRO
Central GRO
East - GRO
South East - GRO
Wales & South West GRO
---------- Forwarded by Amanda K Packard/e/POSTOFFICE on 13/11/2007 11:12:55 ----------

George Sinclair

12/11/2007 11:56

To: Outlet Intervention Team@POSTOFFICE
cc:
Subject: Re: Cmrl North - Barnhill - 102820 - DD5Notes Link

Mandy

POL00448632

I can visit the Branch but what do I know about transactions having the same session numbers, I would suggest that we feed this query up to an expert and get an answer to the Spmrs query so that we can answer his question and put his theory to bed.

George
GRO

Outlet Intervention Team
Sent by: Amanda K Packard

12/11/2007 10:39

To: George Sinclair/e/POSTOFFICE@POSTOFFICE
cc:
Subject: Re: Cmrl North - Barnhill - 102820 - DD5

Hi George,

I arranged for a trainer to visit the above branch regarding balancing problems they were having, which was leading to erratic losses and gains. A trainer visited the branch on 07/11/07 and I have just received his feedback through today, please see attached.

Since the trainer visited the branch, the spmr has logged another call to get somebody to visit the branch about this issue. Is this something you could visit the branch to take a look at? I'm just not sure what action to take now, please can you advise?

Many thanks,
Mandy

Outlet Intervention Team
Post Office Ltd

Royal Mail Building, First Floor Admin Block, 98 Sandling Road, Maidstone, Kent, ME14 1AA

North - GRO
Central
East - GRO

POL00448632

South East - GRO
Wales & South West GRO
---------- Forwarded by Amanda K Packard/e/POSTOFFICE on 12/11/2007 10:34:05 ----------

John P Wilson
09/11/2007 14:30

To: Outlet Intervention Team@POSTOFFICE
cc:
Subject: Re: Cmrl North - Barnhill - 102820 - DD5Notes Link

hi, i did not attend this office, the schedule

john wilson
outlet field support advisor
mobex
mobile GRO
capstan house

Outlet Intervention Team
Sent by: Amanda K Packard
09/11/2007 10:33

To: John P Wilson/e/POSTOFFICE@POSTOFFICE
cc:
Subject: Cmrl North - Barnhill - 102820 - DD5

Hi John,

I know you complete the Adhoc Training Forms and send it to us after your visit, but I just wondered in advance what the o utcome was for the training at the above branch?

Many thanks,
Mandy

POL00448632

Outlet Intervention Team
Post Office Ltd

Royal Mail Building, First Floor Admin Block, 98 Sandling Road, Maidstone, Kent, ME14 1AA

North - GRO
Central - GRO
East GRO
South East GRO
Wales & South West - GRO
---------- Forwarded by Amanda K Packard/e/POSTOFFICE on 09/11/2007 10:29:21 ----------

Richard M Green	To:	Outlet Intervention Team@POSTOFFICE
08/11/2007 13:01	cc:	
	Subject:	Barnhill Spso balancing problems

Afternoon all

We've had a call from the above office (FAD 102820) about balancing problems. According to the Spmr, they are having regular, large discrepancies for up to £2000 gains and losses. They have had someone in the office for a short time but they were unable to spot anything untoward.

Can you please try to organise a trainer for the office for up to a week to try to point the Spmr in the right direction and attempt to stop the problem balances.

Regards

POL00448632

Richard M Green
Royal Mail
Dearne House, Cortonwood Drive, Brampton, Barnsley, S73 0UF
GRO - GRO
- www.royalmail.com www.postoffice.co.uk
– Richard M Green (ex GRO

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>>>> Barnhill - 07-11-07 - Adhoc Training Report.zip attachment was removed from this email <<<<

POL00448632

POL00448632

Request for Ad-Hoc Training

Balham.

To be completed by the OFSA for Ad-hoc Training requested	
Confirm topic's covered/not covered	**Actions**
1. Checked all rems in & out from Nov'06 to Feb. 2008 A few wrong entries were found	Advised mr mcDonald to ensure correct figures are entered when remming in stock.
2. Gave mr mcDonald copy of daily reports & checked his weekly reports was up to date	Advised mr mcDonald that if he followed recommended sheets he will have completed all necessary reports.
3. Observed mr + mrs mcDonald all day Wednesday. No problems with carrying out any transactions	
4. completion of Daily and Weekly Reports accurate. When Rolling over mr mcDonald said it can take up to 2½hrs. No Egg Timer. After 1 hour 15 mins. message system busy. Finally Rolled over after 1½ hours. Can this be investigated	
5. Recommended to mr mcDonald that he set up individual stock units and only one user per stock unit to see if any problems could be identified.	
6. mr mcDonald has requested that he receives a letter with the outcome of what has to be done regarding the handling of his losses in his office	

Branch Agent to complete:-

I confirm that I have received training on the above.

Signed GRO **Position** sub-postmaster **Date** 16/4/08.

Outlet Field Support Advisor

This form **must** be posted by Special Delivery to:-

Outlet Intervention Team
1st Floor Admin Block
98 Sandling Road
Maidstone
Kent
ME14 1AA

Claim the cost of postage via the Official Postage method.

13.4

Version 2 November 2007

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Can you please save to the efc.

Thanks

Brian

Contract Advisor
Area Contracts
Upper Floors
The Market DMB
6/16 New York Street
Leeds LS2 7DZ
Mobile GRO External E-Mail brian.trotter GRO
----- Forwarded by Brian Trotter/e/POSTOFFICE on 30/04/2008 13:15 -----

Brian Trotter
30/04/2008 13:13

To: Paul Kellett/e/POSTOFFICE@POSTOF
cc:
Subject: Re: Barhill - 102 820Notes Link

Paul

Happy to authorise.

Thanks

Brian

Contract Advisor
Area Contracts
Upper Floors
The Market DMB
6/16 New York Street
Leeds LS2 7DZ
Mobile GRO External E-Mail brian.trotter GRO

Paul Kellett
29/04/2008 14:02

To: Brian Trotter/e/POSTOFFICE@POSTOFI
cc: Paul Dann/e/POSTOFFICE@POSTOFFI
Subject: Barhill - 102 820

Hi Brian,

Could you authorise George Sinclair's request to pay the outstanding debt of £11,381.28 over 12 months.

Regards,
Paul Kellett

13.4

Current Agents Debt Team
Post Office Ltd
Second Floor West, No.1 Future Walk, CHESTERFIELD, S49 1PF

Postline: GRO STD Phone GRO
External Email: GRO
----- Forwarded by Paul Kellett/e/POSTOFFICE on 29/04/2008 13:09 -----

POL00448632

Andrew Winn
25/04/2008 11:56

To: Paul Dann/e/POSTOFFICE@POSTOFFI
George Sinclair/e/POSTOFFICE@POSTOFFICE
cc:
Subject: Fw: letter as requested

Hi

I have sent the current statement. I believe the next step is to raise with the Contracts Manager. Paul(s) could you pass on George's request to consider a 12 month repayment period.

Cheers

Andy Winn
Branch Improvement & Liaison
Post Office Ltd
Finance

1st Floor, Post Office Ltd, 1 Future Walk, Chesterfield S49 1PF

Postline: GRO STD Phone: GRO Fax: GRO Mobile: GRO
GRO
External Email: GRO

----- Forwarded by Andrew Winn/e/POSTOFFICE on 25/04/2008 11:51 -----

George Sinclair
22/04/2008 13:15

To: Andrew Winn/e/POSTOFFICE@POSTC
cc:
Subject: Re: Fw: letter as requested Notes Link

Andrew

Could you please send a final letter to Mr McDonald re losses, I am presently in the middle of doing more checks and he is fighting his case through the NFSP for relief on his losses.

He now seems to be balancing correctly but I would like if you can for the final loss to be paid over a 12 month period if this is possible.

Thanks

George
GRO

Andrew Winn
11/04/2008 17:10

To: George Sinclair/e/POSTOFFICE@POS
cc: Paul Dann/e/POSTOFFICE@POST
Subject: Re: Fw: letter as requested Notes L

13.4

George

I am confused by the branch's letter dated 5/4/08 stating that everything has run ok for the last 3 weeks, as they settled a branch discrepancy centrally on 27/3/08 of £3,089.33. This takes the current outstanding debt position to £11,381.28.

I can't actually recall what the archive check was about. I did discuss the branch recently with Paul Dann around session ids. I hope the explanation was adequate to illustrate that Horizon is working as expected. I know it will not be easy but the subpostmaster would need to

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produce some evidence of Horizon not functioning correctly as this is a common theme that no one in POL will investigate without specific examples. We are happy to answer queries as per session ids (although the helpline is the correct route) but would not regard these as genuine challenges that might inhibit the debt recovery process.

Instead he needs to focus on why the branch is leaking cash. I have run some checks to see if I can identify any potential issues.

There are no "open items" in the accounts that suggest a transaction correction is imminent to compensate for the recent (or old) branch discrepancies.

I have run a non sales report to cover the last branch trading period (attached). Again this does show gains & losses appearing on the weekly balances. I would be particularly interested (if it was my office) to know how a loss of exactly £2,000 occurred on 27/2/08. That apart, assuming the stock remittances have been recorded correctly, there is no evidence of adjustments that might indicate problems with the recording of stock/cash/cheques.

A sales report is not going to prove very much from a distance. My view reflects Horizon receipts and payments per client with the entered method of payment as a balancing entry so will not show a discrepancy e.g. if a deposit is made on Horizon but no actual cash is handed over - creates a discrepancy in branch but looks fine here. Have enclosed the report but it is 29,000 lines long and, at the end of the day this information is available in the branch so would not suggest opening.

The comments about training do not make good reading but are not in my area to comment on. I would observe that **Keith Scott** actually visited the branch on 7/11/07 and produced his report to the Outlet Intervention mailbox. The report does not uncover much bar repeating the subpostmaster's claim that Horizon is at fault (focusing on session transactions that we have answered) and rejecting any possibility of dishonesty as only his wife and daughter work at the branch. Unfortunately we have several examples of family members stealing from the business.

With branch discrepancies, P&BA can never say with any certainty unless we can identify issues with the remittance process. If withdrawals are processed as deposits we would not know unless alerted, we cannot see shortages in deposits or too much change being given. Equally we cannot see cash being removed from the till. Does money move to and fro from a retail side? P&BA would never attempt to prove a branch discrepancy. Unless it is proved otherwise the transaction will always have the appropriate entry of sale/receipt = value of method of payment. Any discrepancy is either user error (which will usually manifest itself as a transaction correction), created by cheque/stock adjustments (that I have checked for) or misappropriation of cash (via deception, carelessness or theft). Clearly the subpostmaster is best placed to initiate adequate controls to identify where these losses are occuring. I appreciate this will not be easy as a family concern, but evidence of segregation of duties, clear ownership of cash/stock and manager audits (cash/stock checks & analysis of Horizon reports by stock unit) would be what I would be expecting to introduce if my business was losing money for no apparent reason.

I know this does not provide any answers for you or the subpostmaster, but my investigation does lead me to believe the cash is not within the branch.

I note a written reply is required which will require the training aspect. to be incorporated. Please feel free to use some of my words but to bear in mind I have expressed my opinion in parts that may be inflammatory if passed direct to the subpostmaster.

Paul - as we need a written submission to the branch and allow time to respond can you hold off debt recovery until the end of April unless we get earlier resolution.

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Cheers
Andy

George Sinclair
09/04/2008 16:41

To: Andrew Winn/e/POSTOFFICE@POSTOF
cc:
Subject: Fw: letter as requested

Andrew

Perhaps you can spread your expert eye over this, I spoke to you before about an archive check at this office, so maybe the Spmrs explanation would give a reason for no discrepancy showing up.

Thanks

George
GRO

----- Forwarded by George Sinclair/e/POSTOFFICE on 09/04/2008 16:39 -----

"Frank"
<frankmac GRO
GRO
07/04/2008 13:18

To: <george.sinclai GRO
cc:
Subject: letter as requested

Hi George,

Please find attached the letter to you, as requested

Regards

Frank
>>>> Barnhill Post Office To BDM.doc attachment was removed from this email <<<<

>>>> Barnhill - Non Sales.xls attachment was removed from this email <<<<

>>>> Barnhill sales.xls attachment was removed from this email <<<<

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FAD Code: 102820

Office Name: Barnhill

All Incidents.

Incident ID	Date Taken	Status	Allocated Individual	Detailed Description
H14877399	03/08/2006	Closed		THE OFFICE IS NOT ON DEMAND CAN THEY PROCESS TRAVEL CARDS
H14886229	09/08/2006	Closed		THE PM IS A EUR AND DOLLAR OFFICE
H14894910	15/08/2006	Closed		CUSTOMERS ARE BRINGING ON LINE POSTAGE ITEMS
H14911651	29/08/2006	Closed		CAN PM DO TRANSACTIONS FOR BARCLAYS
H14924066	06/09/2006	Closed		WHAT ARE THE METHODS OF PAYMENT?>
H14935410	12/09/2006	Closed		THE ACCOUNTING AND DESPATCH FOR CHEQUE ENCASHMENTS
H14941078	15/09/2006	Closed		PREMIUM BONDS
H14949074	20/09/2006	Closed		CAN CANADIAN STERLING TRAVELLERS CHEQUES BE ENCASHED???
H14959375	26/09/2006	Closed		What are the size limits for Royal Mail International small packets

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H14964009	28/09/2006	Closed		HOW DOES PM CHASE UP A NS&I TRANS
H14964829	28/09/2006	Closed	michelle.ke	THE PM AS BEEN TRYING TO CONTACT CASH CENTRE AT MANCHESTER IS THEY A DIFFERENT NO
H14969294	30/09/2006	Closed		CASH CENTRE
H14987219	10/10/2006	Closed		CUSTOMER HAS CROSSED POSTAL ORDER THEY BOUGHT - RETURNED AS PUT WRONG NAME -
H15003848	18/10/2006	Closed	laverm	SPMR HAS A QUERY ABOUT THE POSTAGE RECEIPTS
H15052110	10/11/2006	Closed	jordon.west	PM WANTS ACCOUNTING PROCEDURE CLARIFYED AS IT HAS CONFLICTING INFO IN OP MANUAL INTERIM ISSUE 23
H15053687	11/11/2006	Closed		CAN CMR RING ARGENTINA
H15059619	14/11/2006	Closed		QUERY CASHING PRIZE PAYMENTS
H15059850	14/11/2006	Closed		TRAVELLERS CHEQUES BARCODED PUT IN INCORRECT AMOUNT ON REM
H15059913	14/11/2006	Closed	bints	SPMR NEEDS TO CHANGE THE TRAVELLERS CHQS FIGS BUT CANNOT REVERSE THESE HAS A MESSAGE THAT CAN ONLY BE DONE ON EPOSS CAN T2 SORT THIS OFFICE REMED IN ADC
H15061789	15/11/2006	Closed	bints	CHASER H15059913 TRAVELLERS CHQ PROBLEM
H15062310	15/11/2006	Closed	bints	AS PER LINKED CALL - THE PM HAS JUST HAD A CALLBACK RE . THE BARCODED T/C'S . HE REMMED IN AS CLIENT AS ADVISED BUT THIS HAS NOW DOUBLED HIS PROBLEM . THE PM NEEDS AN URGENT CALLBACK .
H15062616	15/11/2006	Closed	barnai	THE PM AS NOW RETURNED TO OFFICE CONCERNING CAL H15062310 REGARDING TC REMMING IN INCORRECT CAN SHE HAVE CALL BACK

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H15062778	15/11/2006	Closed		OFFICE DETAILS
H15065538	16/11/2006	Closed		WHAT IS THE PROCEEDRUE
H15068671	17/11/2006	Closed		PM HAS A&L DEPOSITS BUT NO SLIPS WHAT HAPPENS
H15095567	02/12/2006	Closed		WHAT IS AN IRC USED FOR AS THE PM HAS NEVER SEEN THEM AND DOES NOT THINK SHE HAS ANY IN THE OFFICE ?
H15115859	13/12/2006	Closed		TEL NUMBER
H15120213	15/12/2006	Closed	ashtonj	FRANK MACDONALD IS INTERESTED IN AN ATM INFO AS PER KB
H15159932	10/01/2007	Closed		TEL NUMBER
H15166384	13/01/2007	Closed		HOW DO WE ENTER INTERNET ORDERS
H15168592	15/01/2007	Closed		WHAT DOES PM DO IF CUST HAS USED TICKET ONCE AND BUS DRIVER IS NOW SAYING IS FAULTY
H15171866	17/01/2007	Closed		PROCESS?
H15176994	19/01/2007	Closed		VOUCHER FROM MOBILE COMPANY SENT RECORDED & LOST ,IS THERE COMPENSATION FOR THIS?
H15177450	19/01/2007	Closed		HOW TO ENTER ONTO SYSTEM
H15196144	30/01/2007	Closed		OFFICE WANTS 09/04 RATHER THAN 02/04 AND ALSO REQUESTING 27/08

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H15216024	08/02/2007	Closed		CASH DEPOSITS CHECK DIGIT 0
H15216966	09/02/2007	Closed		PM LETTING US KNOW THAT CMR HAS COME IN WITH CASH
H15218427	09/02/2007	Closed		`PROCEDURE FOR CROSSED WARRANT
H15231777	16/02/2007	Closed		REDIRECTION FOR POWER OF ATTORNEY
H15272833	12/03/2007	Closed		MBS 030 STOCK DISCREPENCY SAYS SHE HAS NOTHINGH IN SUSPENCE
H15289383	20/03/2007	Closed	caddica	PM WANTING TO KNOW IF HAS TO ENTER BULK FRANKED ITEMS ONTO SYSTEM
H15313824	02/04/2007	Closed		REPAYMENT TO PURCHASER
H15316267	03/04/2007	Closed		VALIDITY OF TRAVELLERS CHQS
H15366963	02/05/2007	Closed		REPAYMENT TO PURCHACER
H15367155	02/05/2007	Closed		MARGARET MCDONALD PM ASKING FOR SOME PAPERWORK SENT AS DOES NOT KNOW WHY THESE WERE DONE AS MULTIPLES 1ST ONE SAYS THAT WAS CUSTOMER WHO WANTED SEPARATE RECEIPT FOR #1.00 AS SHE WAS SHORT ON PREVOUS MONTH AND COUNCIL WANTED SEPARATE RECEIPT
H15374282	08/05/2007	Closed		NOT A DVLA OFFICE & SO CMR CMR AGED 70 ADVISED #38 TO RENEW DRIVING LICIENCE?-WAS GIVEN A PRICE LIST TO TAKE AWAY.
H15433300	06/06/2007	Closed		PM NOT GOT ANY TRAVELERS CHEQUES. SENT BACK JANUARY
H15448022	14/06/2007	Closed		STERLING TRAVELLERS CHQS 10 YRS OLD CAN WE STILL BUY THESE BACK

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H15455330	18/06/2007	Closed		PM WANTED HELP WITH NEW CHANGE GIVING CARD
H15458880	19/06/2007	Closed	ashtonj	SHOULD THEY HAVE A MONEY LAUNDERING COMPLIANCE LEAFLET ALSO ARE THERE ANYMORE COMPLAINCE LEAFLETS THEY SHOULD KEEP IN THE OFFICE
H15474748	27/06/2007	Closed		CAN WE GUARNTEE SPECIALS DURING THE STRIKE
H15502913	12/07/2007	Closed		HOW TO REDEEM POSS FOR A POSTAL ORDER
H15512462	17/07/2007	Closed		PM WANTED TO CHECK CASH TO AUSTRAILIA
H15542753	01/08/2007	Closed		WHAT IS THE FEE FOR THE COIN HOPPERS
H15584821	22/08/2007	Closed		PM REMMED CASH BACK CASH SHORTAGE OF #100
H15587376	23/08/2007	Closed		CAN WE USE TMC TO WITHDRAW AT POST OFFICE
H15596157	29/08/2007	Closed		RE AP MULTIPLE TRXN
H15596806	30/08/2007	Closed		PROCEDURE
H15634192	19/09/2007	Closed	barnai	NOT BALANCED HAS #1200 SHORT SAYUS ASKING TO COMIT DISC BUT NOT DONE TRIAL BALANCE
H15636351	20/09/2007	Closed	sandra.grig	THE OFFICE AS MORE TC IN THE OFFICE THAN RECORDED ON SYSTEM SEEMS A QUOTE AS BEEN DONE AS A SALE INSTEAD OF QUOTE BUREAU TC
H15643322	25/09/2007	Closed		WAS A CHEQUE DEPOSIT UNKNOWN

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H15647550	27/09/2007	Closed	sandra.grig	PM WANTING TO KNOW WHY HE IS NOT AVAILABLE ON-LINE FOR CMR ORDERING - PM NOT SURE WHICH WEBSITE
H15651243	28/09/2007	Closed	sandra.grig	PM SAYS HE HAS BEEN TOLD TO CALL SANDRA BACK REGARDING BUREAU
H15665797	06/10/2007	Closed		HOW TO ISSUE REFUNG ON TRAVEL INS
H15670278	10/10/2007	Closed		GARENTEE SFOR STRIKE
H15685263	17/10/2007	Closed		NO SLIP FOR GIRO DEPOSIT
H15698406	24/10/2007	Closed	mandleyc	PM HAS LGE LOSSES ASKING IF WE CAN HELP FIND AND REQUEST FURTHER TRAINING
H15698577	24/10/2007	Closed		REQUEST FOR FURTHER TRAINING. HORIZON / BALANCING TRAINING, FRANK MACDONALD PM. PM HAS HAD 2 MONTHS OF LARGE LOSSES AND WANTS FURTHER TRAINING TO CHECK WHAT HE IS DOING WRONG AND TO SHOW HIM WHAT TO CHECK WHEN THINGS DO GO WRONG
H15714290	01/11/2007	Closed	gleesonm	SPMR HAS A SC CASH FOR #802 BUT CANNOT FIND A TRANSACTION SEARCHED TRANSACTION LOG NO SESSION FOUND ONLY FINDS SC CASH DID SEARCH FOR THE TIME OF THE TRANSACTION AGAIN OLY SC CASH CAN T2 HELP
H15717267	02/11/2007	Closed		SPMR HAS A SC CASH FOR #802 BUT CANNOT FIND A TRANSACTION SEARCHED TRANSACTION LOG NO SESSION FOUND ONLY FINDS SC CASH DID SEARCH FOR THE TIME OF THE TRANSACTION AGAIN OLY SC CASH CAN T2 HELP
H15727539	08/11/2007	Closed	greenr1	PM HAVING PROBLEM WITH BALANCE SEEMS TO BE SHOWING AMOUNTS UNDER ON CONTINUOUS BASIS WANTING AN EXPLANATION OF SESSION ID'S AS HE THINKS IT MIGHT BE A SOFTWARE PROBLEM
H15734748	12/11/2007	Closed		HAS RECEIVED A REM OF CASH AND THERE IS COIN ADVICE NOTE
H15739974	14/11/2007	Closed		PAYMENT CARD ENQ
H15750066	19/11/2007	Closed		FOR POST OFFICES?

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H15755247	22/11/2007	Closed		BALANCING STOCK UNIT
H15758876	23/11/2007	Closed		CUSTS CARD NOT READING - CUST ADVISED HAS HAD CARD NUMBER ENTERED MANUALLY AT ANOTHER OFFICE - ADVISED WE SHOULD NOT BE ENTERING DETAILS MANUALLY FOR THIS TYPE OF TRXN
H15761650	26/11/2007	Closed		TEL NO FOR TP
H15762079	26/11/2007	Closed	greenj01	TEL NUMBER
H15768378	30/11/2007	Closed	jordon.west	PROBLEM WITH THE DECLARATIONS AND WANTED TO KNOW IF HE SHOULD BE RESOLVING LOSSES/GAINS EACH BP OR TP?
H15769685	30/11/2007	Closed		RE CROSSED GIROCHEQUE
H15776878	06/12/2007	Closed		CRASHED MID TXN
H15777826	07/12/2007	Closed		RETAIL STDS AUDIT REPORT - NOT HAPPY WITH SCORE - SMALL SHOP - DISAGREES WITH COMMENT ON QUEUE - ALSO COMMENT REGARDING EQUIPMENT HINDERING MOVEMENT - NOT HAPPY WITH COMMENT REGARDING DOOR - POPOS COMMENT NOT RELEVANT AS ONLY A SMALL OUTLET -
H15796890	21/12/2007	Closed		CLERK PUT THRU A TESCO #15 E VOUCHER , REVERSAL CANNOT BE DONE
H15824548	14/01/2008	Closed	sawickg	PM SAYS HE HAS GOT A PROBLEM WITH HORIZON AND IS CAUSING LOSSES IN THE OFFICE AND HAS SPOKEN TO HORIZON AND WAS TOLD HE NEEDS TO GO THROUGH US
H15829789	18/01/2008	Closed	griffim01	PF 48 ITEMS USUALLY COLLECTED BY RM AS NOT A CONTRACT OFFICE. DRIVERS HAVE BEEN RELUCTANTLY TAKING THESE AND REFUSING TO SIGN FOR THEM. PM HAS ALSO HAD A LETTER FROM THE DUNDEE EAST SORTING OFFICE STATING THAT THEY WILL COLLECT BUT THEIR DRIVERS WILL LOG
H15832035	21/01/2008	Closed	hultzs	MISKEY FOR ON-LINE BANKING BUSINESS DEPOSIT
H15832548	21/01/2008	Closed	laverm	HAS SOFTWARE ISSUES AND HSH SAYS ONE IS A USER ISSUE THAT AN ITEM WAS PUT IN A DEPOSIT AS A MINUS FIGURE WANTING TO KNOW IF HE CAN CHANGE NODE 2 FOR 3 PASSED FROM HSH BUT LOST ON TRANSFER

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H15833287	22/01/2008	Closed		IN RELATION TO ONGOING ISSUE - H15832548 - PM STATING THAT HAS BEEN EXPERIENCING PROBLEMS WITH BALANCING - ONGOING FOR SEVERAL MONTHS - HAS SPOKEN TO HSH AS FEELS MAY BE A SOFTWARE ISSUE - M LAVER ALREADY HAS CALL ON STACK FOR THIS ISSUE-LIVE SERVICE TRFR
H15833869	22/01/2008	Closed		CAN PB PRIZE PAYMENT CHQ BE ACCEPTED AS A DEPOSIT TO AN EASA? - YES
H15835464	23/01/2008	Closed	dobbinc	BDM GEORGE SINCLAIR WANTS OBC20 E-MAILING TO HIM AS WANTS TO ORDER 3 NEW HORIZON SCREENS FOR THIS OFFICE GRO
H15846864	02/02/2008	Closed	woodr01	PLEASE CANCEL MISKEY UNDER H22474860 AS CUSTOMER HAS RETURNED TO THE BRANCH AND GAVE THEM THE EXTRA CASH MISKEY NO LONGER REQUIRED
H15860999	15/02/2008	Closed	sawickg	CASH DECLARATION DONE INCORRECTLY DID 2 01 AND 12 OVERID 12 WITH ZEROS BUT STILL OUT
H15861547	15/02/2008	Closed	mannp	SCOTTISH HYDRO ELECTRIC TOKEN WILL NOT BE SOLD IN OFFICE FROM 3RD MARCH OFFICIAL WILL BE PICKING UP TOKENS AND GIVING RECEIPT FOR THEM HOW TO ACCOUNT FOR THESE ON HORIZON.
H15862408	16/02/2008	Closed	jordon.west	SHARED STOCK UNITS. THE PM WISHES TO SPEAK TO SOMEONE ABOUT THE DECLARATIONS.
H15863830	18/02/2008	Closed		WHAT DOES PM DO AS PAID OUT ON AN E VOUCHER BUT AFTER 10 MINUTES
H15863999	18/02/2008	Closed	sawickg	P AS BEN SCANNING HIS LOCAL COLLECT ON THE SHOPSIDE HE WANTS TO KNOW IF THIS IS WHY HE HIS HAVING PROBLEMS BALANCING THE PO WANTS THIS CALL LOGGING HE HAS LOST 10,000 OVER THE LAST FEW MNTHS SINCE THE TERMINEL WAS FITTED
H15867045	20/02/2008	Closed	mandleyc	SINCE OCT 06 EACH BALANCE THE BRANCH IS OUT BY A FEW THOUSANDS THE PM SETTLES CENTRALLY SOMETIMES HE HAS BEEN GIVEN GRACE BUT IS #10,000 SINCE JUNE PM IS NOT GETTING ANY HELP AS TO THE PROBLEM WHO CAN THE PM GET TO HELP PLS SEE INC LOG
H15867056	20/02/2008	Closed		PM HAS SETTLED TO CASH IN ERROR
H15867695	21/02/2008	Closed		MAY 5/26 , JULY 28 , AUGUST 25, OCT 6, DEC 25/26 , JAN 1/2
H15872900	27/02/2008	Closed		WHERE IS SARAJEVO CLASSED NOW

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H15874641	27/02/2008	Closed		MADE ERROR DECLARING CASH - SHOWED SHORTAGE - RE-DECLARED CORRECTLY AND THEN SHOWED GAIN - ADVISED TWO CANCEL EACH OTHER OUT
H15875397	28/02/2008	Closed	morleym	THE OFFICE HAS CONTINIUNG LOSSES, THIS IS BEING INVESTIGATED BY THE BDM AND OIT , CAN THEY PLEASE CALL THE OFFICE , RE-UPDATE, AS THIS IS CAUSING THE PM STRESS AND UPSET
H15878692	01/03/2008	Closed		THE PO HAS PROBLEMS REGARDING THE LOSSES IN THE OFFICE HE HAS LOST 700 POUNDS IN THE LAST WEEK
H15878701	01/03/2008	Closed		H15875397 FURTHER LOSS THIS WEEK OF #700
H15882185	04/03/2008	Closed		WHAT ARE THE WEIGHT AND SIZE LIMITS FOR SPAIN
H15883655	05/03/2008	Closed		HOW TO DEAL WITH INTERNET ORDER
H15887462	07/03/2008	Closed	sandra.grig	RE PREVIOUS INCIDENT SPMR IS STILL GETTING LOSSES AS OVER LAST 2 WEEKS IS OUT BU ANOTHER #2000+ BDM HAS BEEN IN AND IS GOING TO TRY AND HELP BUT SPMR WANTS TO DISCUSS george sinclair
H15888978	08/03/2008	Closed	sandra.grig	PM ASKING TO SPEAK TO SANDRA AGAIN RE . H15887462 AND CASH DECS ETC ; PM IN THE OFFICE UNTIL AROUND 13 : 45 HRS . #550 OUT
H15889570	10/03/2008	Closed		THE ENCASHMENT OF MONEYORDER
H15890430	10/03/2008	Closed	sandra.boic	PM SAYS HIS LOSSES ARE OCCURRING EVERY TIME HE DOES A CASH DECLARATION
H15893937	12/03/2008	Closed		PM HAS BALANCED AGAIN AND IS NOW CURRENTLY SHOWING #3,187.21 LOSSES FROM JANUARY TO MARCH - WILL BE SETTLING LOSS CENTRALLY AT TP END 26 MARCH - PM THINKS THIS IS A SOFT WARE PROBLEM . WHICH HAS BEEN ONGOING FOR 2 YRS
H15896151	13/03/2008	Closed		PM RINGING IN TO LOG THAT HE BALANCED AGAIN WITH ANOTHER #300 OUT, HAS HAD TELEPHONE CALL FROM POL, WHICH ADV HIM THAT HE WILL BE RECEIVING A TRAINER IN APRIL BUT NOT HAPPY AS HE HAS BEEN HAVING THESE PROBLEMS FOR 2 YEARS
H15901084	18/03/2008	Closed		CUST ASKING TO SEND MEDICINES TO AUSTRALIA - ADVISED IS SPECIFICALLY RESTRICTED SO CUST CANNOT SEND MEDICINES

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H15903240	19/03/2008	Closed	sandra.grig	H15890430 WOULD LIKE TO SPEAK TO SANDRA AND SANDRA ONLY ASKED ME TO GIVE HER A CALL PM TRYING TO PROVE HIMSELF THAT HE HAS NOT TAKEN CASH FROM OFFICE
H15904437	20/03/2008	Closed		HOW TO ACCEPT PFWW ON HORIZON
H15910639	27/03/2008	Closed	lisa.j.irelanc	WHEN DOES THE TARIFF CHANGE TAKE PLACE?
H15914585	31/03/2008	Closed		HOW LONG DOES IT TAKE TO SET UP THE BROADBAND
H15919850	03/04/2008	Closed		DID DECLERATION INCORRECTLY YESTERDAY
H15927002	10/04/2008	Closed	hultzs	ROLL OVER TAKING 2 HRS EVERY WEEK - CUT OFF
H15939519	22/04/2008	Closed	lisa.j.irelanc	HOW TO REM IN SPECIAL STAMPS
H15941040	23/04/2008	Closed		MAX AMOUNT
H15941199	23/04/2008	Closed		CP FOR COLLECTION OF INTERNET
H15941738	23/04/2008	Closed		WHAT TO DO WHEN SYSTEM FREEZES WHEN POSTAGE IS ON THE STACK?
H15944815	25/04/2008	Closed	sandra.grig	RECEIVED E MAIL FROM BDM GEORGE SINCLAIR REQUESTING ARCHIVE INFO OFFICE WILL HAVE TO PAY #11K BACK TO PO LOOK BACK TO MAY 2007
H15945975	26/04/2008	Closed	hultzs	A CUSTOMER BOUGHT A TOP UP FOR 02 AND NO RECEIPT PRINTED TRIED TO REPRINT AND THIS DID NOT WORK
H15946611	28/04/2008	Closed		#1700 DEPOSITED SATURDAY ONLY DEP #1170 CUST BACK INTODAY SO HAS DEP REMAINDER OF DEPOSIT HOW CAN PM STOP THE TC COMING THROUGH NOW??

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H15950817	30/04/2008	Closed	morleym	GEORGE SINCLAIRE THE BDM HAS REQUESTED A LIST OF CALLS FROM APR 07 UNTIL THE PRESENT DAY CONCERNING CALLS LOGGED WITH HORIZON REGARDING SYSTEM FAULTS PM IS COMPLAINING ABOUT HIS SYSTEM AND BDM WANTS TO SEE IF THIS IS GENUINE
H15957038	06/05/2008	Closed		CMR HAS NO LABEL ON ITEM , SAYING IT IS PRE-PAID
H15960253	07/05/2008	Closed		WHAT DOES SAN SAP MEAN
H15962372	09/05/2008	Closed	morleym	OFFICE CLOSED DUE TO POWER FAILURE IN AREA. NOMINATED AS REMEDY BUT THINKS THEY ARE DOWN AS WELL , PM SAYS IT AFFECTS ALL EAST SIDE OF DUNDEE SEE LOG
H15962626	09/05/2008	Closed	morleym	PM CALLED AND CONFIRMED THE POWER HAS BEEN RESTORED, HE WILL BE OPENING IN THE NEXT 20 MINS AFTER COMPLETING REBOOTS SEE REF H15962372 FOR THE CLOSURE
H15963248	09/05/2008	Closed		158820/CAN PM ENCASH CMRS GIROCHEQUE
H15964836	12/05/2008	Closed		PM HAS RECEIVED A REM DISCRPENCY, IN HIS BRANCH PM HAS RECEIVED #10 SHORT
H15965039	12/05/2008	Closed		ENTERED CHEQUE DEPOSIT AS CASH
H15965558	12/05/2008	Closed		ACCEPTENCE
H15968262	14/05/2008	Closed		CAN A 14 YR OLD TAKE TRAVELLERS CHEQUES AND SIGN FOR THEM
H15968589	14/05/2008	Closed		WHAT TO DO WITH THE PO INST SAVER APP FORMS ?
H15980455	23/05/2008	Closed		LOSS OF ONLINE SERVICES .
H15984652	28/05/2008	Closed		THE PROCESS FOR A INACTIVE STOCK UNIT

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H16003006	11/06/2008	Closed		CASH MANAGEMENT
H16007352	14/06/2008	Closed	hultzs	MANAGER IN DUNDEE EAST DELIVERY OFFICE 01382739486 HAS TOLD OFFICE THAT THEY WANT THEM TO SORT 1ST AND 2ND CLASS PACKETS FURTHER BY SEPERATING ITEMS WITH STAMPS AND LABELS ON THEM, CAN THIS DO BE NOTIFIED?
H16017978	25/06/2008	Closed		A CUSTOMER HAS RETURNED WITH A TRAVEL INSURANCE POLICY SAYING A NAME IS MISSING
H16026841	03/07/2008	Closed		CHEQUE DEPOSIT
H16027473	03/07/2008	Closed	lyndsay.fish	MESSAGE SAYS THE EXPECTED START DATE IS IN THE FUTURE WHAT TO DO ?
H16046883	24/07/2008	Closed		ATTACH TO STOCK UNIT
H16065567	09/08/2008	Closed	lisa.j.irelanc	STOCK UNITS 1 AS ROLLED INTO NEXT TP NOW AS A MESSAGE TO ROLL OVER
H16070300	14/08/2008	Closed		THE ID VERFICATION PROCESS
H16075301	19/08/2008	Closed	moorej	ARE HOME SHOPPING PACKETS TRACKABLE SPMR WAS ASKING HOW CMR KNOWS WHEN THESE HAVE BEENN RECEIVED CMR AT THE COUNTER SENT PARCEL BUT HAS BEEN TOLD NOT ARRIVED ABND RM SAY NOT TRACKABLE
H16080386	22/08/2008	Closed	fishwicks02	PUT THROUGH T CHQS, CUSTOMER HAD TO DO AUTHORISATION CODE BUT REFUSED TO GIVE PASSPORT, HAD SIGNED T CHQS SO NOT SURE ABOUT CANCELLING AND ACCOUNTING FOR
H16088336	01/09/2008	Closed		CAN REM IN COUNTRY DEFINITIVES
H16089093	02/09/2008	Closed		MONEY GRAMM REICEVE REF NUMBER DOSENT FIT ON THE SYSTEM
H16092728	04/09/2008	Closed		HOW TO PURCHASE A GROWTH BONDS

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H16092736	04/09/2008	Closed		WHAT IS THE CURRENT BDC PROMOTION
H22199001	29/08/2006	Closed		TEL NO FOR TP
H22209002	11/09/2006	Closed		HOW TO REDEEM
H22213087	15/09/2006	Closed		SENT TO INDIA AND RETURNED
H22216684	20/09/2006	Closed		HEMEL TRANSFER
H22217121	20/09/2006	Closed		HAS BROUGHT THIS IN WITH A FIRST CLASS ON IT AND CUSTOMER WANTS A CERT OF POSTING
H22223761	28/09/2006	Closed	holmesp	PM HAS DISCREPANCY OF #900 LOSS, HE THINKS THIS IS CONNECTED TO BUREAU DE CHANGE TRANSACTION LISTED ON RECIEPTS AND PAYMENTS, PLEASE ADVISE
H22230433	06/10/2006	Closed	hultzs	DOES THE PM ENTER FRANKED MAIL ONTO THE HORIZON SYSTEM WHEN IT IS RECORDED MAIL
H22244011	24/10/2006	Closed		PM WANTEE TO CHECK PROCEDURE
H22252829	03/11/2006	Closed		HOW TO PROCESAS S/LABELS
H22255026	07/11/2006	Closed	woodr01	HOW DO I FIND OUT THE SIZE 'S FOR PARCELFORCE ON THE SMARTPOST SYSTEM
H22264630	20/11/2006	Closed	sawickg	OFFICE IS TRYING TO ADJUST THE FIGURE FOR THE TRAVELLERS CHQS AP REVERSAL ALREADY SPOKE TO T2 BUT SYSTEM IS NOT ALLOWING TO DO ANYTHING
H22267726	23/11/2006	Closed	holmesp	5000 SECOND CLASS STAMPS OUT. PM RECEIVED A DISCREPANCY IN HIS REM ON MONDAY. THE FULL AMOUNT WAS REMMED IN BUT THE DISCREPANCY AMOUNT WAS NOT PUT INTO SUSPENSE. PM HAS SINCE ROLLED OVER TP.

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H22267729	23/11/2006	Closed		AMOUNT NOT ENTERED IN SUSPENSE.
H22280572	20/12/2006	Closed		PM ORDERED STAMPS ON HIS DUE DATE PM SENT IN AN EMERGENCY ORDER LAST WEEK BUT STILL HASNT RECEIVED ANY PM HAS SINCE HAS BOUGHT 3000 STAMPS FORM ANOTHER OFFICE WHICH CANT BE ENTERED INTO HSH SO HE WONT GET ANY RENUMERATION SAM IS AWARE OF THE PROBLEMS
H22290288	10/01/2007	Closed		PRODUCT CODE
H22300972	31/01/2007	Closed		CHECKING FOR DISCREPANCIES
H22302954	05/02/2007	Closed		HOW TO DEAL WITH AP REVERSAL
H22305420	09/02/2007	Closed	daviesg	ONLINE DEPOSIT FOR INSTANT SAVER CASH DEPOSIT CUSTOMER DID NOT HAVE TH EM ONEY TO PAY
H22316331	27/02/2007	Closed	bints	A AND L TRANSFER DEPOSIT SLIP. 9 FIGURE 100 CASH DEPOSIT. ON GIRO WITHDRAWALS. IS THIS OK BEING 9 DIGIT ACCOUNT NO
H22339859	30/03/2007	Closed		DECLARE CASH
H22355849	25/04/2007	Closed		WHERE DO WE REDIRECT CMR FOR QUERIES
H22369143	15/05/2007	Closed		PM WANTED THE CODE FOR BFPO
H22379221	20/06/2007	Closed		HOW TO DEAL WITH SPOILT BUS PASSES
H22384605	28/06/2007	Closed		TRAVEL INSURANCE REFUND
H22396409	13/07/2007	Closed		HOW TO REVERSE BUY BACKS

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H22396813	14/07/2007	Closed		DO I ADJUST STOCK
H22422722	10/09/2007	Closed		CASH CENTRE
H22430465	27/09/2007	Closed		MAIL DIRECTION CHILD UNDER 16? CHARGE FOR DIFFERENT SURNAME
H22452849	20/11/2007	Closed	lipscov01	PM HAS NOT RECEIVED OPS MANUAL 43 STOCK ORDERING
H22462740	31/12/2007	Closed	moons	PM HAS A DISCREPANCY BUT HAS SEARCHED EVERYWHERE AND CANT FIND WHATS CAUSING IT. HE'S HAS LOSSES FOR 3 MONTHS NOW AND NEEDS ADVISE
H22474860	31/01/2008	Closed	mandleyc	BUSINESS DEPOSIT ENTERED TWICE ONLINE.
H22489419	12/03/2008	Closed		OPENING NEW CARD ACCOUNT CUSTOMER HAS INT DRIVING PERMIT?
H22498184	05/04/2008	Closed	moorej	ROLLED BP #100 OVER BUT NOW SHORT.
H22509423	20/05/2008	Closed		OFFICE STILL HAS ALL THE CHQS STILL ON ADJUST STOCK
H22512029	06/06/2008	Closed		PROCEDURE FOR PRE PAID ITEM
H22524798	09/07/2008	Closed		ACCOUNTING AND DESPATCH
H22524800	09/07/2008	Closed		DO WE DESPATCH THE T30?
H22526390	11/07/2008	Closed		PM WANTED TO KNOW WHAT ID TO ACCEPT FOR REDIRECTION

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H22526603	11/07/2008	Closed		WHAT TRAVELLERS CHEQYES ARE ACCEPTABLE IN TURKEY
H22526837	11/07/2008	Allocated	product.sup	PM PHONED AS CUS WAS ADVISED BY POST OFFICE TO TAKE EUROS TO TURKEY. WHEN SHE GOT THERE THEY WOULD NOT ACCEPT THEM. CUS HAD OVER 1000 WORTH AND HAD TO USE CREDIT CARD WHICH SHE WILL BE CHARGED FOR LOG
H22527929	15/07/2008	Closed		PM ASKING WHAT IS PROCEDURE TO REDEEM
H22532477	24/07/2008	Closed		REFUNDS
H22532917	25/07/2008	Closed		CAN CUS PUT INTO BANK ACCOUNT
H22541170	19/08/2008	Closed		FORMS AND LEAFLETS
H22541394	19/08/2008	Closed	sawickg	PM HAS CMR WITH A LABEL ON SAYING PARCEL SERVICES AND A.P ON BUT HE WANTS IT CLARIFIYING AS NOT SEEN THIS TYPE OF LABEL BEFORE PLEASE CALL ON GRO THANKS
H22542126	21/08/2008	Closed		CUS BOUGHT BOND GROWTH BOND. SENT HIM LETTER. PLEAE SEND CHEQUE. HAVE REF AND SENT CHEQUE TO THEM. CUS WANTING TO KNOW WHATS WRONG WITH IT. CUS TRYING HELPLINE CANT GET THROUGH

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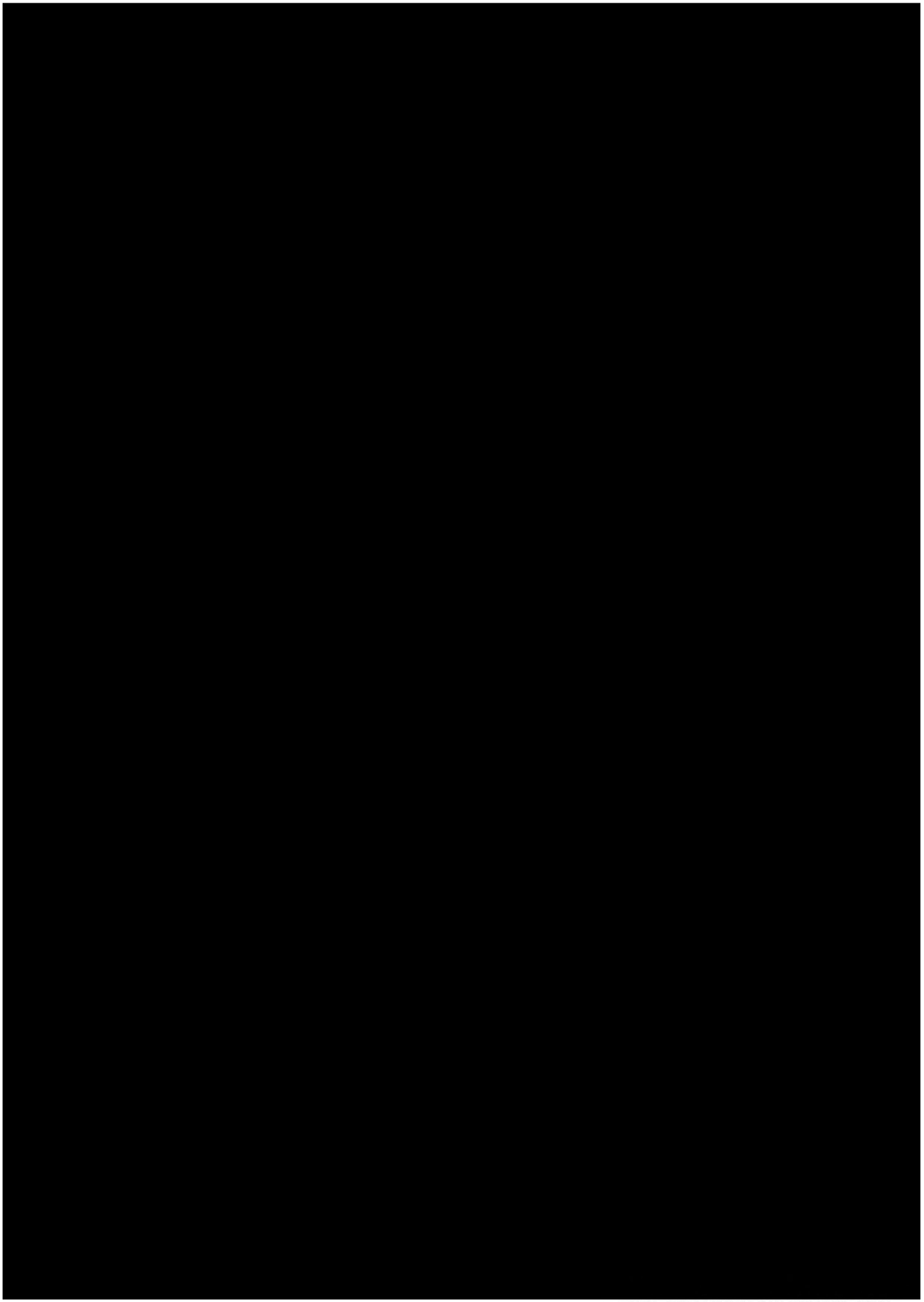

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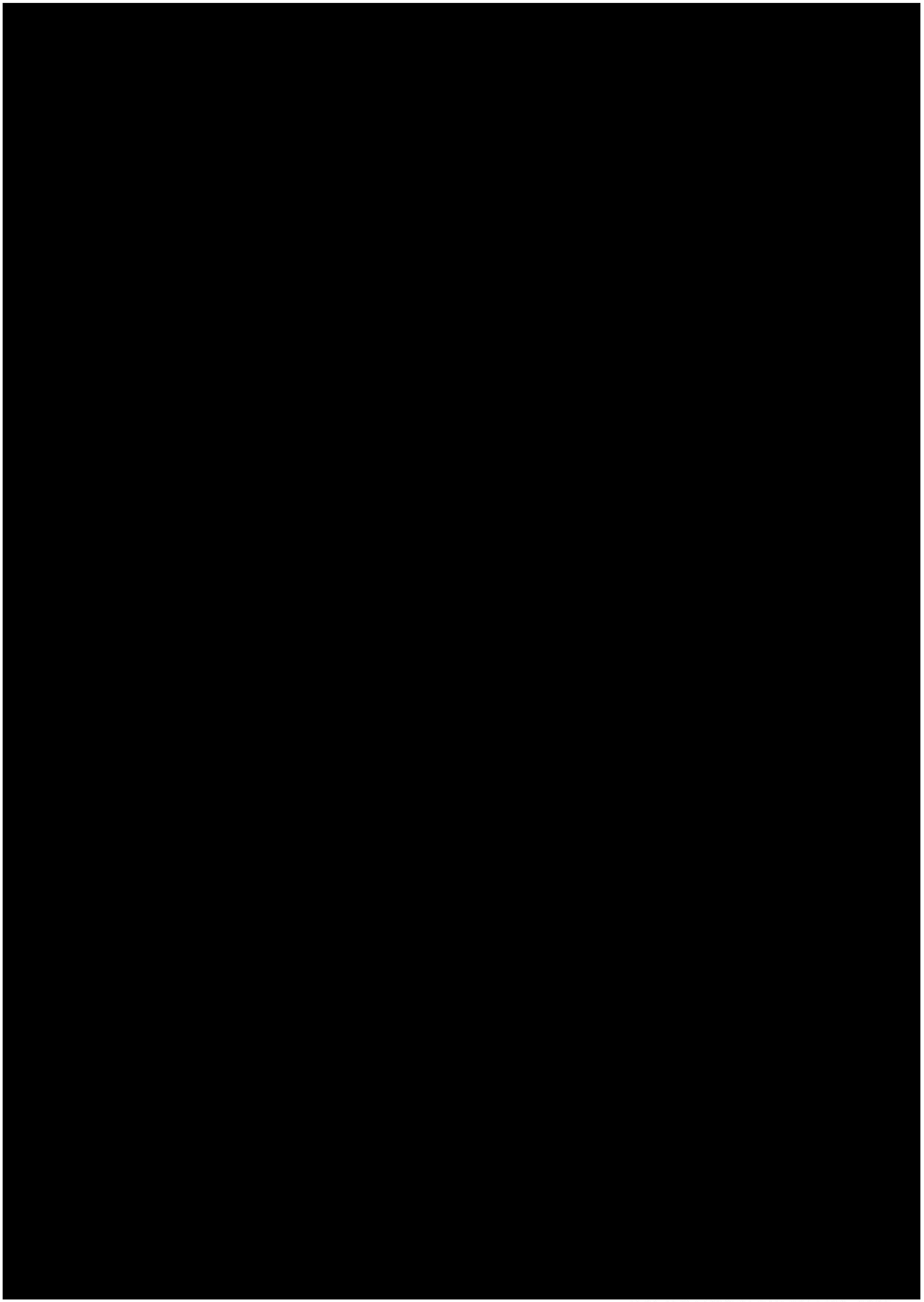

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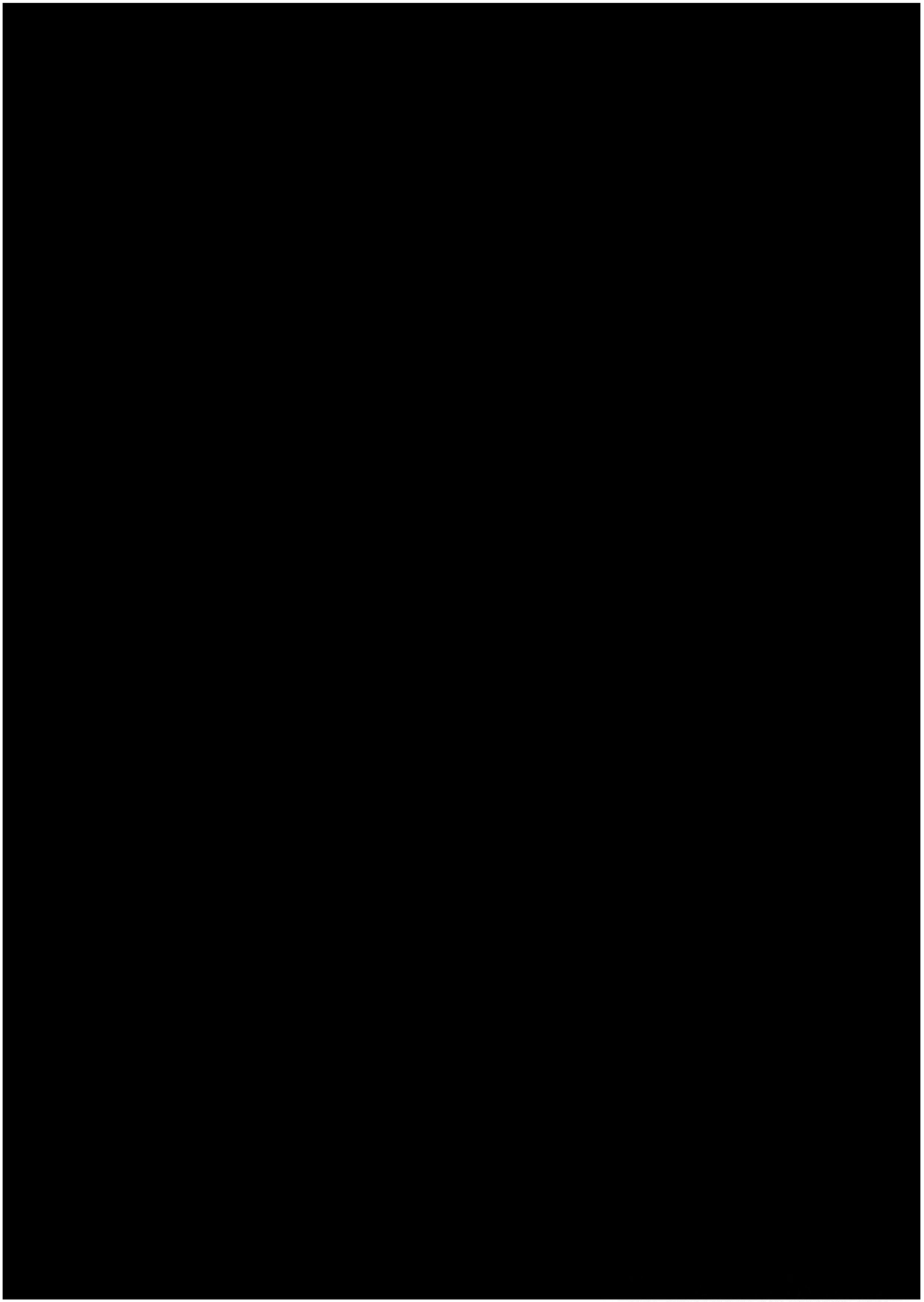

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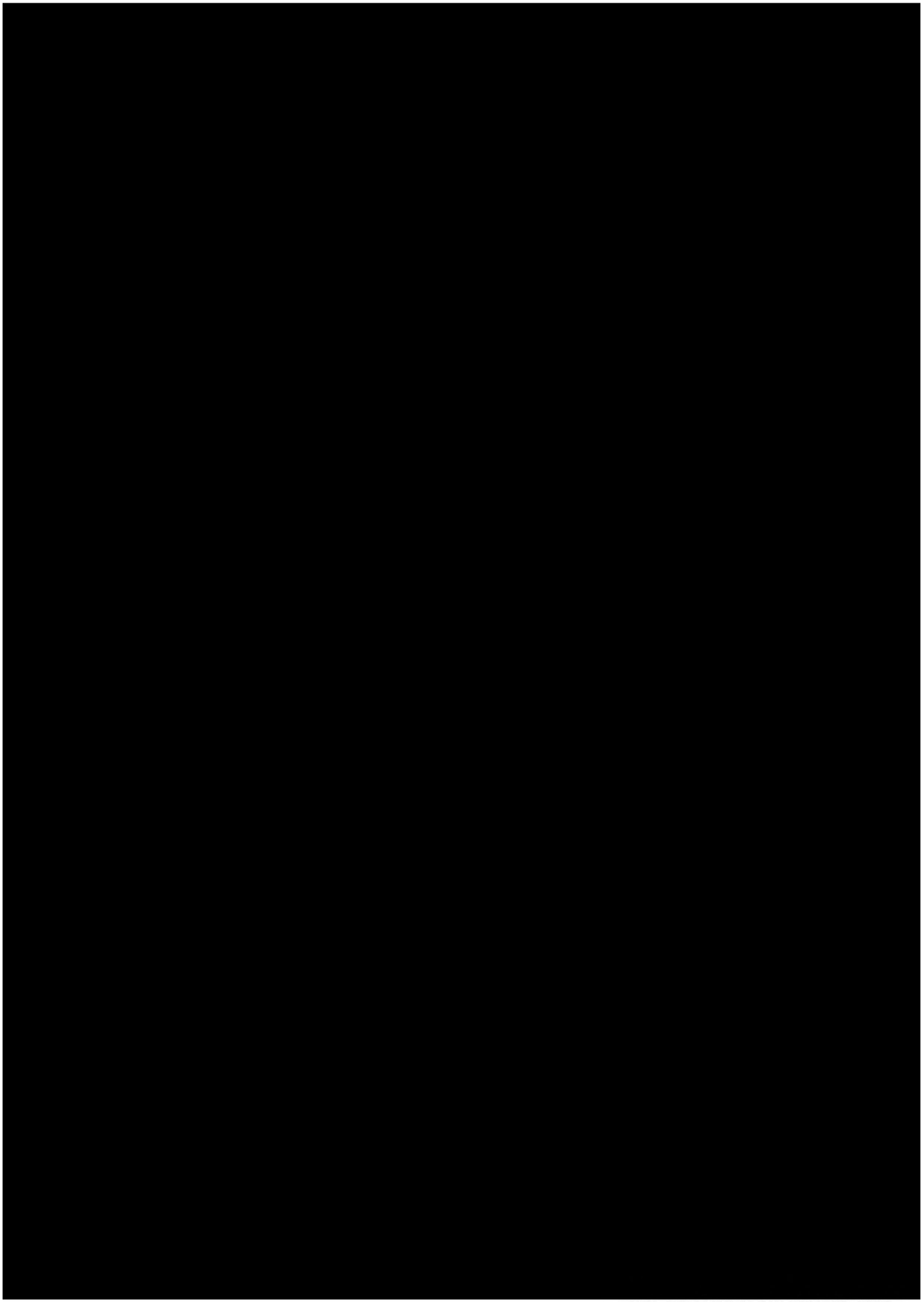

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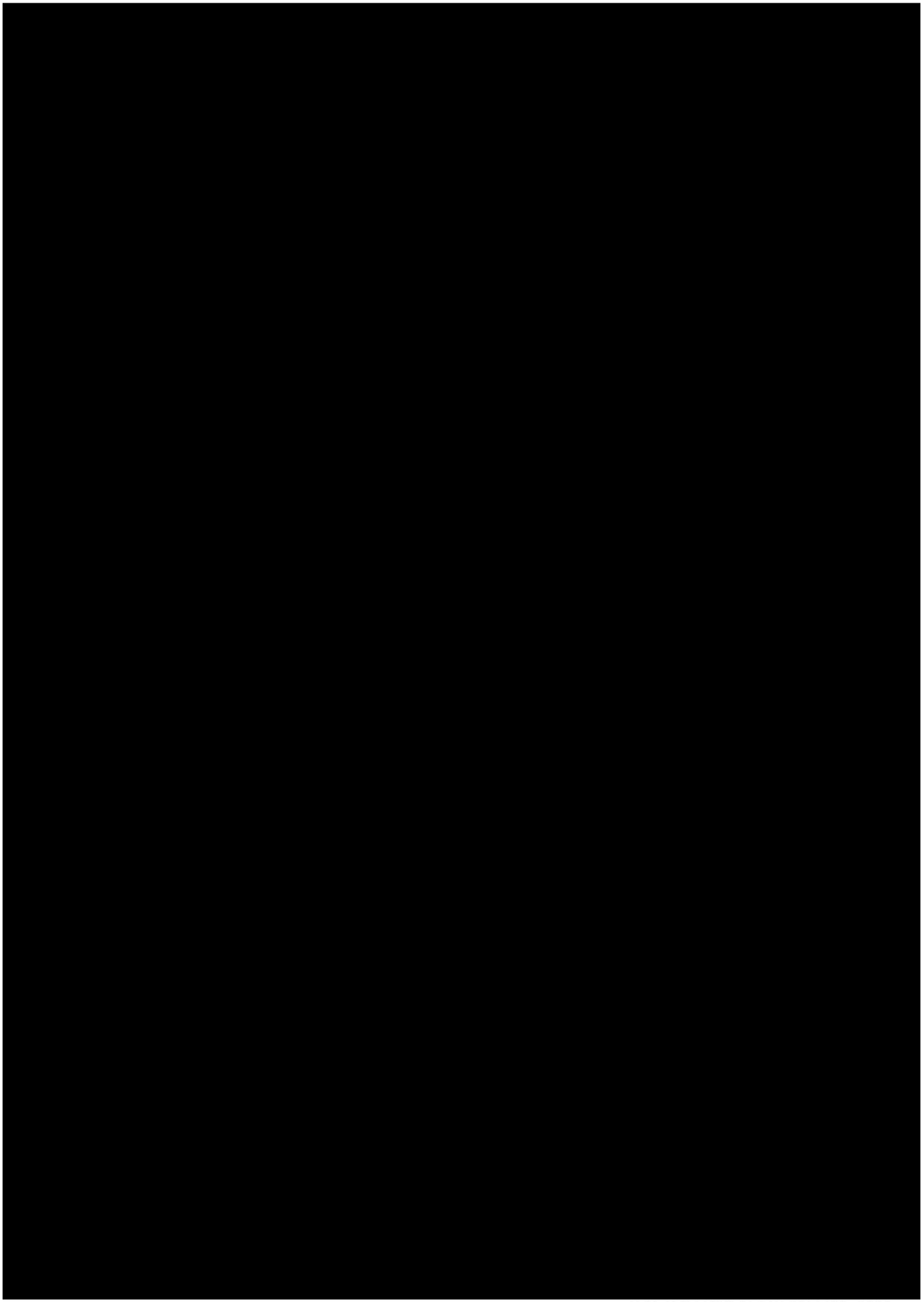

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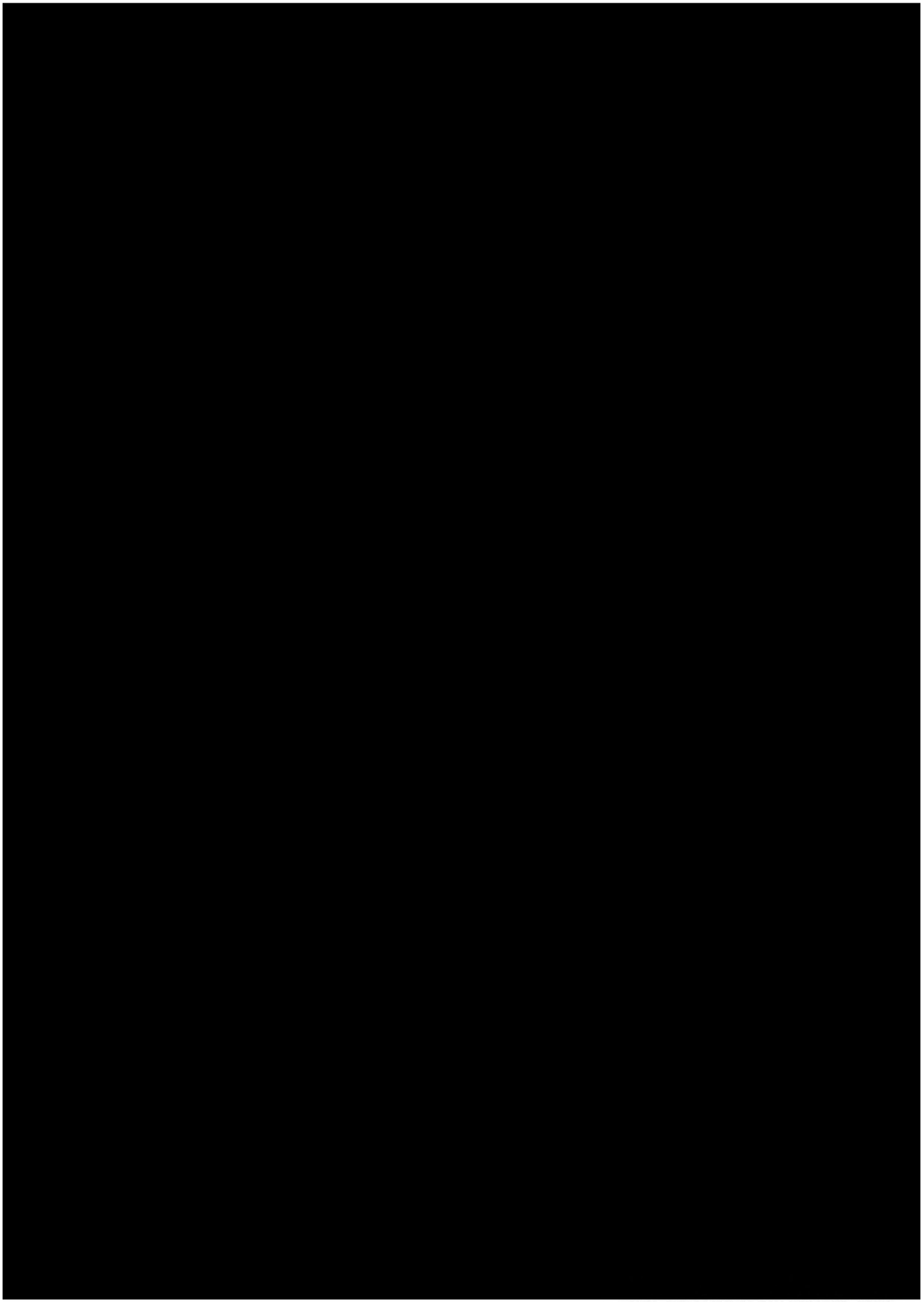

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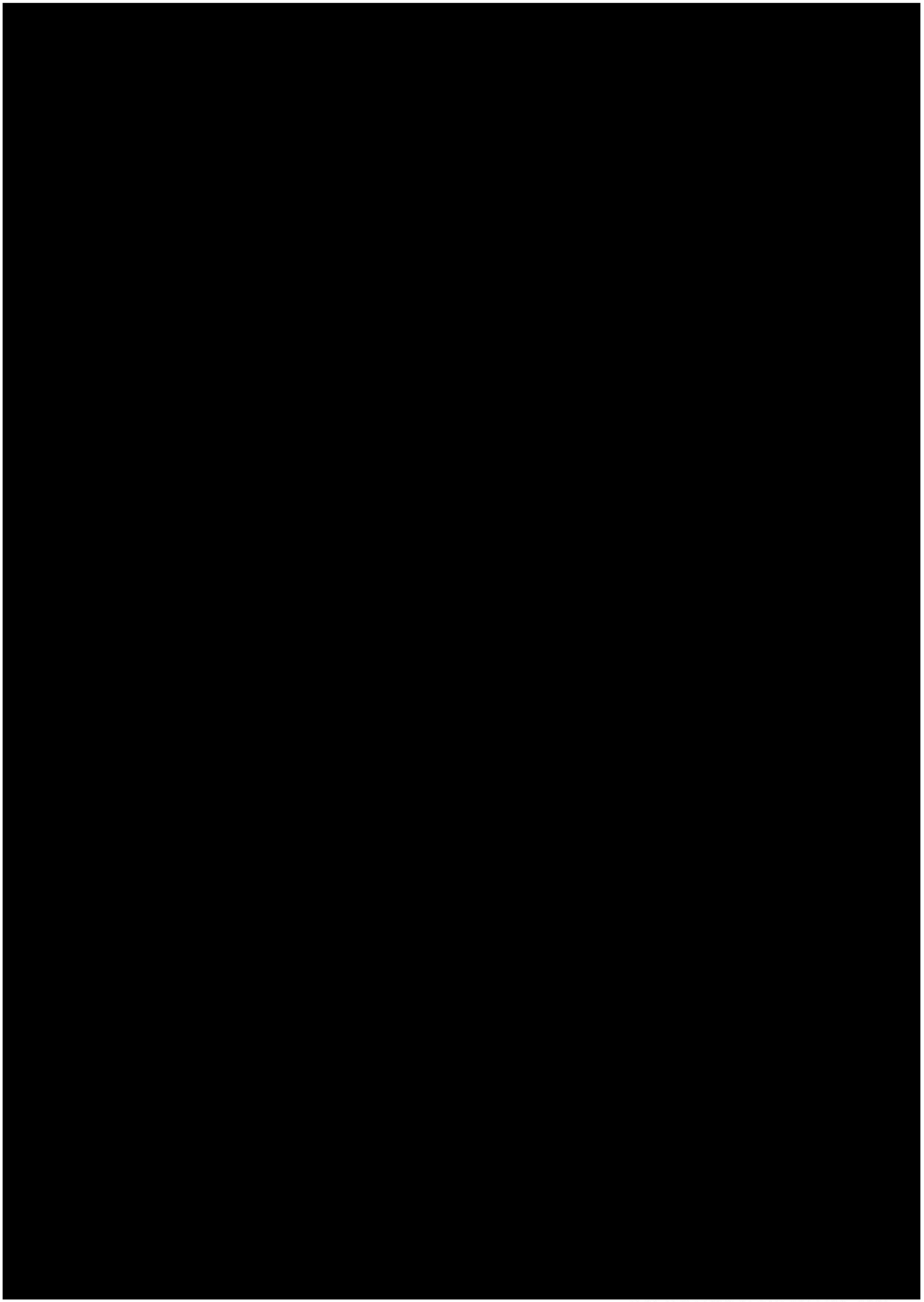

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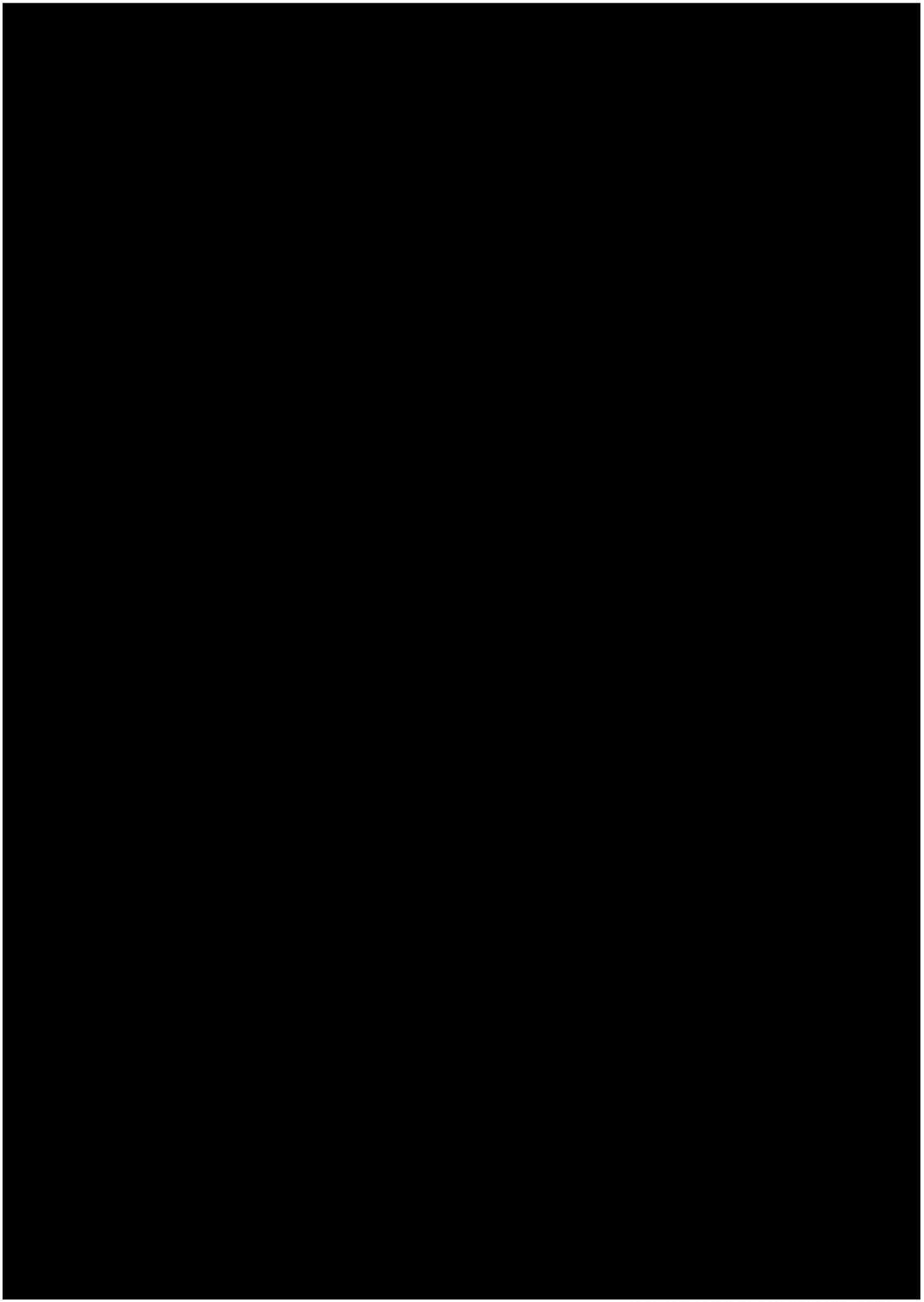

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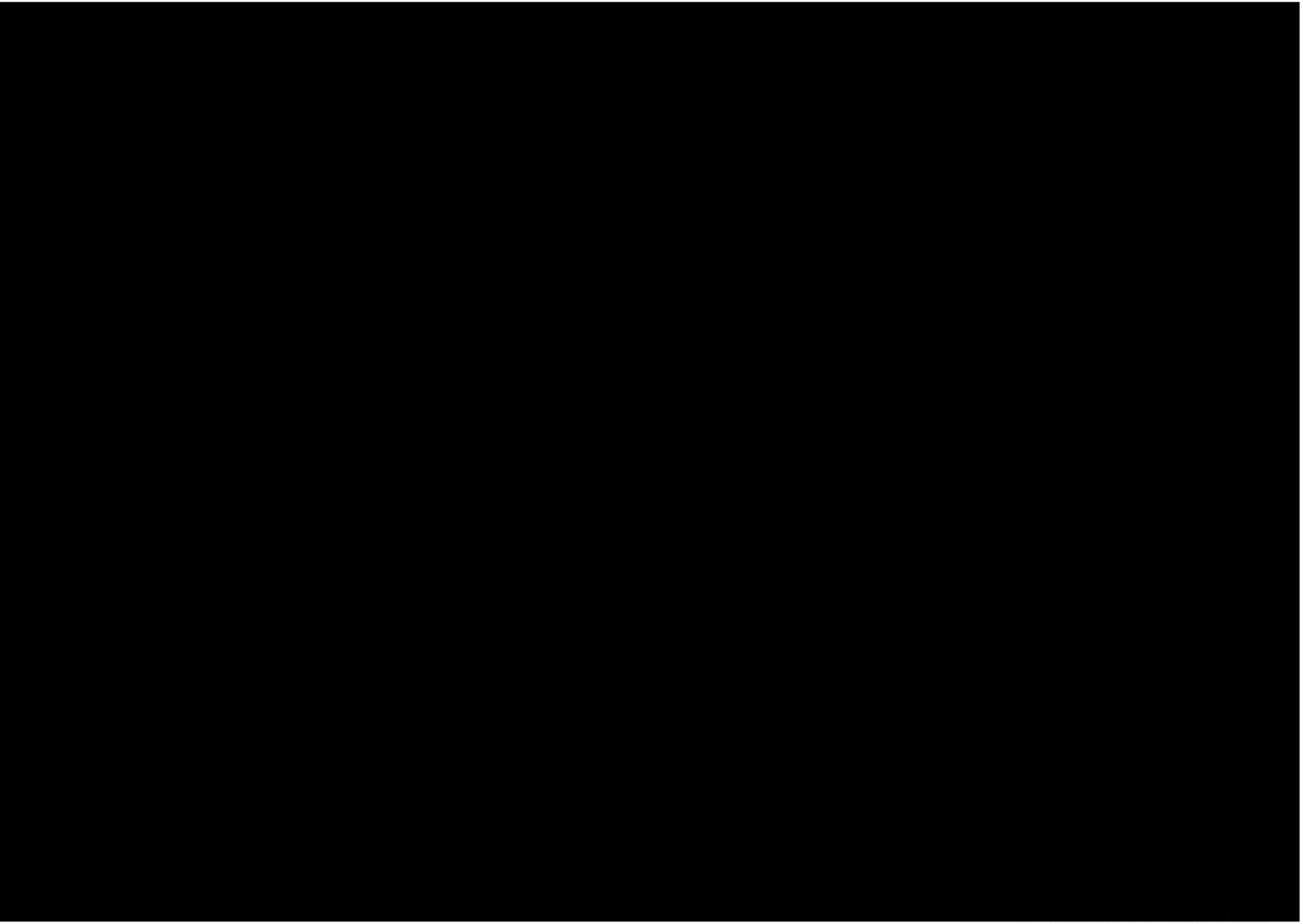

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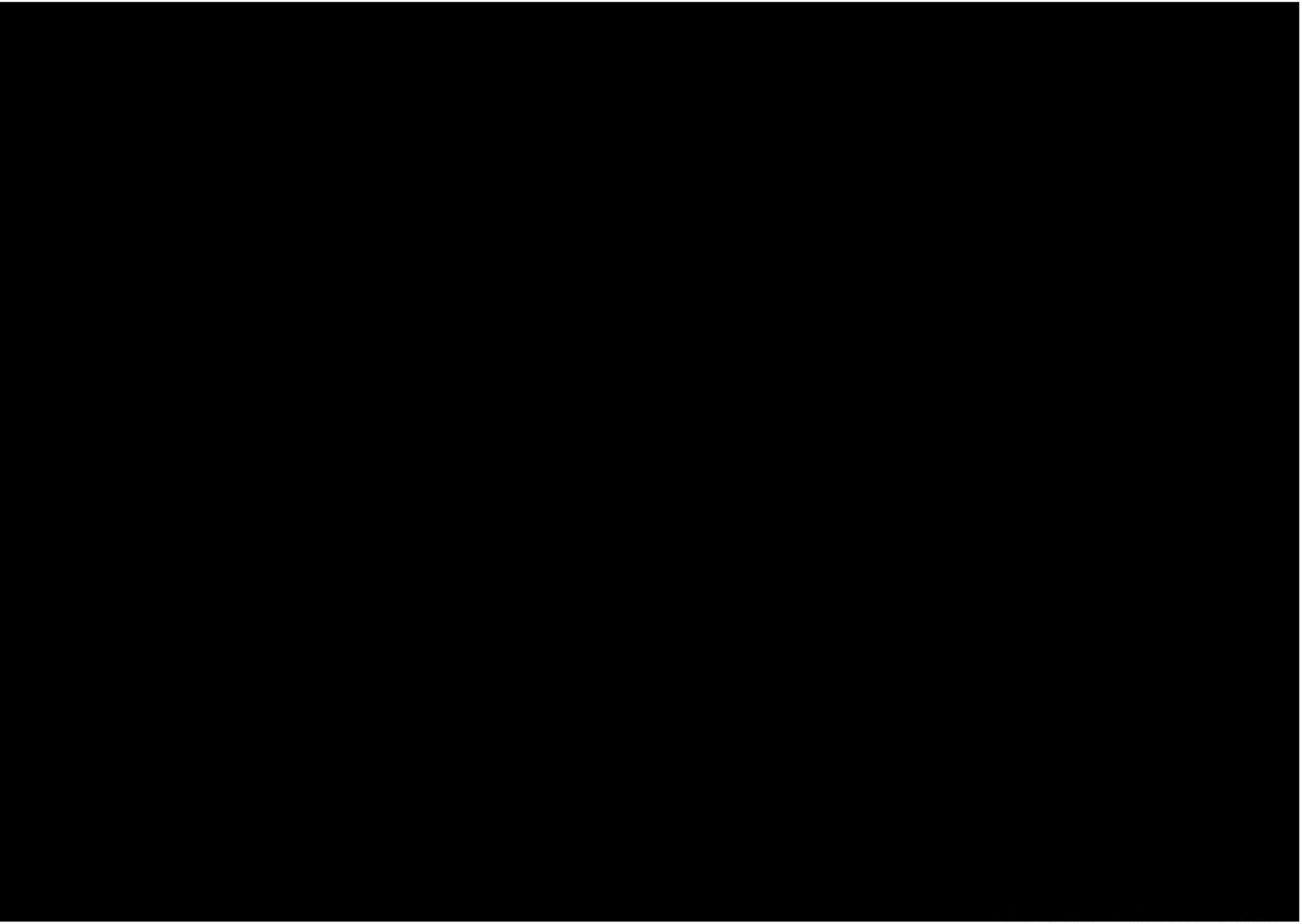

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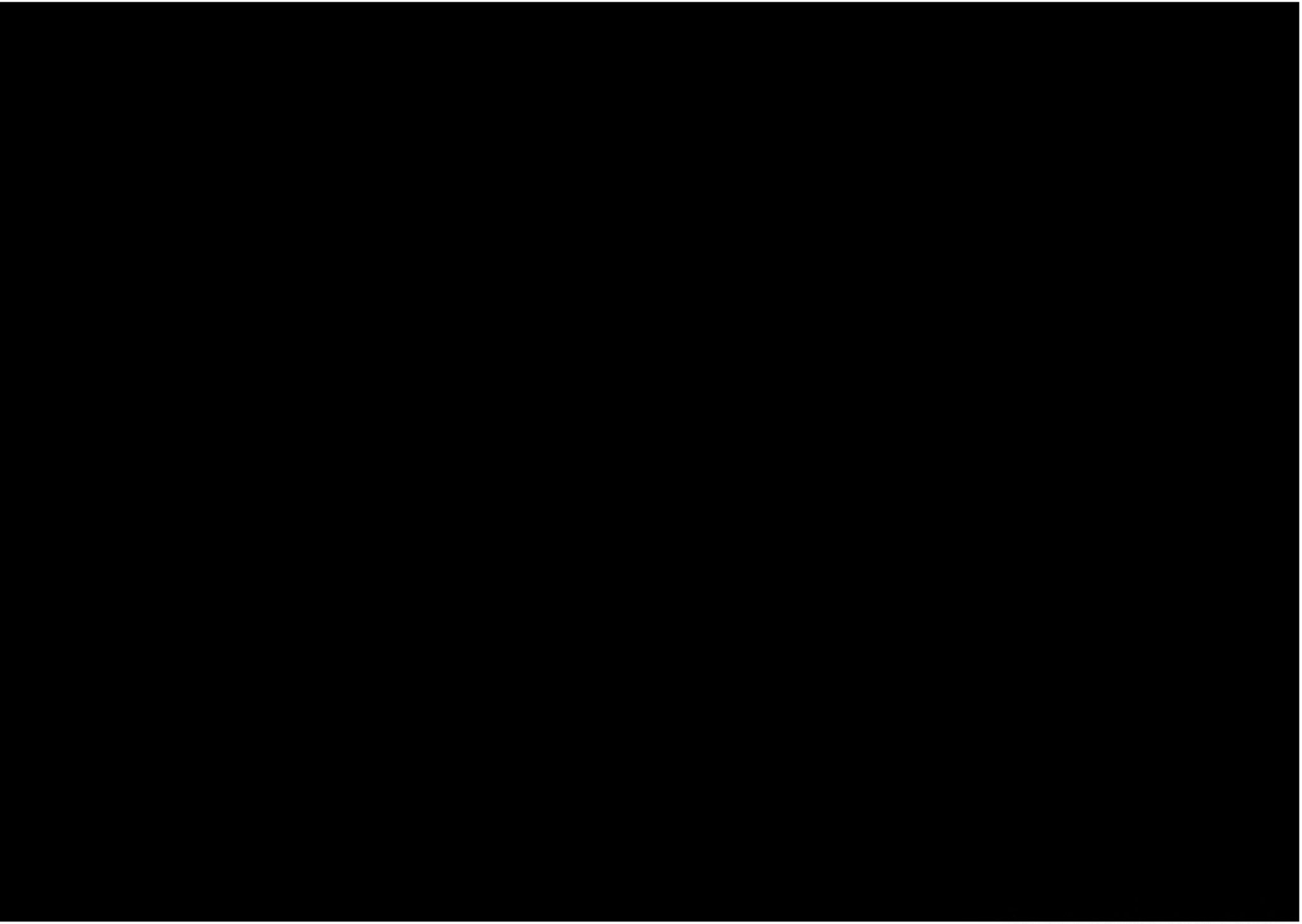

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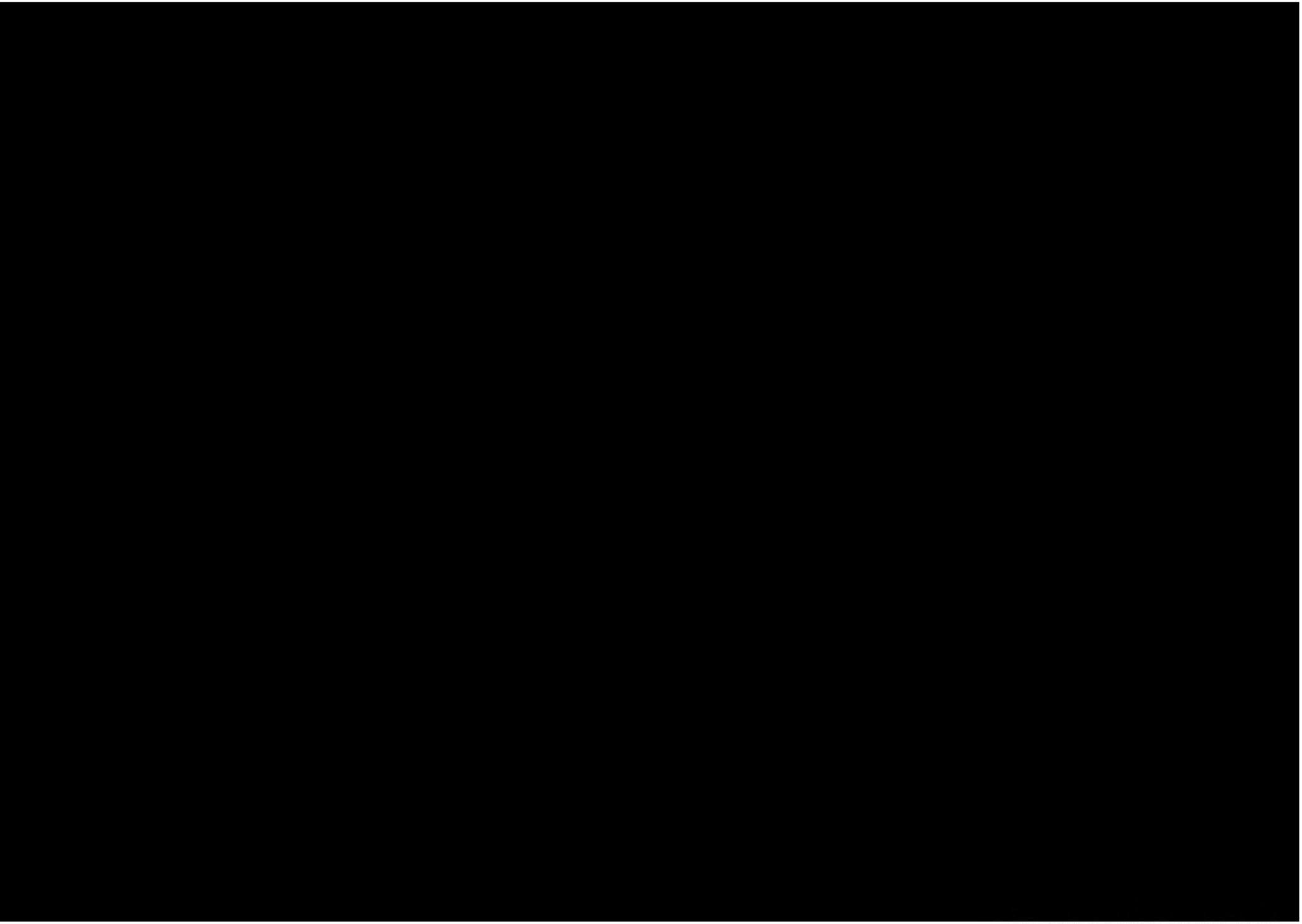

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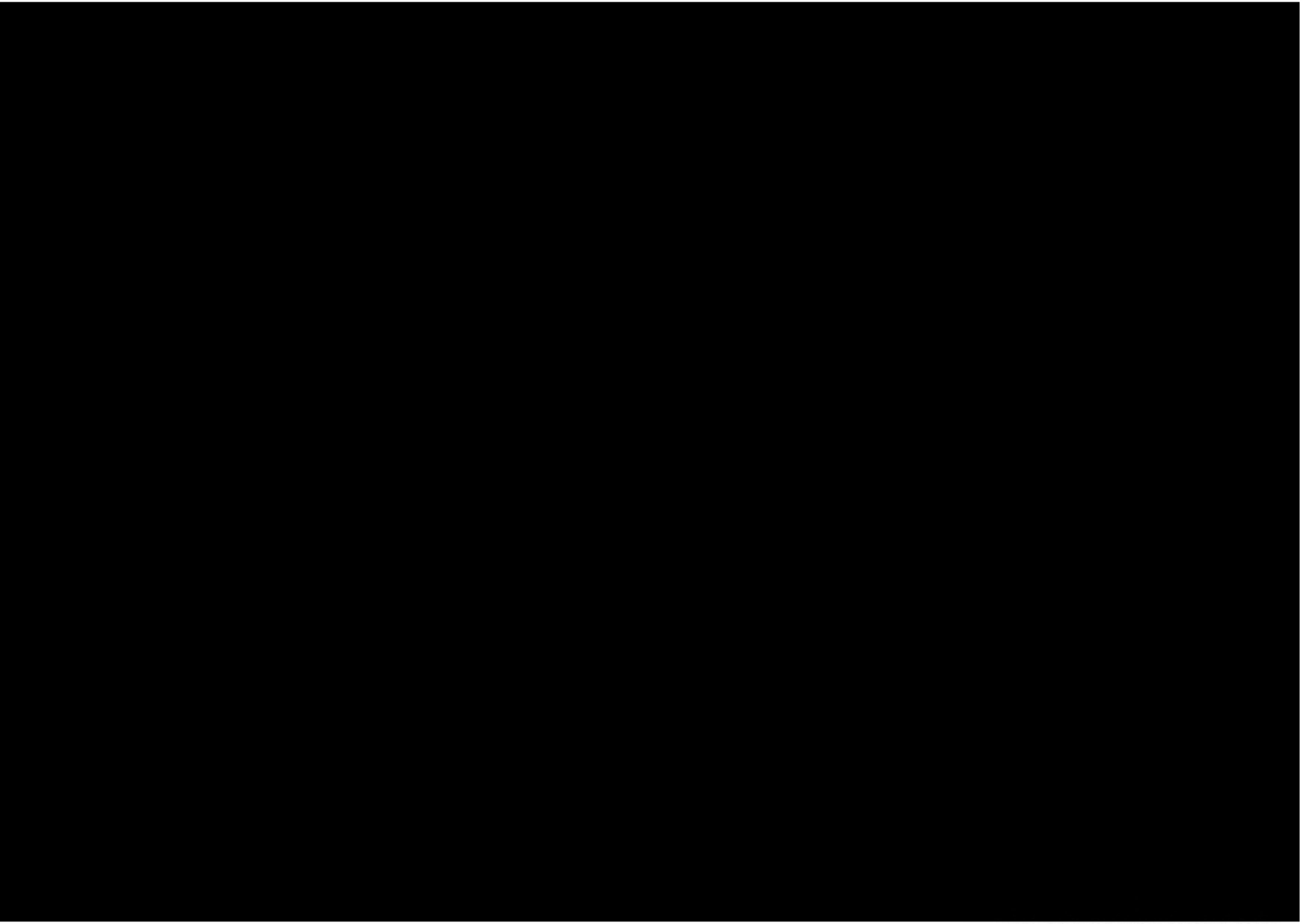

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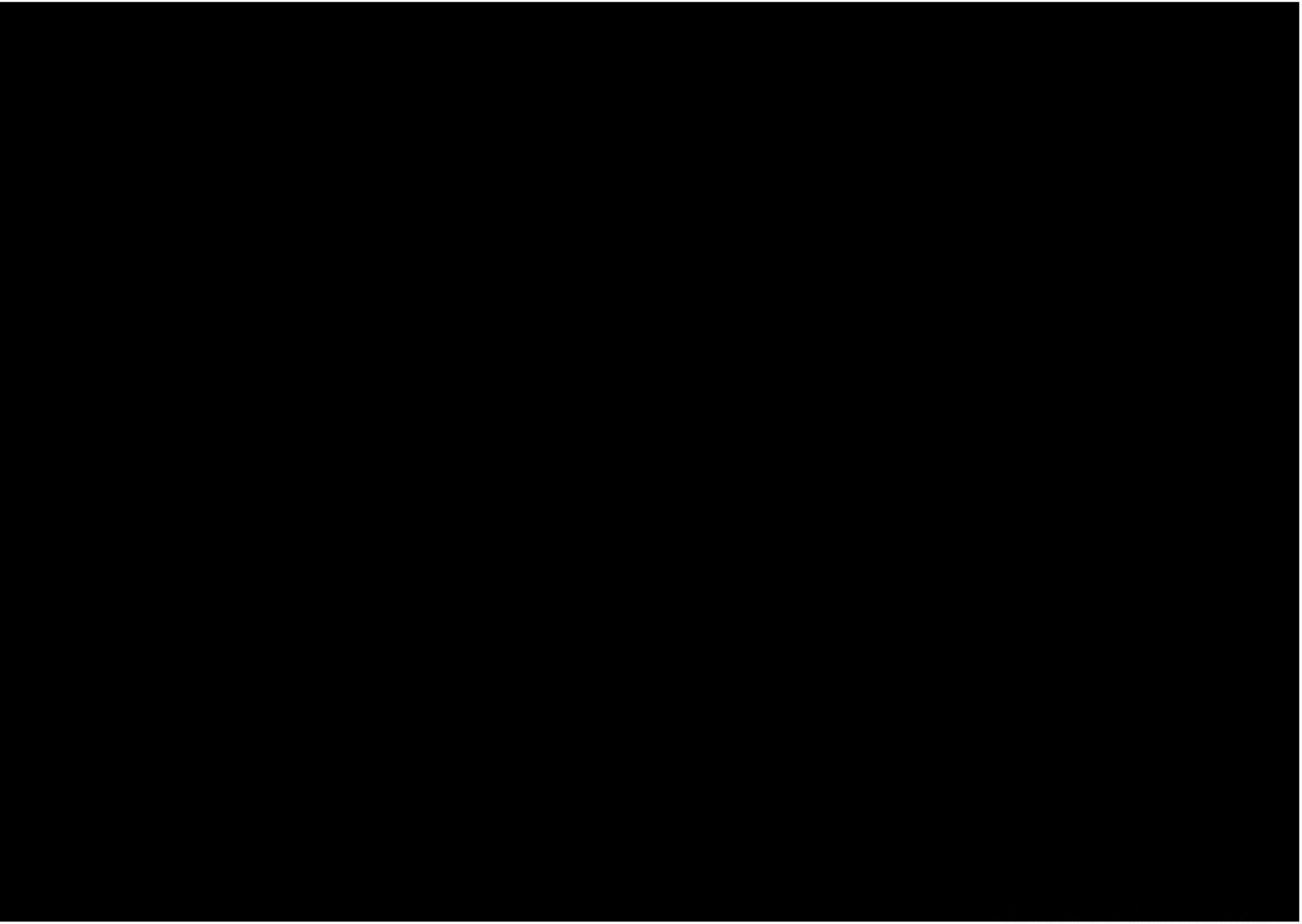

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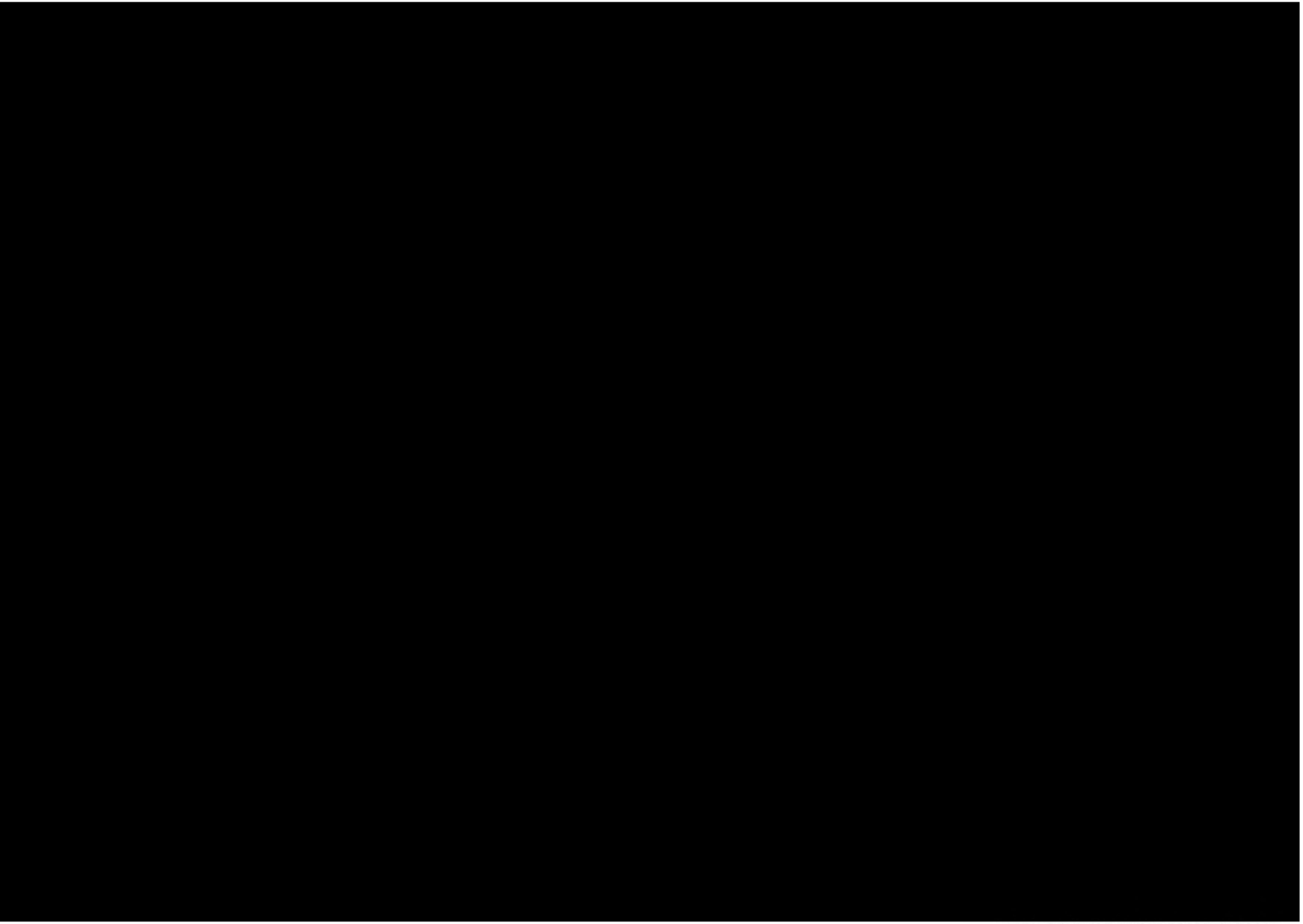

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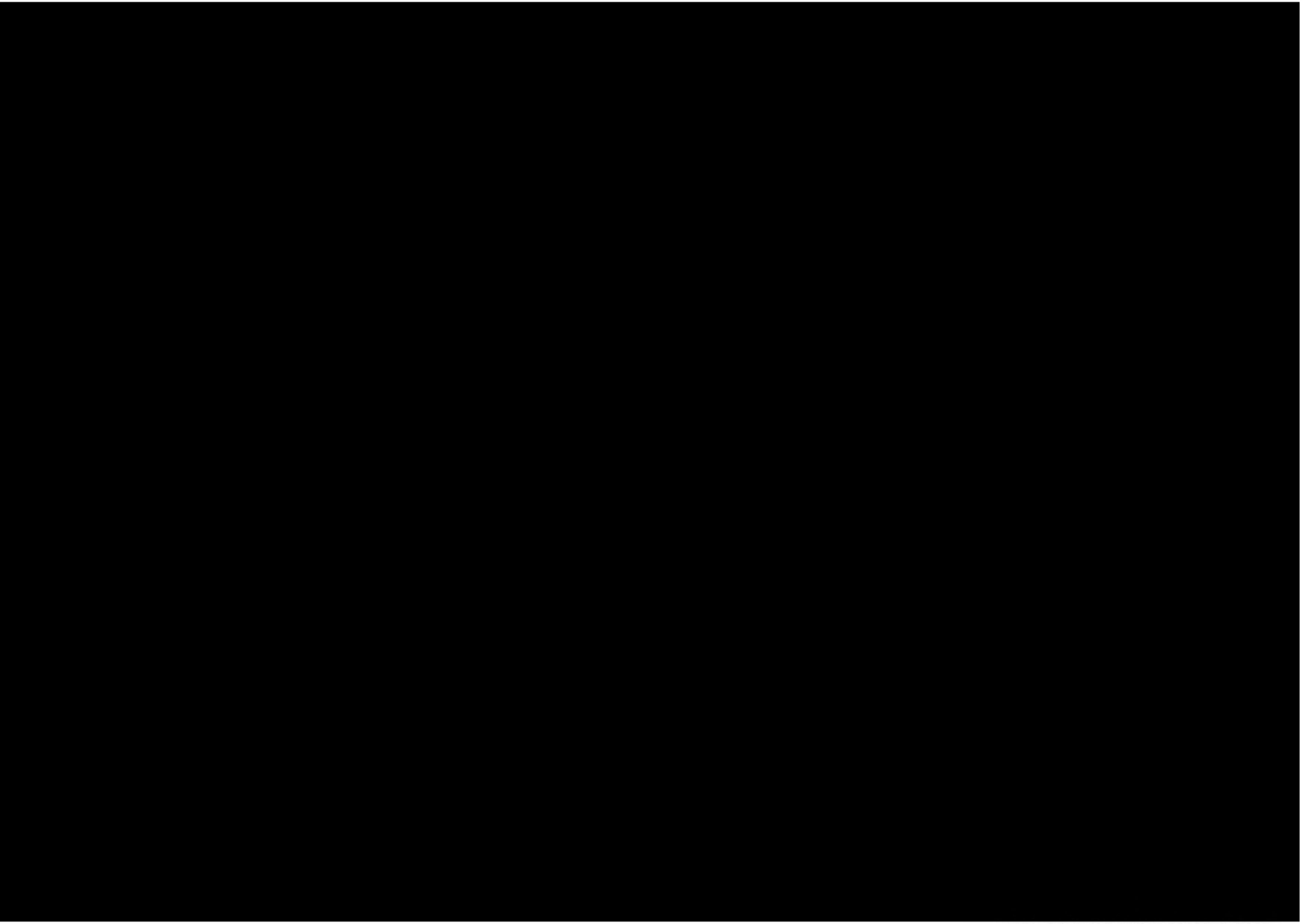

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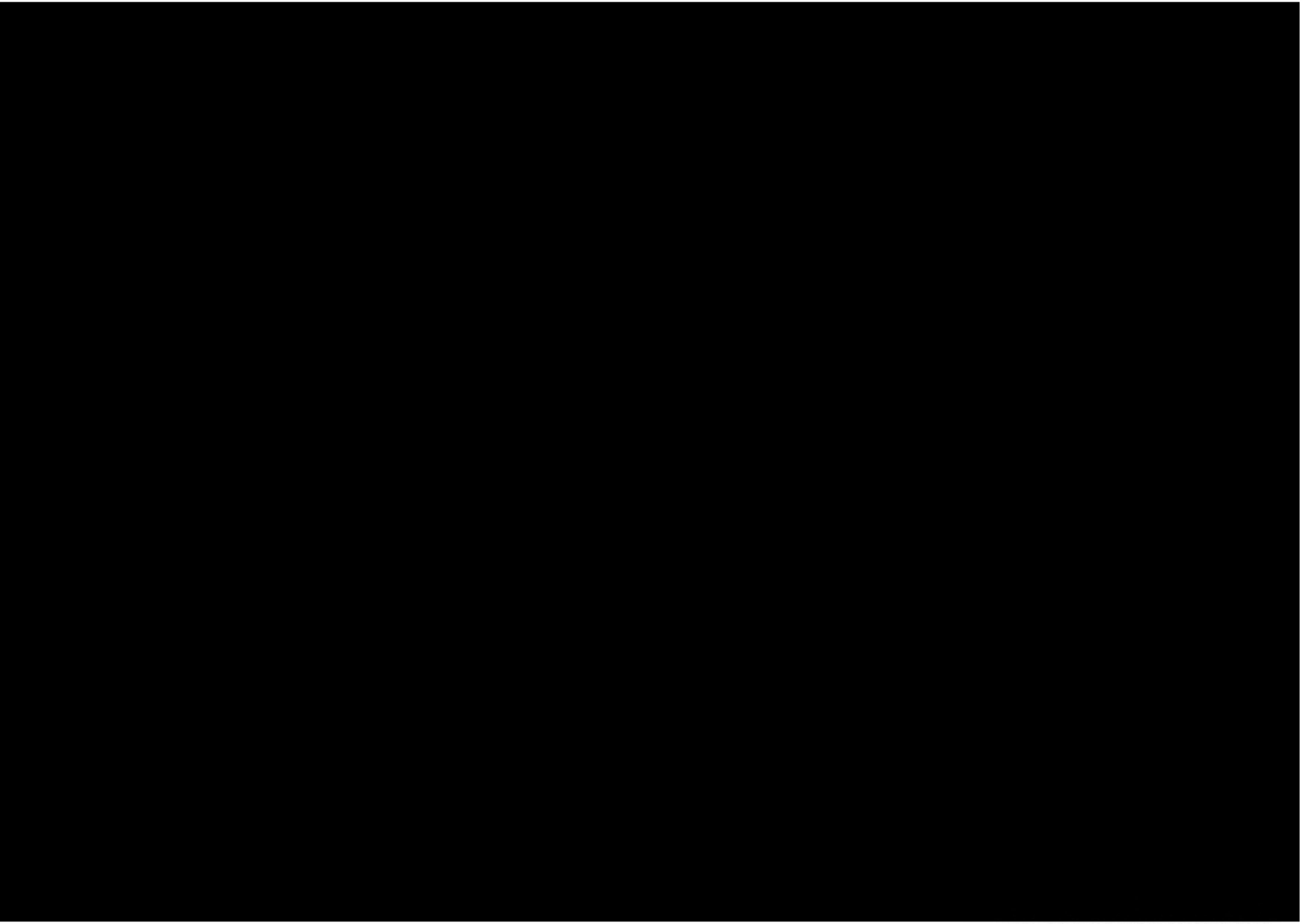

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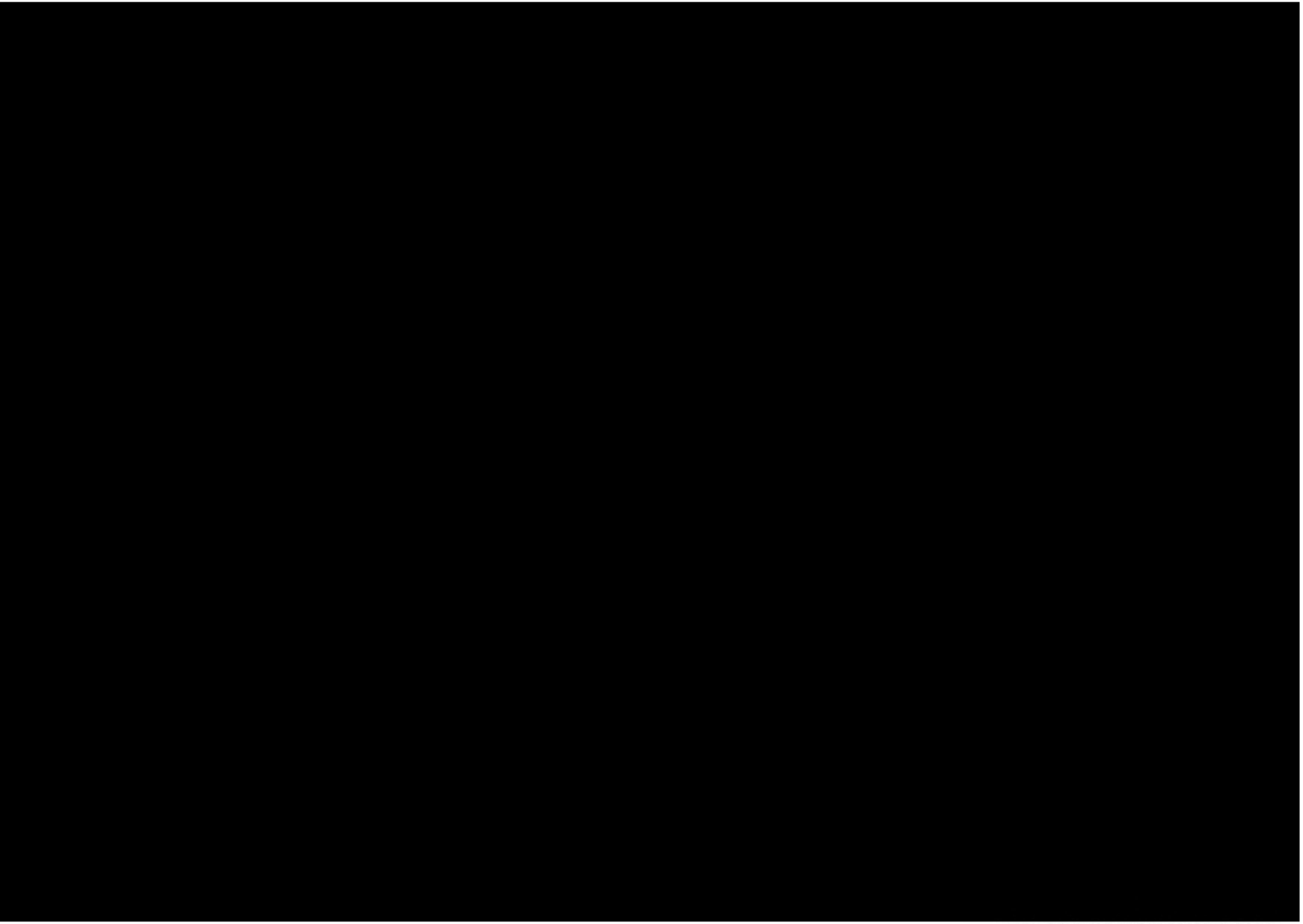

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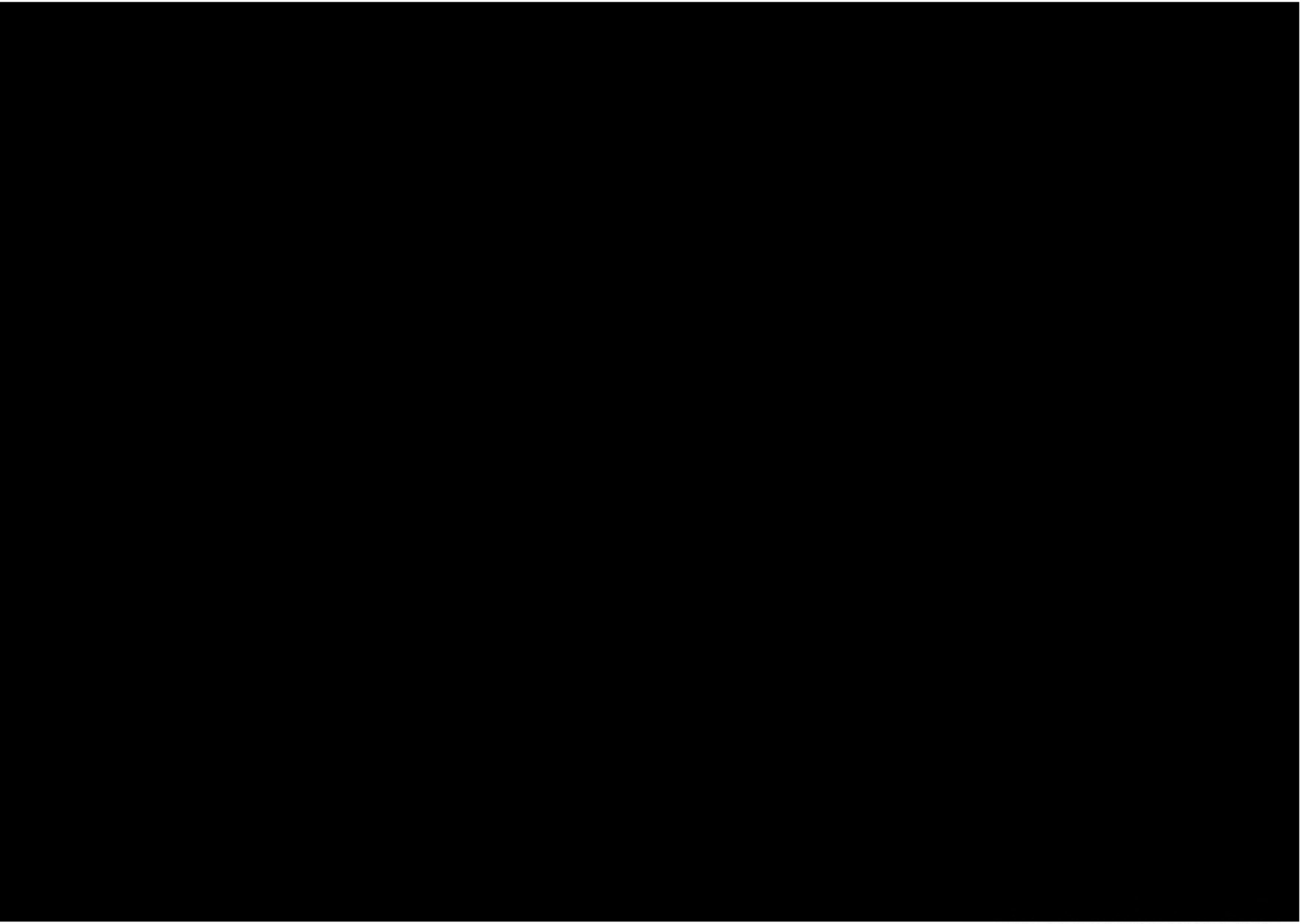

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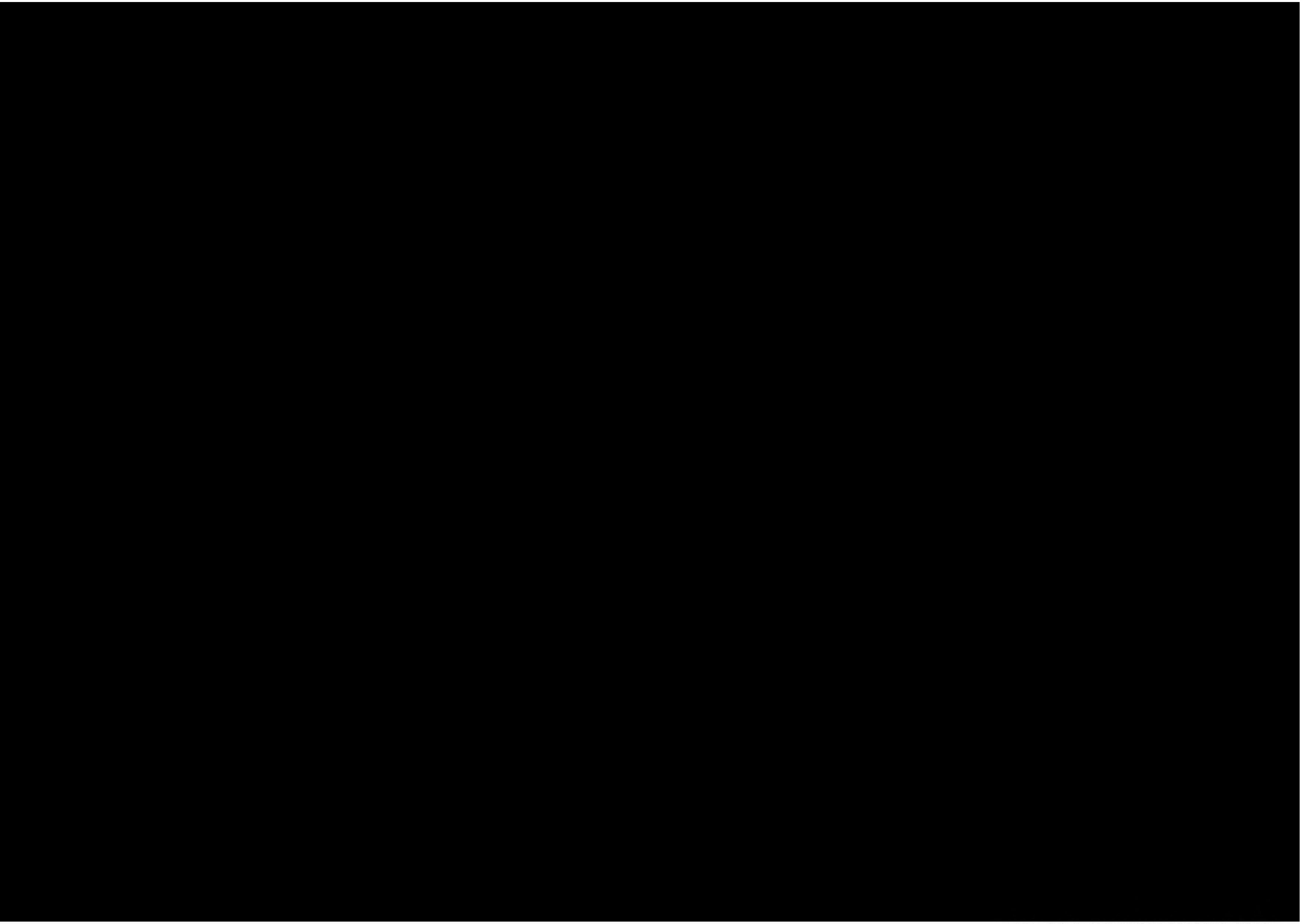

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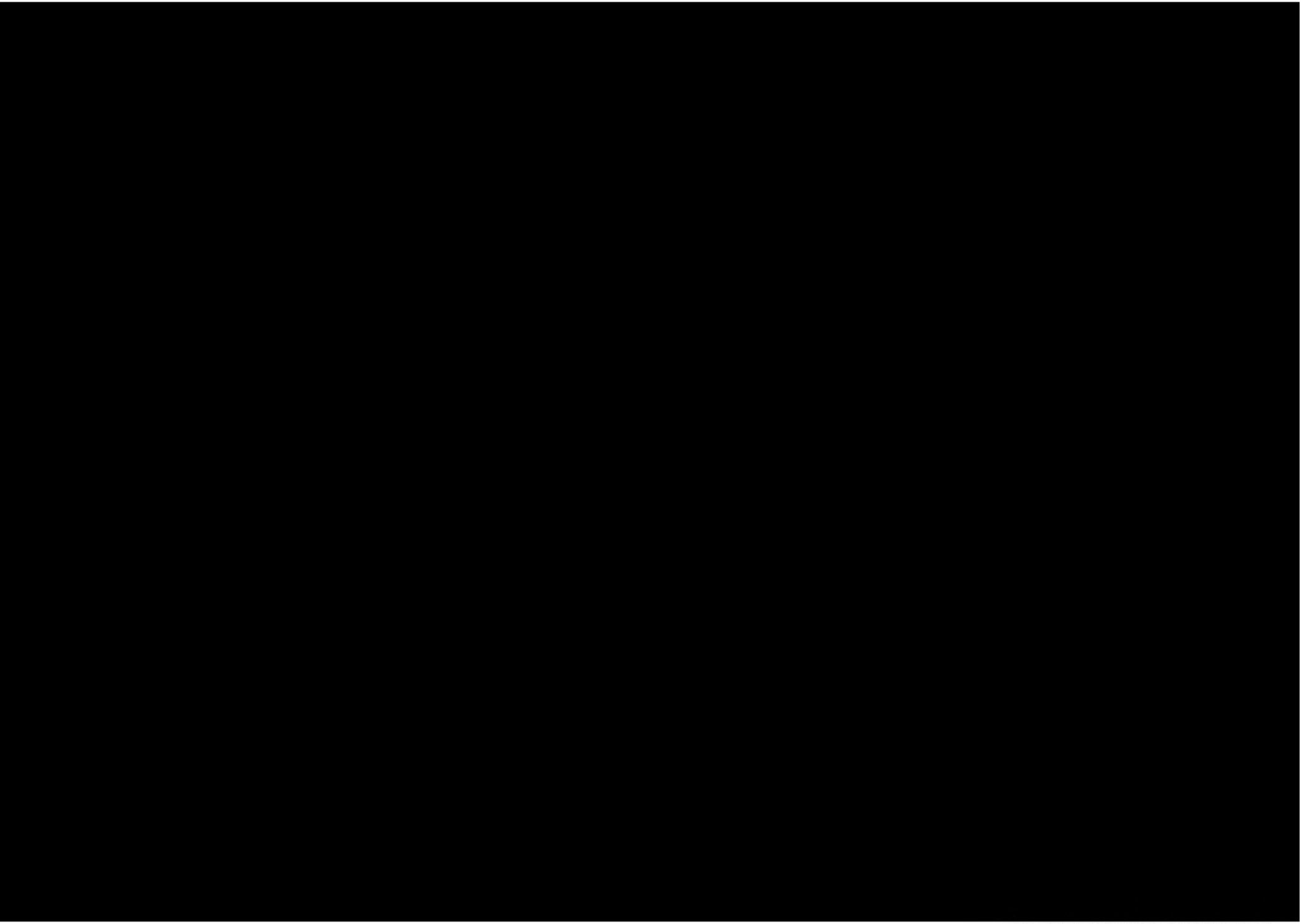

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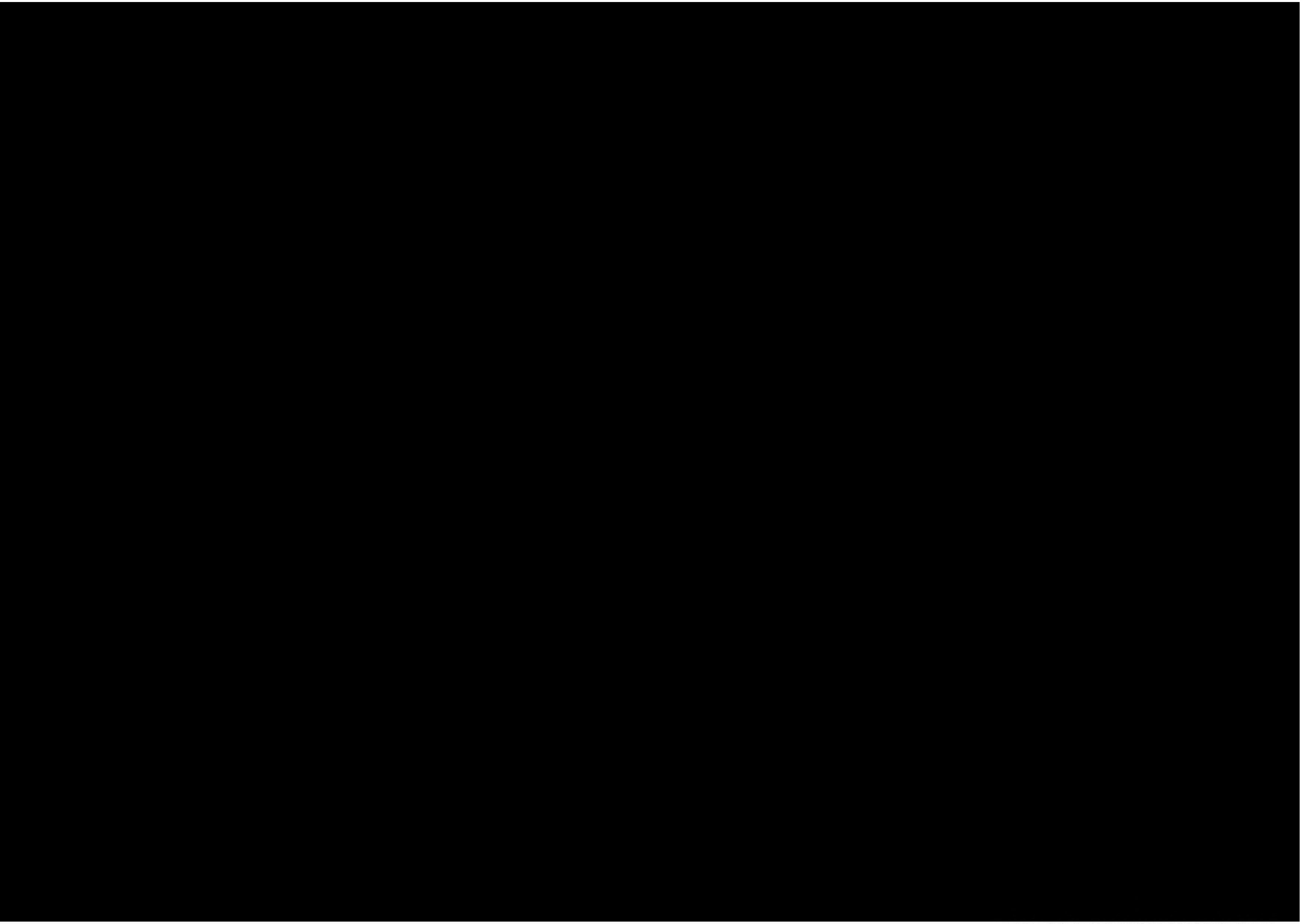

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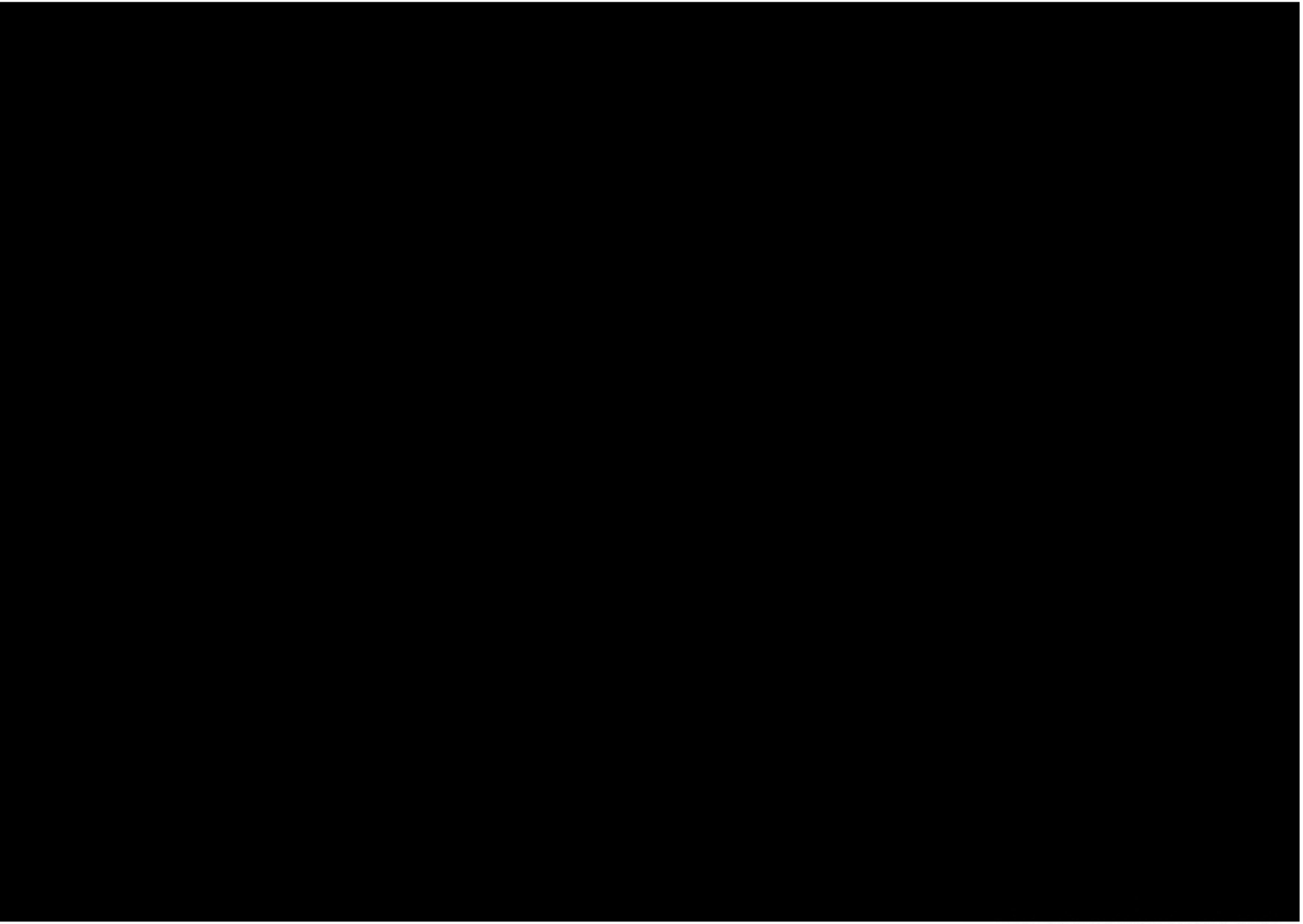

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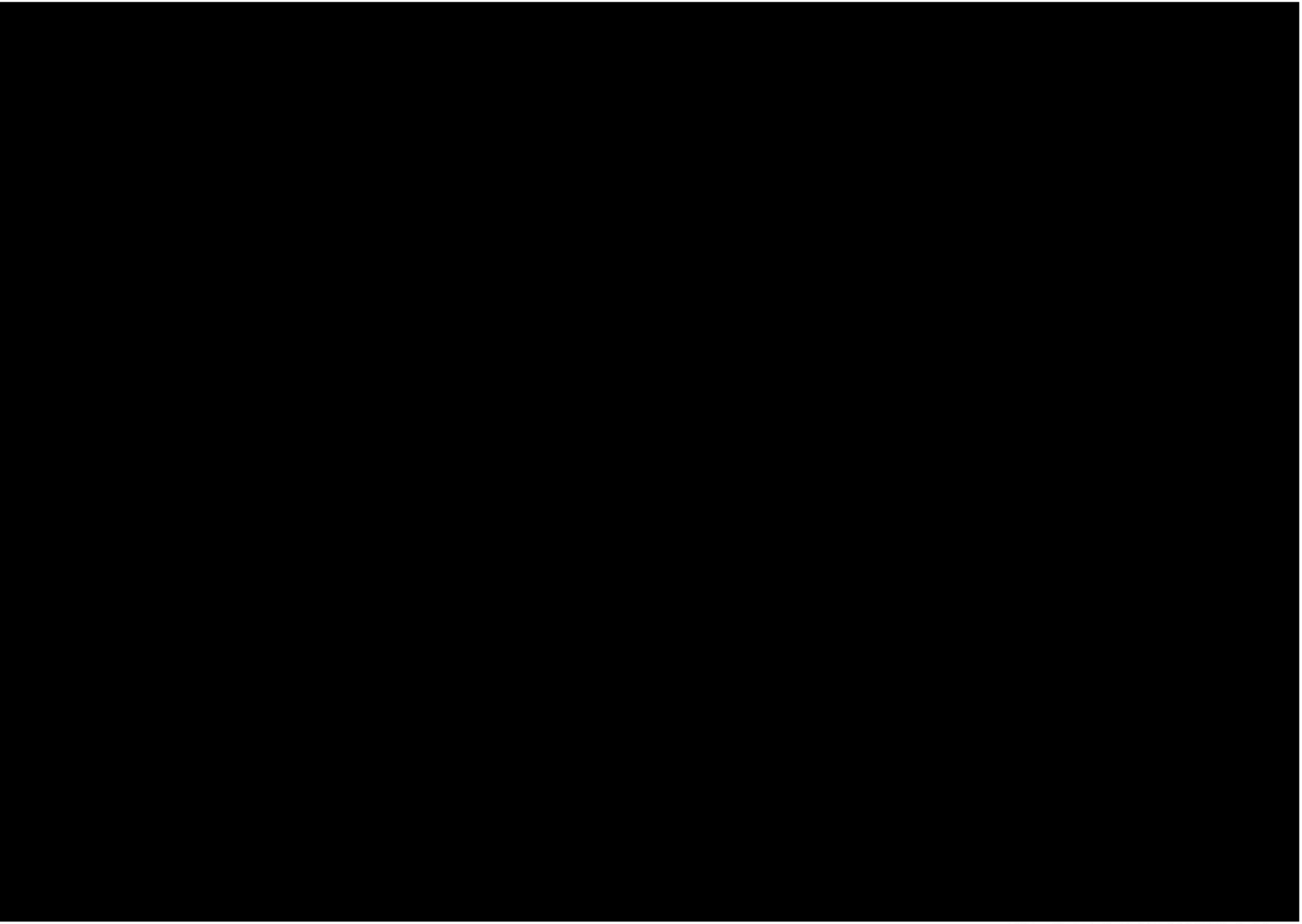

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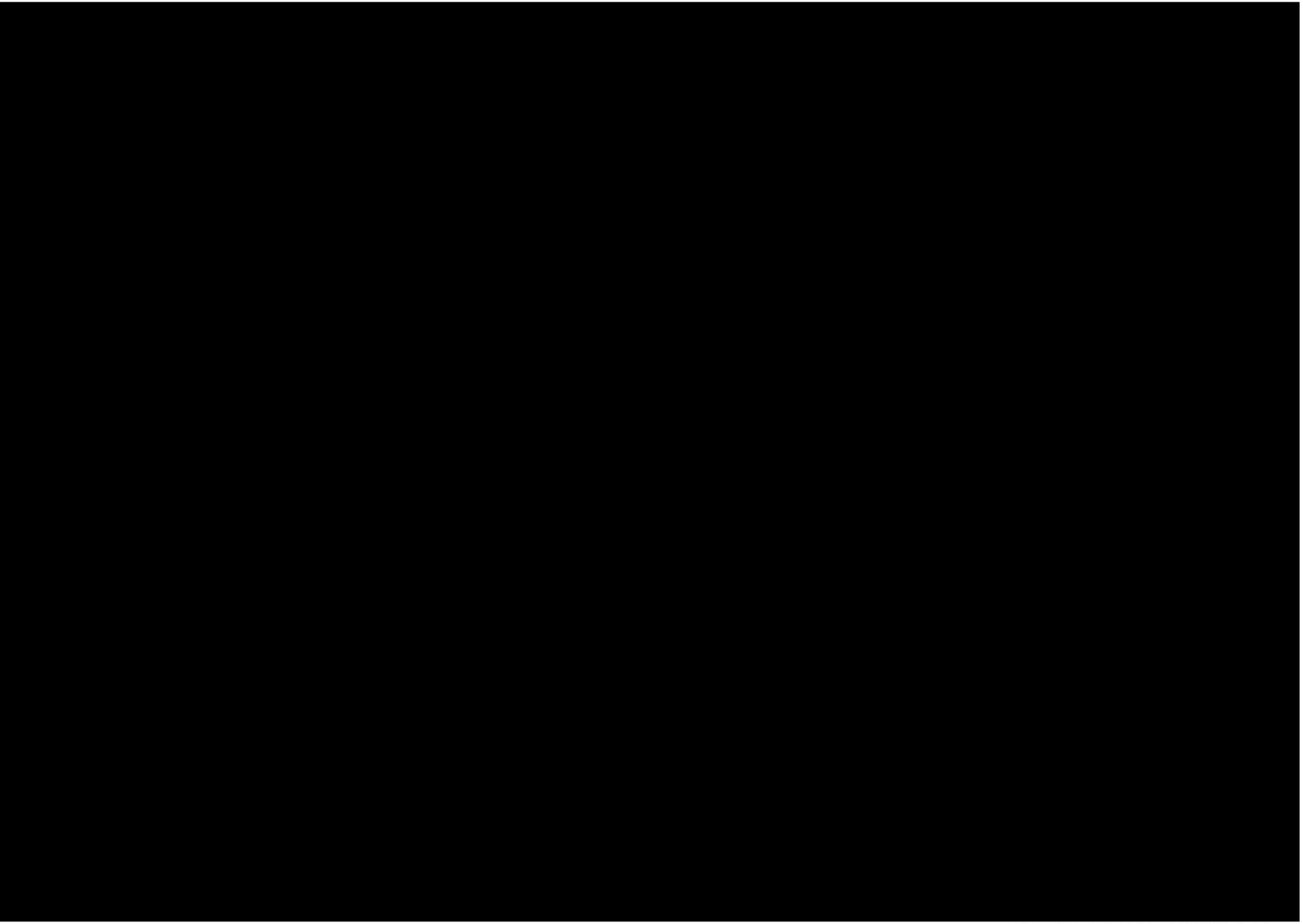

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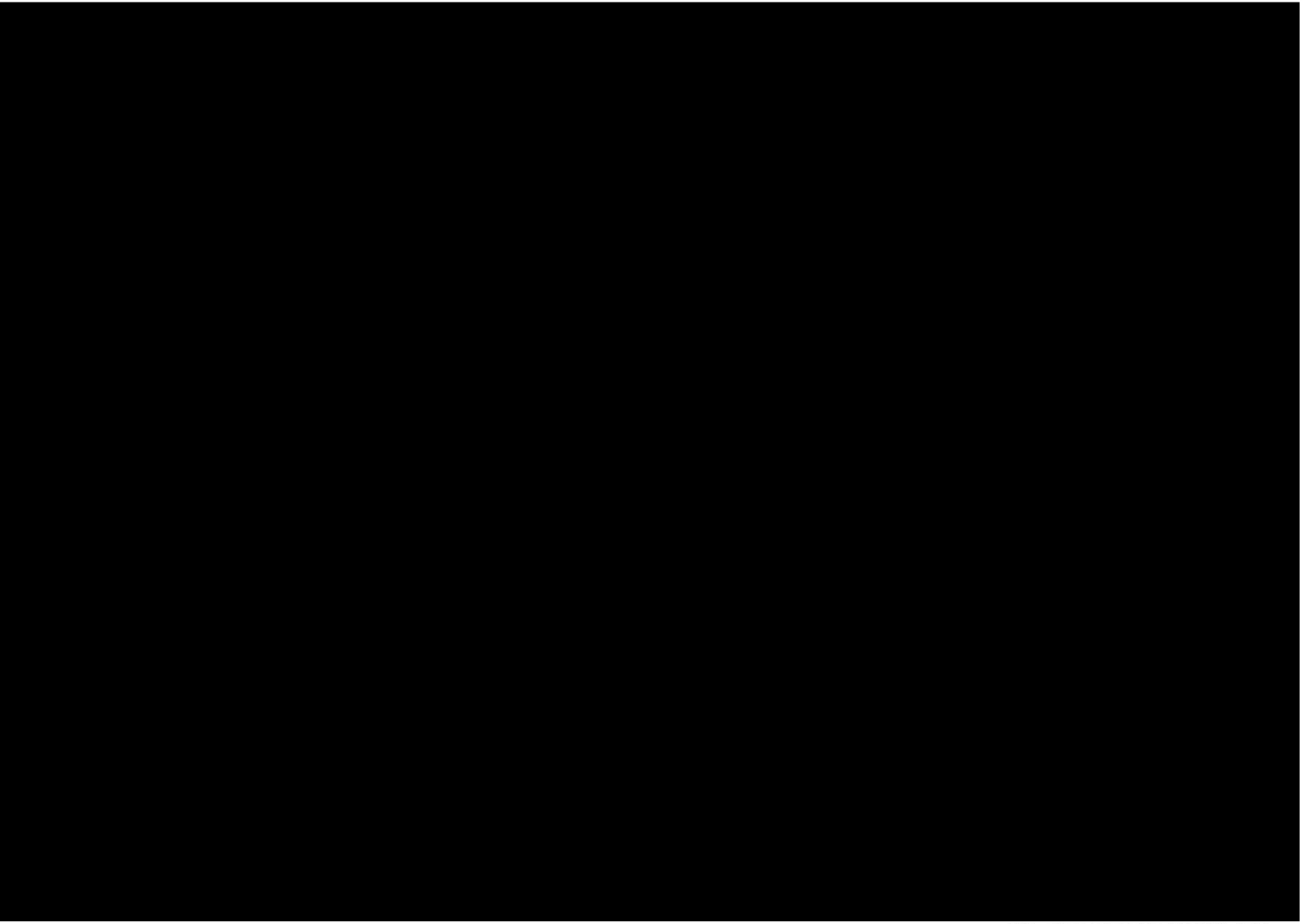

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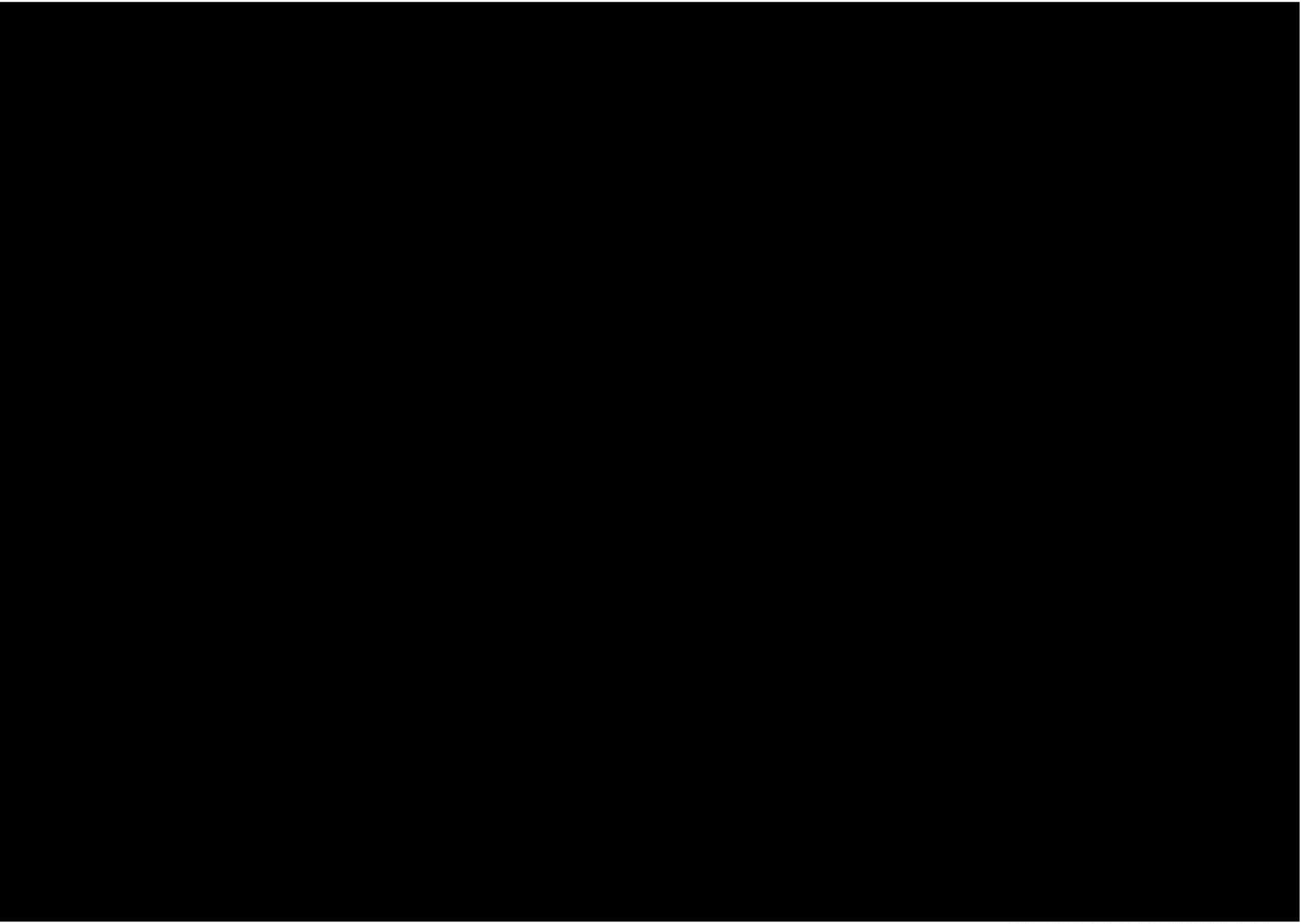

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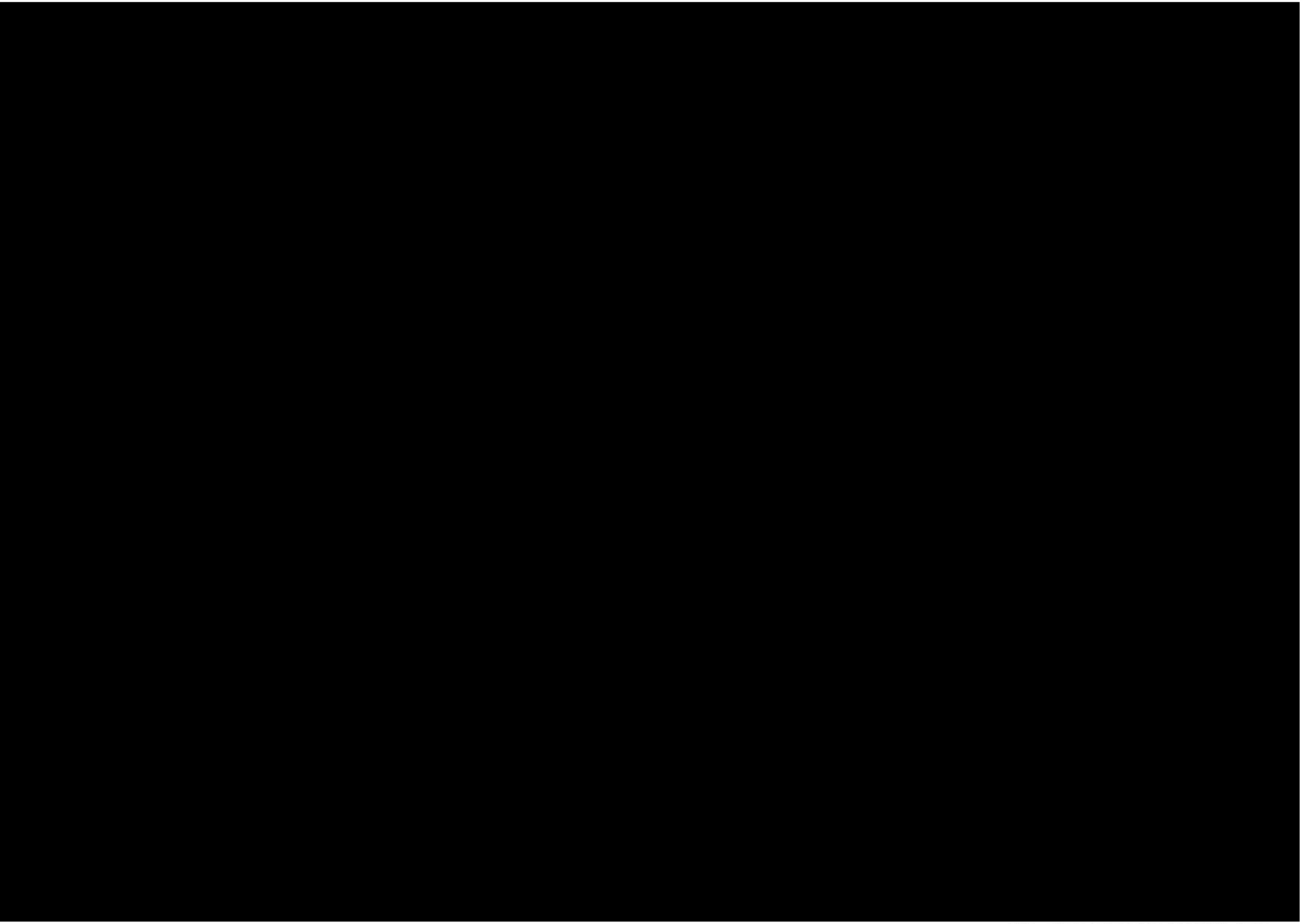

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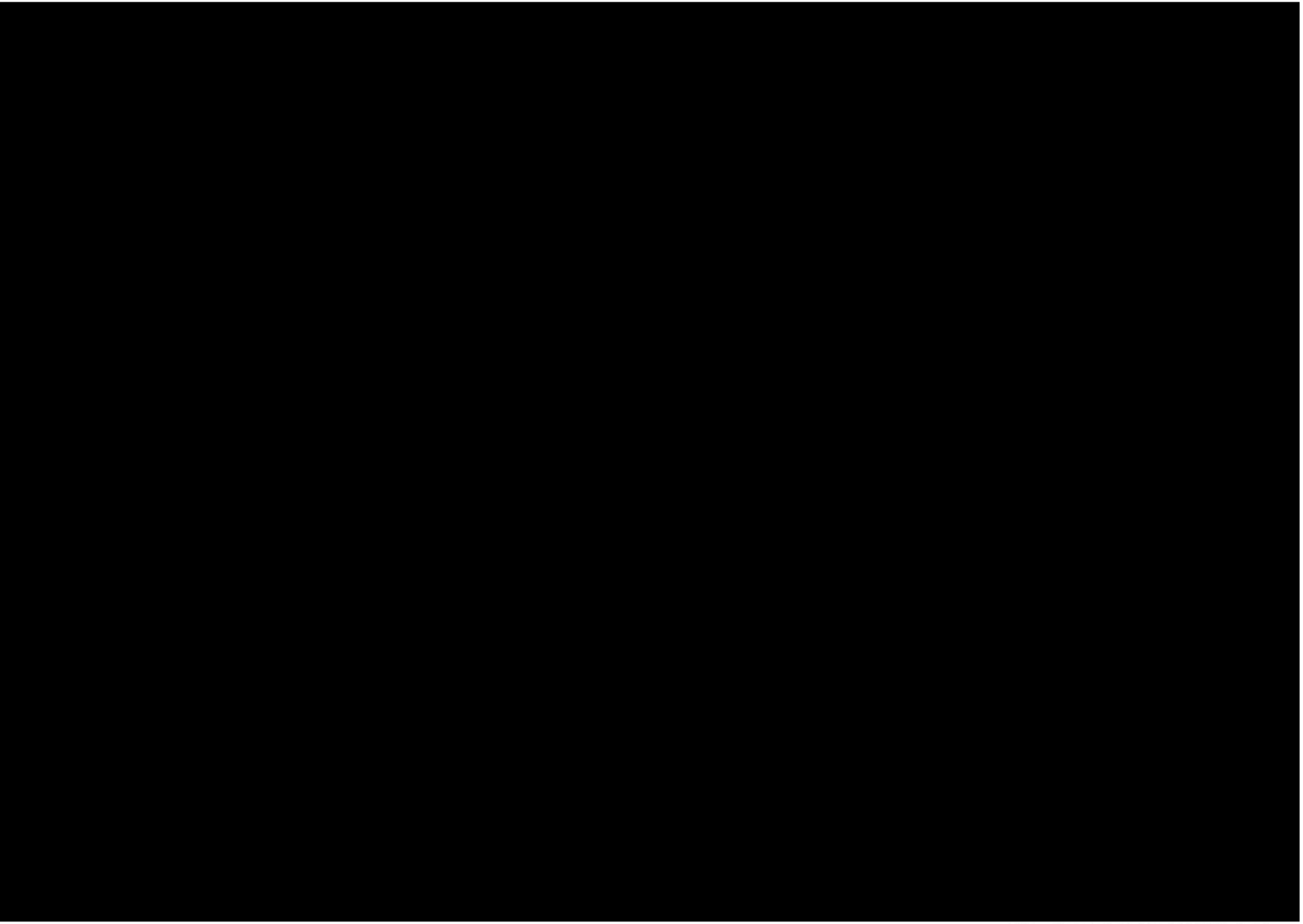

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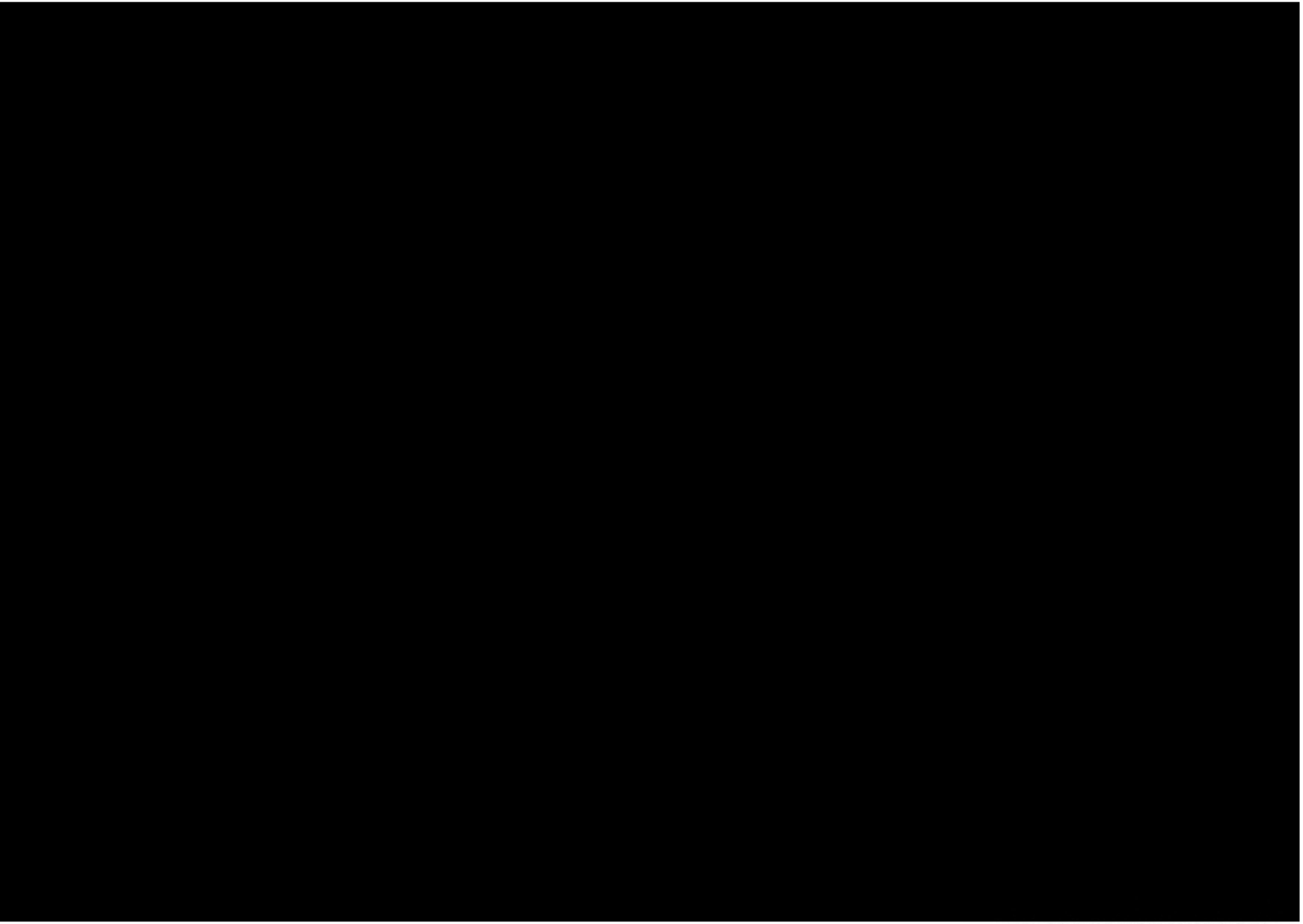

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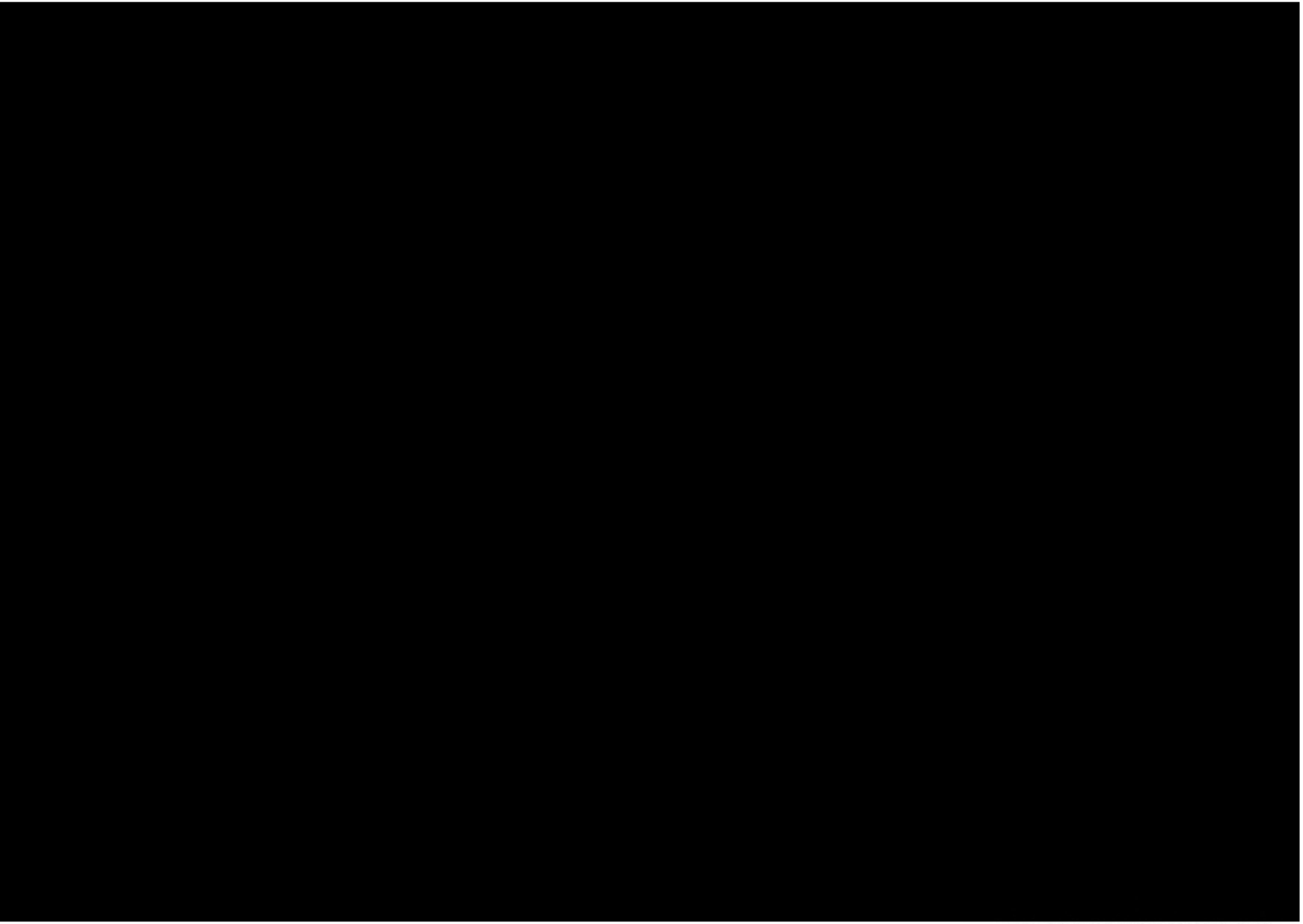

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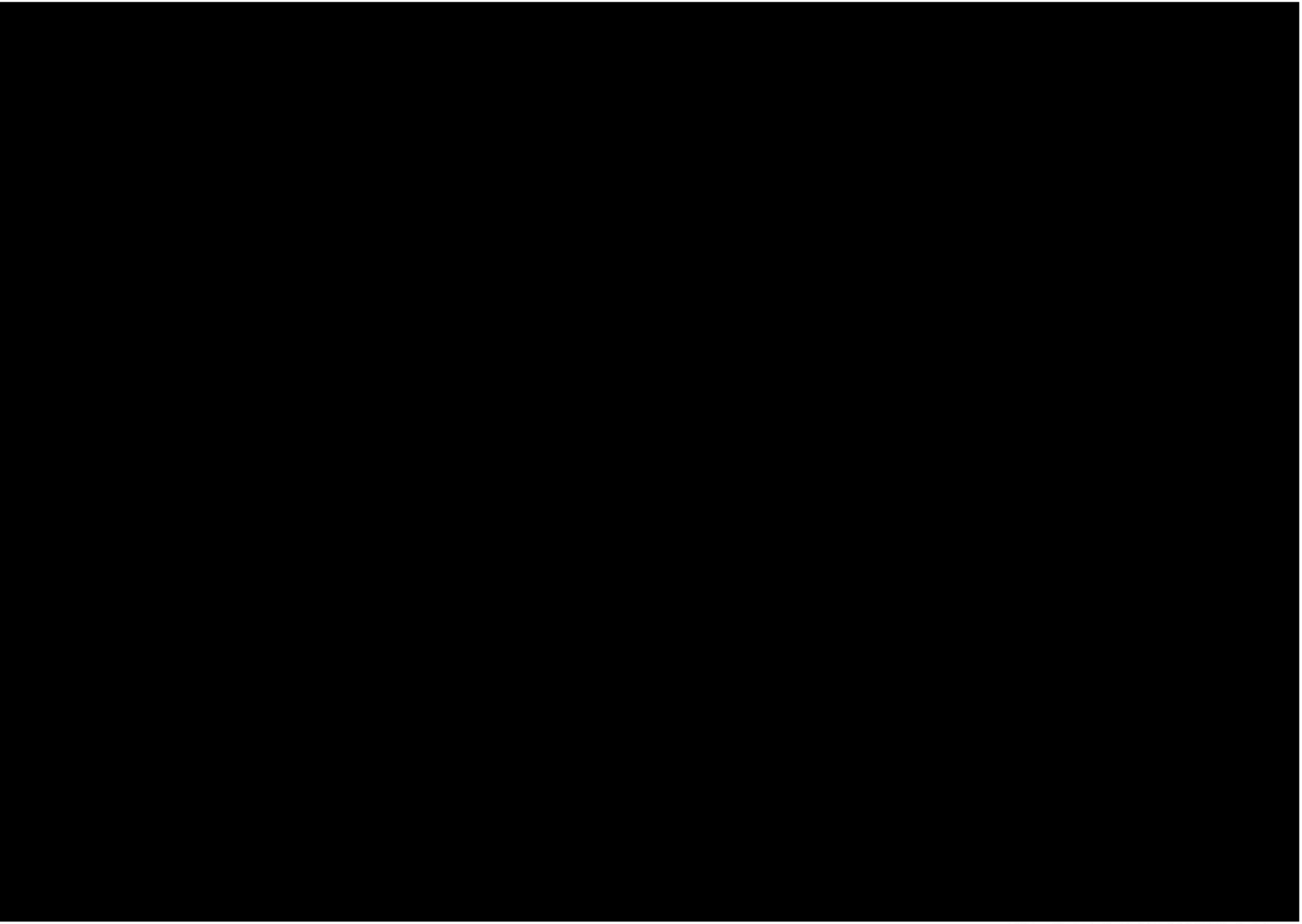

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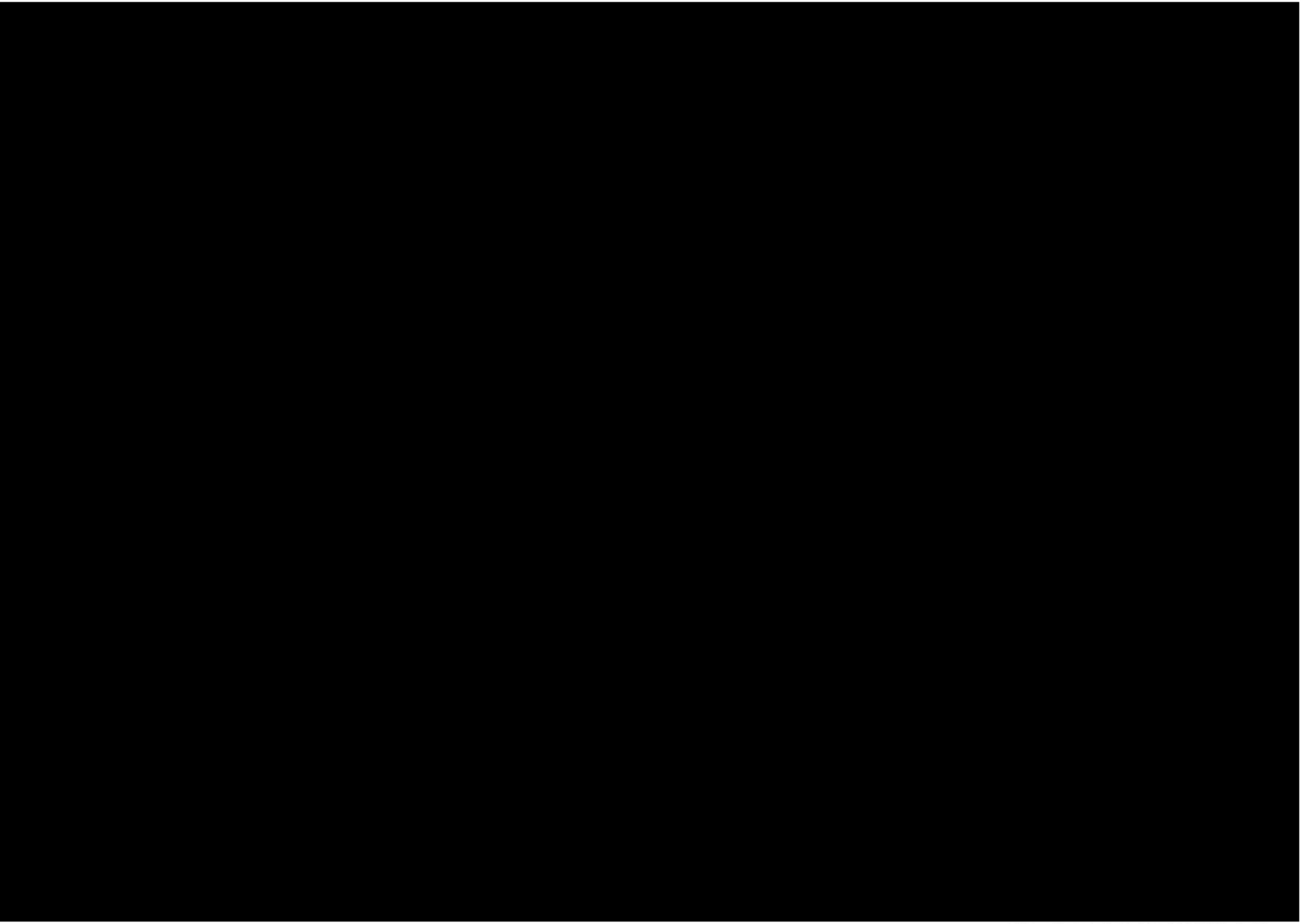

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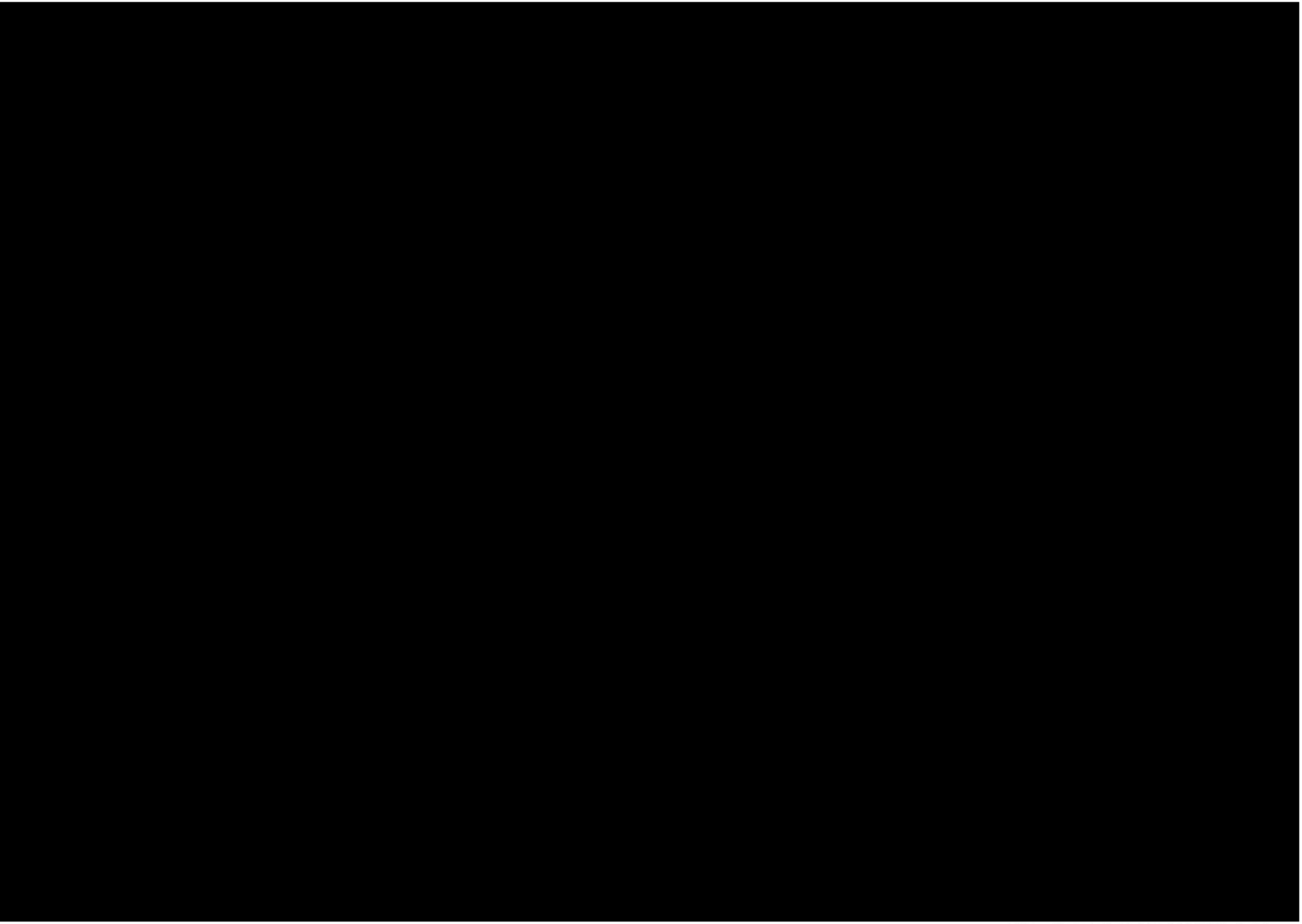

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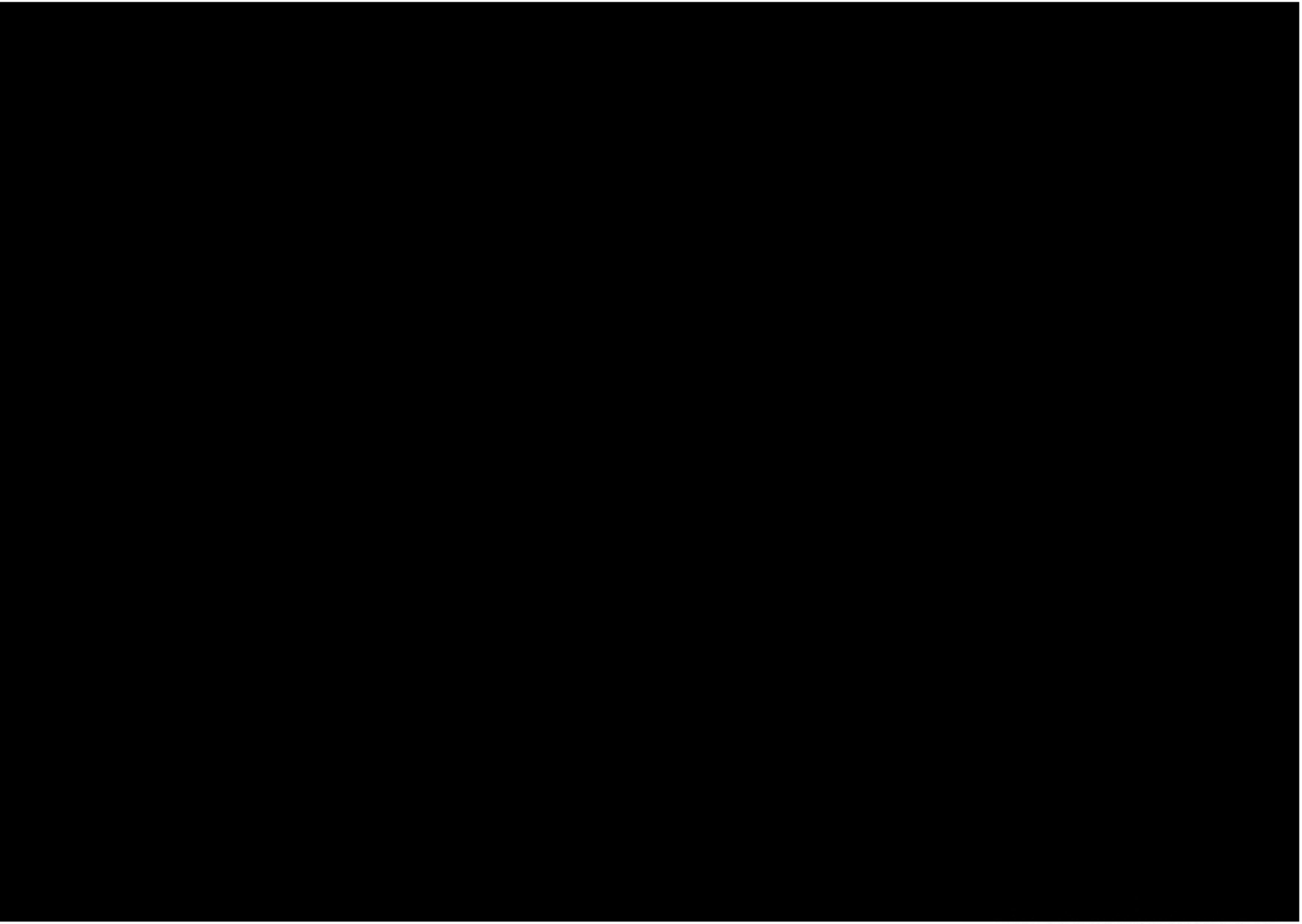

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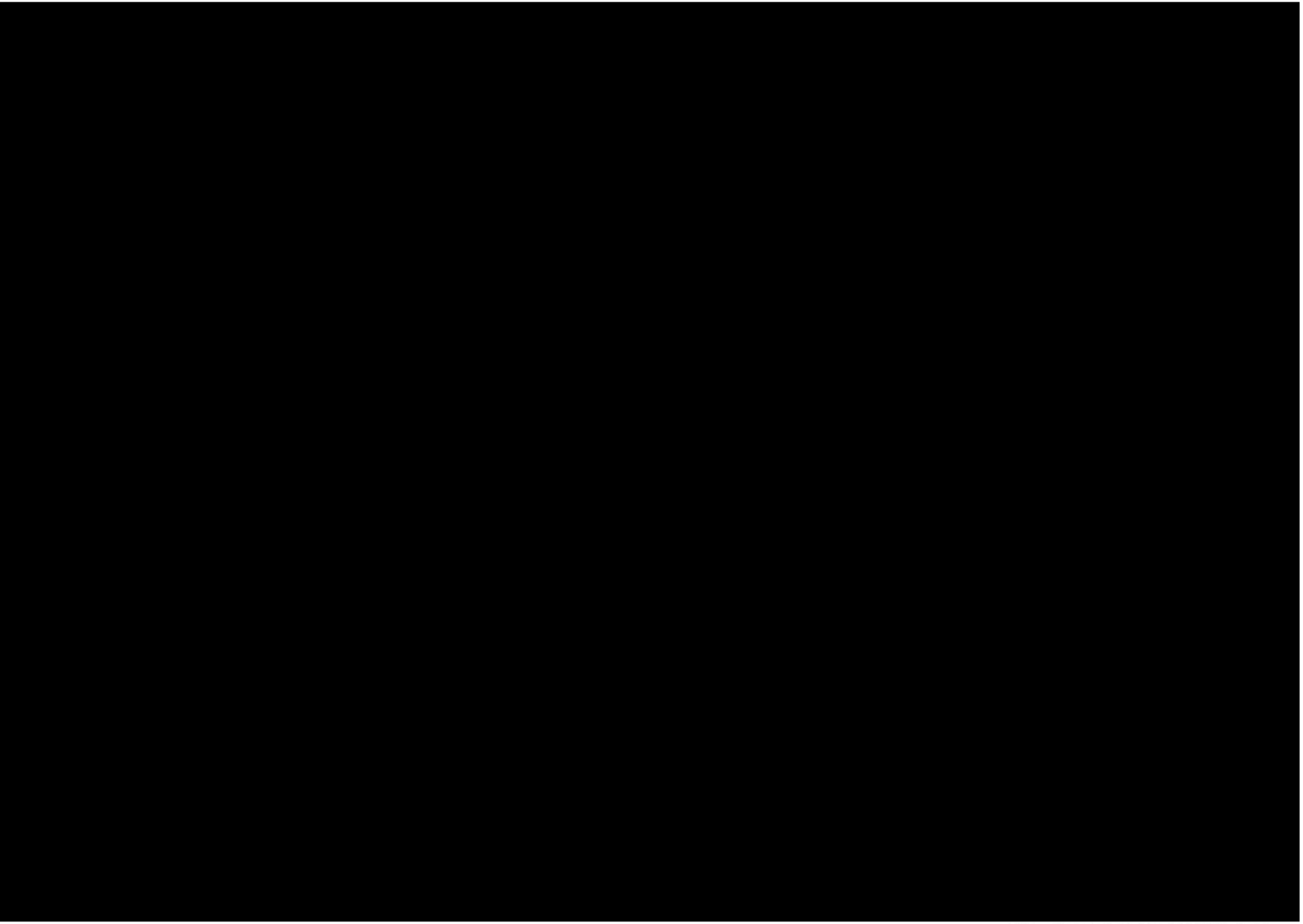

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Historical Shortfall Scheme

Application to join the Scheme

Please read this information before completing the application form

Please only complete one application form. If your claim relates to multiple branches and/or shortfalls, please include these in the same form. If you contracted with Post Office as various legal entities, you will need to complete a separate application for each legal entity. You may use separate sheets of paper to complete the application form if necessary.

When submitting your application, you should submit relevant supporting material that will enable your application to be properly considered. Failing to provide this information with your application may result in unnecessary delays.

In light of the ongoing coronavirus situation, please apply by email to minimise any potential delays with processing applications. If you don't have an email address yourself, a family member or friend is welcome to email on your behalf.

If you do not have any access to an email address to submit all or part of your application, in those circumstances applications can be sent by post. Please note postal applications and queries may not be processed immediately given the current circumstances.

If any additional information is required to help progress your application, you will be contacted about this.

This application form, the Eligibility Criteria and the Terms of Reference contain formal, legal information and language that is necessary for the integrity of the scheme. Where possible, such as in the questions and answers to help you complete your application, we have kept the information as clear and straightforward as possible.

Applications and other communications should be sent:

- by email to *historicalshortfallscheme* GRO
- or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers. If you do need to apply by post, please only provide copies of the supporting documents/material rather than original documents, which should be retained for your own records, and we advise using a trackable service such as Royal Mail Special Delivery if sending documents by post. Postal applications should only be submitted if the applicant has no access to an email address they can use.

Please note these are Post Office addresses as this is a Post Office scheme - please be assured eligible claims will be assessed by an independent advisory panel.

In order to be eligible for the Historical Shortfall Scheme, you must meet all of the criteria set out below:

1. **You must have, or have previously had, a contract directly with Post Office.** If you are applying to the scheme on behalf of another person or a company, they must have, or have previously had, a contract directly with Post Office.
2. **Your application must relate to shortfalls which arose in respect of previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X).** Please note that the High Court has held that the current version of Horizon (HNG-A – sometimes referred to as the 'Branch Technology Upgrade') is robust relative to comparable systems. If you have a concern you believe is related to the current version of Horizon, please contact *casereviewteam* GRO and if you experience an operational issue when using the current version of Horizon please report it to the Branch Support Centre.

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3. **If you are making an application on behalf of another person, you must be a legally appointed assignee, personal representative, attorney or deputy of the person you are making the application on behalf of.** Please note that you must provide proof of this legal relationship when you submit your application.
4. **You must agree to be bound by the Terms of Reference for the scheme, by returning a signed copy with your application.** A copy of the Terms of Reference is available on the scheme website.
5. **Your application and time with Post Office must not involve or relate to any criminal conviction(s).** Only the criminal appeal courts can consider past convictions. Please note a caution is not a criminal conviction and will not affect eligibility for the scheme.
6. **You must not have been part of the group litigation against Post Office that settled in December 2019.** The settlement reached by the parties was full and final. You must also not have entered into a settlement agreement with Post Office other than as part of the Initial Complaint Review and Mediation Scheme commenced in 2013 or as a result of Network Transformation or other scheme.

If you are unsure whether you are eligible for the scheme, please contact *historicalshortfallscheme* GRO

For further information about how Post Office will process your information, please see the privacy policy at *www.onepostoffice.co.uk/scheme*

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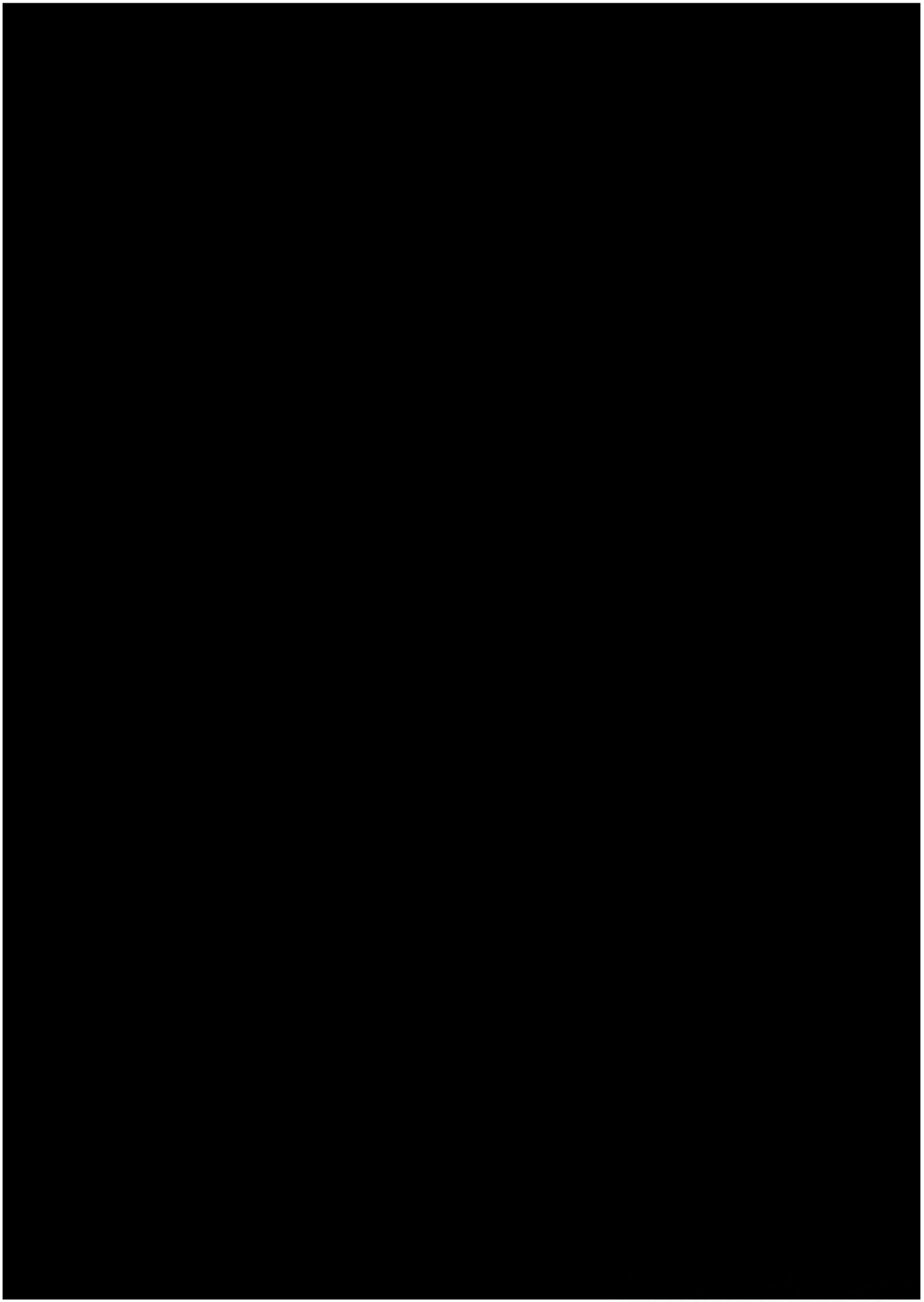

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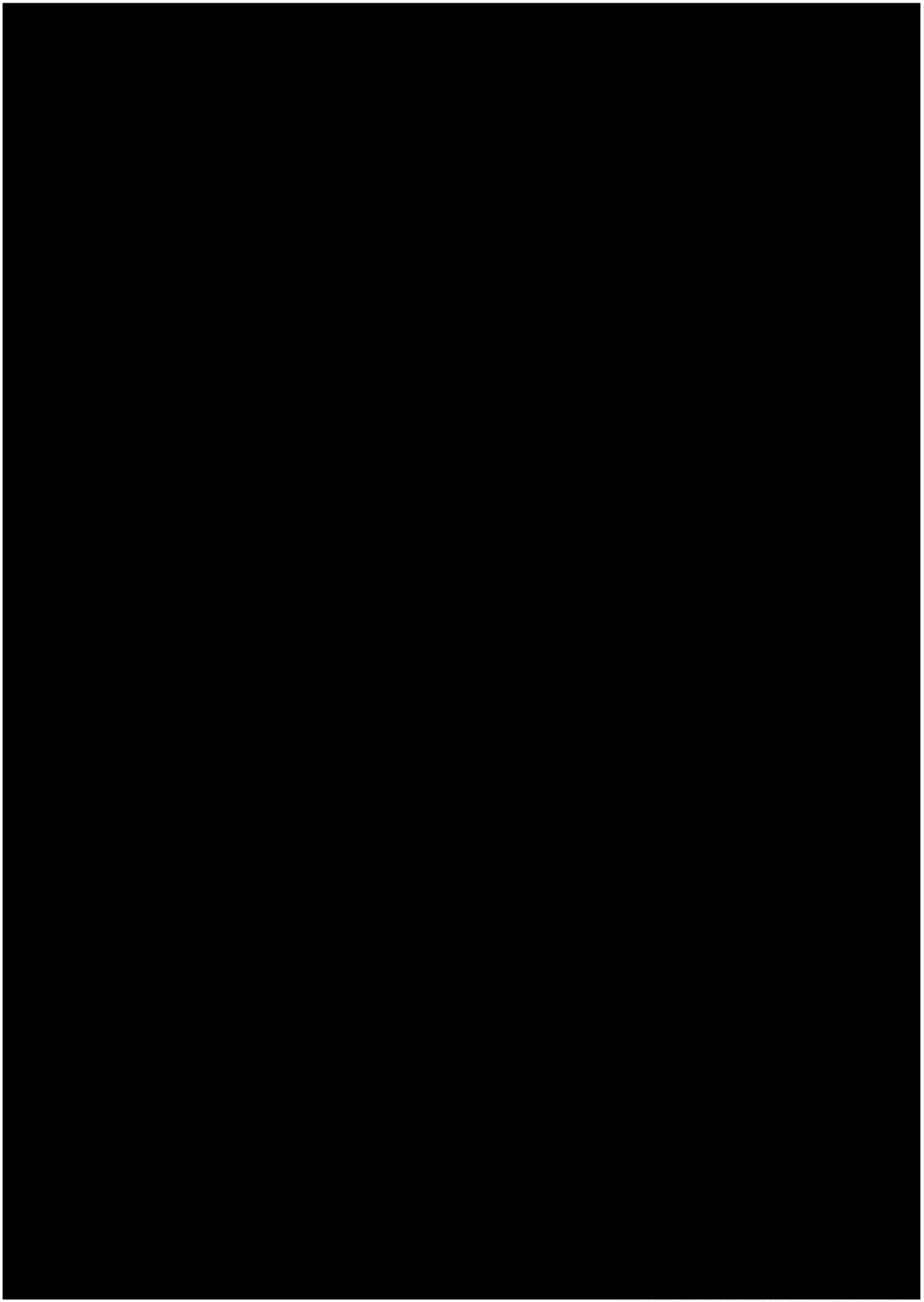

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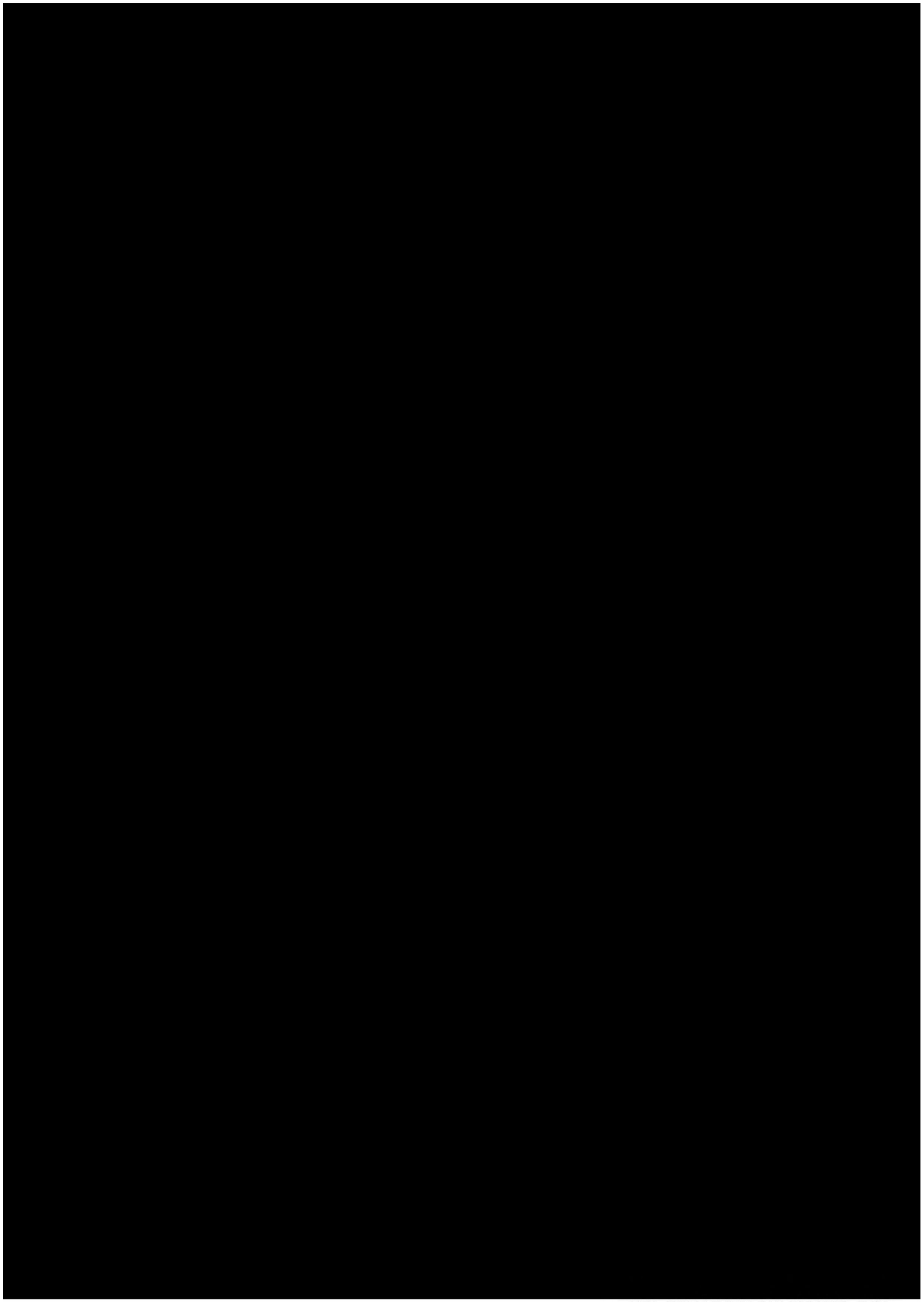

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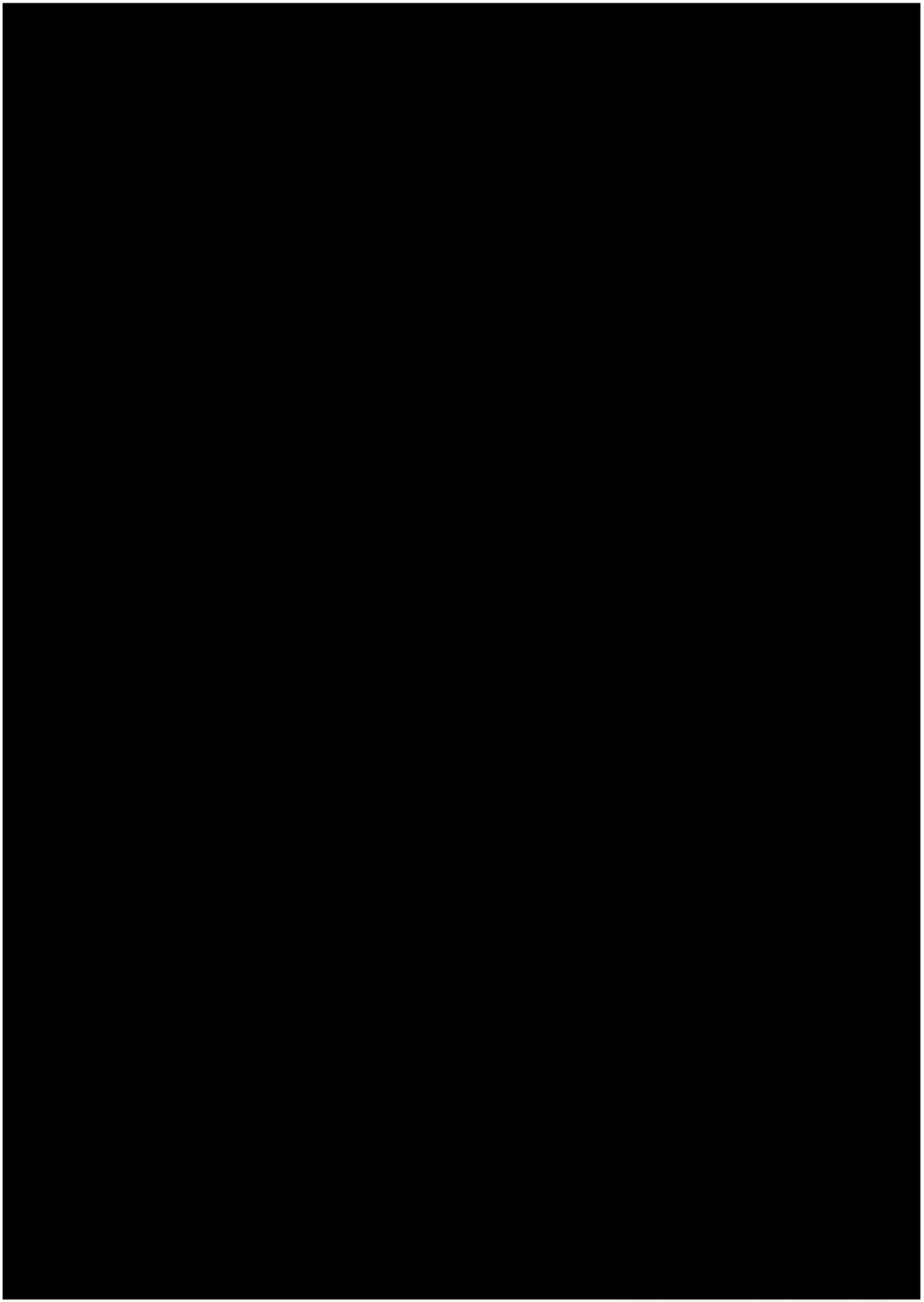

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Confidential

Mr Thomas Smith
Subpostmaster
Post Office® Keadby Branch
49 Station Road
Keadby
SCUNTHORPE
DN17 3BS

POST OFFICE® SWYDDFA'R POST®

www.postoffice.co.uk

RECEIVED
- 8 SEP 2008

14 August 2008

Dear Mr Smith

Re-Instatement of Contract for services

I am writing following our recent meeting in which we discussed the issues relating to your suspension.

I have reviewed the papers relating to this case very carefully and have taken into account the points you have put forward.

After consideration I have decided not to take any further contractual action regarding your Contract for Services as Subpostmaster Post Office® Keadby branch. However, I do feel that the situation at the branch was due to the fact that you did not have appropriate controls in place to ensure the efficient operation of the branch. This resulted in losses being incurred in the account of which you were unaware and the situation in which you now find yourself. I am prepared therefore to give you a final opportunity to improve your performance as Subpostmaster of Post Office® Keadby branch.

Reinstatement is on the condition that you make yourself available for Post Office Ltd refresher training at your branch and that you ensure you or a fully trained and up to date manager is in place to run the branch in your absence and sufficient fully trained staff in place to meet customer demand.

I am also conscious of the additions made to the interview notes regarding the balancing of the branch, the running of the satellites and that Clair Hind is not now involved in the running of the business, all of which I agree with.

You must clearly understand that unless there is a significant and sustained improvement in your performance over the next 6 months I will have to seriously

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I ddibenion cynhyrchion a reoleiddir dan Ddeddf Marchnadoedd & Gwasanaethau Ariannol 2000, mae Swyddfa'r Post Cyf yn un o gynrychiolwyr apwyntiedig Bristol & West ccc, a awdurdodir ac a reoleiddir gan yr Awdurdod Gwasanaethau Ariannol. Cofrestrwyd yng Nghymru a Lloegr rhif 2124201. Swyddfa gofrestredig: Bristol & West ccc, One Temple Back East, Temple Quay, Bryste BS1 6DX.

Gweinyddir yswiriant car a chartref Swyddfa'r Post® gan BISL Cyfyngedig, a awdurdodir ac a reoleiddir gan yr Awdurdod Gwasanaethau Ariannol. Cofrestrwyd yn Lloegr Rhif 3231094. Swyddfa gofrestredig: Pegasus House, Bakewell Road, Orton Southgate, Peterborough, PE2 6YS.

Cynigir y Cyfrif Cerdyn gan J.P. Morgan Europe Cyf drwy Swyddfa'r Post Cyf. Awdurdodir a rheoleiddir J.P. Morgan Europe Cyf gan yr Awdurdod Gwasanaethau Ariannol. Cofrestrwyd yng Nghymru a Lloegr Rhif 938937. Swyddfa Gofrestredig: 125 London Wall, Llundain EC2Y 5AJ.

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consider the termination of your contract for services by means of three months notice.

I have arranged for the branch to be transferred back to you on Monday 8 September at 1:00 p.m. when a member of the audit team will be in attendance and Lynda Lightfoot of Outlet Field Support will attend the following day.

Please sign and return one copy of this letter.

A second copy is enclosed for your retention.

Yours sincerely

GRO

Paul Williams
Agents Contract Manager
Post Office Ltd
2nd Floor
The Markets Post Office
6/16 New York Street
Leeds
LS2 7DZ

14.4

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To: Paul Williams
Agent Contracts Manager

From: Mr T Smith
Subpostmaster
Post Office® Keadby Branch

I have noted the contents of the letter sent to inform me of the proposed transfer of the branch back to myself and the conditions contained within it.

Name Mr T Smith

Branch Keadby Post Office®

Signed: GRO

Date: 5.9.08

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To:	From:	cc:
Karen Arnold Contract Advisor Area Intervention Office	Glen Morris Audit Officer	Paul Whittaker Investigation Manager Graham Luke, Alvin West Network Compliance Audit Managers

Date: 16 May 2008

Audit of Post Office® Keadby branch code 360311.

On Friday 16 May 2008, accompanied by my colleague Lynne Eastwood, I conducted an audit at Post Office® Keadby branch.

The purpose of this audit was to verify financial assets due to the Post Office® and confirm compliance with a range of Business processes, procedures and regulatory requirements.

The audit revealed an overall trading position of £13993.30 short.

The current trading position was the result of the following:

			AUDIT FINDINGS
£	6247.66	(-)	Shortage revealed at Keadby Branch 360311
£	7745.64	(-))	Shortage revealed in Satellite Branch, Burringham 391311
£	**13993.30**	**(-)**	**Total Audit Shortage**

We arrived at Keadby branch at 0820, Claire Hind, the Subpostmaster's daughter, arrived about 0840, allowed us into the secure area and was present throughout the audit.

We asked Clare to produce all the cash, stock and vouchers and add myself to the Horizon system. I then continued to print off the relevant reports.

At this point Clare informed me that the cash and stock belonging to Burringham was also secured at Keadby. This is a satellite branch, which operates from the Burringham Village Hall, and is only open for two hours on a Monday and Thursday afternoon.

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We informed Clare, that because the satellite cash and stock was held and controlled at Keadby, we would also have to verify the assets belonging to Burringham.

We continued the audit of Keadby which resulted in a shortage £6247.66 as follows:

			AUDIT FINDINGS
£	6247.66	(-)	Shortage revealed in cash
£	**6247.66**	**(-)**	**Total Shortage**

Whilst verifying Keadby we found 23 stock remittances, dating back to March 2007, which had been put under the counter. The total value of these was £5904.27. These remittances had not been booked in on the Horizon System.

Although the majority of the remittances discovered were proper to Burringham, Burringham's Horizon Terminal had no facility to book remittances in directly. The correct procedure is to book the stock in at Keadby then transfer it to Burringham as a branch to branch transfer.

Lynne booked in all these remittances at Keadby at the time of the audit.

At this point I contacted the NBSC Helpline to advise that an audit was being performed at the branch, and that it would remain closed until its conclusion. A notice displaying the nominated branches was placed in the branch window.

We then went on to verify the assets belonging to Burringham revealing a further shortage of £7745.64 as follows:

			AUDIT FINDINGS
£	8406.93	(-)	Shortage revealed in cash
£	661.29	(+)	Surplus in stock
£	**7745.64**	**(-)**	**Total Shortage**

At no point did Clare offer any explanation for the shortages, although her father, Mr Thomas Smith, the subpostmaster, later told us that she was the one who had declared the cash for both branches, the evening prior to the audit.

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The cash declarations were as follows:

	Declared	Actual	
Burringham	10819.70		53.68
Keadby	35461.99	31195.82	

I contacted Glenn Chester, Contracts Advisor, to inform him of our findings. I also informed Alvin West, Network Compliance Audit Managers, and Paul Whitaker, Investigation Manager.

Glenn asked me to inform Mr Smith of our findings and that he would be temporarily suspended whilst further investigations are carried out.

The shortage was posted to late account and all the cash and stock was secured in the safe .The alarm was set and Mr Smith was asked to produce all the keys to the safe and secure area, which I then sent to the Central Support Team, Stockport.

If you require any additional information regarding the audit, please contact me on the telephone number below.

Glen Morris
Audit Officer ☎ GRO

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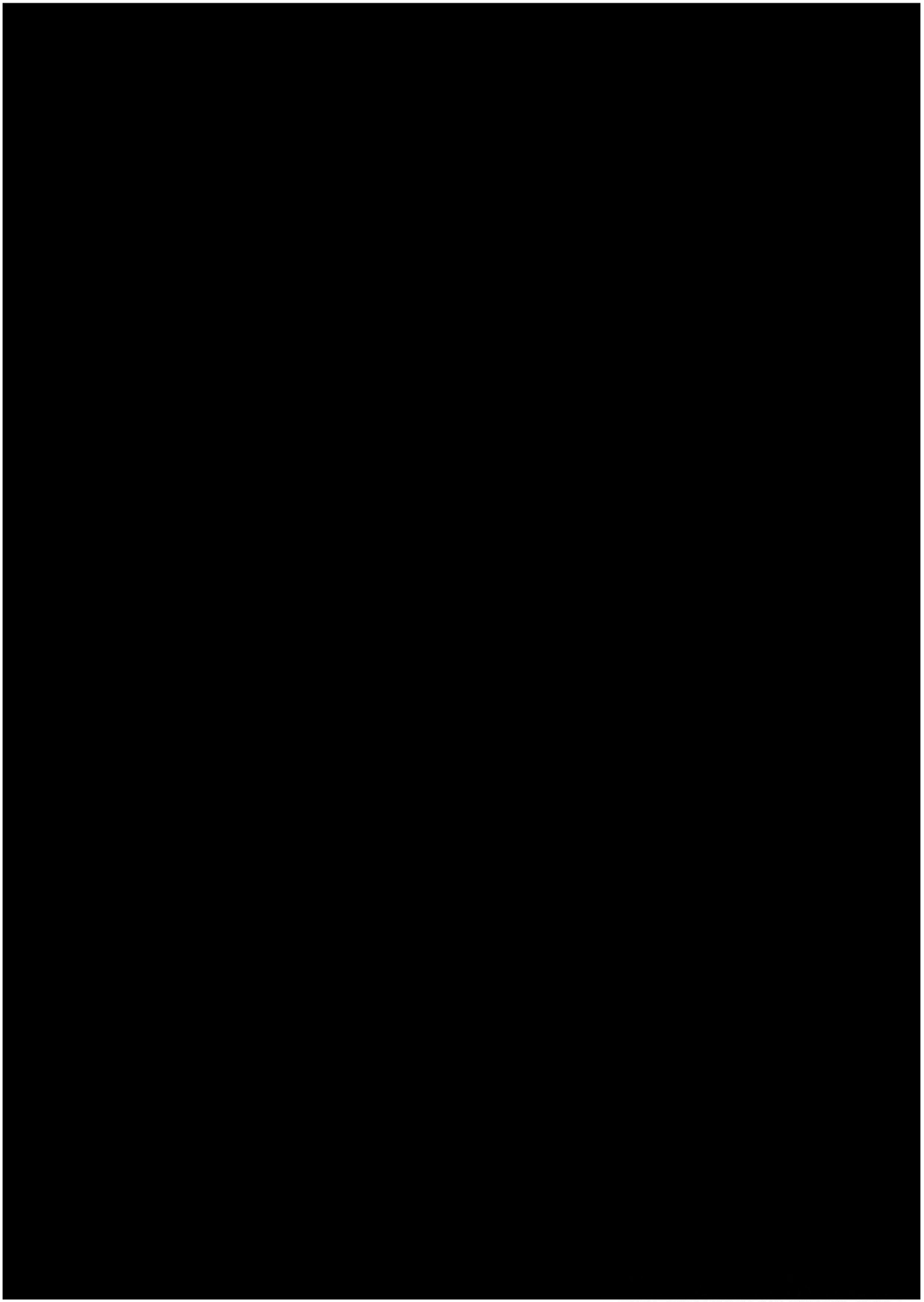

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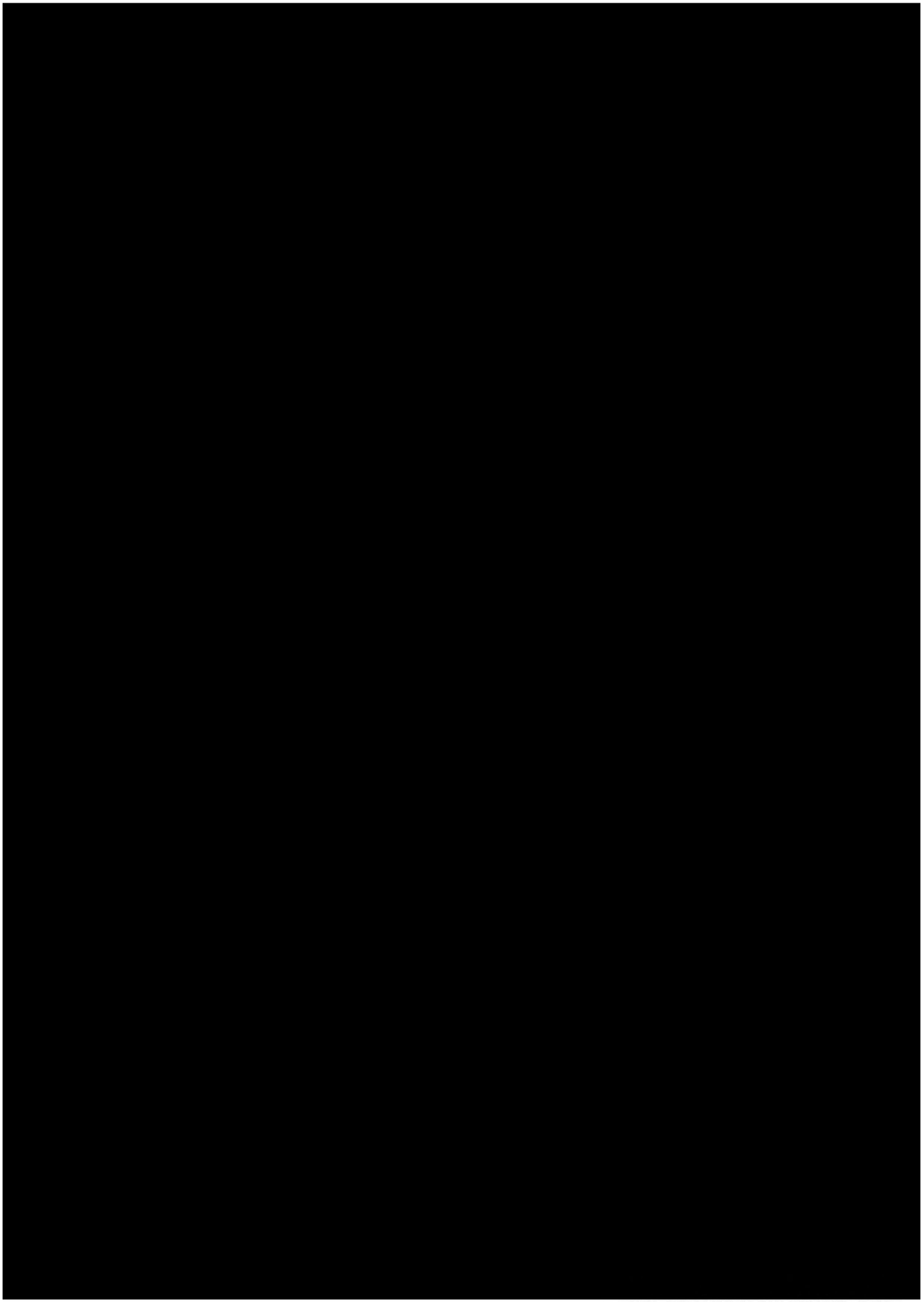

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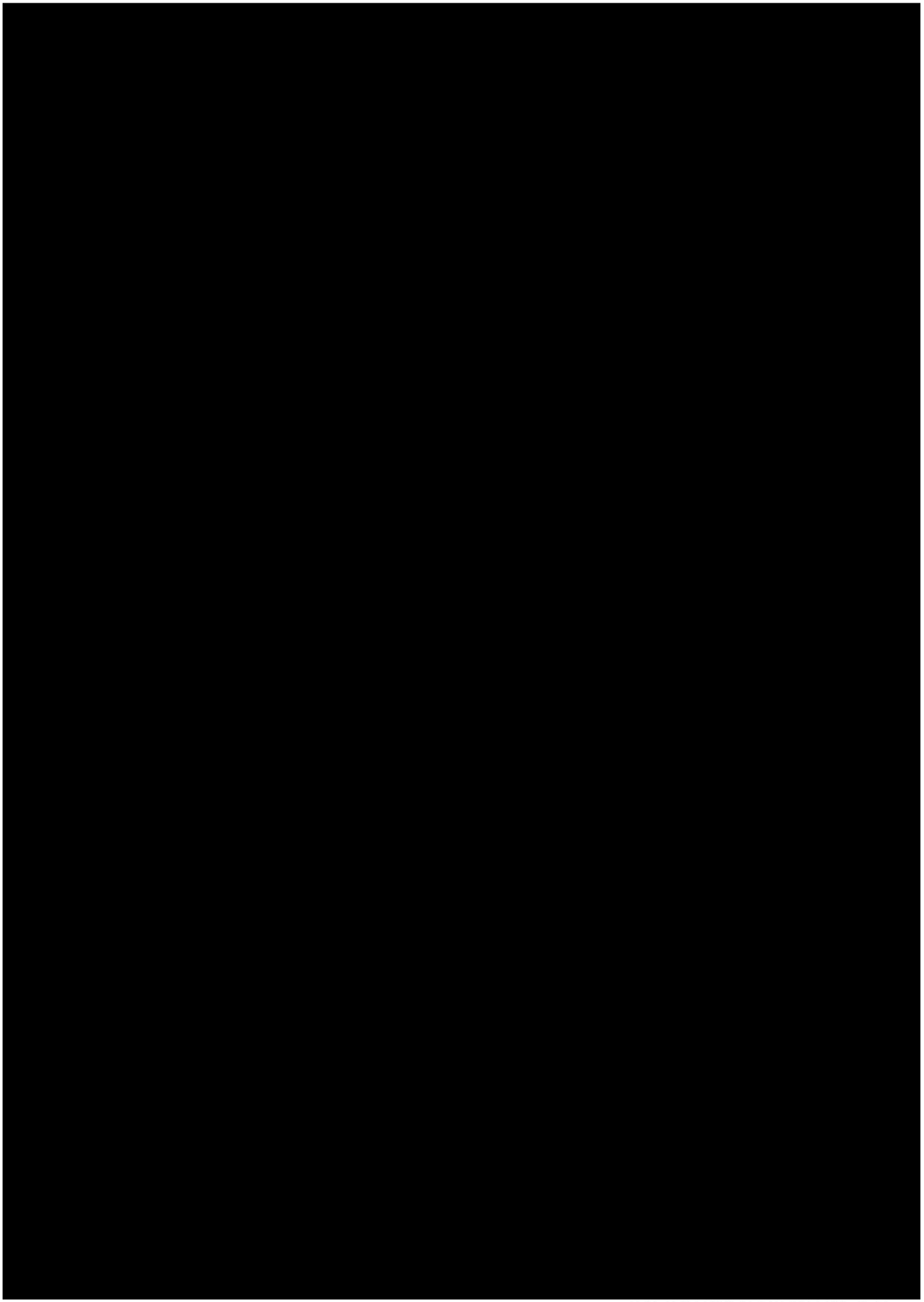

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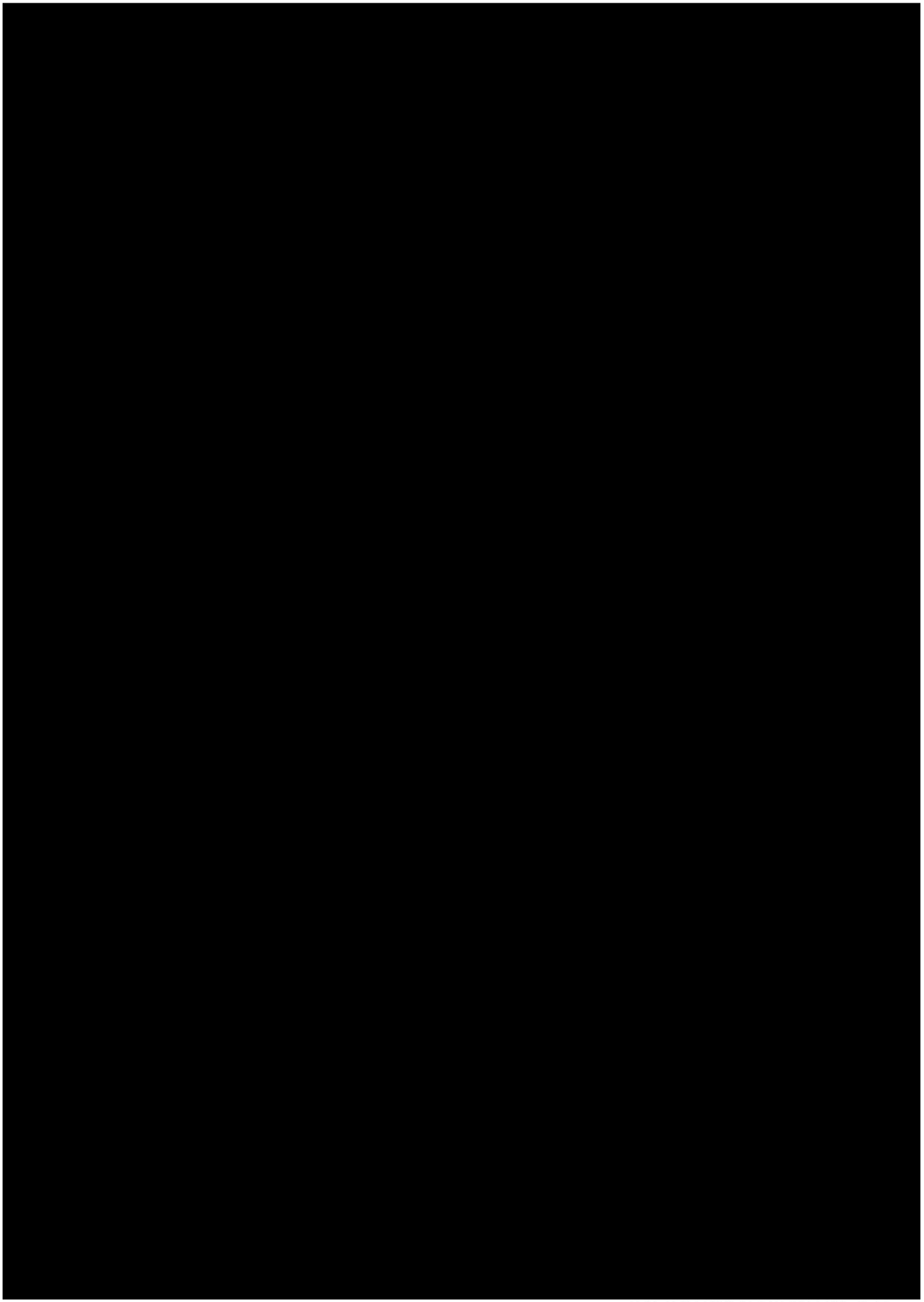

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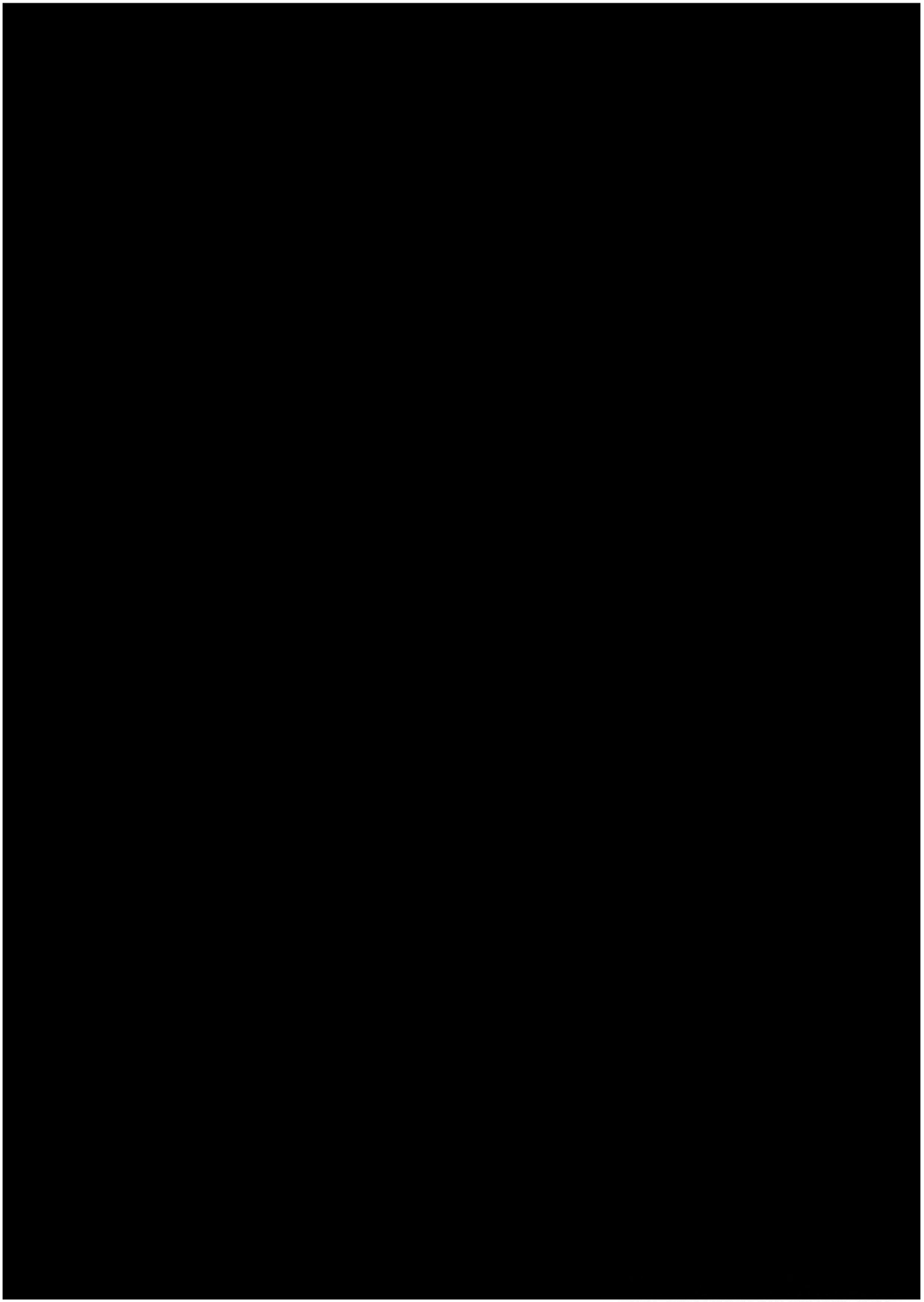

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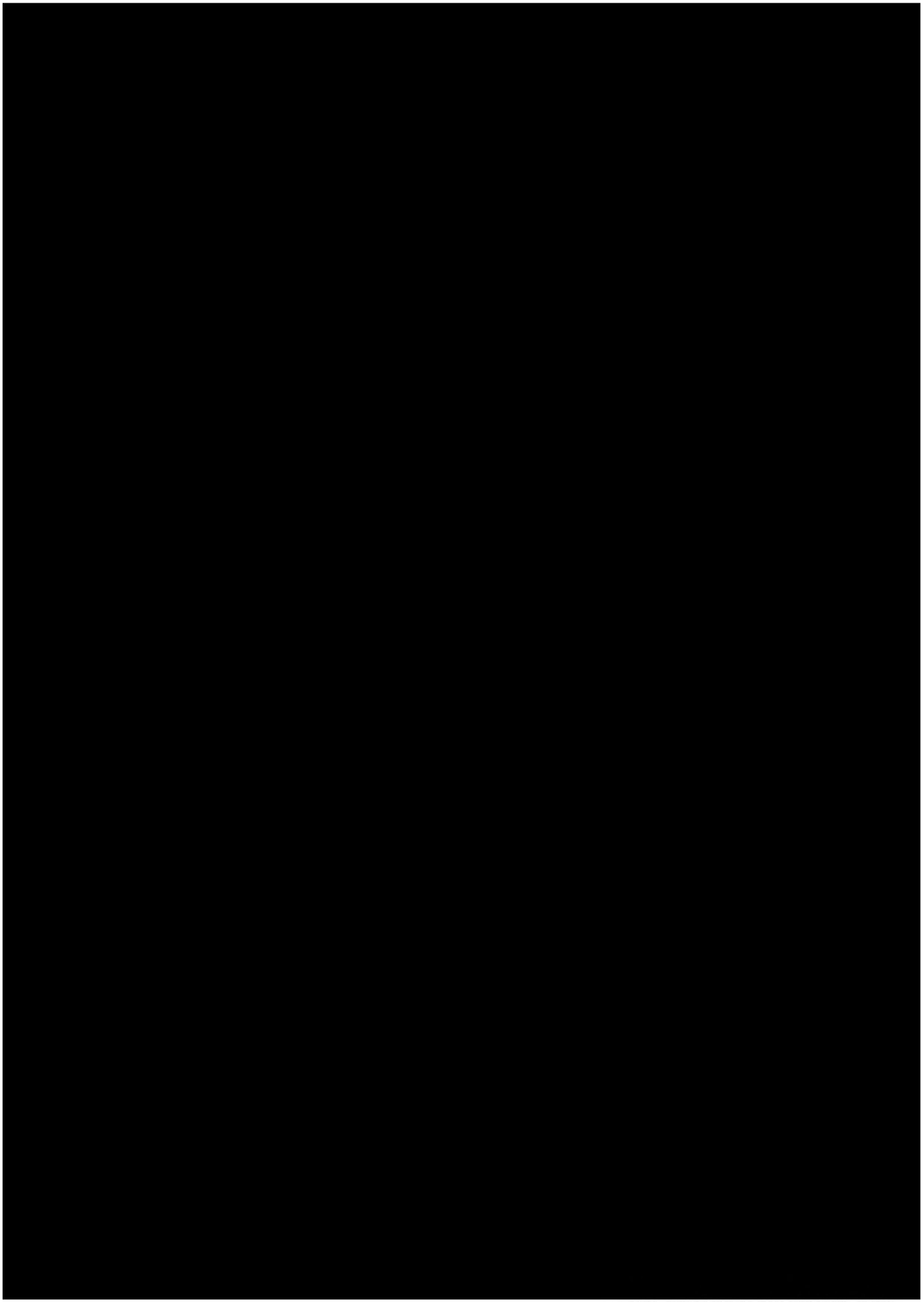

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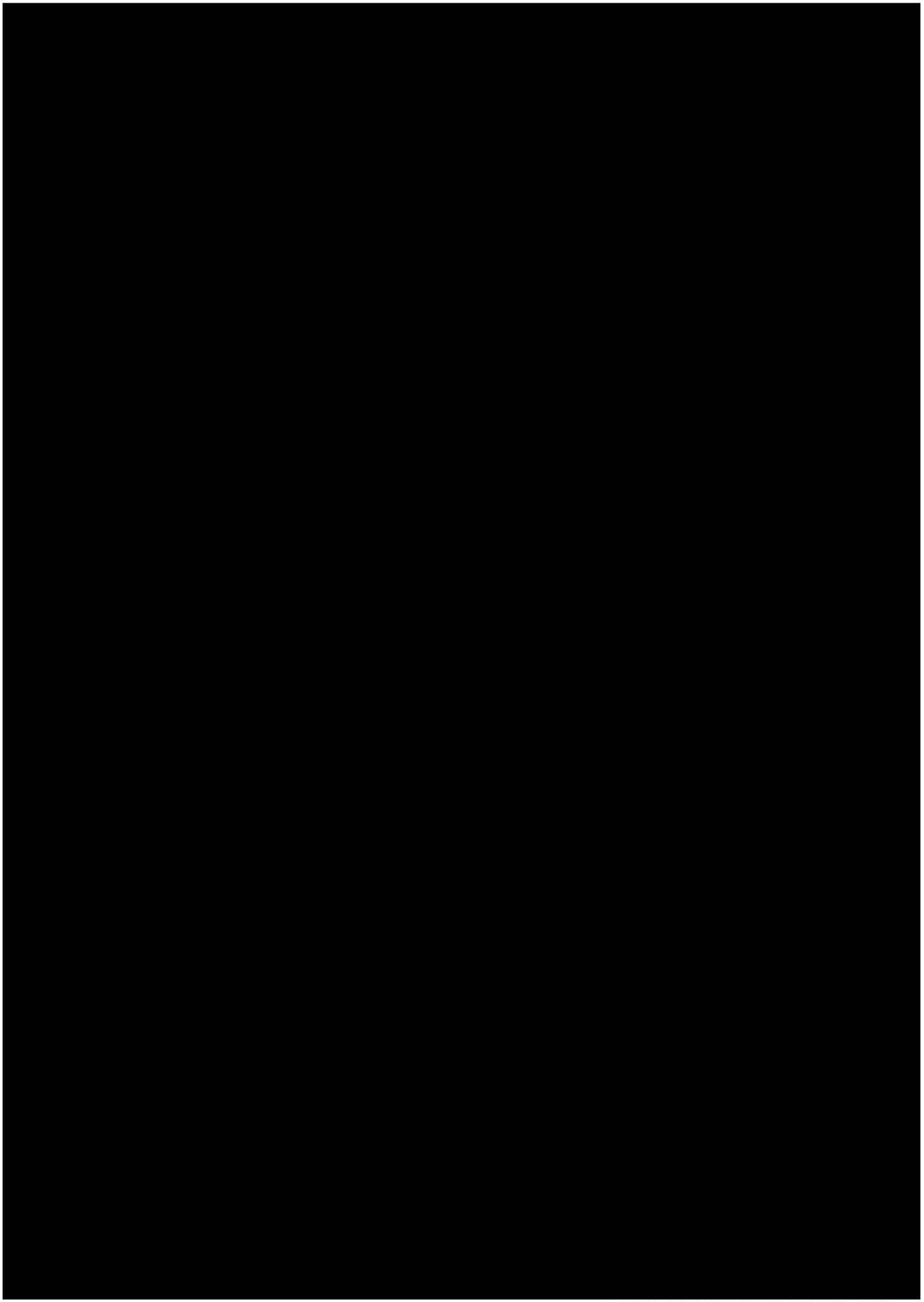

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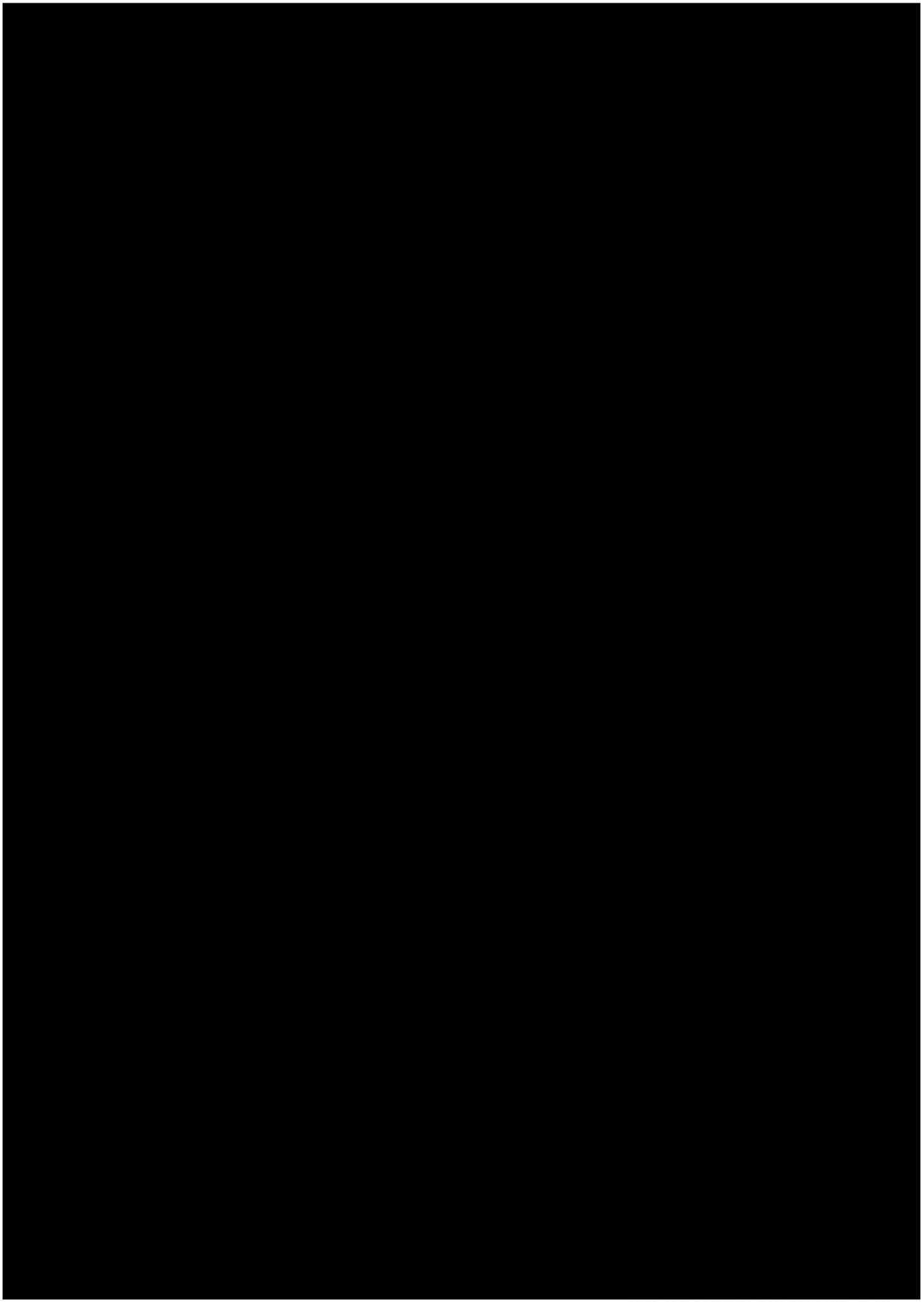

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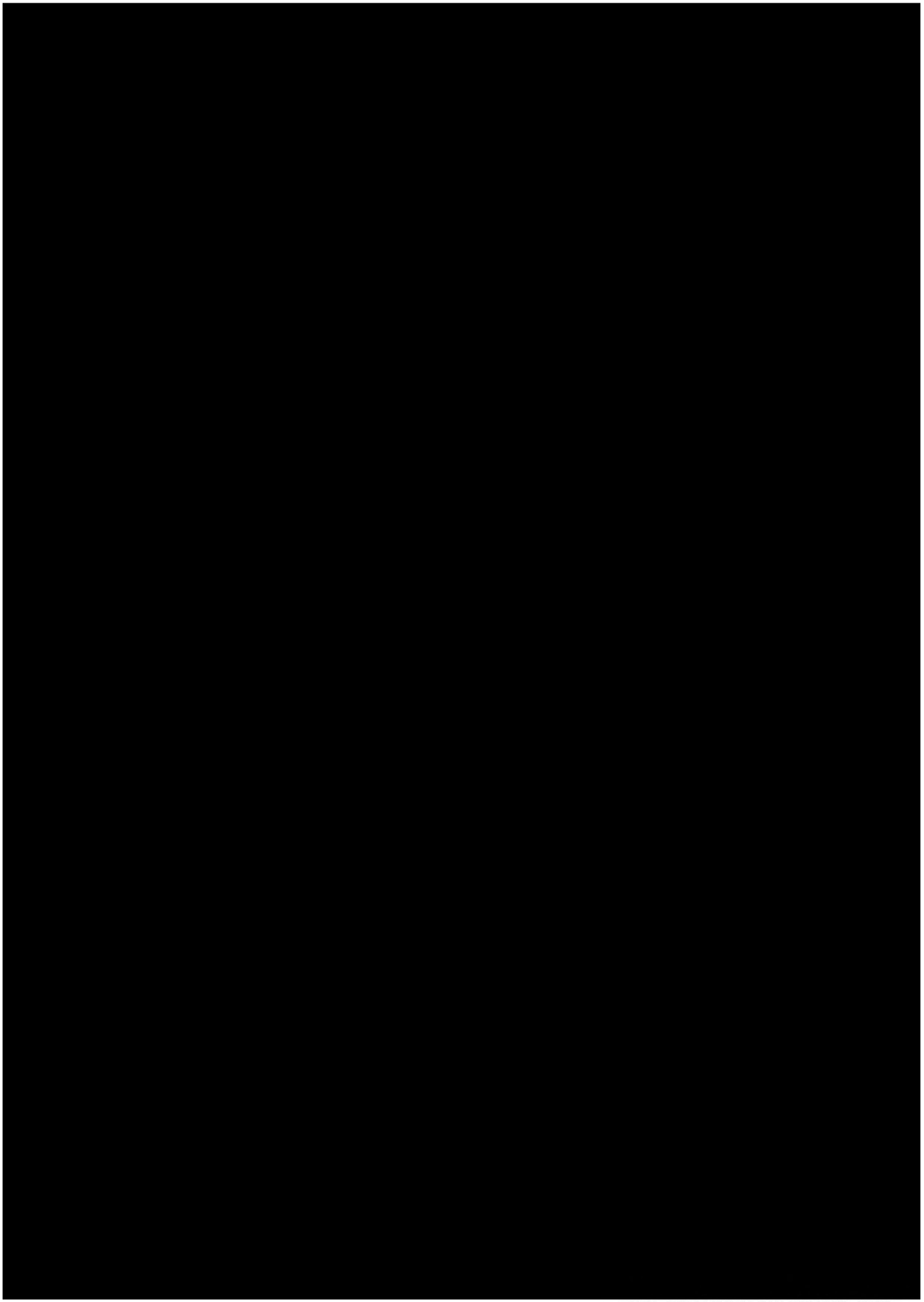

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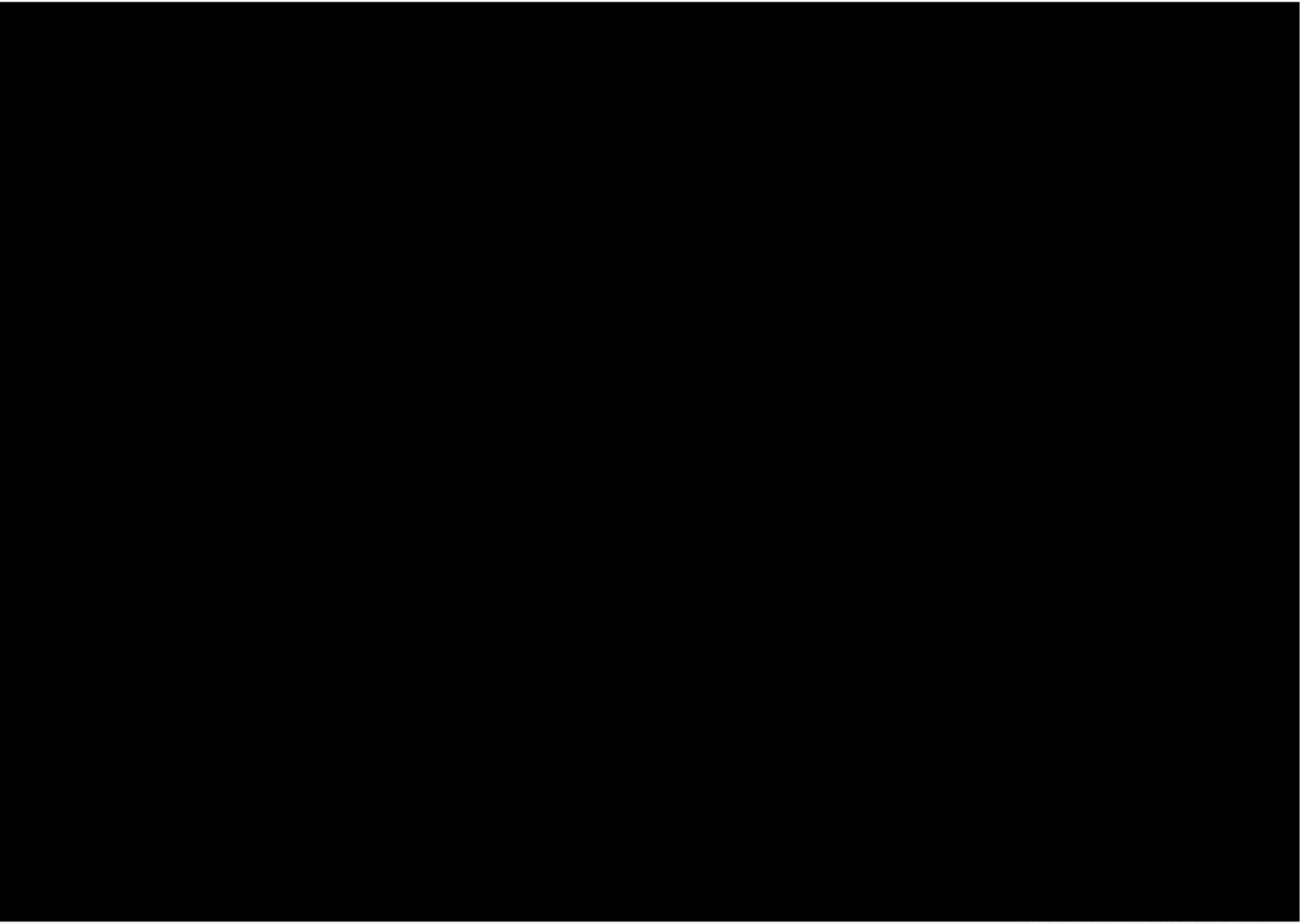

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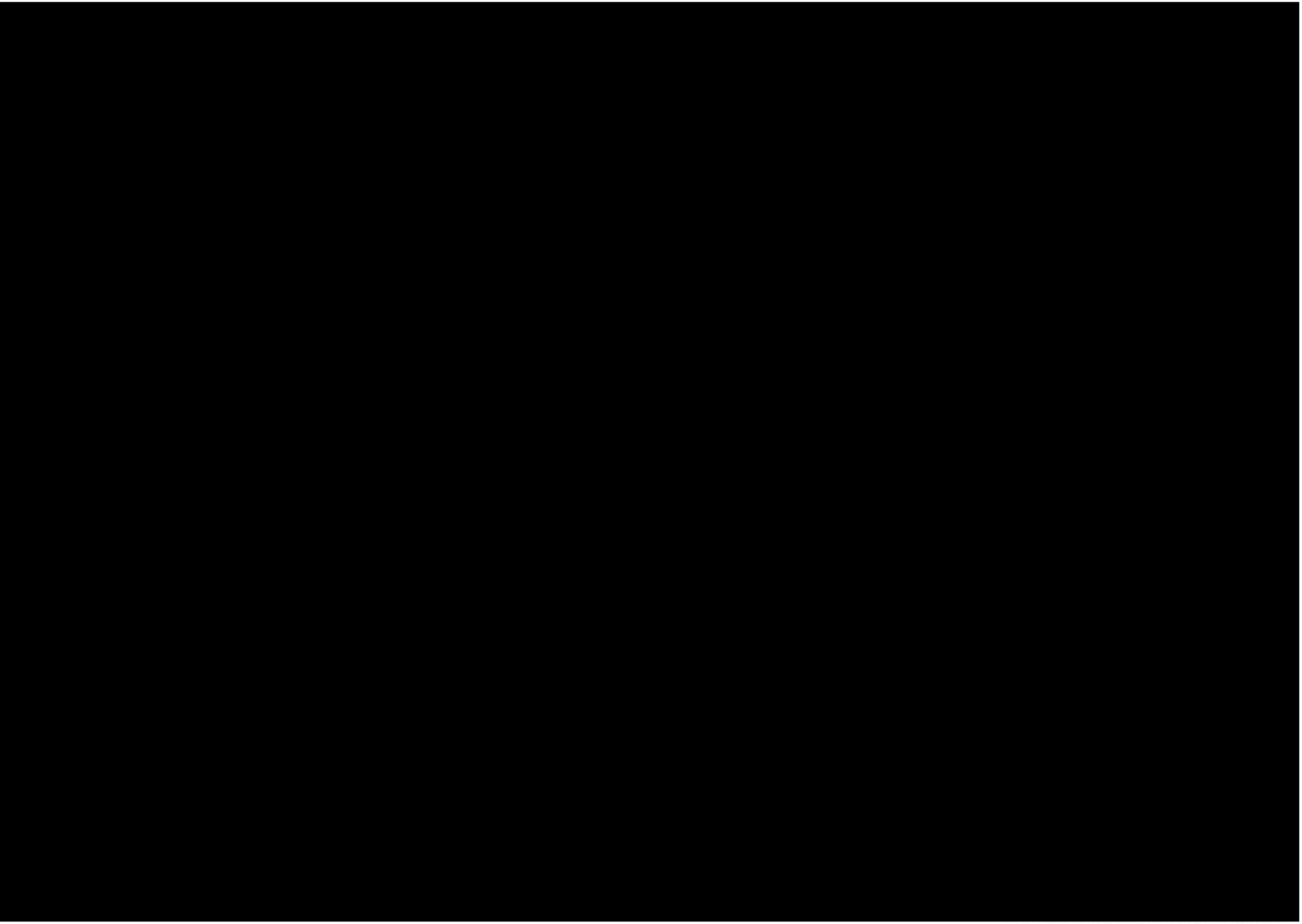

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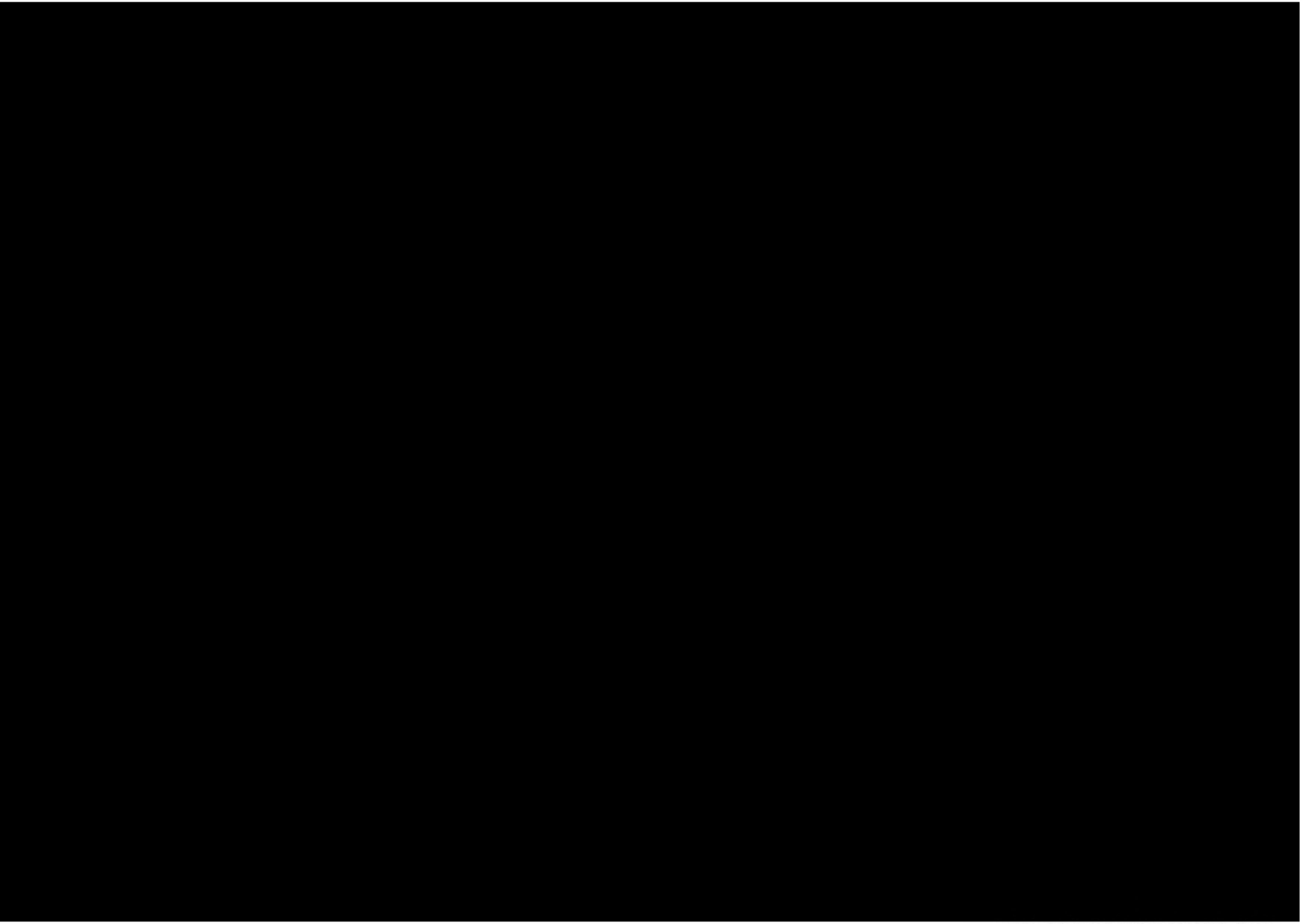

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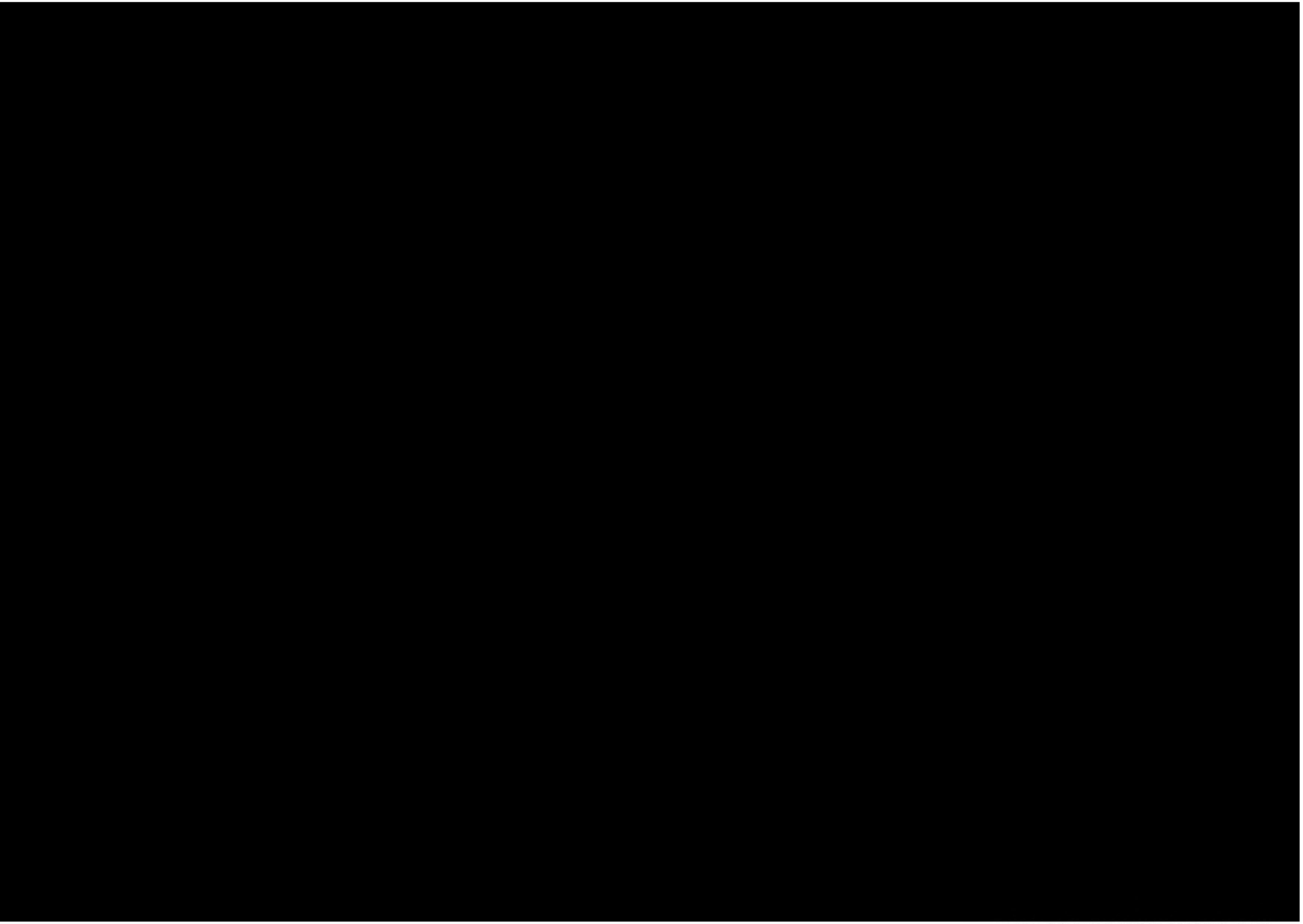

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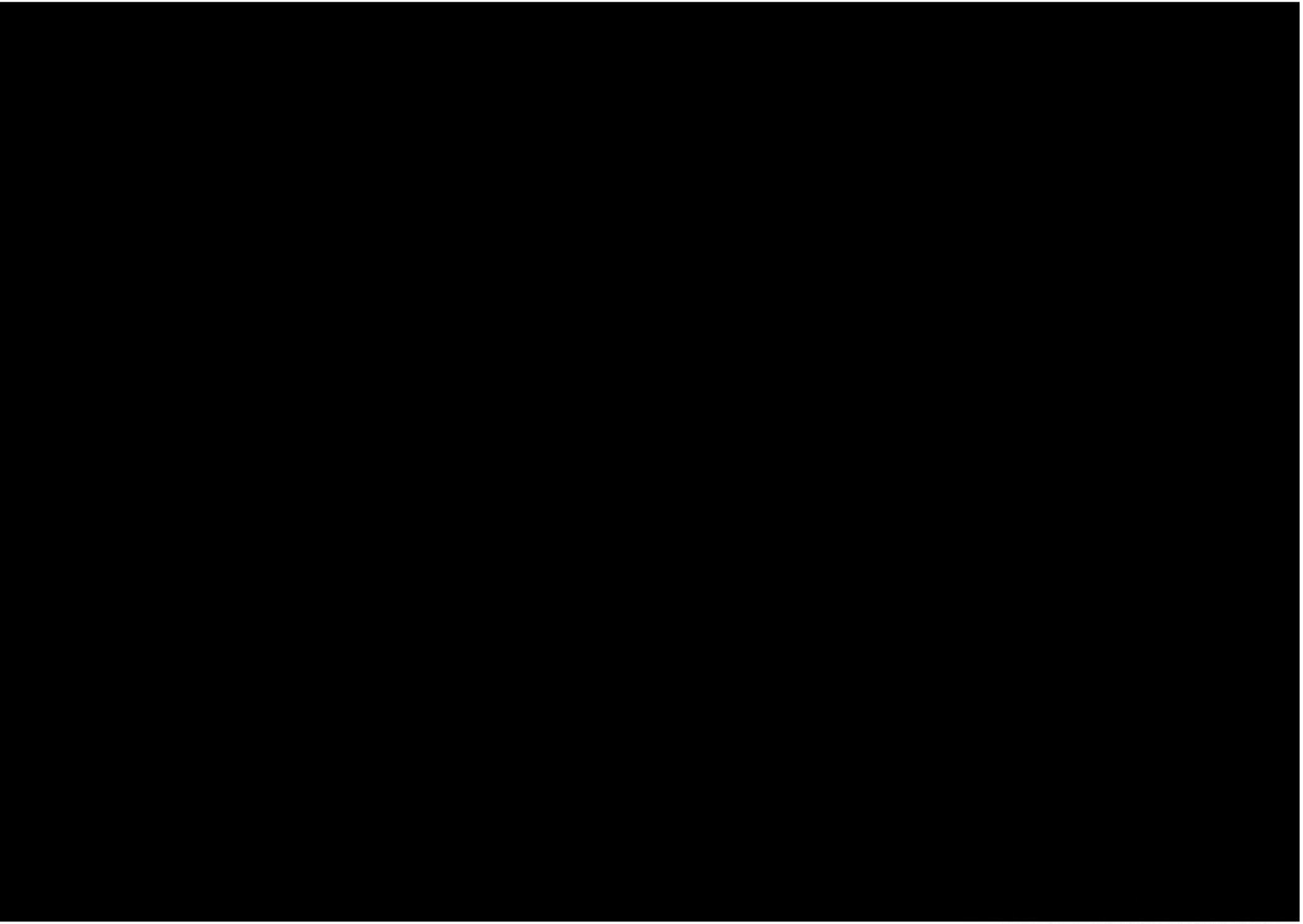

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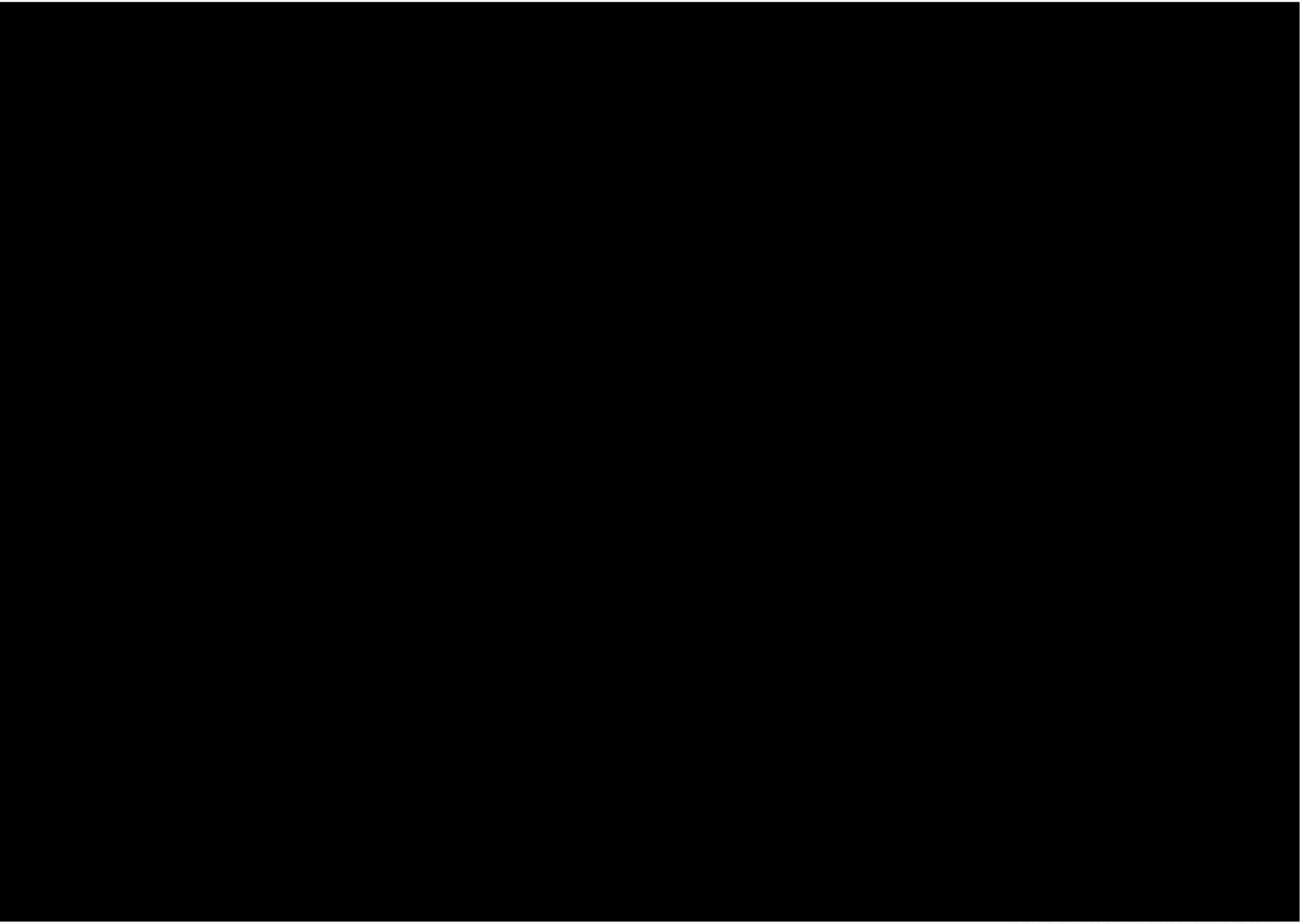

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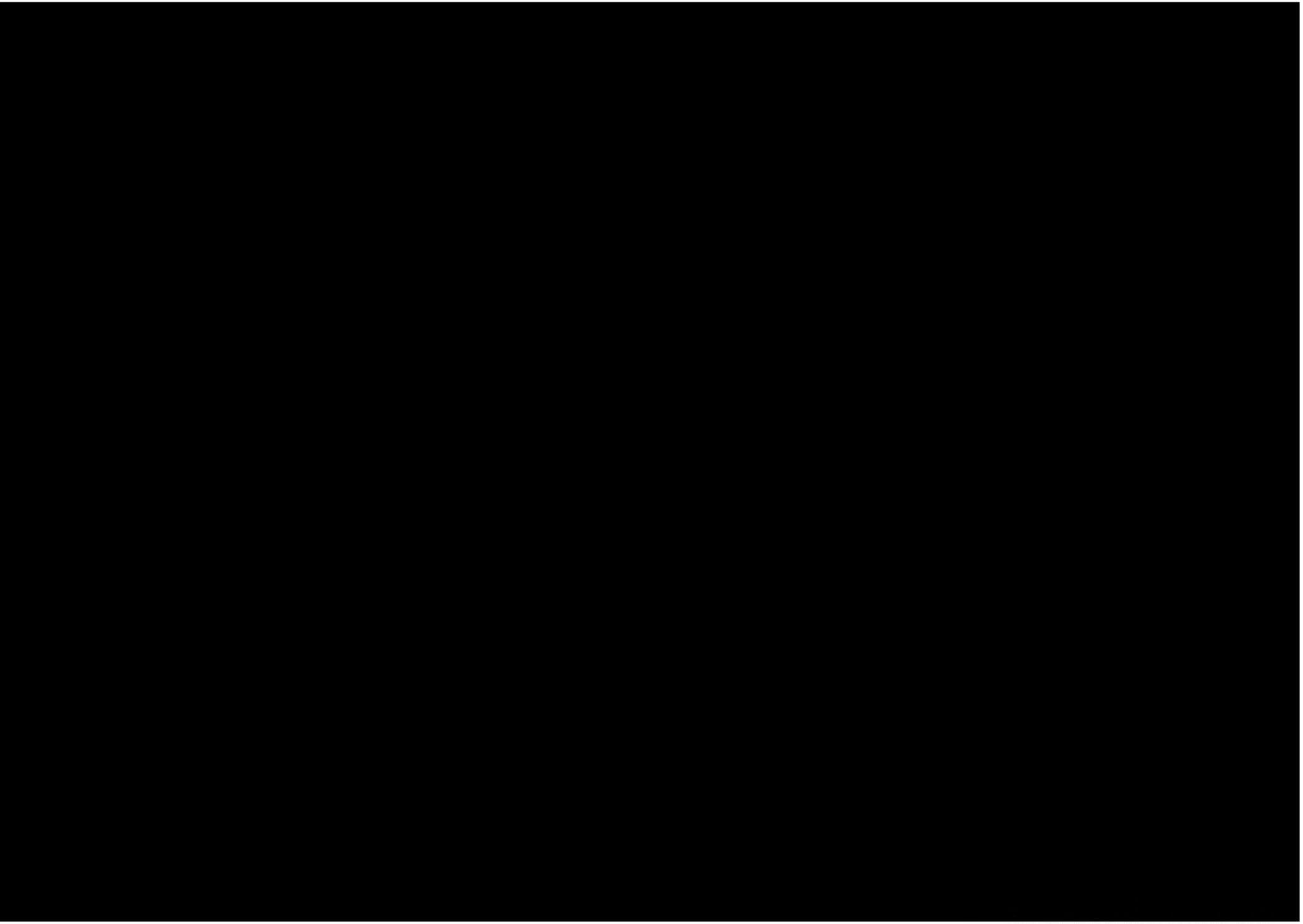

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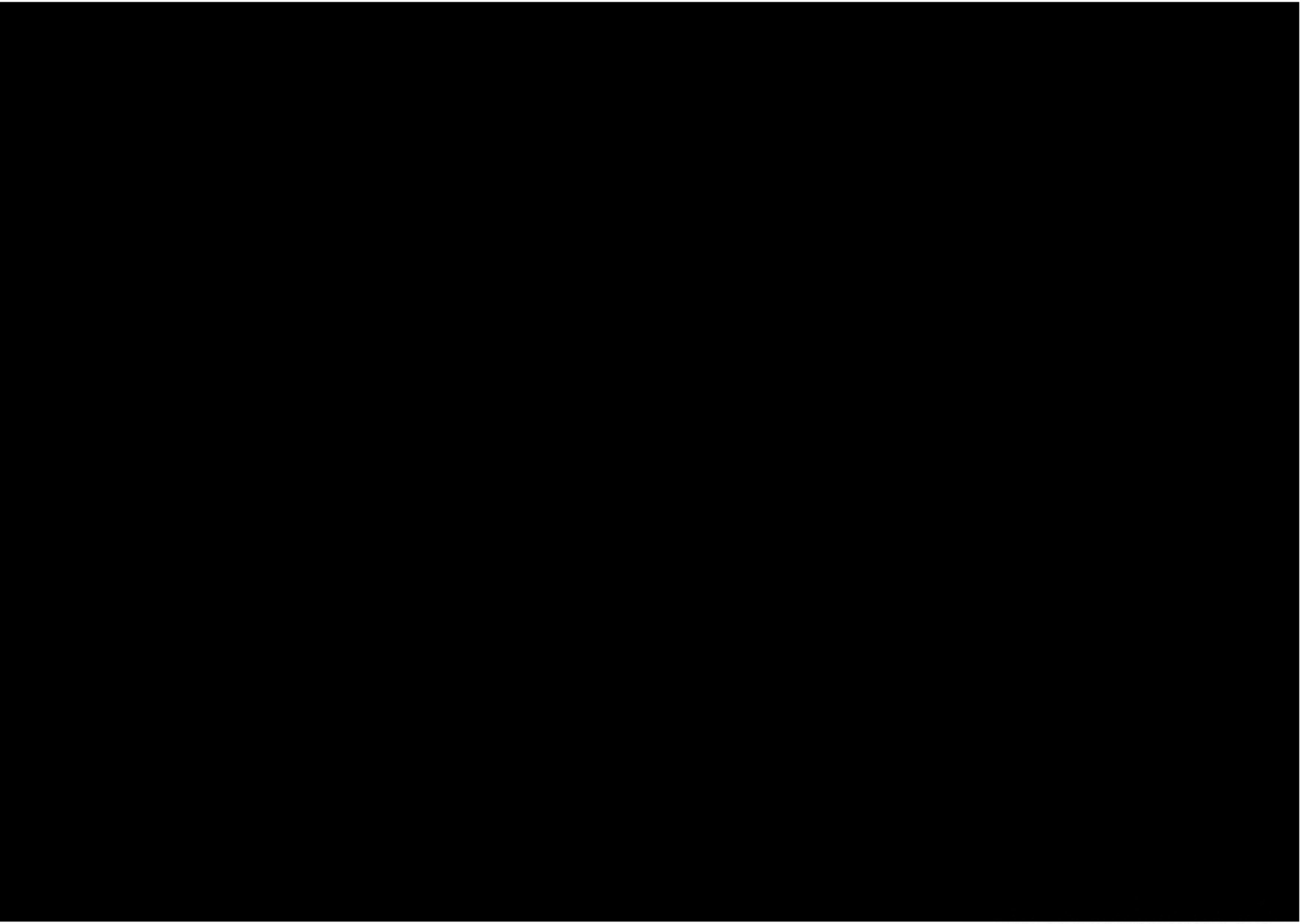

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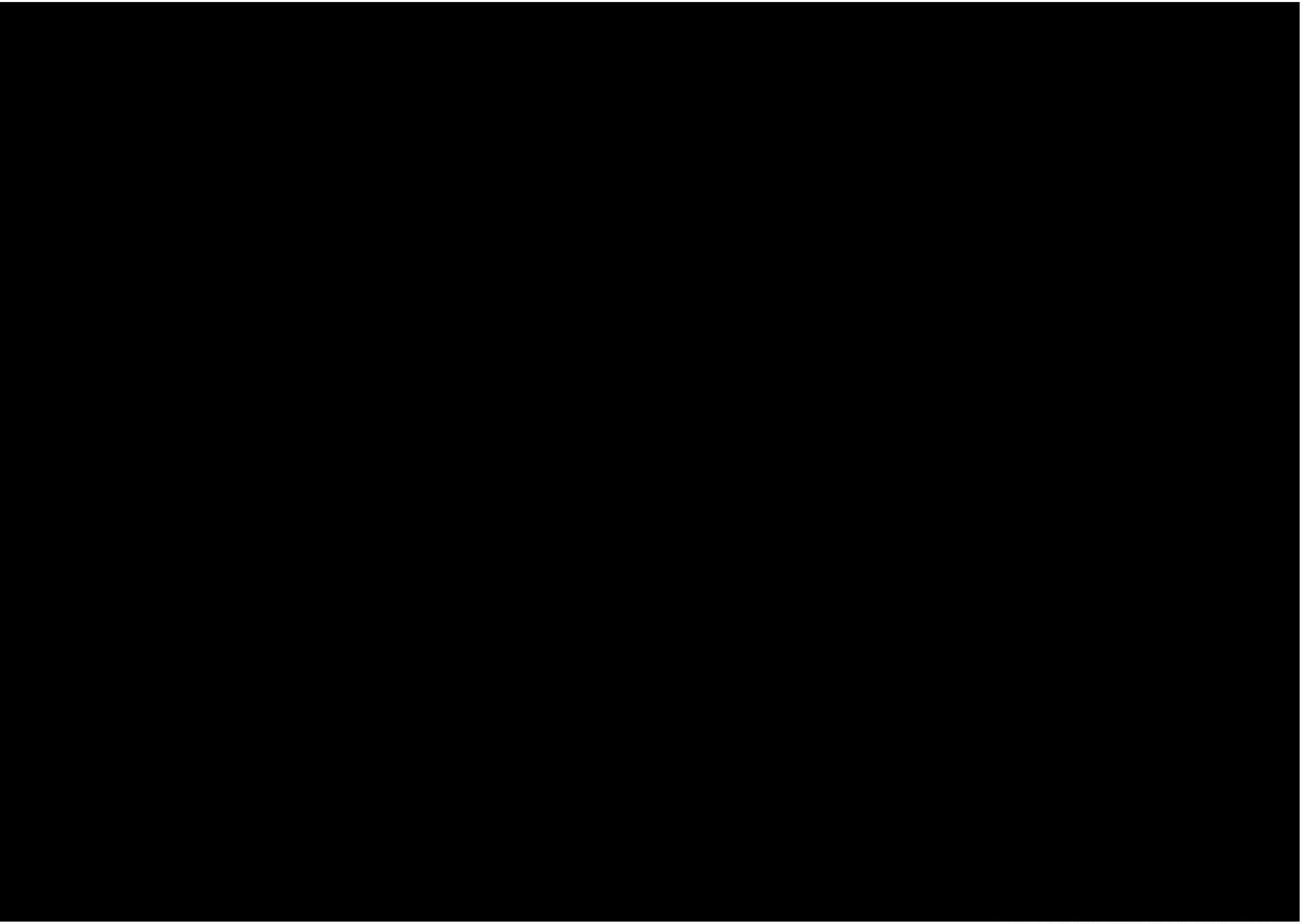

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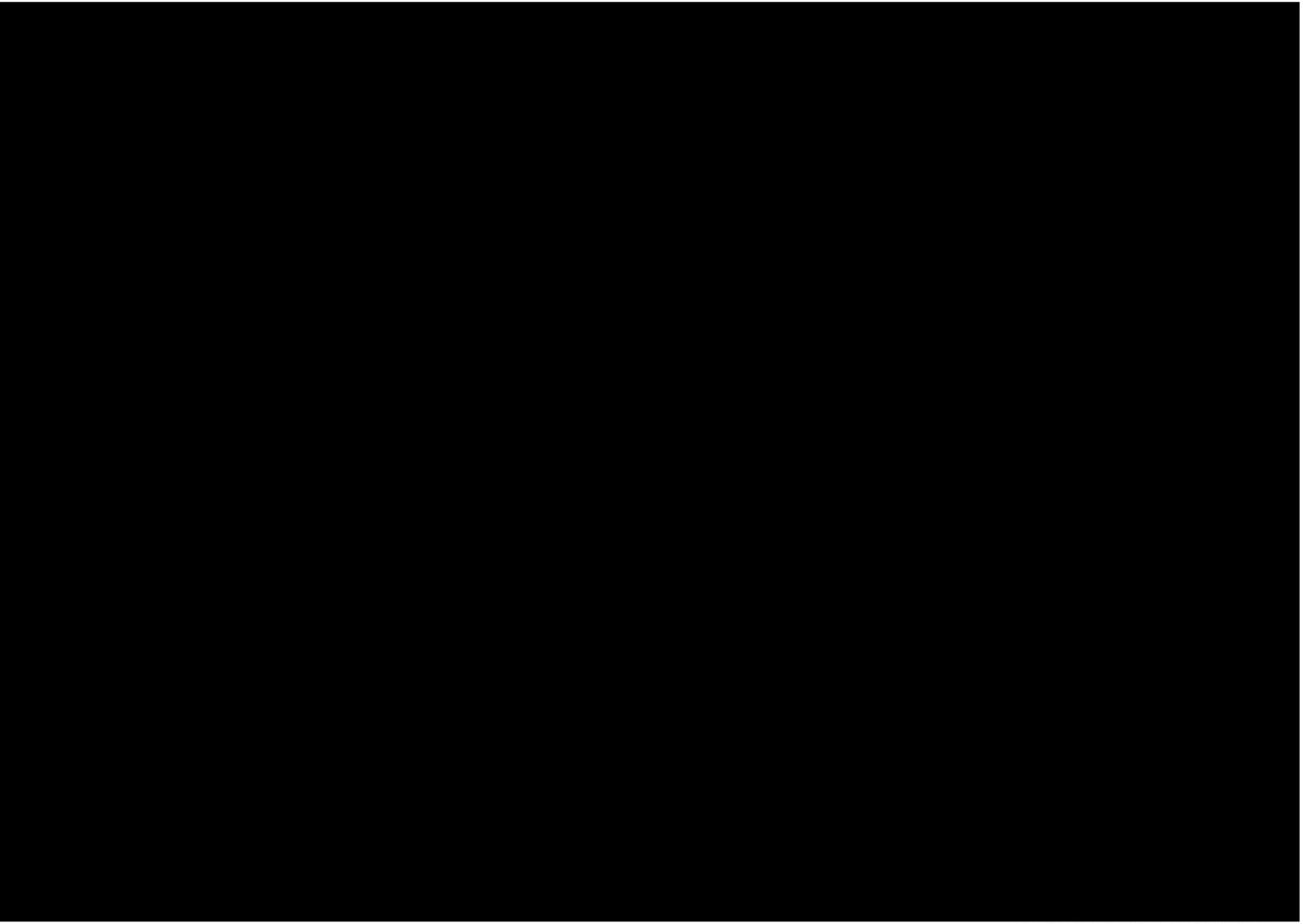

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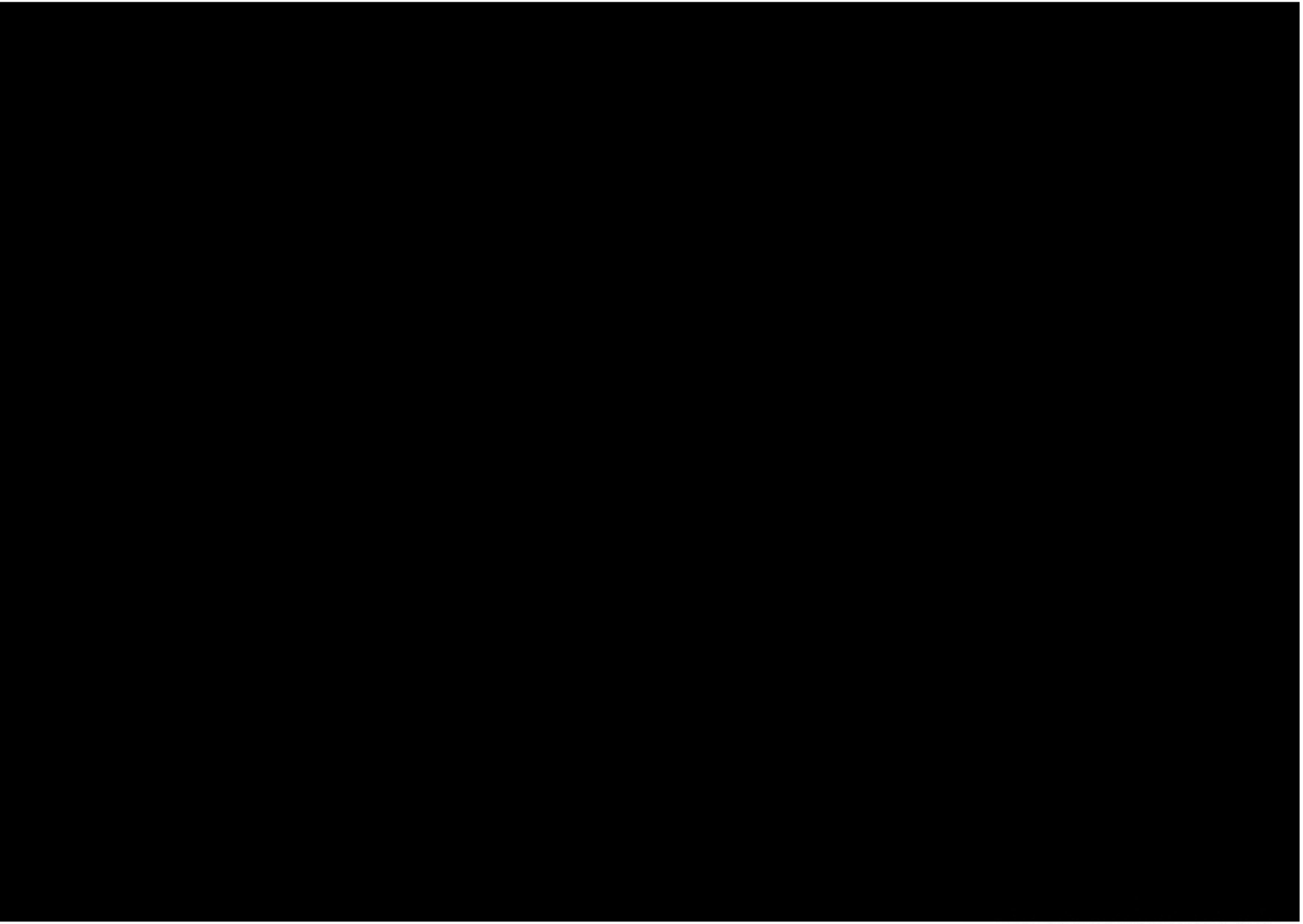

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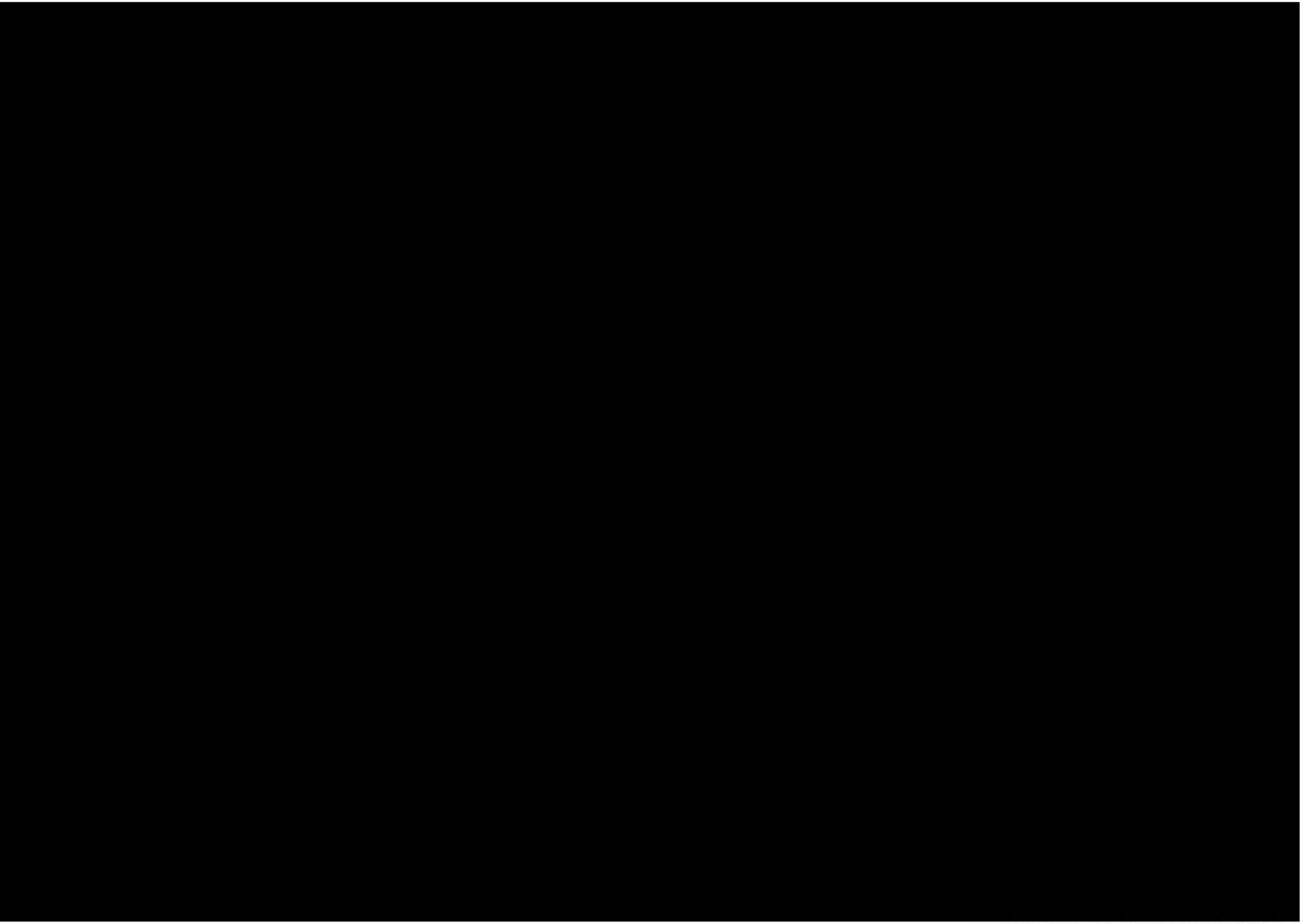

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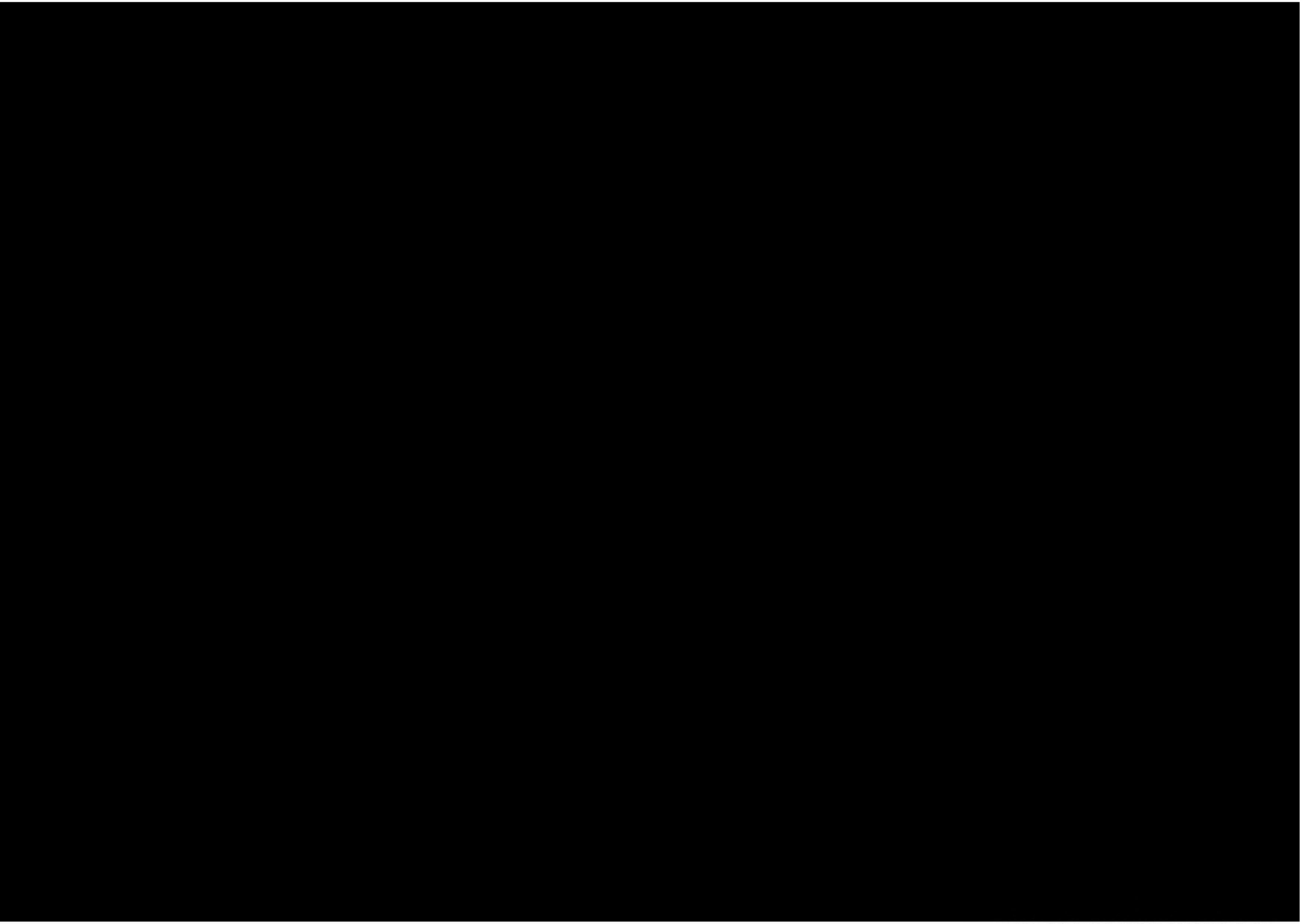

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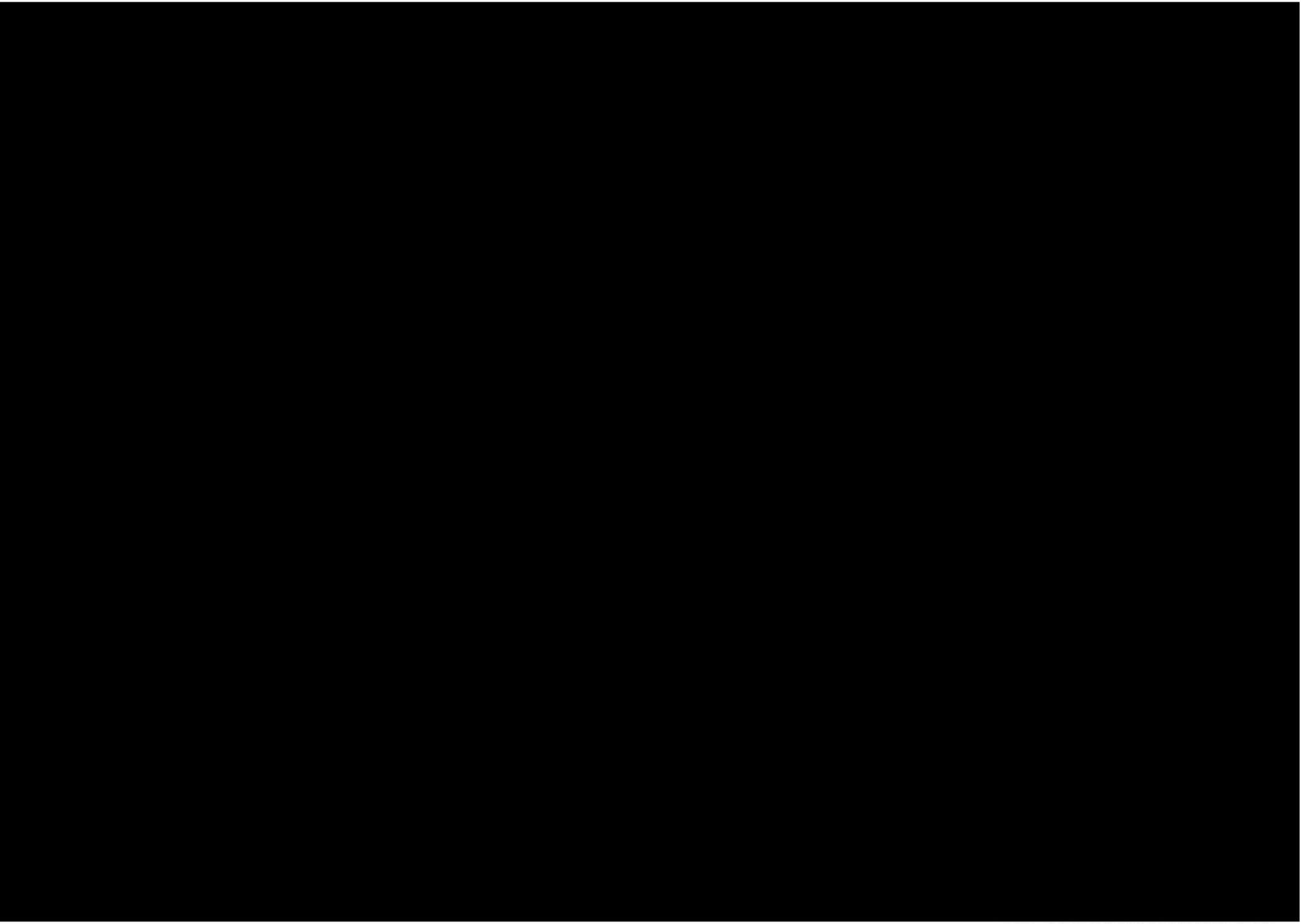

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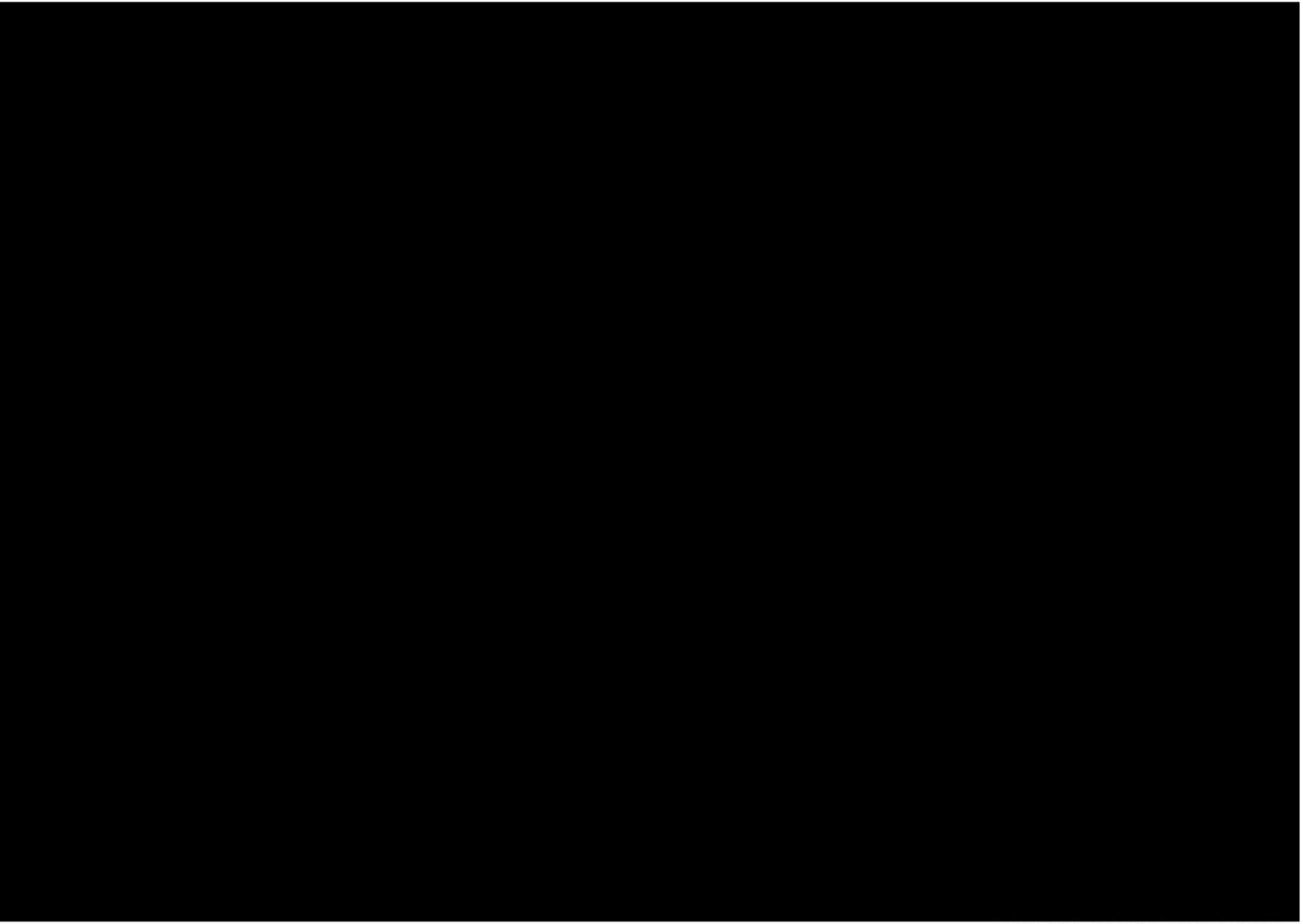

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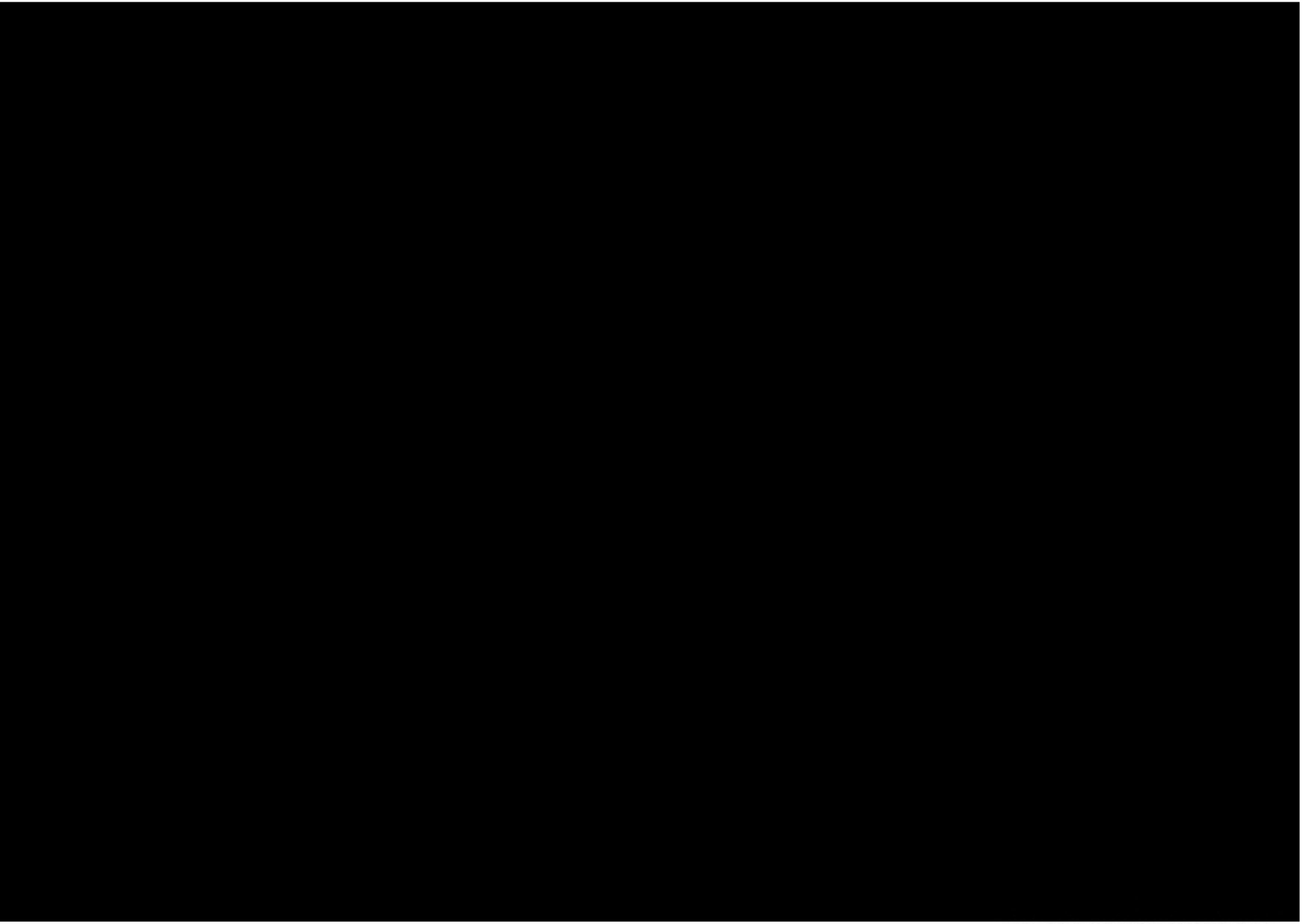

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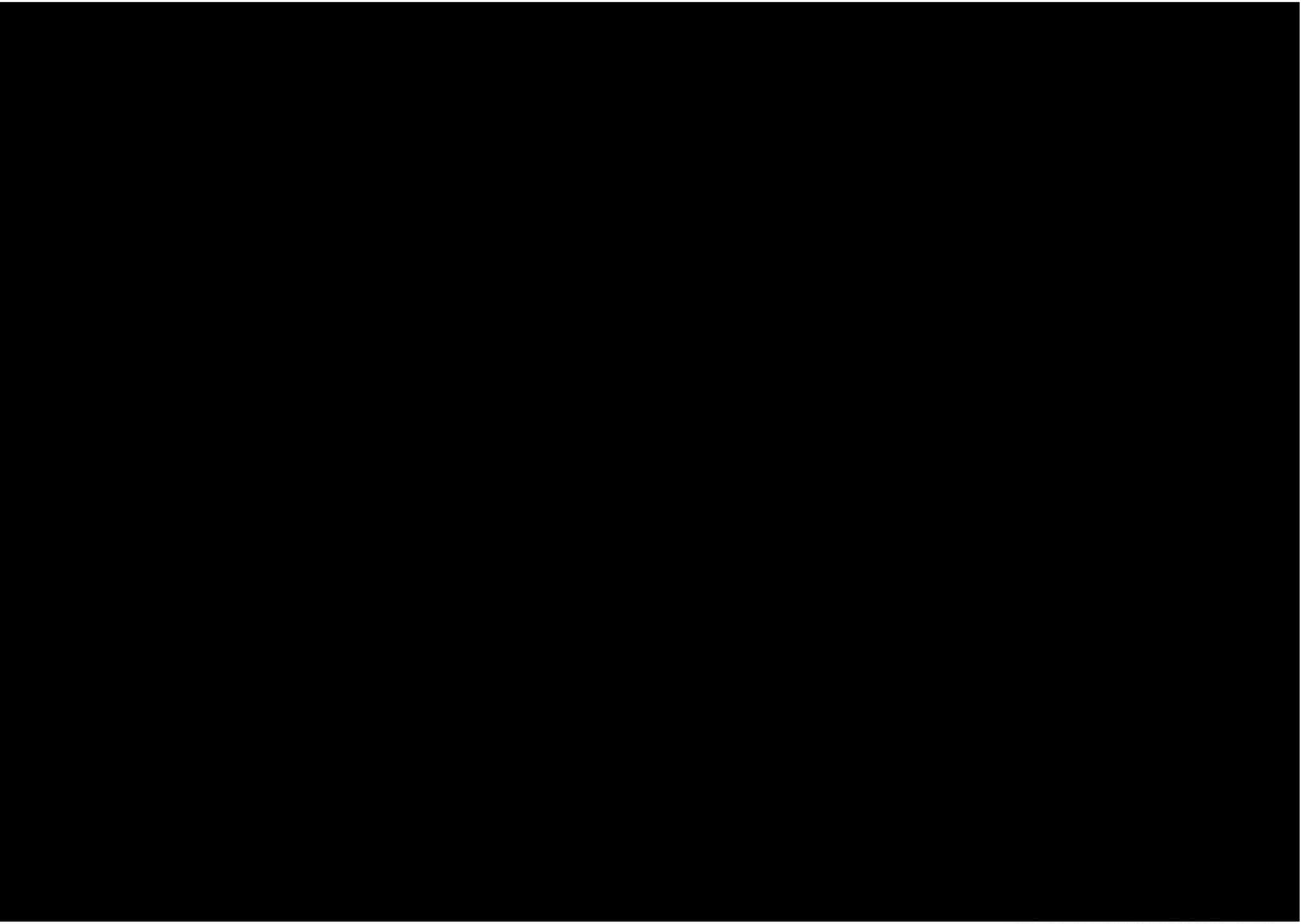

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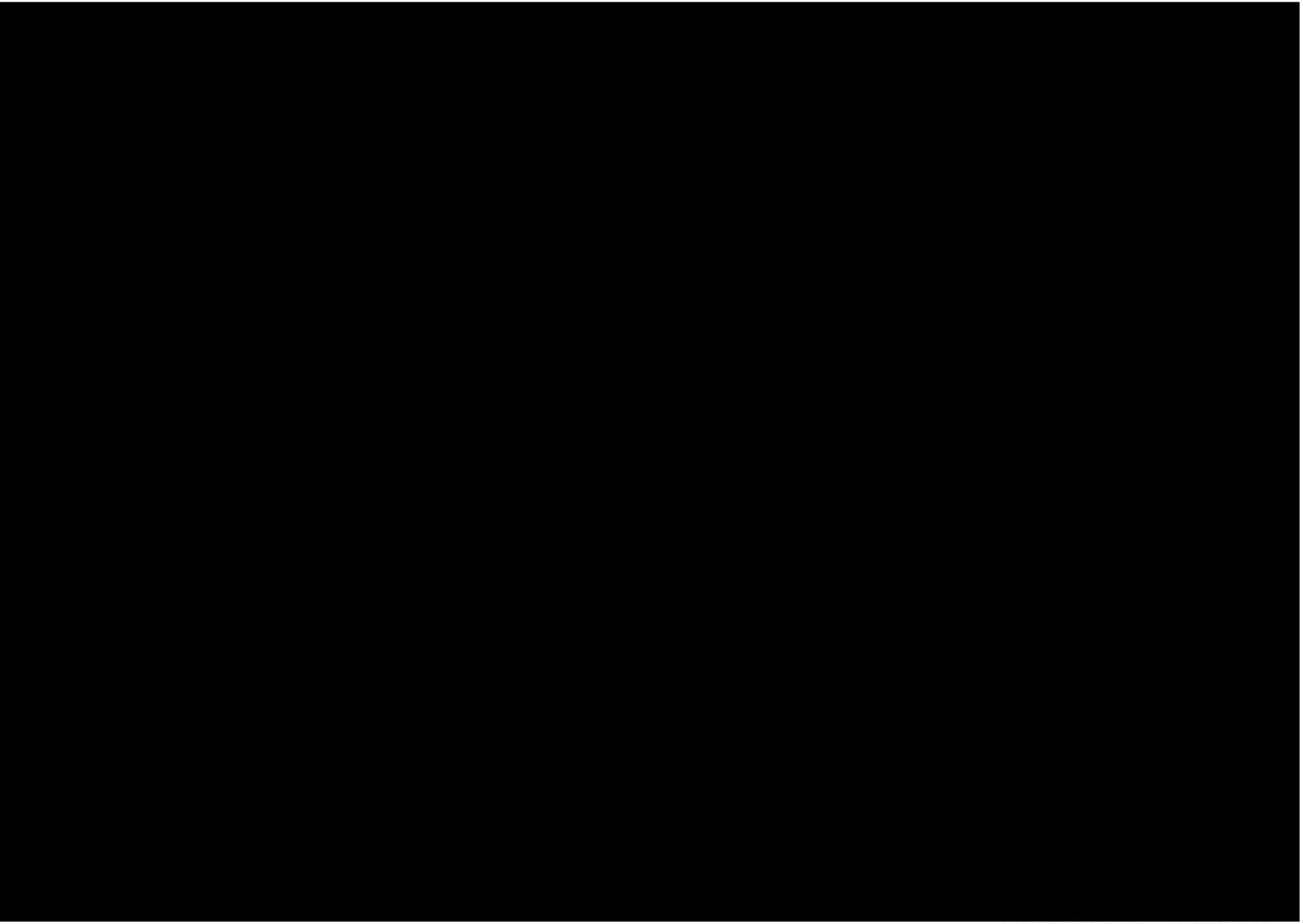

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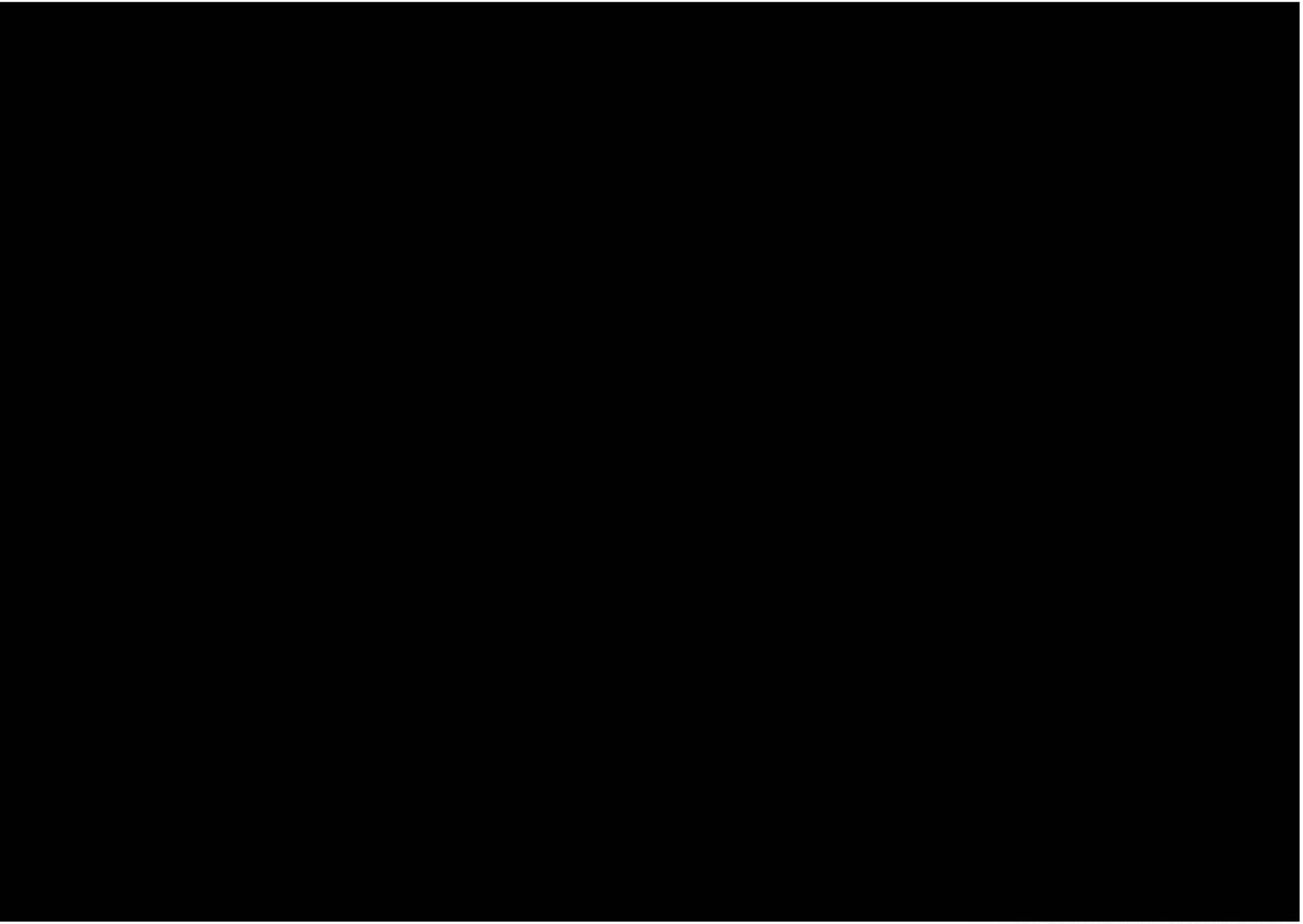

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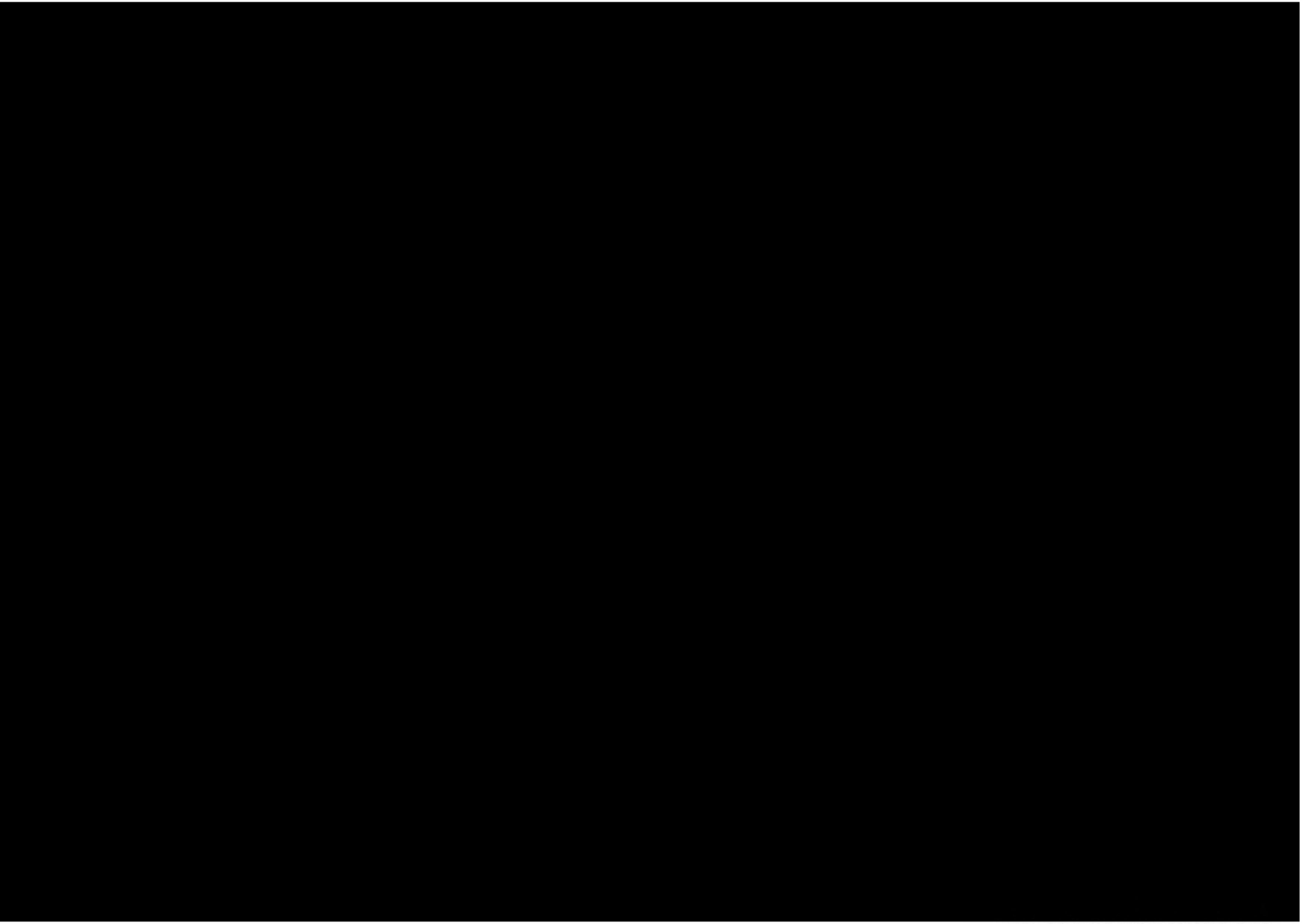

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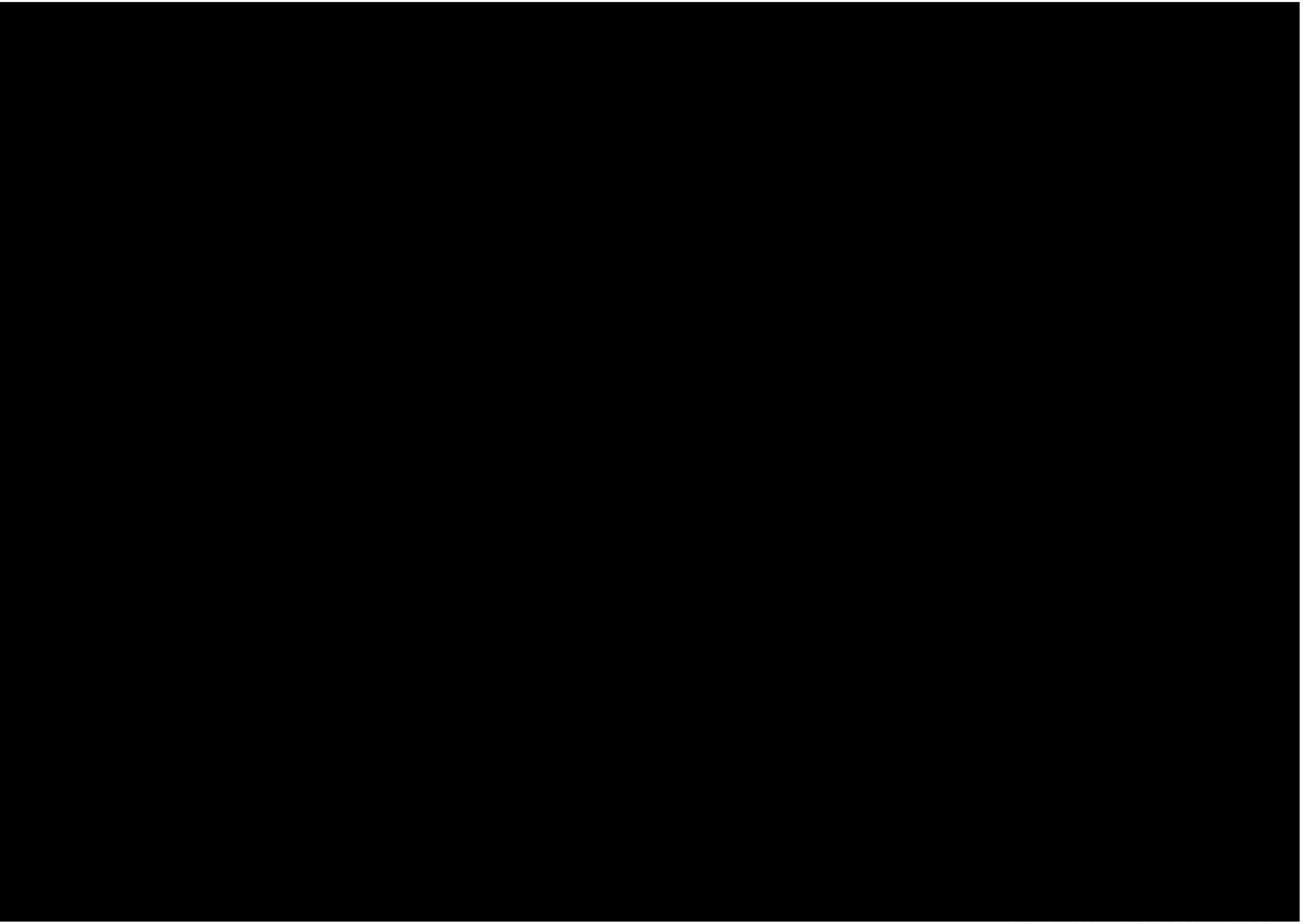

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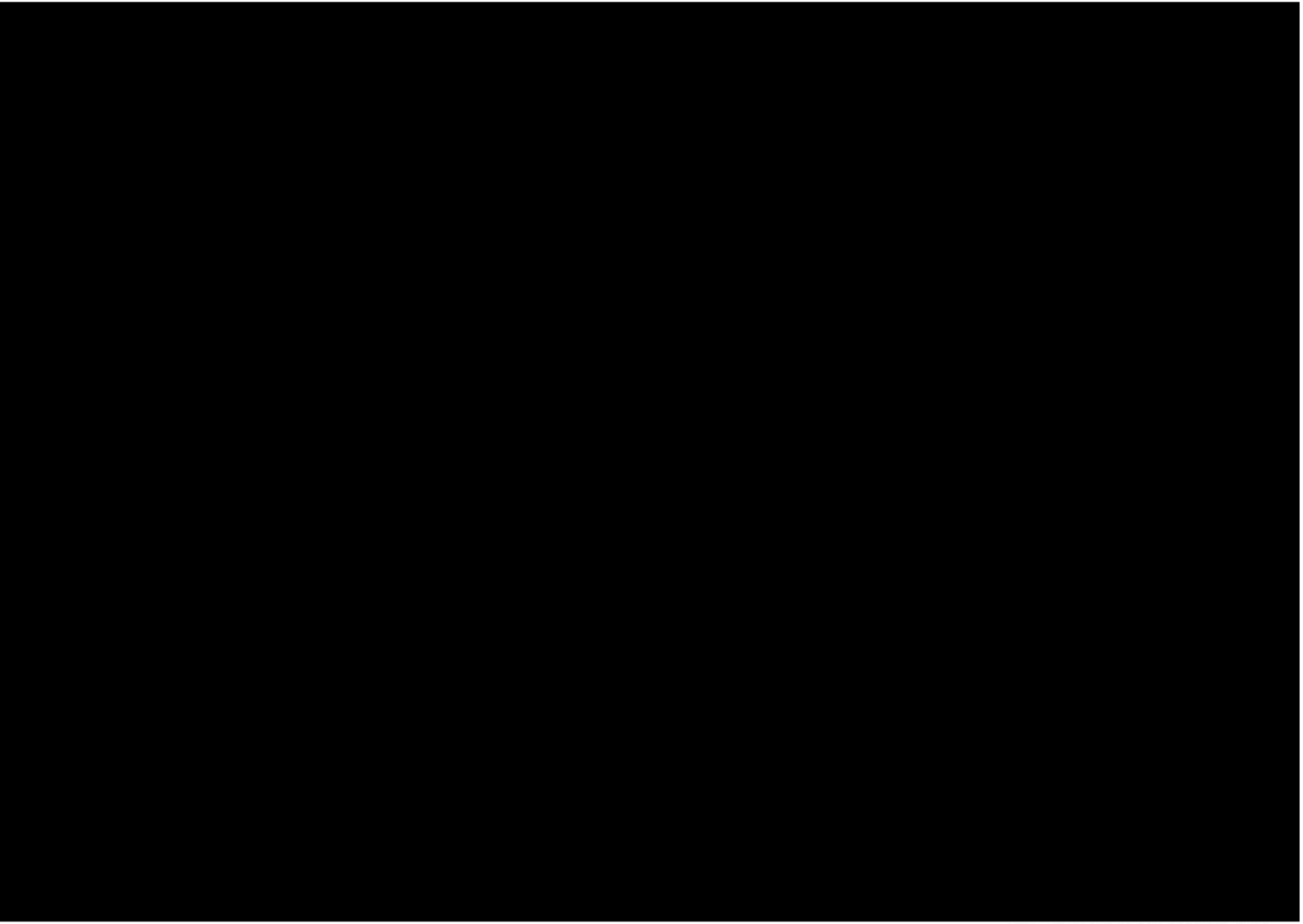

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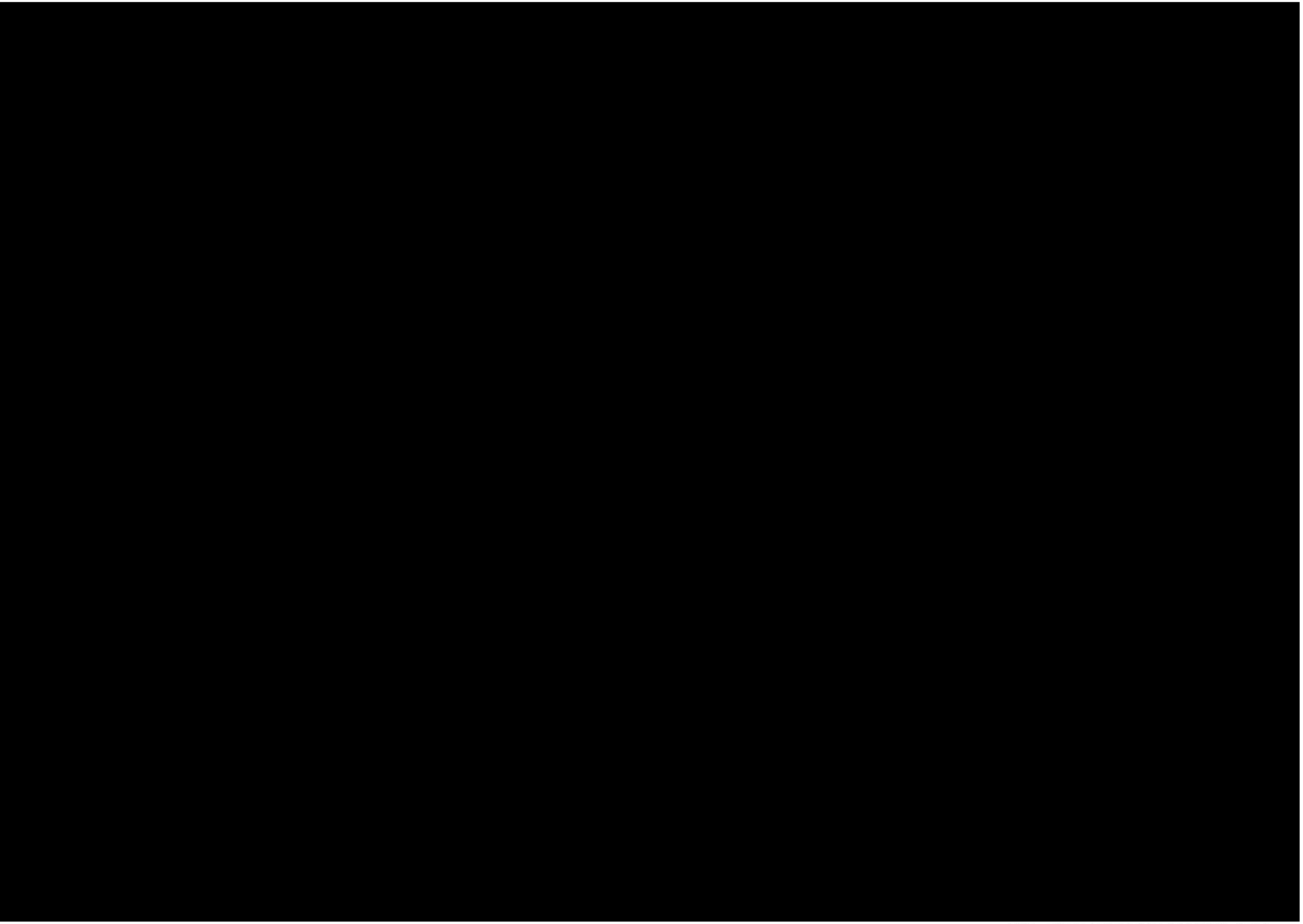

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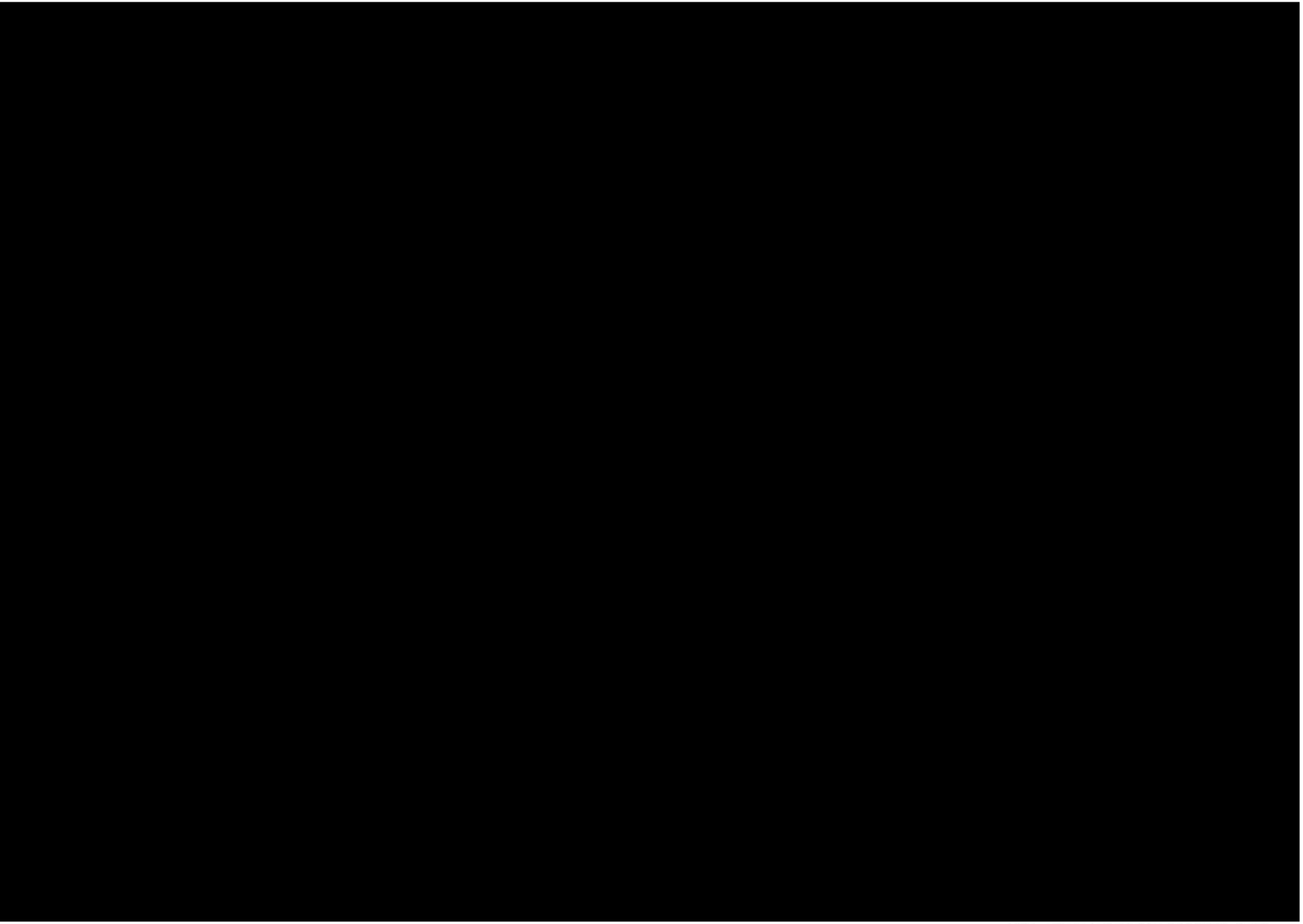

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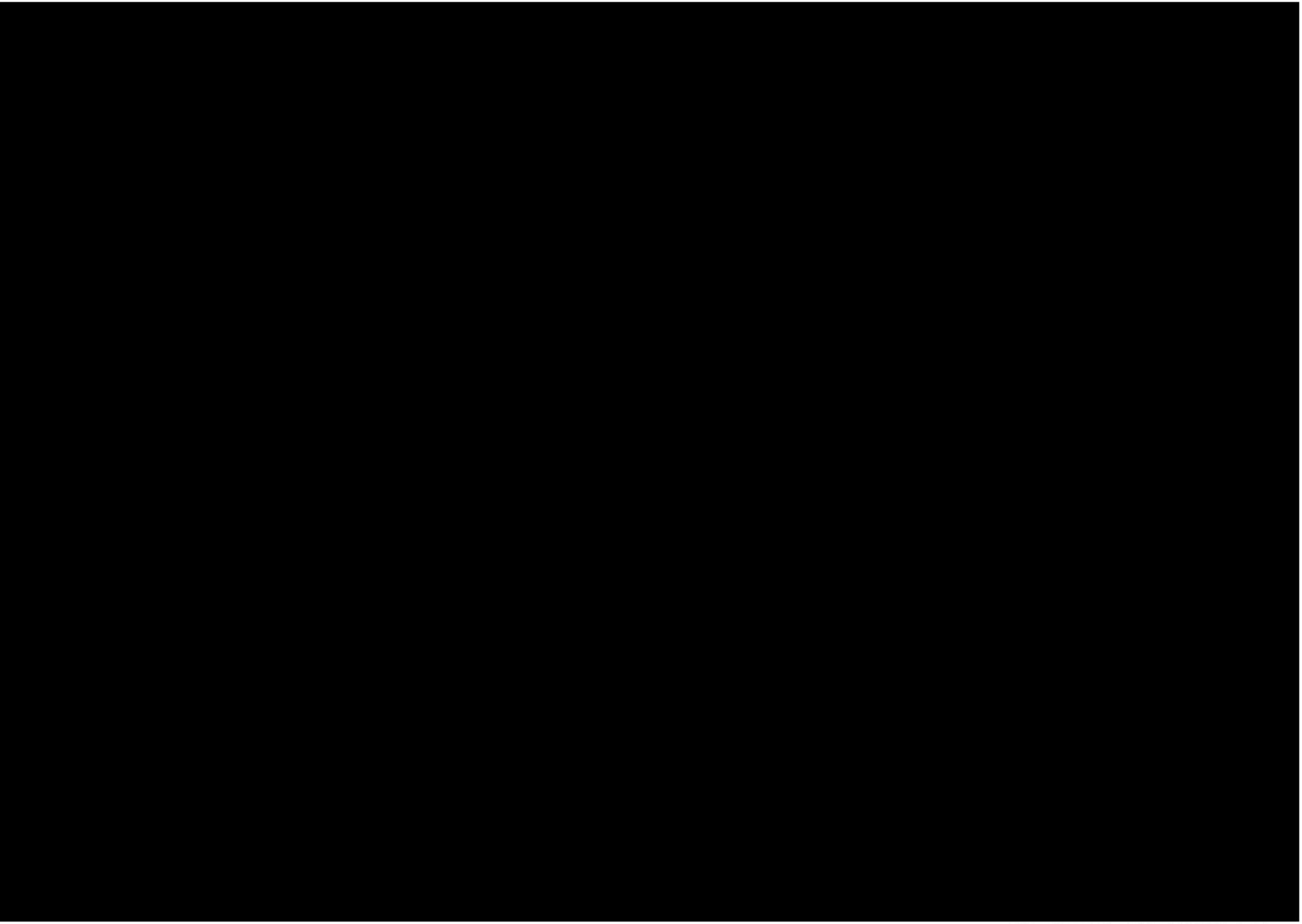

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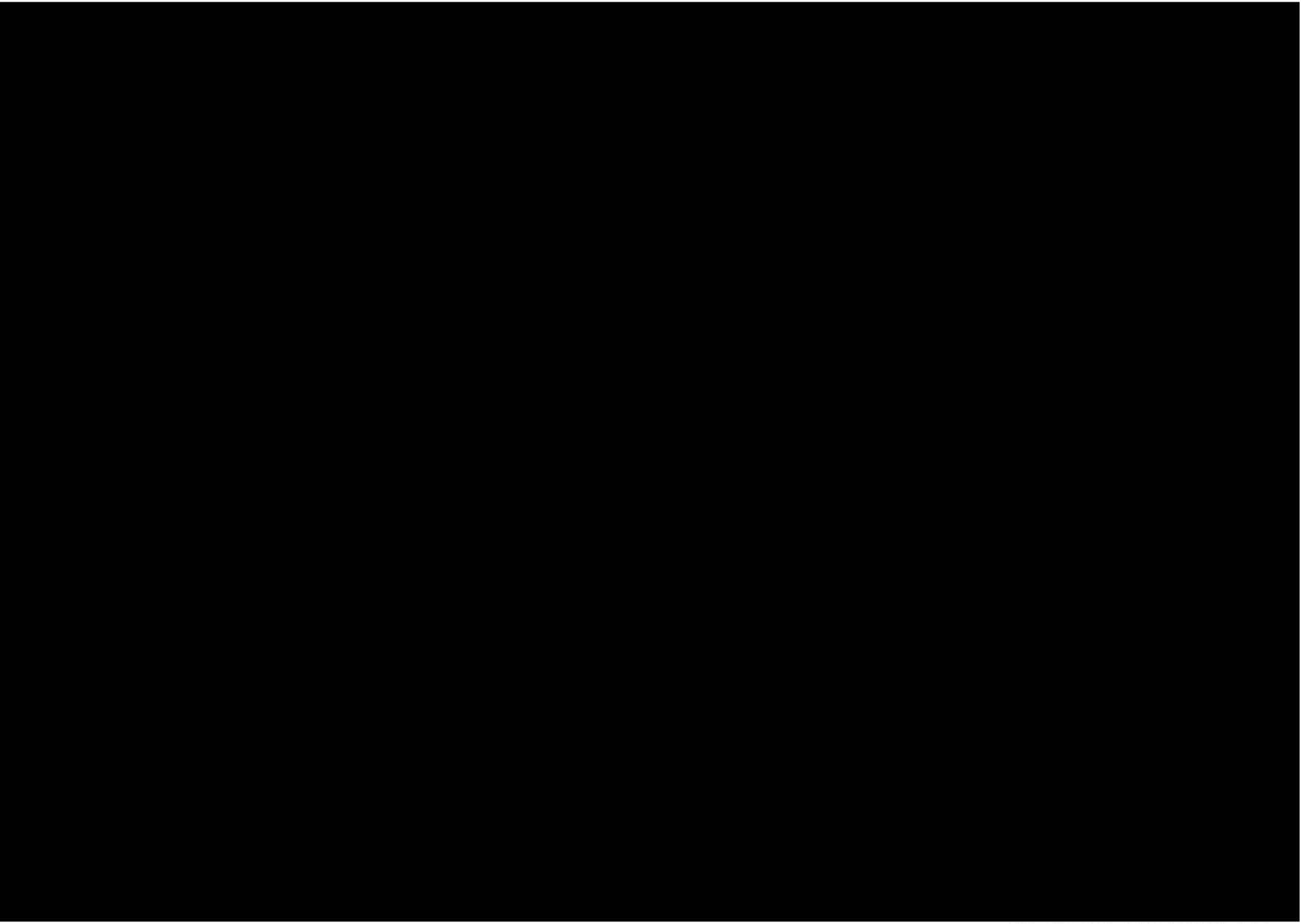

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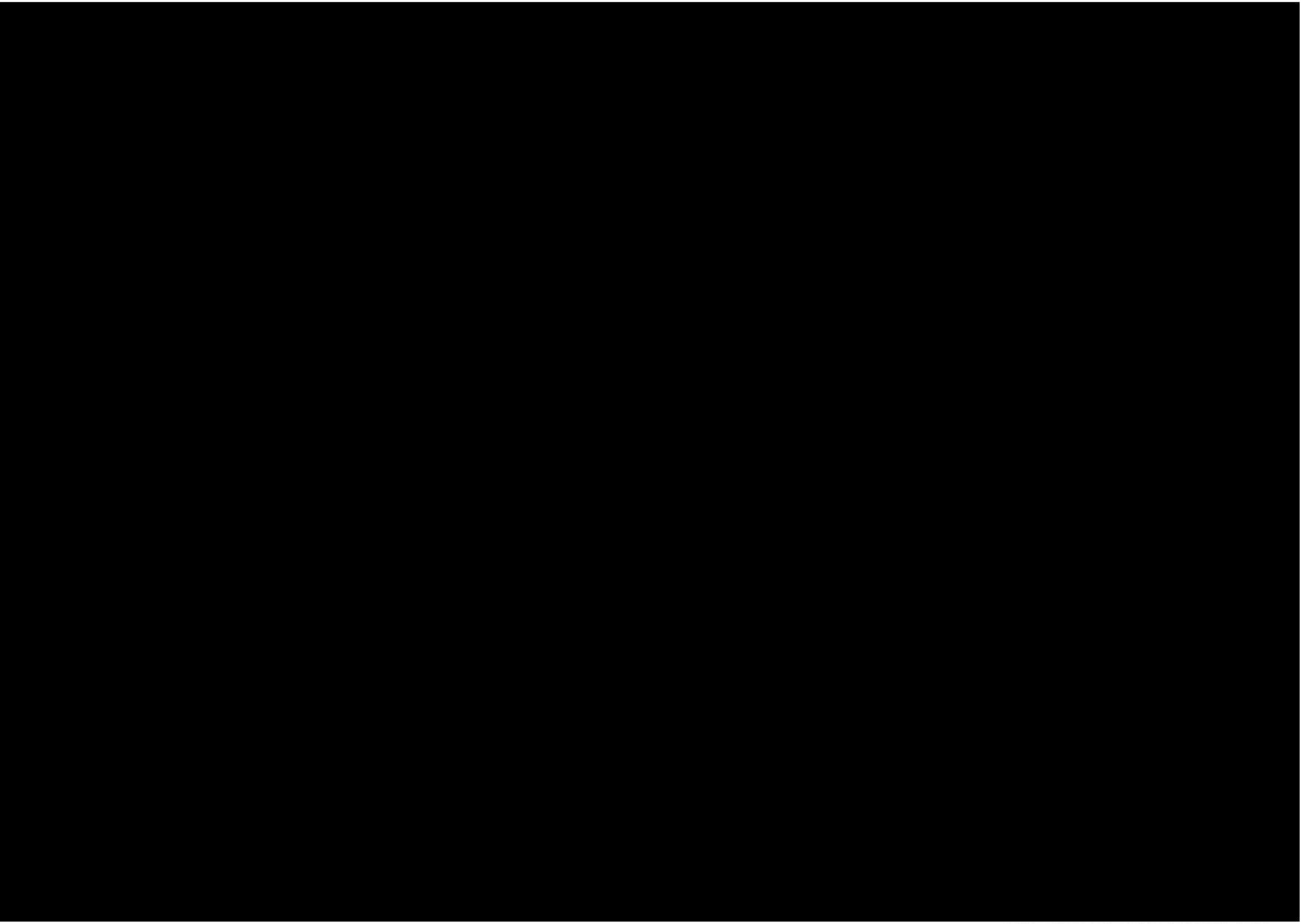

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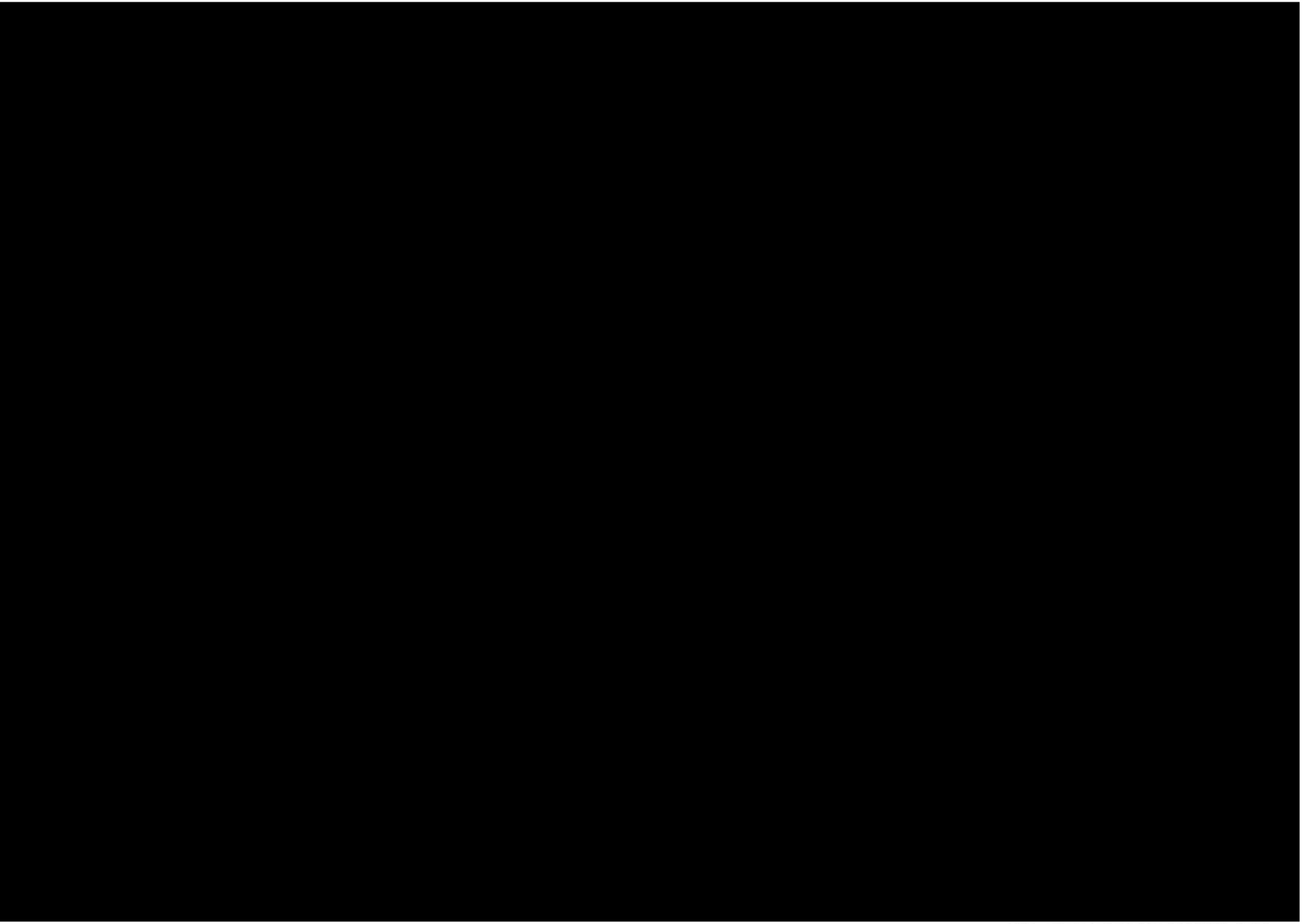

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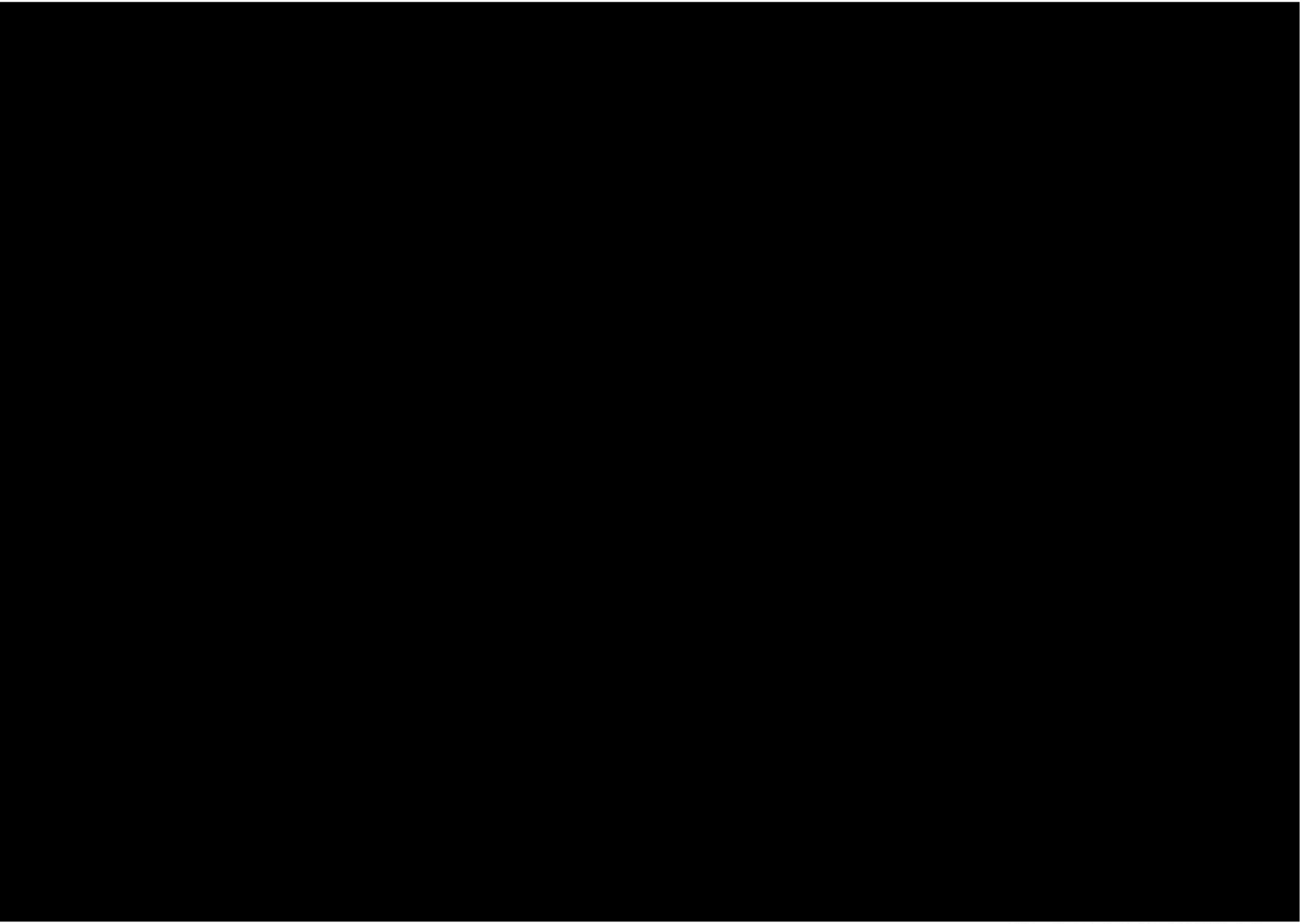

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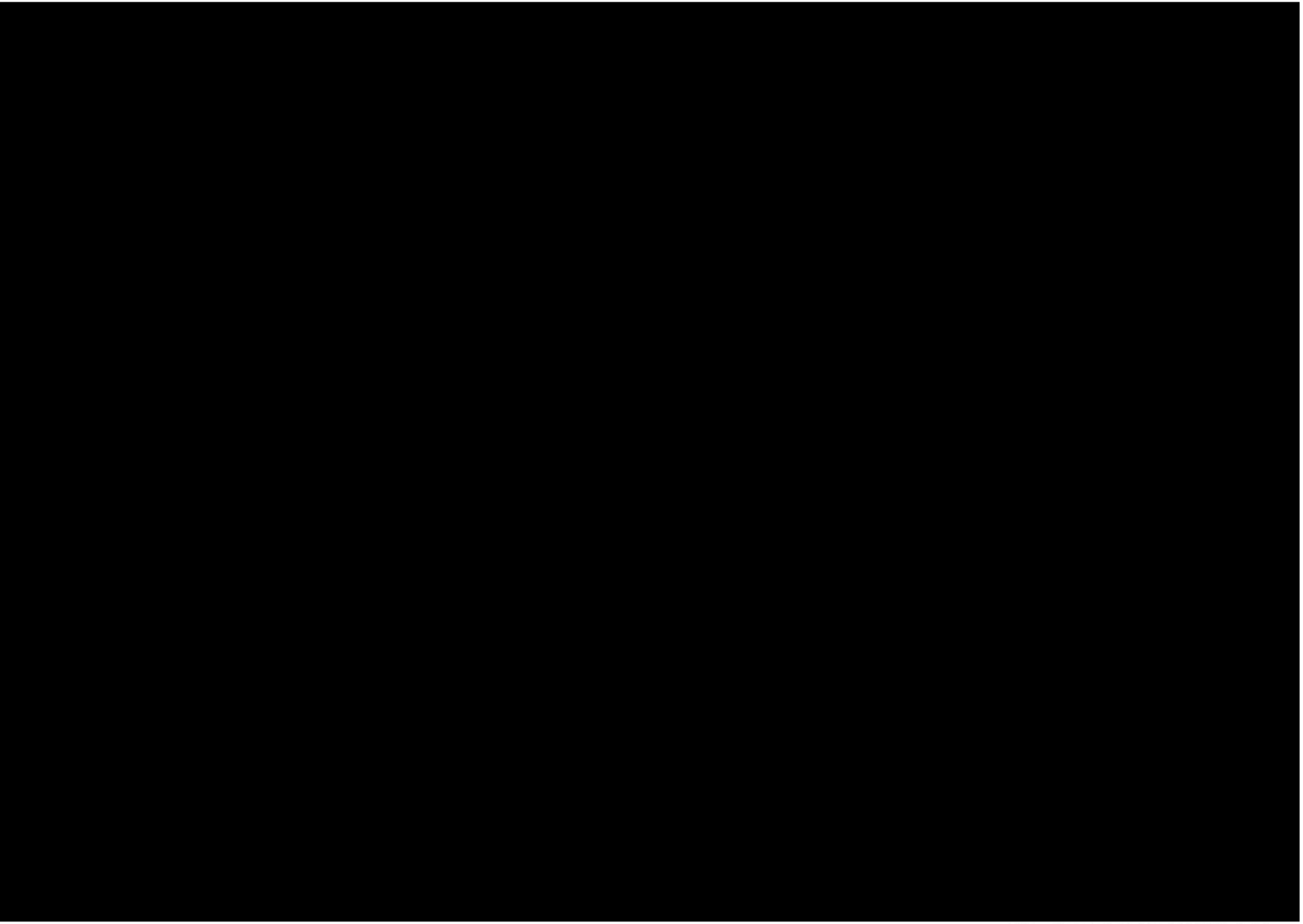

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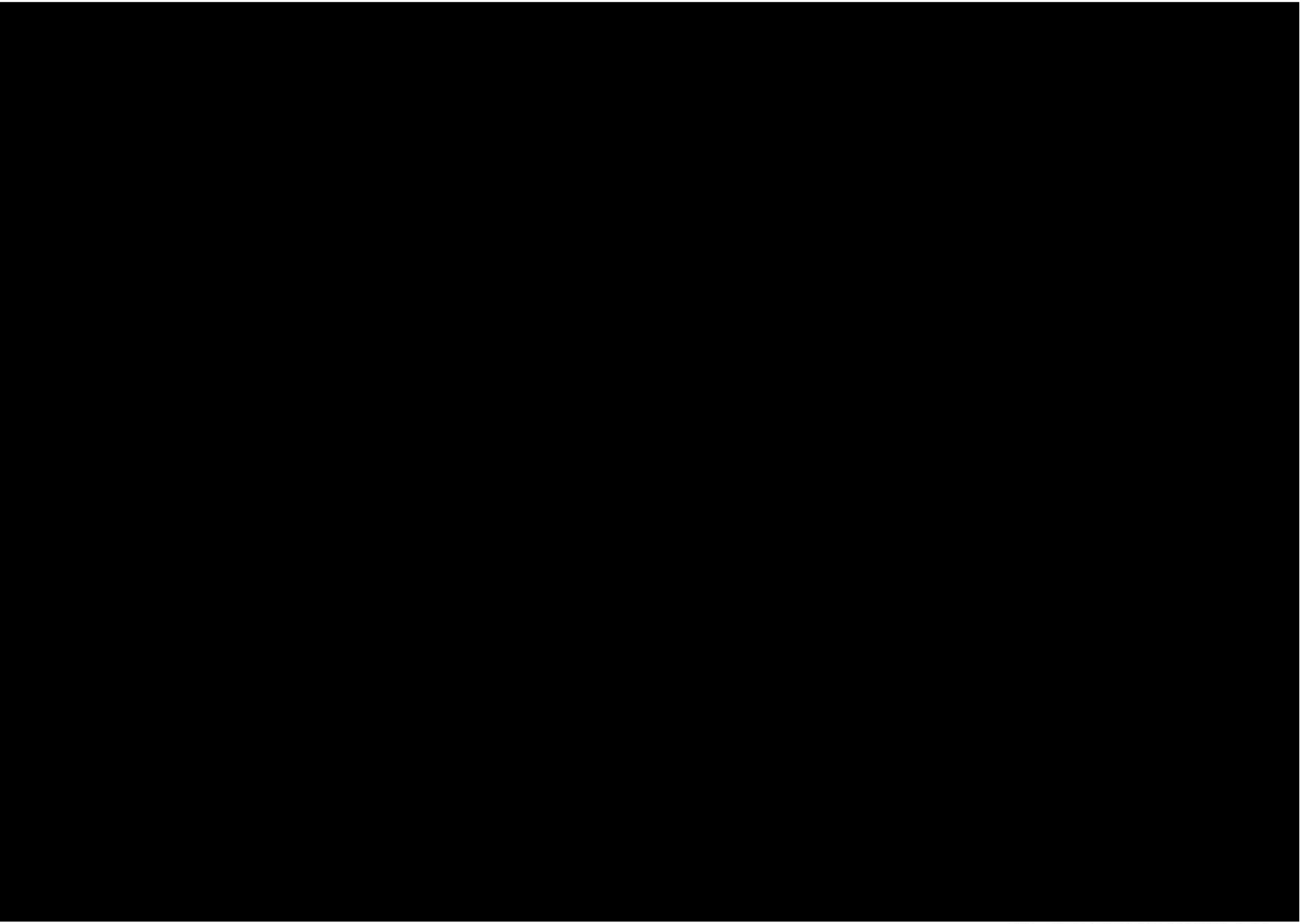

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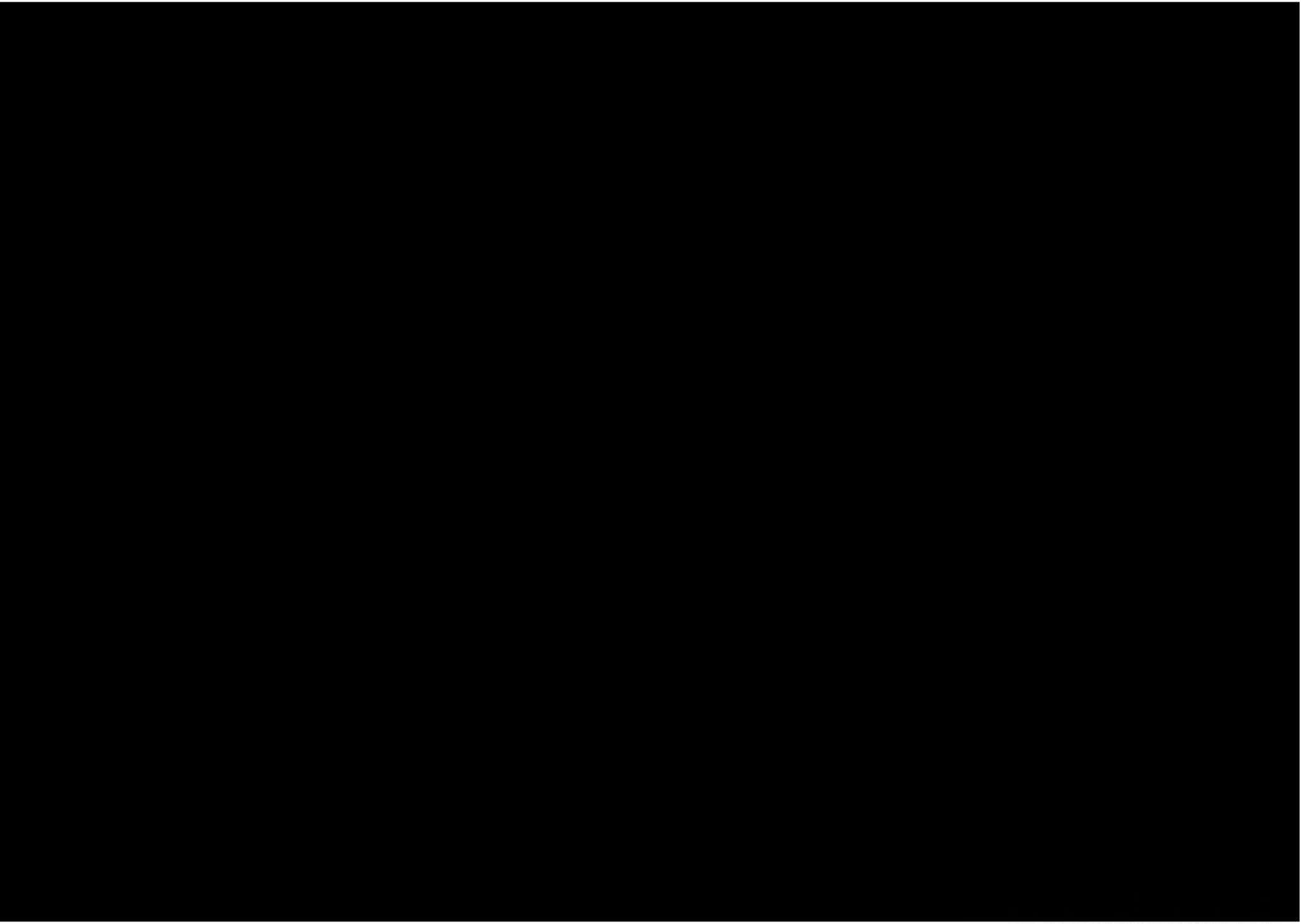

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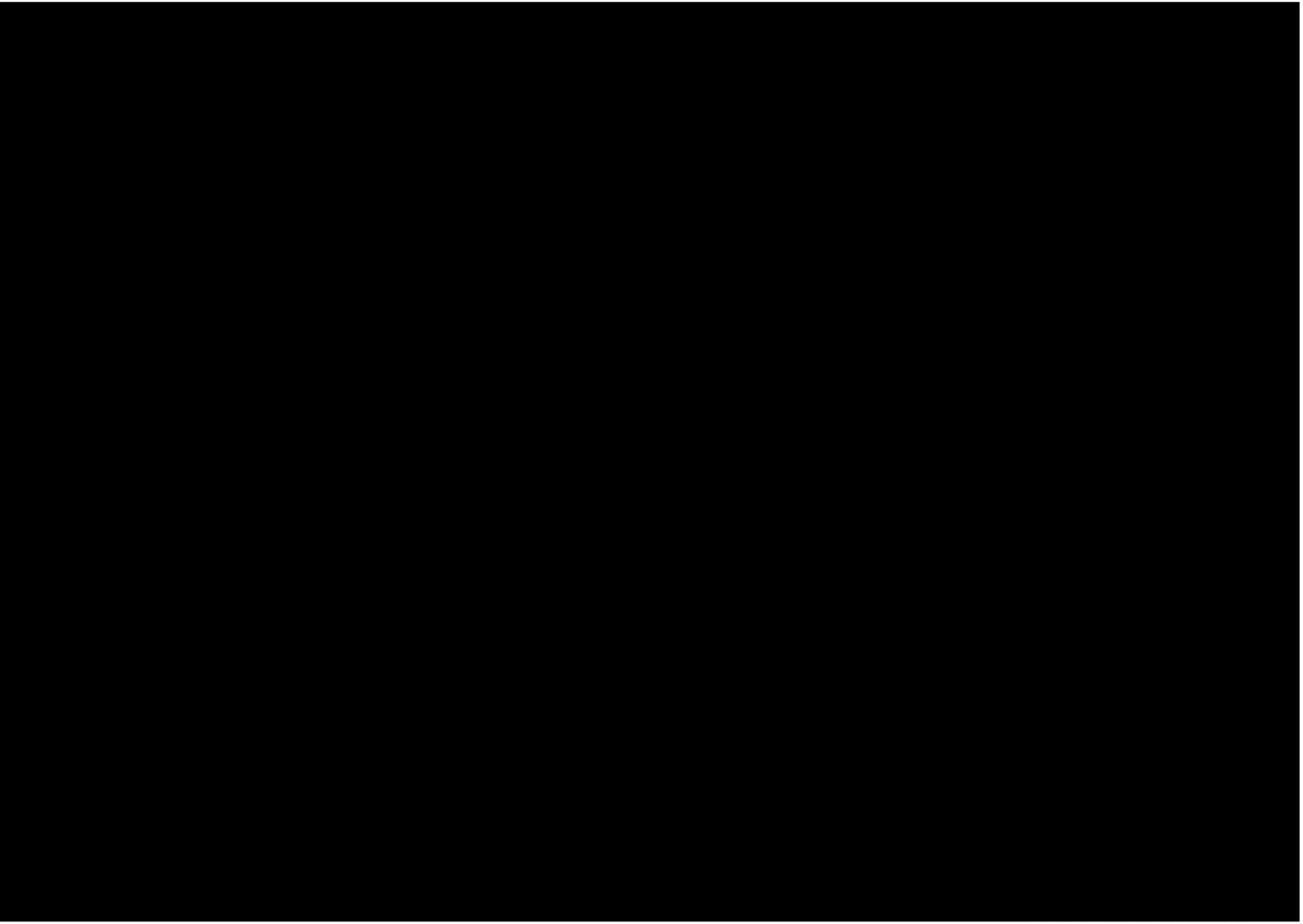

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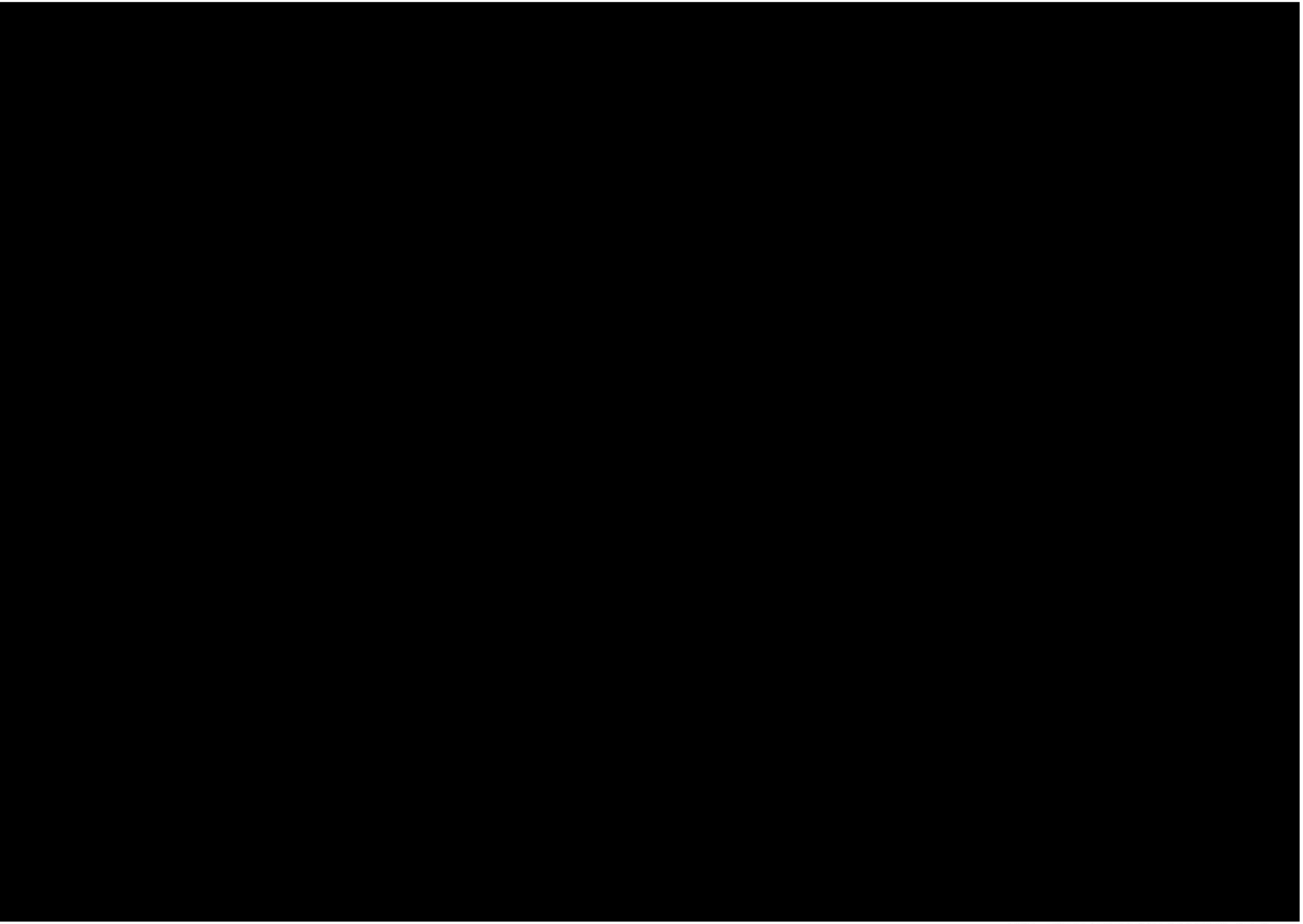

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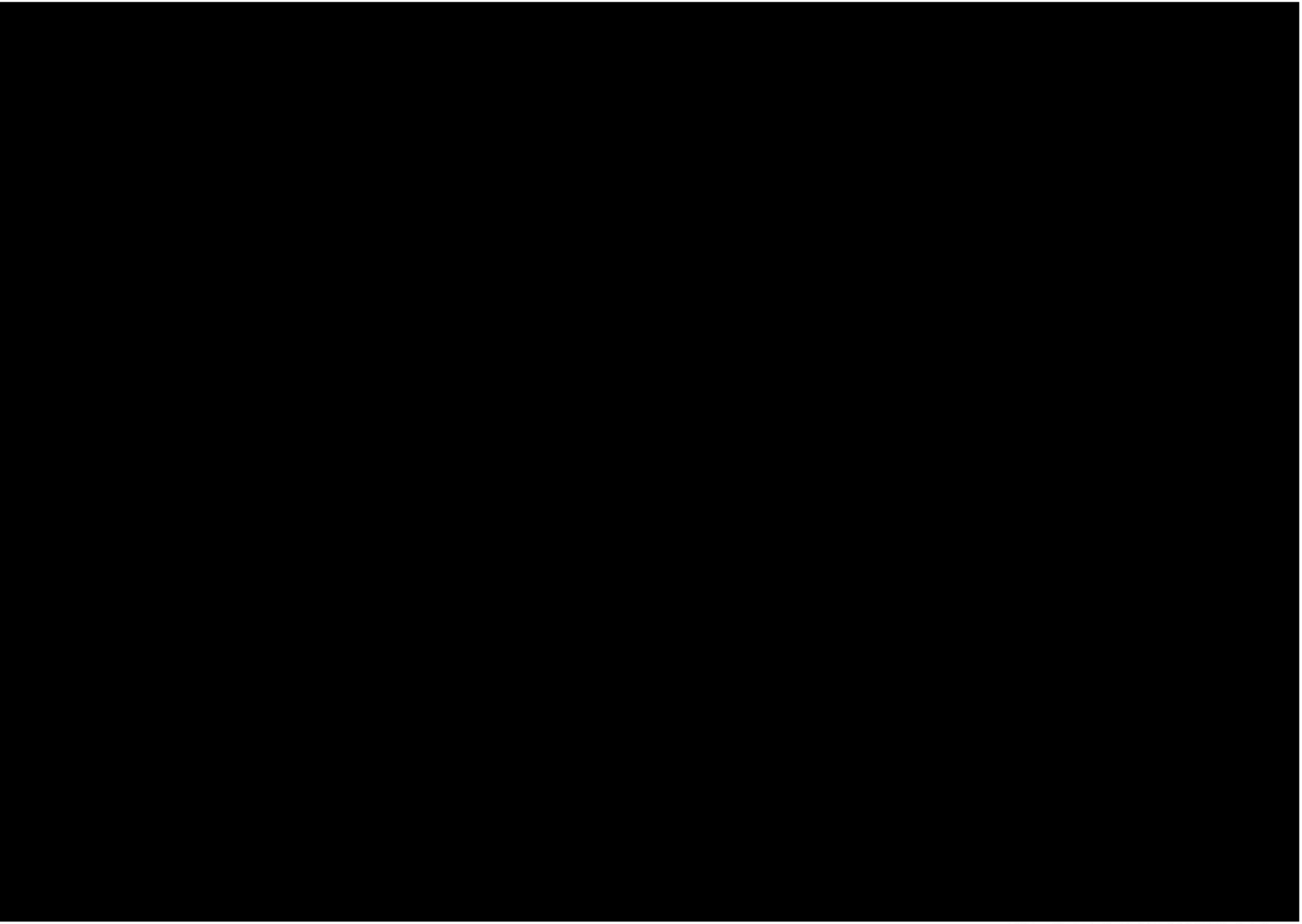

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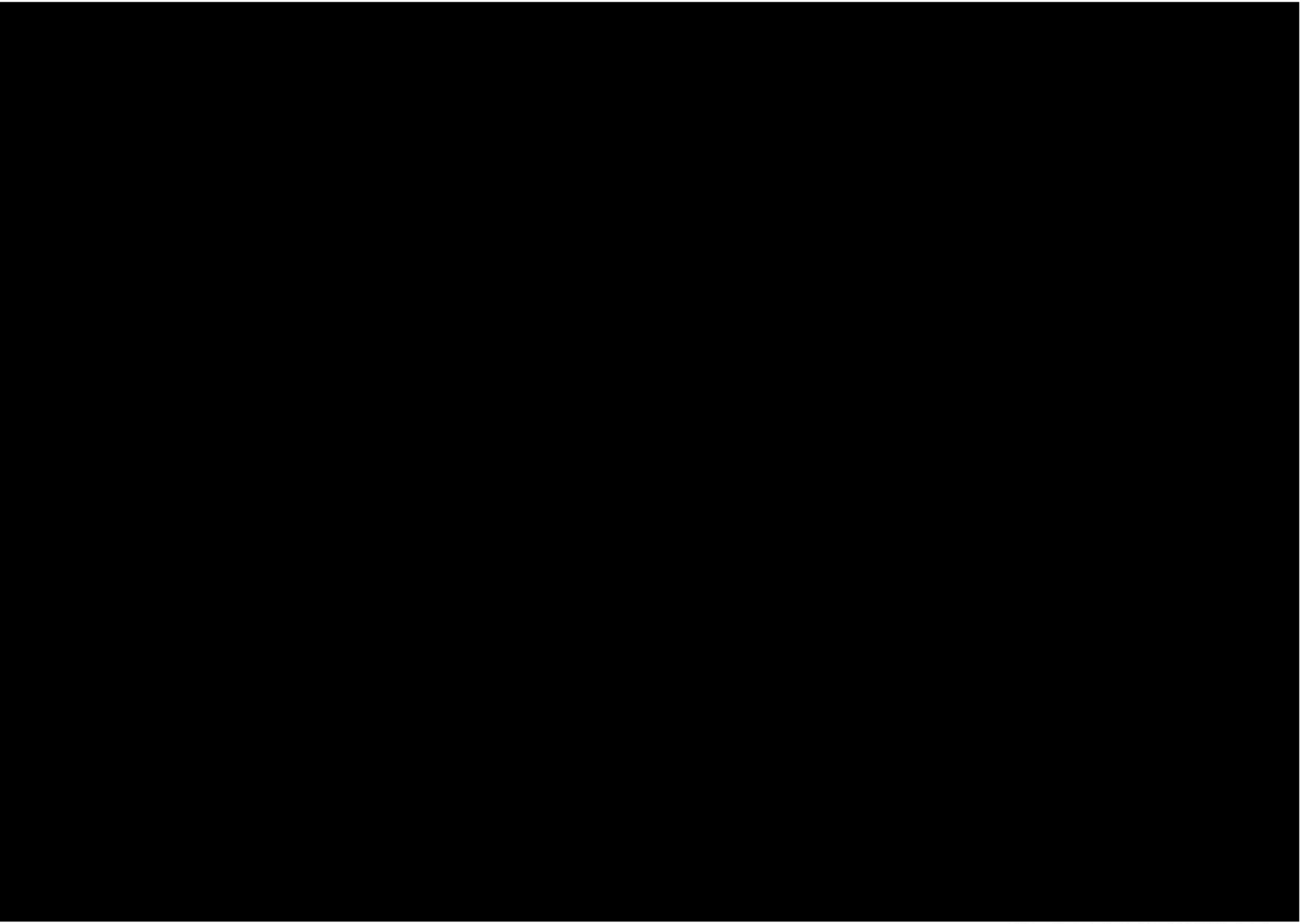

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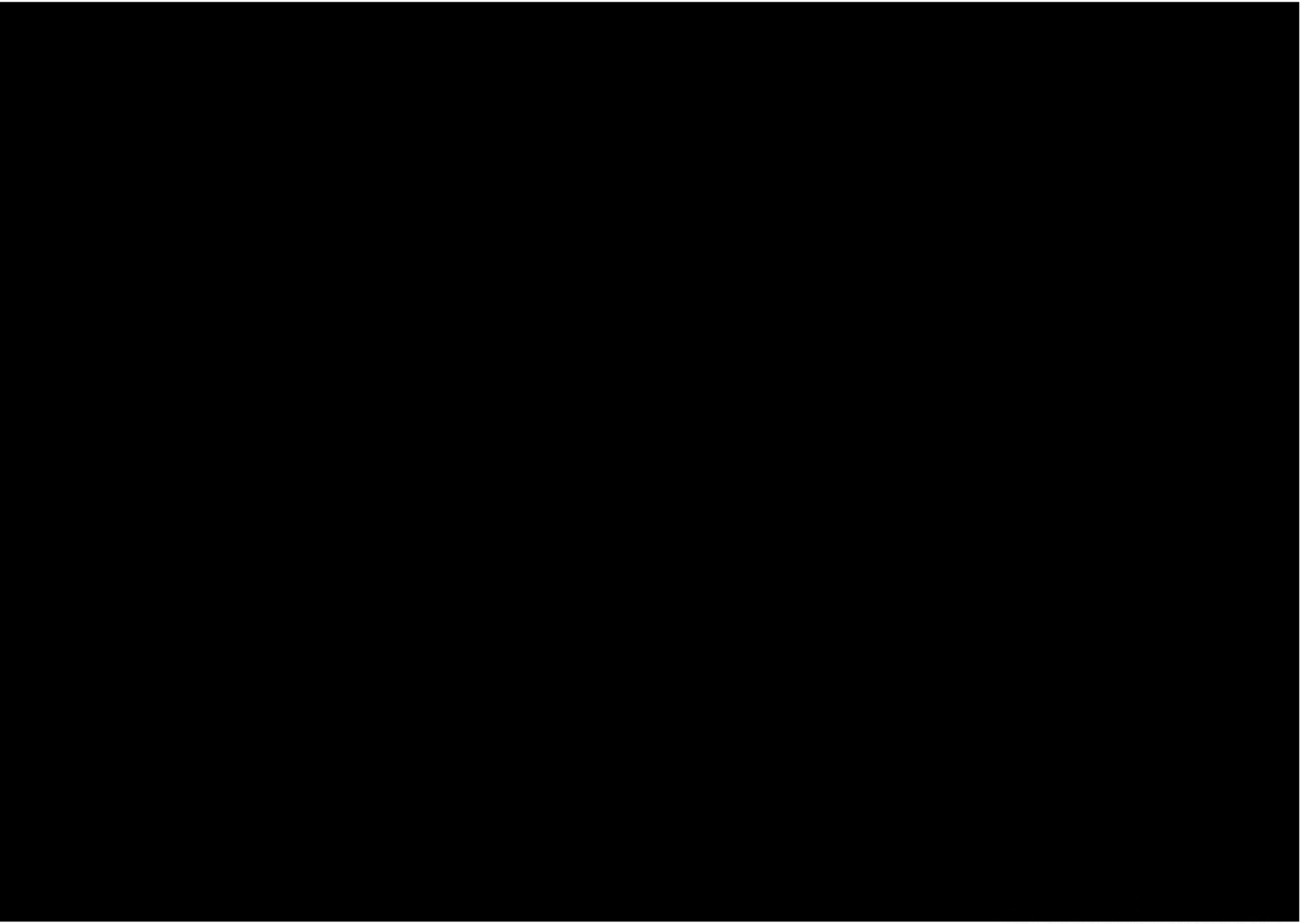

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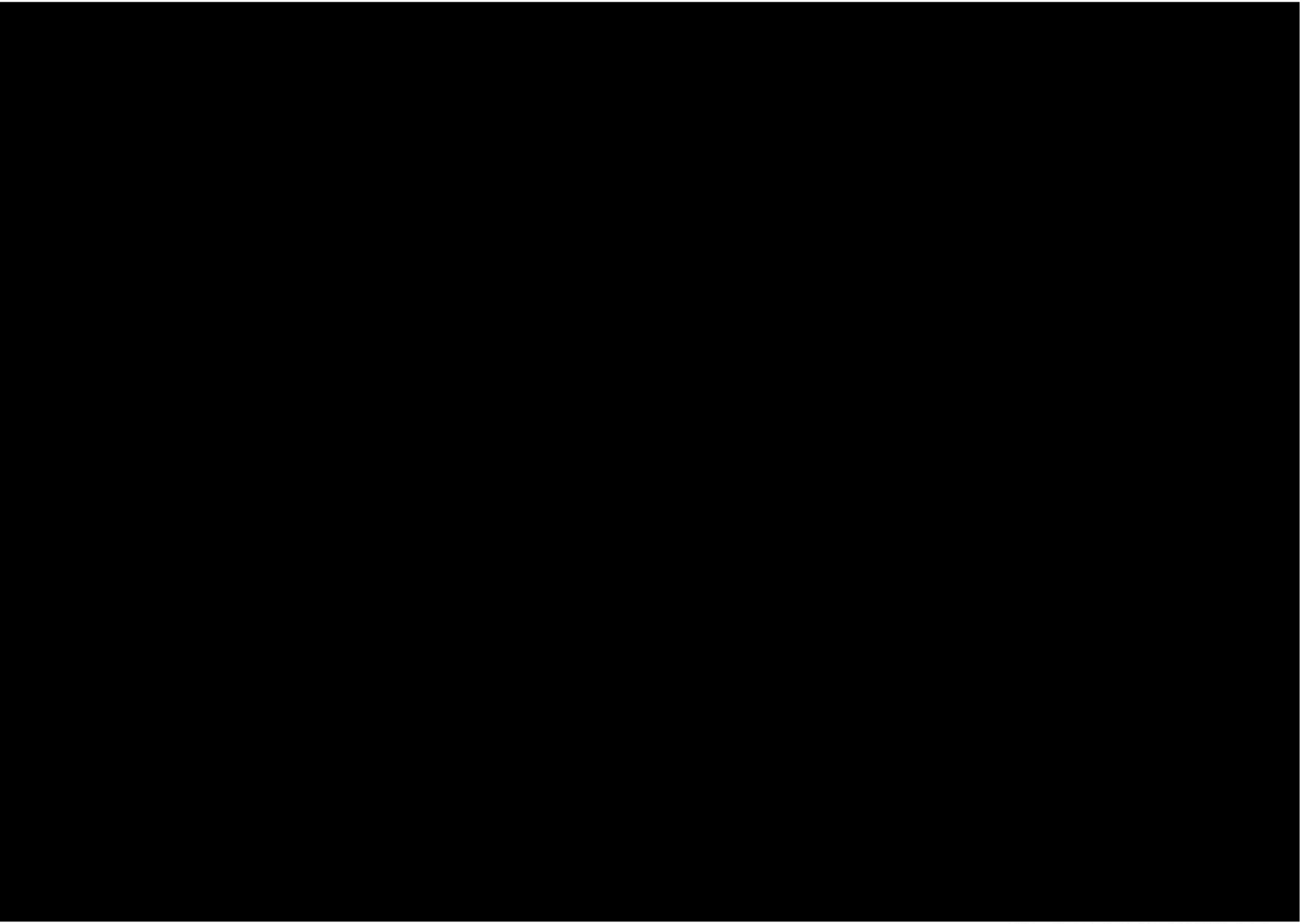

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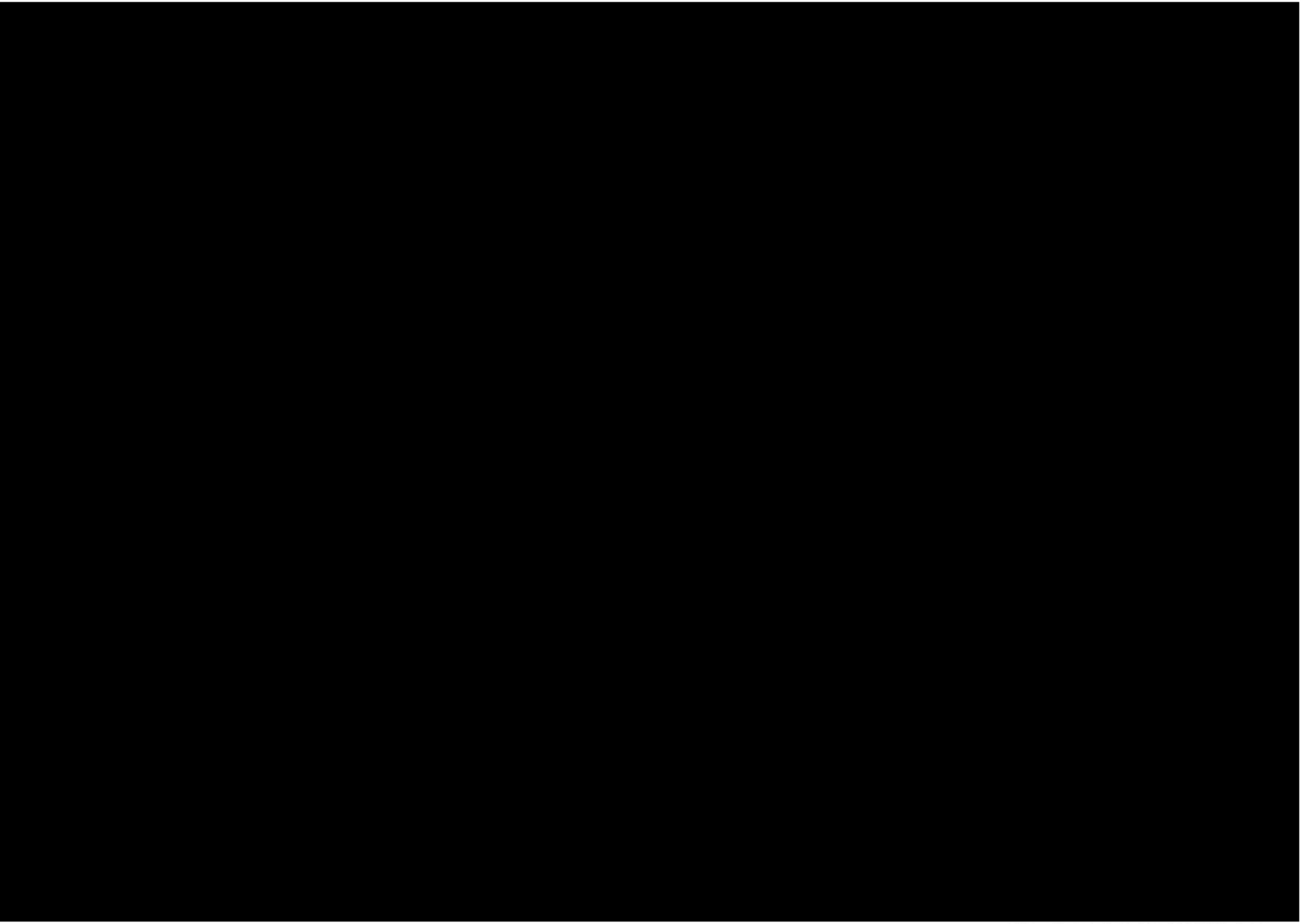

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Historical Shortfall Scheme

Application to join the Scheme

Please read this information before completing the application form

Please only complete one application form. If your claim relates to multiple branches and/or shortfalls, please include these in the same form. If you contracted with Post Office as various legal entities, you will need to complete a separate application for each legal entity. You may use separate sheets of paper to complete the application form if necessary.

When submitting your application, you should submit relevant supporting material that will enable your application to be properly considered. Failing to provide this information with your application may result in unnecessary delays.

In light of the ongoing Coronavirus situation, please apply by email to minimise any potential delays with processing applications. If you don't have an email address yourself, a family member or friend is welcome to email on your behalf.

If you do not have any access to an email address to submit all or part of your application, in those circumstances applications can be sent by post. Please note postal applications and queries may not be processed immediately given the current circumstances.

If any additional information is required to help progress your application, you will be contacted about this.

This application form, the Eligibility Criteria and the Terms of Reference contain formal legal information and language that is necessary for the integrity of the scheme. Where possible, such as in the questions and answers to help you complete your application, we have kept the information as clear and straightforward as possible.

Applications and other communications should be sent:

- by email to historicalshortfallscheme GRO
- or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers. If you do need to apply by post, please only provide copies of the supporting documents/material rather than original documents, which should be retained for your own records, and we advise using a trackable service such as Royal Mail Special Delivery if sending documents by post. Postal applications should only be submitted if the applicant has no access to an email address they can use.

  Please note these are Post Office addresses as this is a Post Office scheme – please be assured eligible claims will be assessed by an independent advisory panel.

In order to be eligible for the Historical Shortfall Scheme, you must meet all of the criteria set out below:

1. **You must have, or have previously had, a contract directly with Post Office.** If you are applying to the scheme on behalf of another person or a company, they must have, or have previously had, a contract directly with Post Office.
2. **Your application must relate to shortfalls which arose in respect of previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X).** Please note that the High Court has held that the current version of Horizon (HNG-A – sometimes referred to as the 'Branch Technology Upgrade') is robust relative to comparable systems. If you have a concern you believe is related to the current version of Horizon, please contact casereviewteam GRO and if you experience an operational issue when using the current version of Horizon please report it to the Branch Support Centre.

15.4

3. **If you are making an application on behalf of another person, you must be a legally appointed assignee, personal representative, attorney or deputy of the person you are making the application on behalf of.** Please note that you must provide proof of this legal relationship when you submit your application.
4. **You must agree to be bound by the Terms of Reference for the scheme.** A copy of the Terms of Reference is available on the scheme website and is also contained below within the application form.
5. **Your application and time with Post Office must not involve or relate to any criminal conviction(s).** Only the criminal appeal courts can consider past convictions. Please note a caution is not a criminal conviction and will not affect eligibility for the scheme.
6. **You must not have been part of the group litigation against Post Office that settled in December 2019.** The settlement reached by the parties was full and final. You must also not have entered into a settlement agreement with Post Office other than as part of the Initial Complaint Review and Mediation Scheme commenced in 2013 or as a result of Network Transformation or other scheme.

If you are unsure whether you are eligible for the scheme, please contact historicalshortfallscheme GRO

For further information about how Post Office will process your information, please see the privacy policy at www.onepostoffice.co.uk/scheme.

Historical Shortfall Scheme Terms of Reference

In order to enter the Historical Shortfall Scheme, you must agree to these terms of reference.

1. Post Office intends to establish the Historical Shortfall Scheme (the **"Scheme"**) to address past issues regarding its point-of-sale accounting system, Horizon.
2. The purpose of the Scheme is to resolve past issues with current and former postmasters who, in good faith, believe they may have been affected by shortfalls which relate to previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X) (**"Historical Shortfalls"**). The Scheme will not deal with issues arising with the current version of Horizon (HNG-A, sometimes referred to as the 'Branch Technology Upgrade').
3. All applications to join the Scheme must be received by Post Office by midnight on Friday 14 August 2020. If they are not, Applicants will not be eligible to join the Scheme unless Post Office agrees otherwise.
4. Applications and other communications should be sent:
   4.1 by email to historicalshortfallscheme GRO
   4.2 or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers.

   In light of the ongoing Coronavirus situation, at the time of launch (1 May 2020) post may not be dealt with immediately. **Please apply by email; postal applications should only be submitted if the applicant has no access to an email address they can use.** We will update the information on the scheme website if circumstances change.

   Please note these are Post Office addresses as this is a Post Office scheme – please be assured eligible applications will be assessed by an independent advisory panel.
5. Applicants to the Scheme are required to agree to these Terms of Reference. Applicants who do not agree to the Terms of Reference will not be eligible to participate in the Scheme.
6. Once an application has been made, either party may write to the other to request relevant information. The parties shall co-operate with one another in providing any information which the other party may reasonably request. Information obtained and provided in relation to each application should be proportionate to the circumstances of that application.
7. Eligible applications made under the Scheme will be individually investigated and the outcomes assessed by an independent advisory panel. Following assessment of the claim, Post Office will write to the Applicant setting out the outcome of his or her application.
8. In the event the Applicant is dissatisfied with the outcome of his or her application, the following Dispute Resolution Procedure shall apply:

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a. The Applicant must notify Post Office by email or post within 28 days that he or she wishes to engage the dispute resolution procedure. Please see the previous advice around using email wherever possible in light of the ongoing Coronavirus situation.

b. As soon as is practicable, at least one Post Office representative shall meet with the Applicant by telephone and endeavour to resolve all issues regarding any outstanding shortfalls in good faith and in a manner that takes into account the legitimate interests of Post Office and the Applicant (the **"Good Faith Meeting"**).

c. If the dispute is not resolved as a result of the Good Faith Meeting, either party may within 28 days escalate the dispute to a member of Post Office's senior management (the **"Escalation Meeting"**) in writing by email or by post. Please see the previous advice around using email wherever possible in light of the ongoing Coronavirus situation.

d. If the dispute is not resolved as a result of the Escalation Meeting, either party may refer the matter to Wandsworth Mediation Service (**"WMS"**) within 28 days for mediation (the **"Mediation"**). WMS is a charity chaired by Stephen Ruttle QC, one of the two independent mediators who assisted the parties to reach agreement between Post Office and the claimants in the group litigation. All income generated by WMS is used to support the services it provides in the community. WMS will carry out the Mediation in accordance with standard terms. The Applicant will not be required to contribute towards the costs of Mediation but the Mediation will be limited to four hours in duration.

e. All Good Faith Meetings, Escalation Meetings and Mediations shall be carried out on a confidential and "without prejudice" basis, to ensure each party is able to engage in an open and meaningful fashion.

f. Any settlements reached shall be on a full and final basis and shall not be capable of being re-opened save in the event of fraud. The terms of each settlement will be recorded in writing and signed by both parties.

g. In relation to disputes which are not resolved at, or as a result of any Mediation:

   i. disputes for sums totalling not more than £10,000 shall be resolved by recourse to civil proceedings in the County Court pursuant to the Small Claims Track and shall be subject to the fee scale applicable thereto. The parties agree not to seek reallocation of the proceedings to the Fast Track or the Multi Track; and

   ii. disputes for sums totalling in excess of £10,000 shall be referred to and finally determined by arbitration under the Arbitration Act 1996. The appointing authority shall be either Charles Flint QC or Stephen Ruttle QC, the number of arbitrators shall be one, the seat of arbitration shall be London, England and the language of the arbitration shall be English.

9. These dispute resolution procedures may be varied by agreement between Post Office and the Applicant or, if it becomes apparent that amendments to these terms would allow the Scheme to operate more effectively without causing any material disadvantage to the Applicants, by agreement between Post Office and Charles Flint QC or Stephen Ruttle QC.

10. Post Office will deal with all Applicants in good faith and in light of the lessons learned from Mr Justice Fraser's judgments in the group litigation. However:

    a. entry into the Scheme does not guarantee that a relevant shortfall will be repaid or written off; and

    b. by creating the Scheme, Post Office does not waive any of its own legal rights. The duty of good faith is reciprocal and, if it appears from the investigation of any application made that the Applicant has not acted consistently with his or her own duties of good faith, Post Office shall not be precluded from taking such steps as may be open to it as a matter of law.

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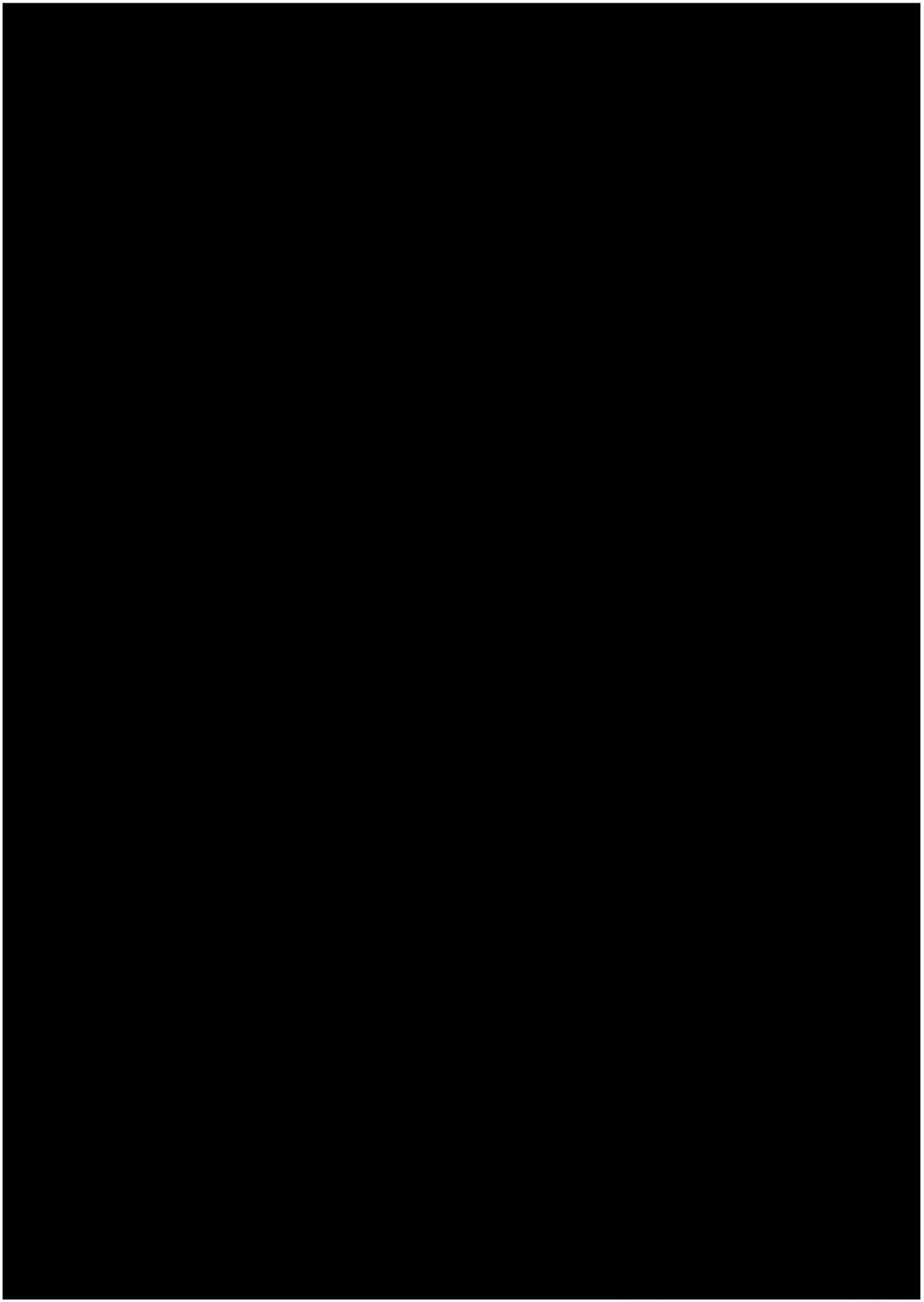

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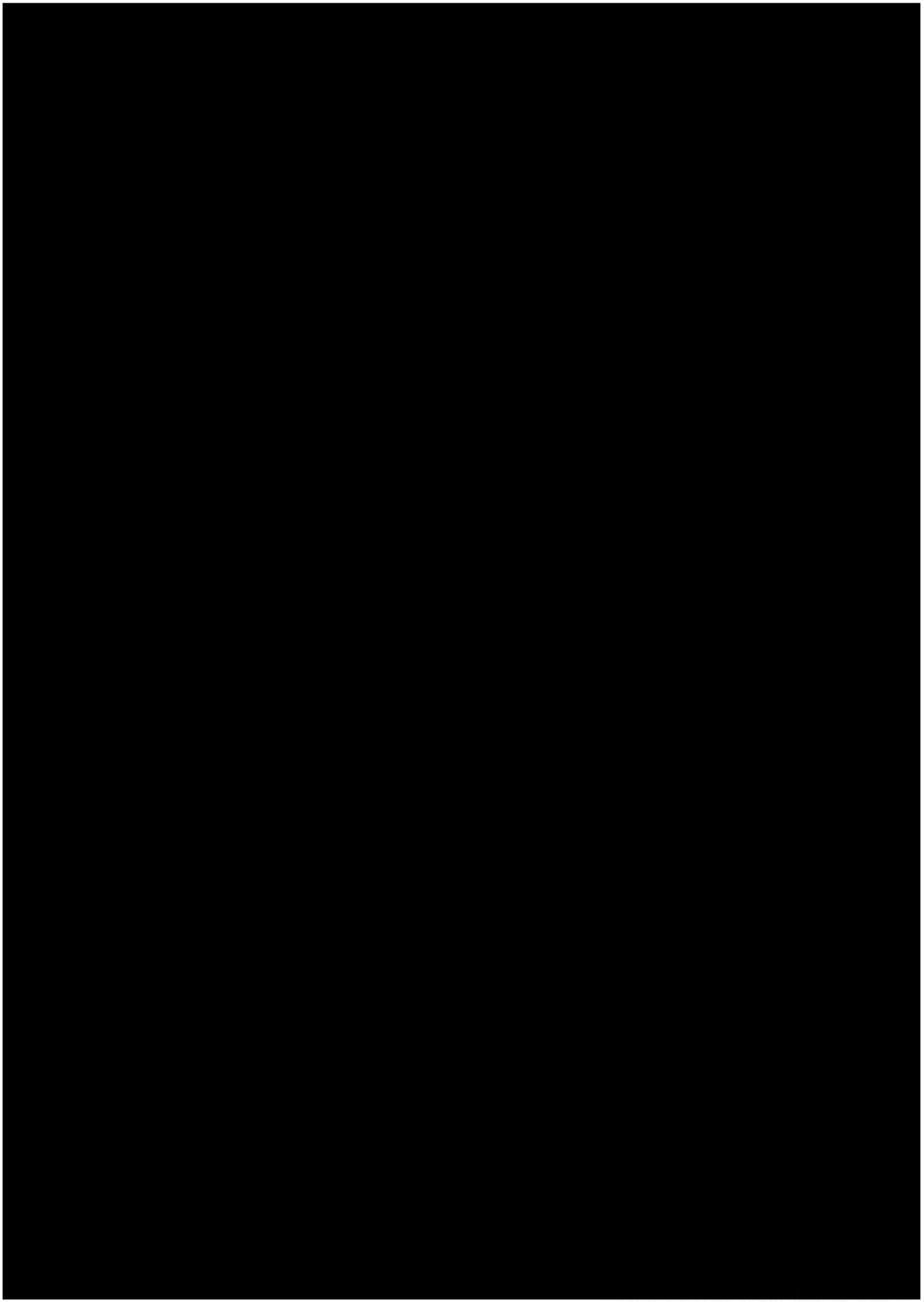

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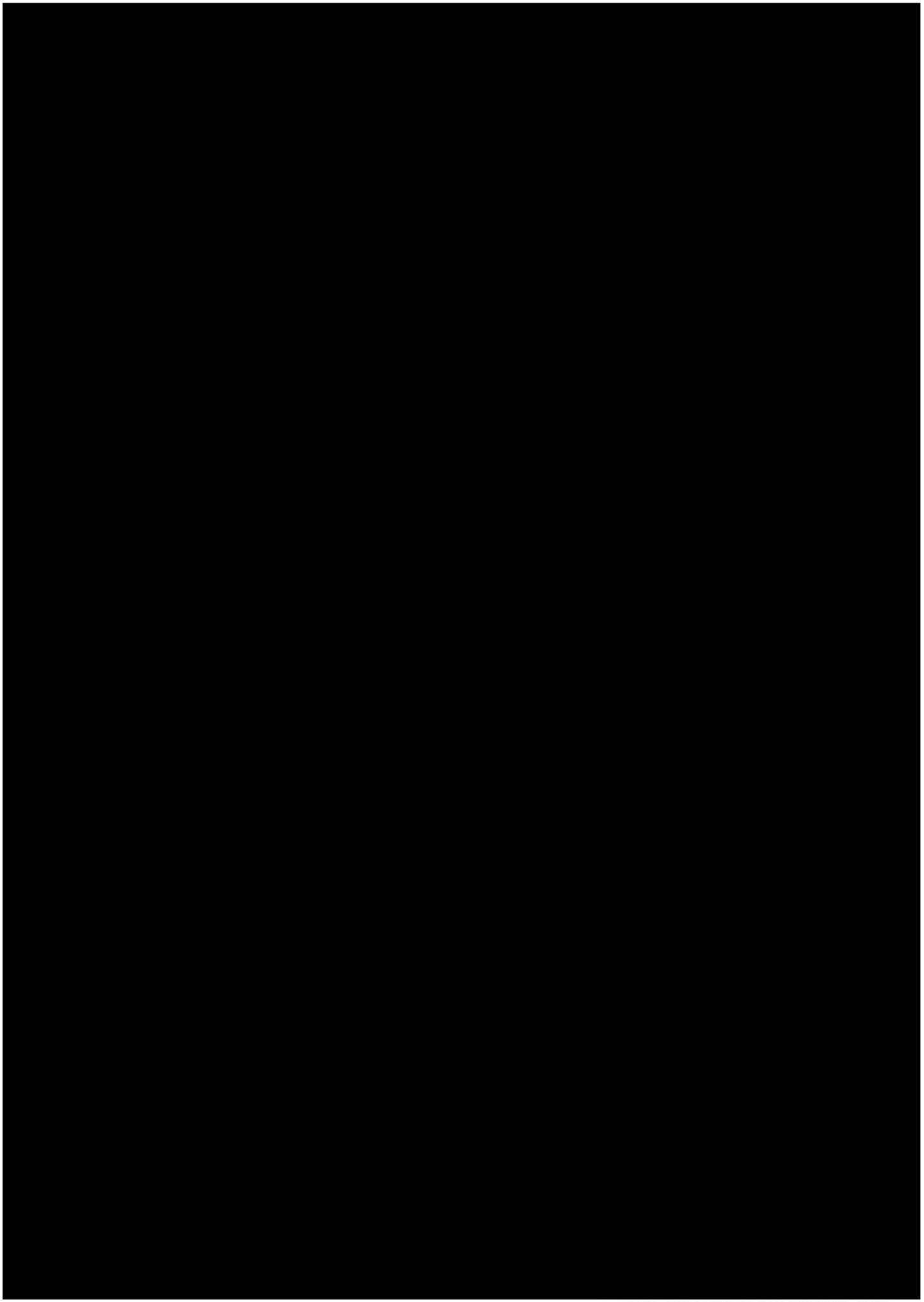

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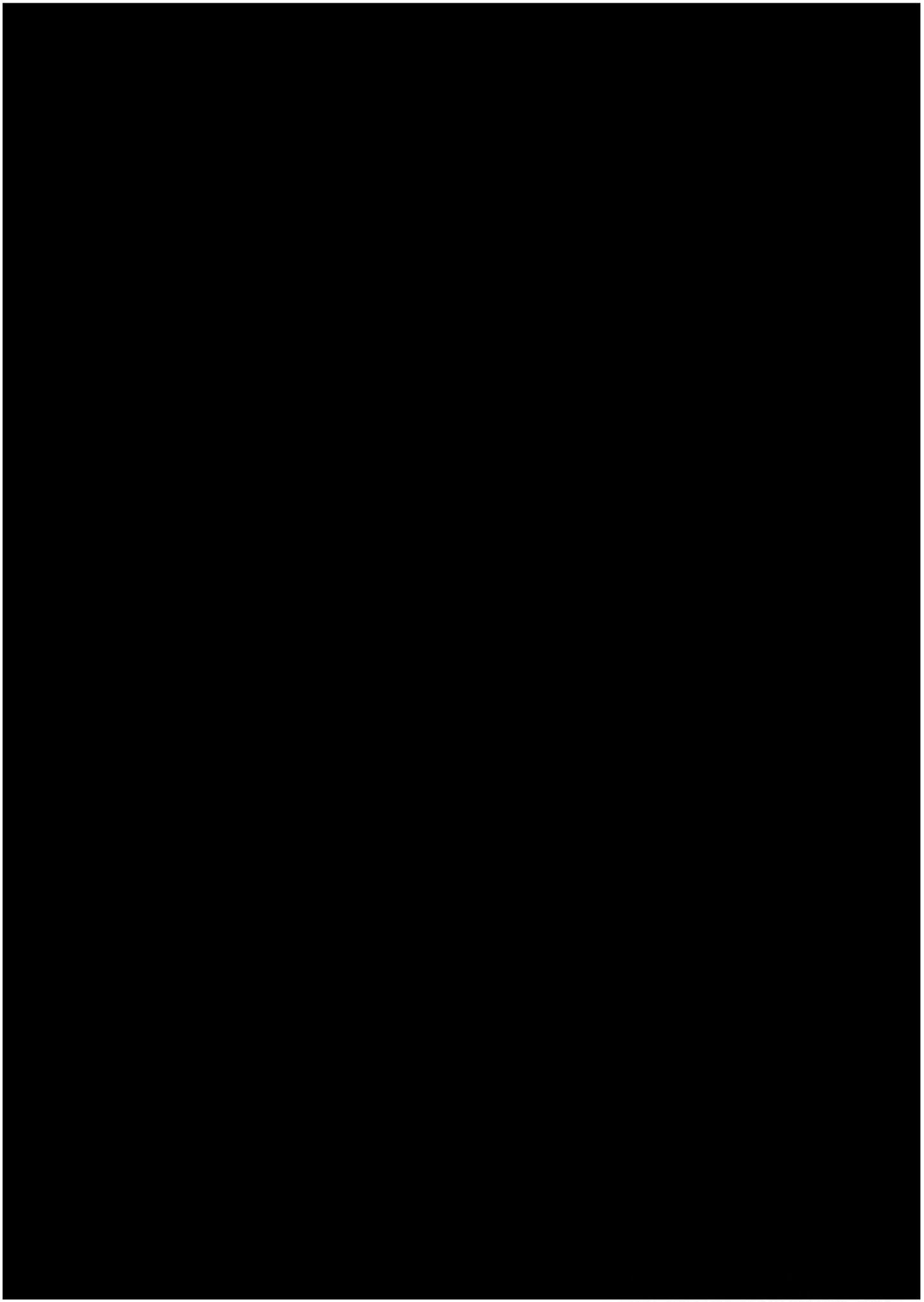

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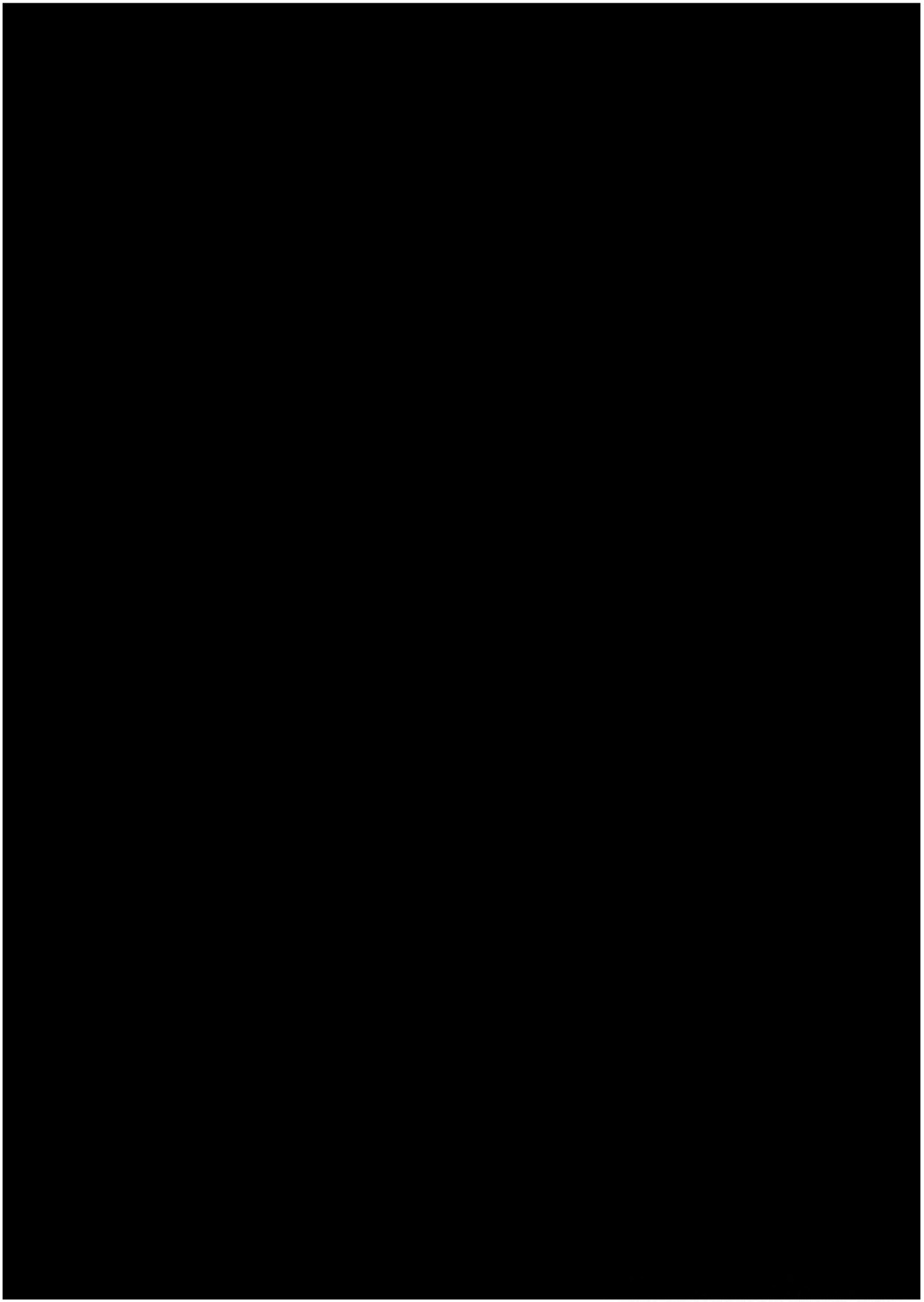

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Gary R Thomas
08/09/2008 11:50

To: Fraud Team Post Office Ltd@POSTOFFICE
cc: Graham Brander/e/POSTOFFICE@POSTOFFICE
Glenn Chester/e/POSTOFFICE@POSTOFFICE
Subject: Case Closure

Case Closure Reporting

Case Closure report must be emailed to Primary Stakeholder and copied to all Secondary Stakeholders & Paul Dann, on final completion/submission of case.

POL00448632

Case reference:	**POLTD/0708/0250**
Date case set up:	**18/02/2008**
Branch Name: (or other Location)	**CALLOW END SPOB**
Branch Code:	**162 / 247**
Main Enquiry Category:	**Other**
Enquiry Type:	**Fraudulent Spoilt Postage Labels**
Name of Person(s) Interviewed: (if applicable)	**N/A**
Subject type / Grade: (Delete as applicable):	**SPMR**
Case File associated:	**Yes**
Primary Stakeholder:	**Glen Chester**
Secondary Stakeholder(s):	**N/A**
Identified 'Criminal' Loss: £	**£7,124.11**
NB: Only losses attributable to fraud and/or where the loss is the result of suspect fraudulent activity, should be recorded. For example if the case is an audit shortage of £50k, but £10k is known to be outstanding/other TCs, then the Identified 'Criminal Loss is £40k.	
Potential Recovery: (method & dates) **£**	**£7,124.11**
NB: Potential recoveries include known TCs to be issued, arrangements being made for instalments, ongoing sale of property, etc - ie any known / instigated activity undertaken to pursue recovery, which is in the pipeline.	
Actual Recovery: (method & dates) **£**	**£7,124.11 (02/09/2008)**
NB: Actual recoveries include known cash repaid. known cheques repaid, either via funding notification, direct to Late Account, etc - ie any known recovery that has been been physically received, as opposed to being in the pipeline.	
Confiscation case:	**No**
SPSO cases: has SPMR been made aware of loss?:	**Yes**
Is there a Financial Investigation still ongoing?: (if yes, this form must be emailed to relevant Financial Investigator as case will remain open within their remit)	**N/A**
Final outcome: (if prosecution include further details below)	**Full Recovery No Further Action.**
Prosecution Outcome: (Include court, date & sentence)	**N/A**
Costs / Compensation: (Compensation awarded in multiple partner cases / SPSO assistant cases must be repaid to loser – contact PBA Banking Duty GRO to ensure compensation cheques dealt with correctly).	**N/A**
Debarment: (Confirm completed and date forwarded to Intelligence Transaction Manager)	**N/A**
Procedural and organizational failings identified - (ensure PROCEDURAL FAILINGS form is also updated & emailed to Stakeholders)	**No**
Procedural and organizational failings	**N/A**

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discussion held with Stakeholder(s): (discussion must occur prior to closure - outline any solutions, agreed actions, refer to next level if issues remain e.g Crown Office failings via BM/Operations Manager).	
Are there outstanding issues of a significant nature: (e.g impact, reluctance, refusal to implement solutions, business critical, etc - if yes, the matter should be reported in more detail to Team Leader)	**No**
Any other comments: (NB: If DWP case then additional closure form is required to be completed)	**Nil**
Fraud Advisor in case:	**Gary Thomas**
Fraud Operational Team Leader:	**Graham Brander**

Regards,

Gary Thomas
Fraud Advisor
Post Office Ltd, National Security Team

Alder Hills Delivery Office, 1-5 Alder Hills, Poole, Dorset, BH12 4AH
GRO Postline GRO
GRO Mobex GRO
Fax No – (GRO
GRO



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Please consider the environment before printing this e-mail

15.4

POL00448632

Post Office Historical Shortfall Scheme
PO Box 76882
London
E1W 9RR

Our reference : 001315_Paul Curnock

Mr Paul Curnock
GRO

26 March 2021

Historical Shortfall Scheme: Request for further information

Dear Mr Curnock

Thank you for your continued patience while we work through the large number of claims. We're sorry that it is taking longer than expected.

The Independent Advisory Panel has asked that we request further information from you to provide the fairest assessment of your claim. It would be helpful if you could answer as many of the enclosed questions as possible. If you cannot give a precise answer, an approximation will help, and your claim will still be assessed fairly, even if you cannot answer everything. Thank you.

If you need any support in providing the information requested or with any of the questions, or if you think you will need more time to respond, please let us know by email or by post (details below).

It would be helpful if you could please reply to the questions as soon as convenient, and within 28 days of the date of this letter, to historicalshortfallscheme GRO including scanned attachments of any supporting documents. If we haven't heard from you by 23 April 2021 we will continue to assess your claim with the information we currently have.

We will let you know the outcome of your application as soon as we can but please be aware this could take some months from receiving your response.

Further support

If you have any further questions about the scheme or your application, please refer to the overall questions and answers on the scheme website at onepostoffice.co.uk/scheme or contact us at historicalshortfallscheme GRO

Thank you again and we look forward to receiving your response.

Yours sincerely,

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Declan Salter
Director - Historical Shortfall Scheme
historicalshortfallscheme GRO

If you don't have email access, you can send your additional material by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers. Again, please send copies rather than originals. Please note postal queries may take longer due to current covid restrictions.

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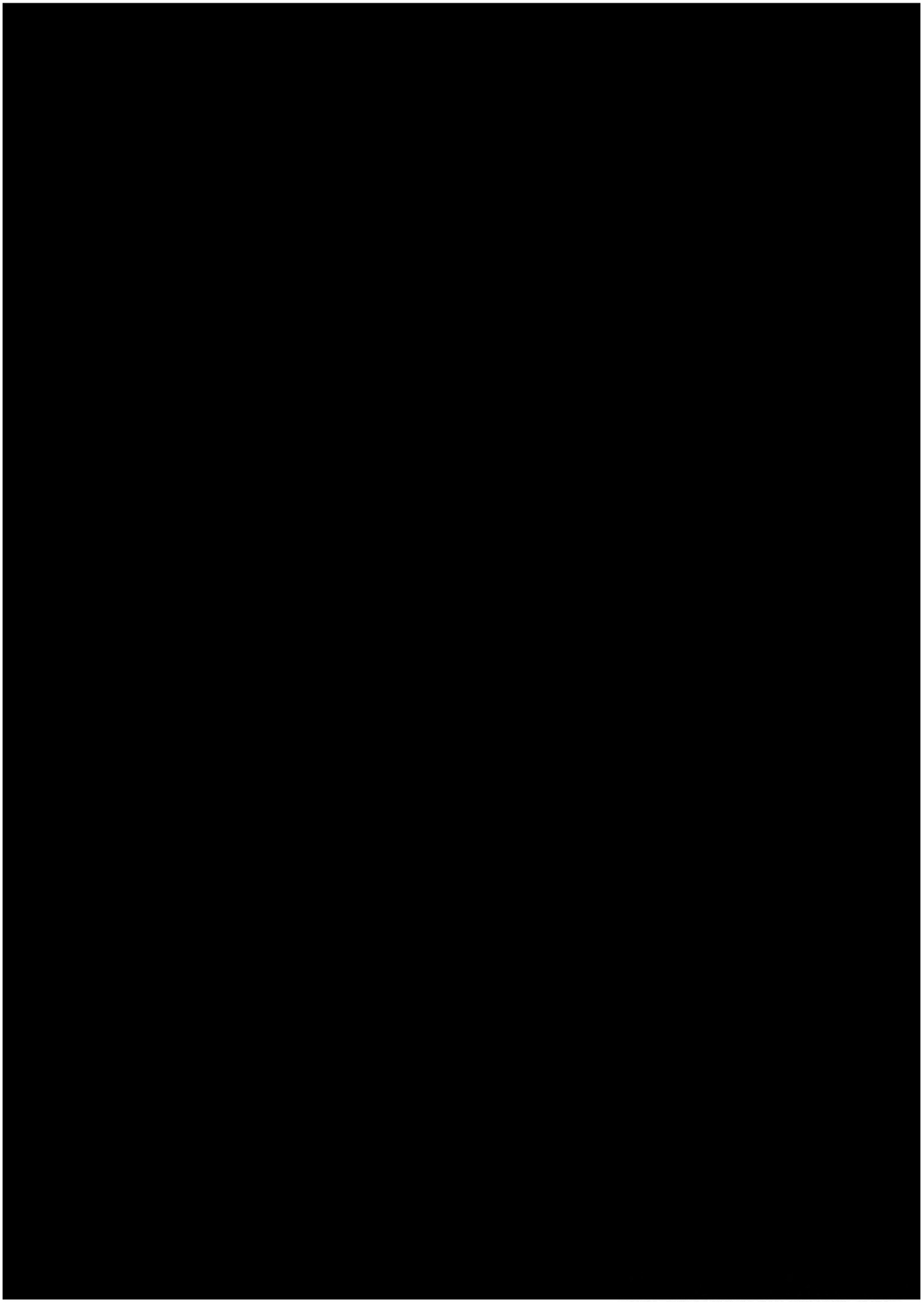

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"Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at www.postoffice.co.uk/privacy"
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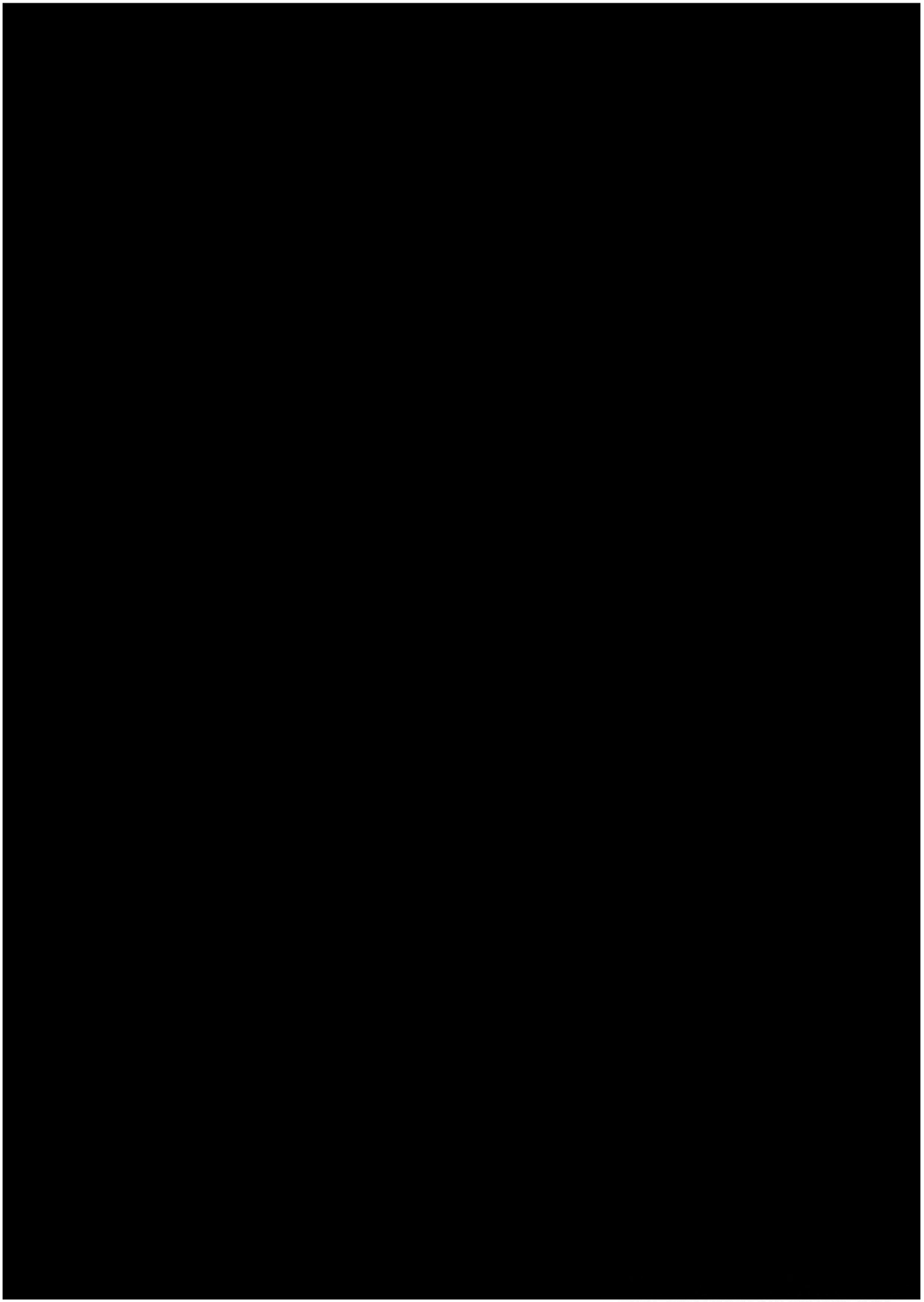

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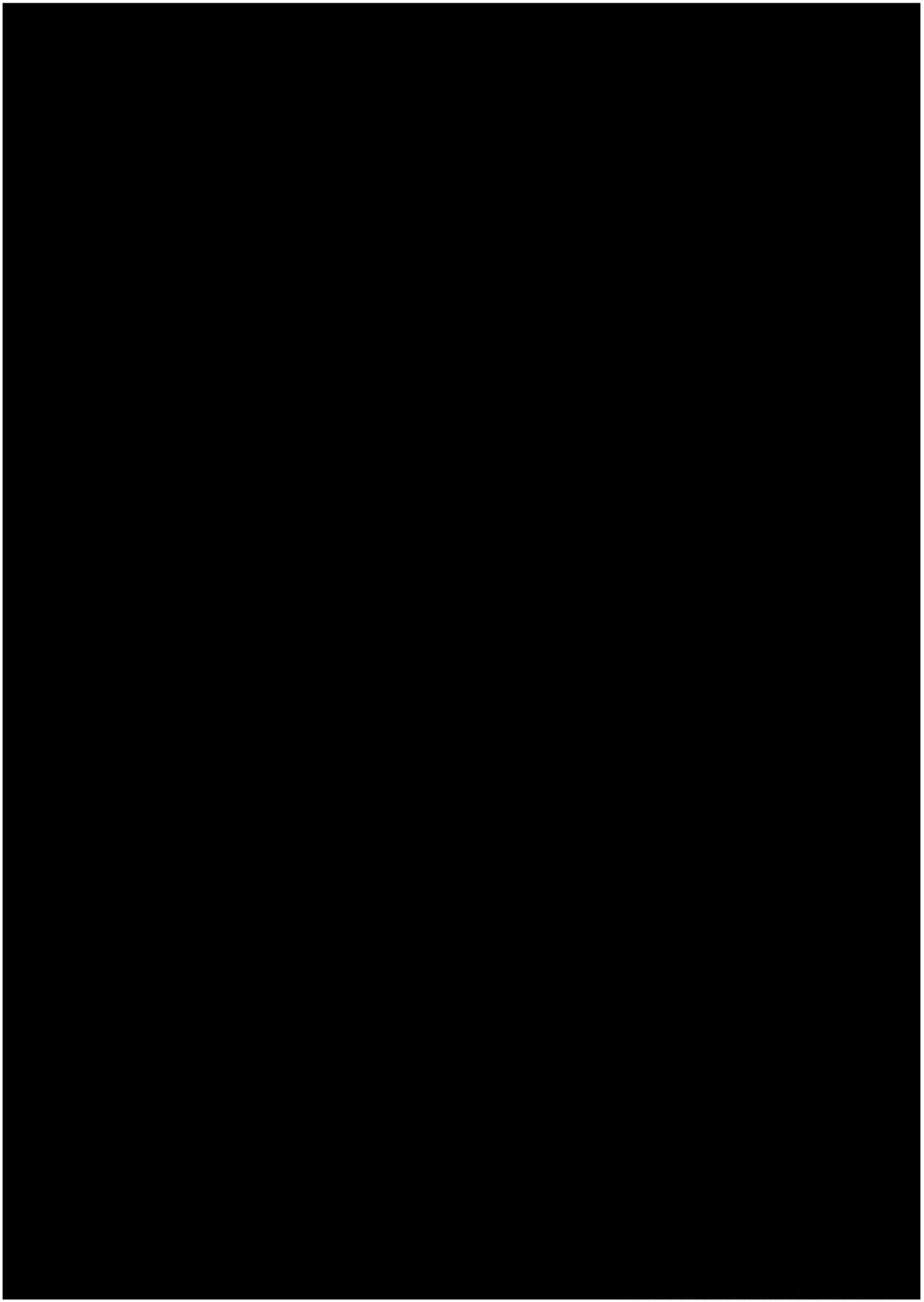

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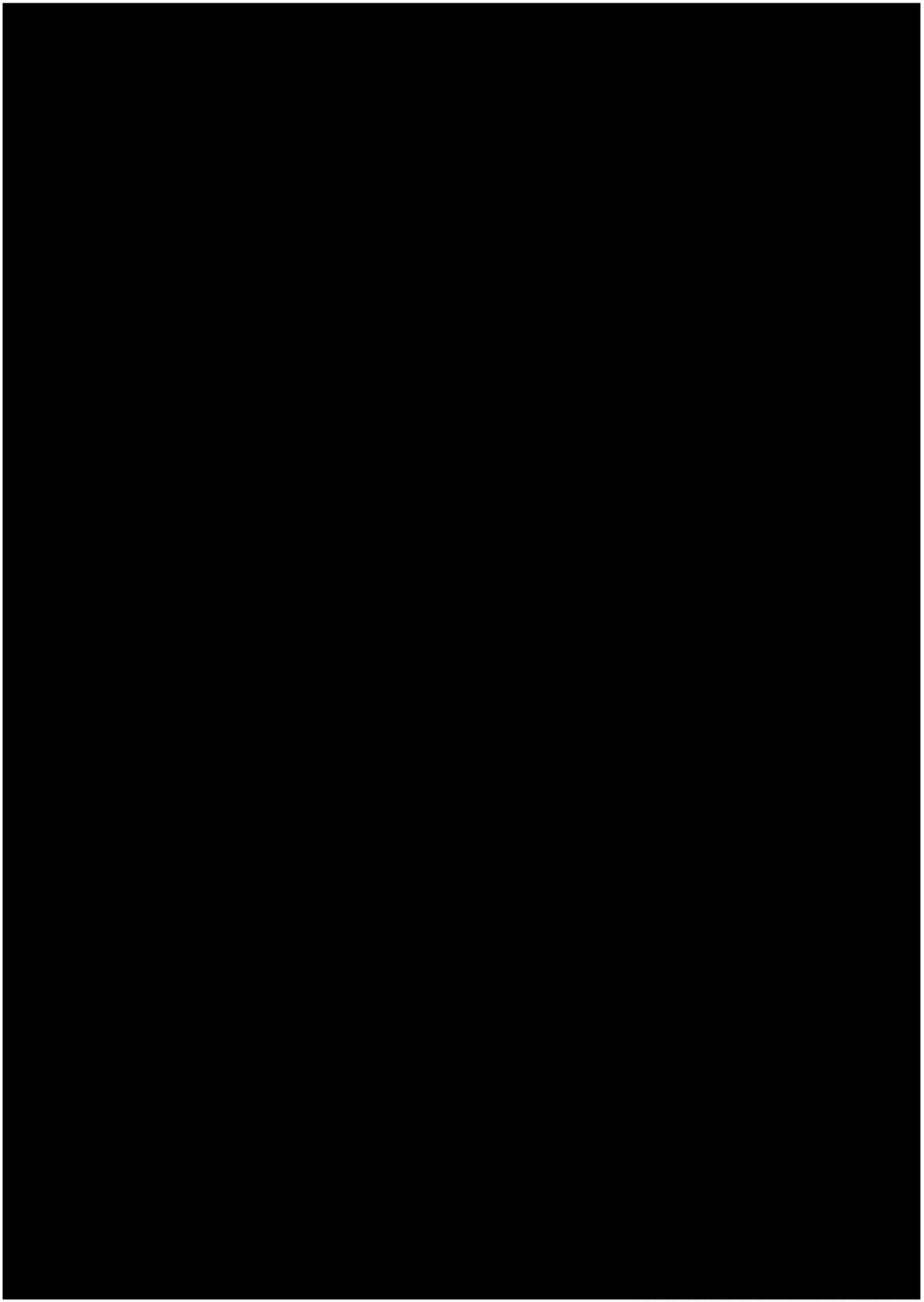

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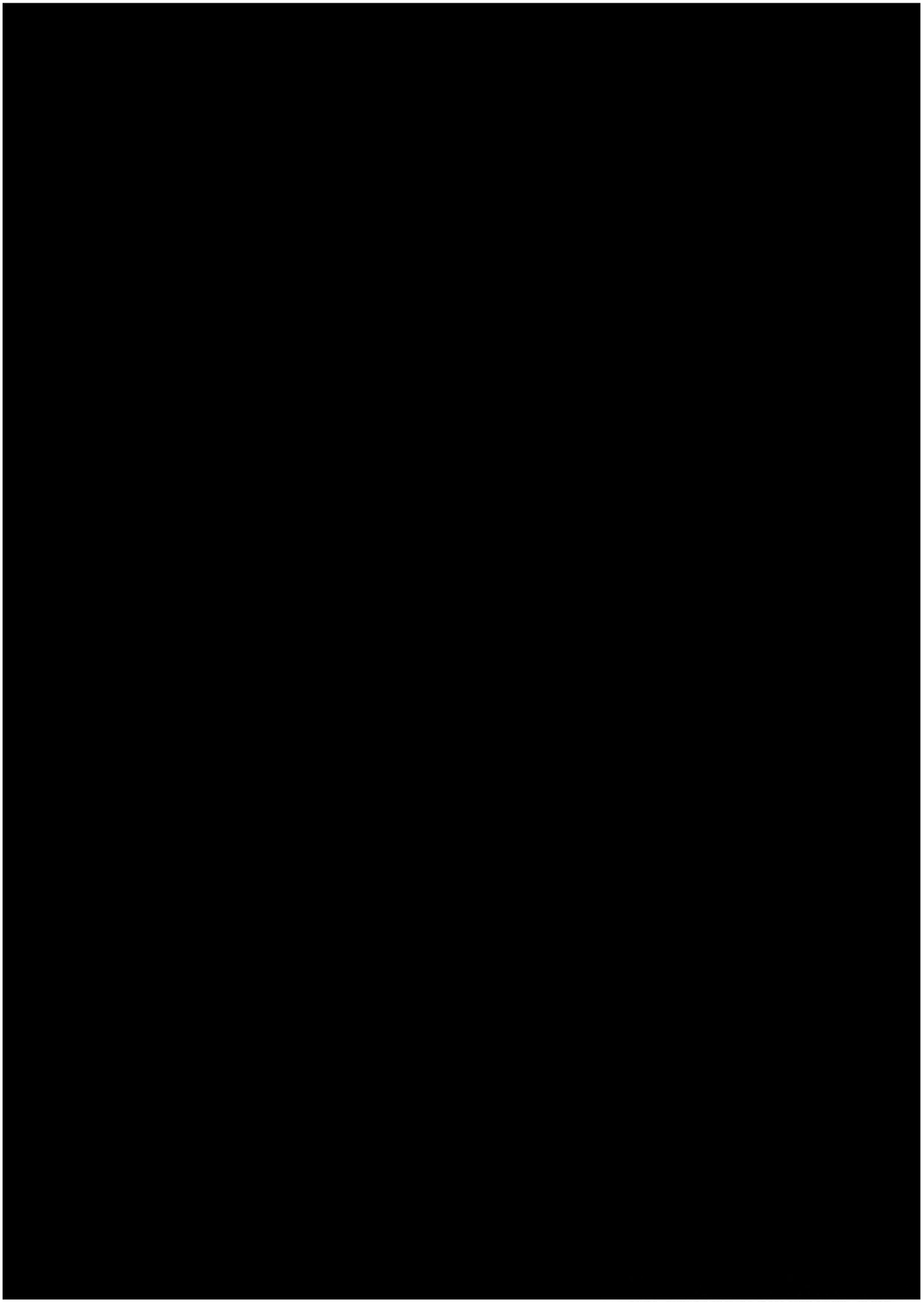

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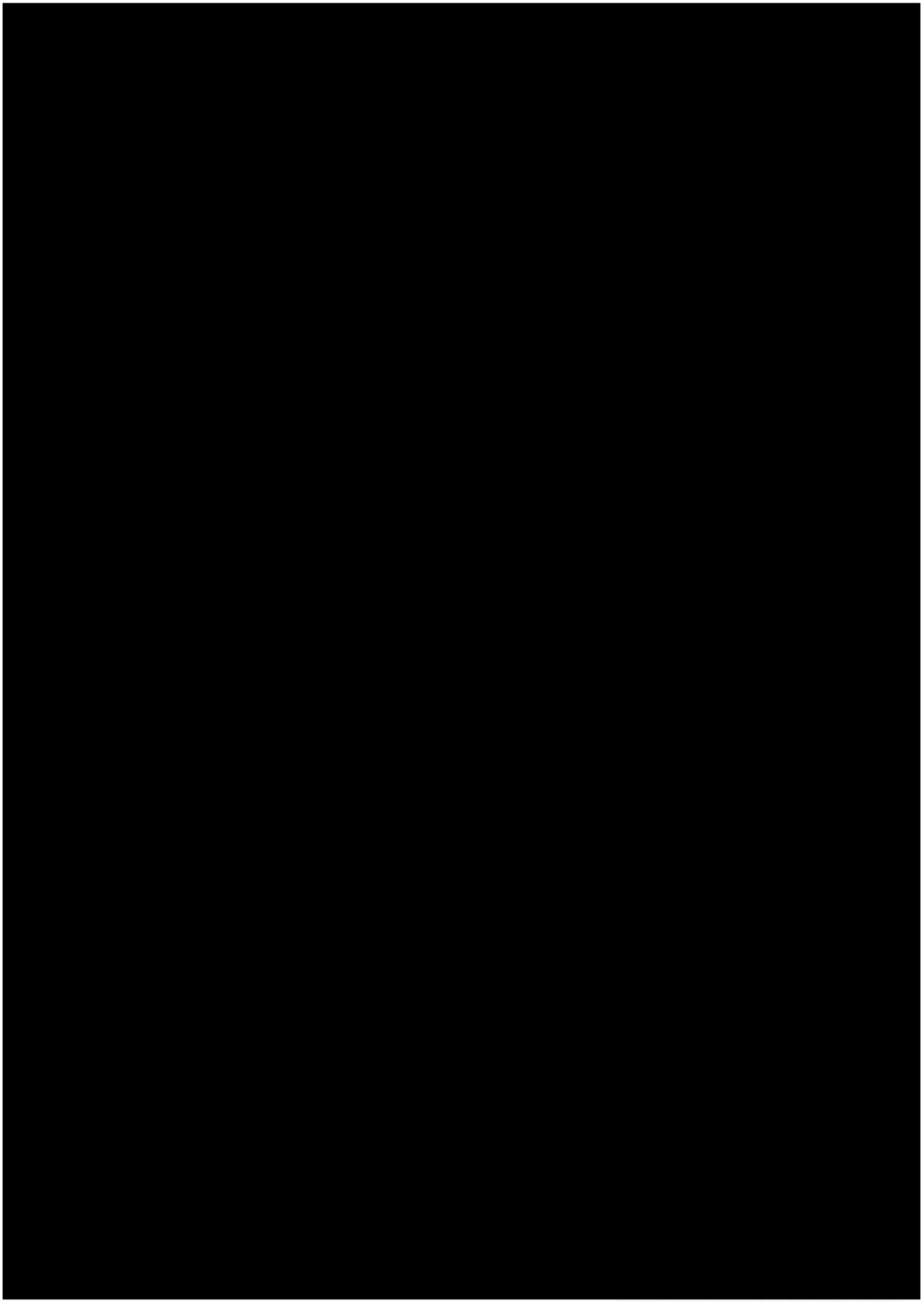

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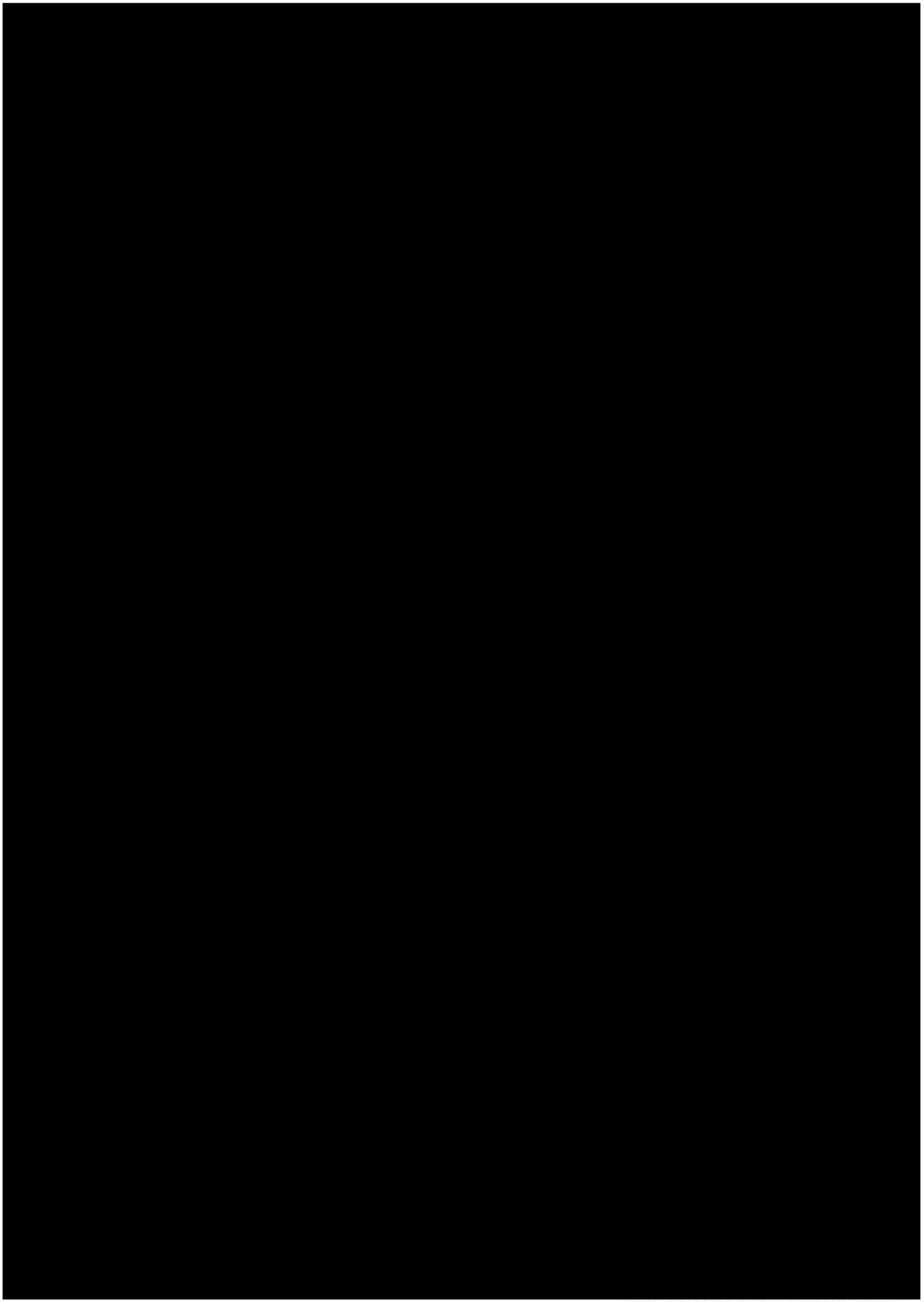

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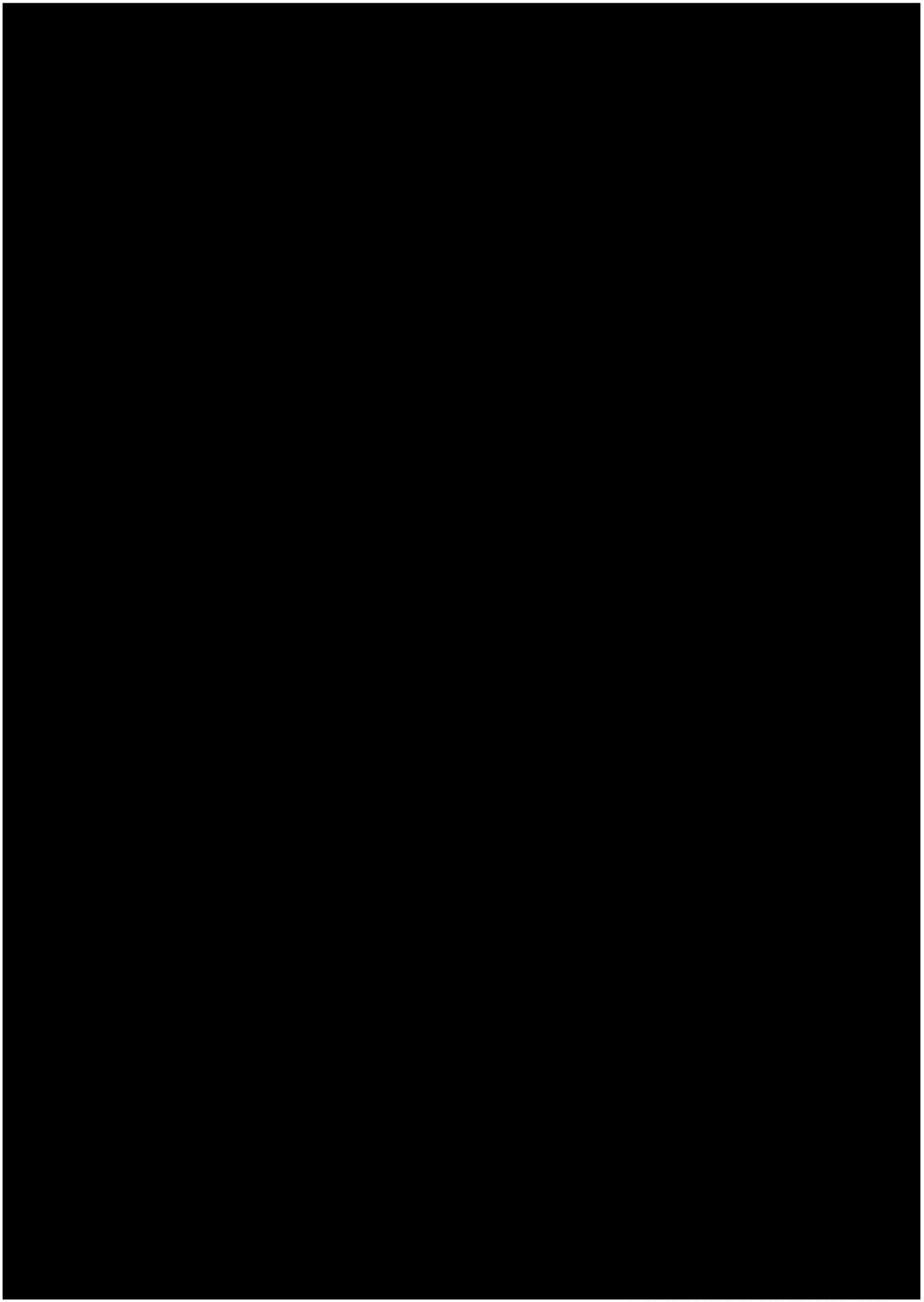

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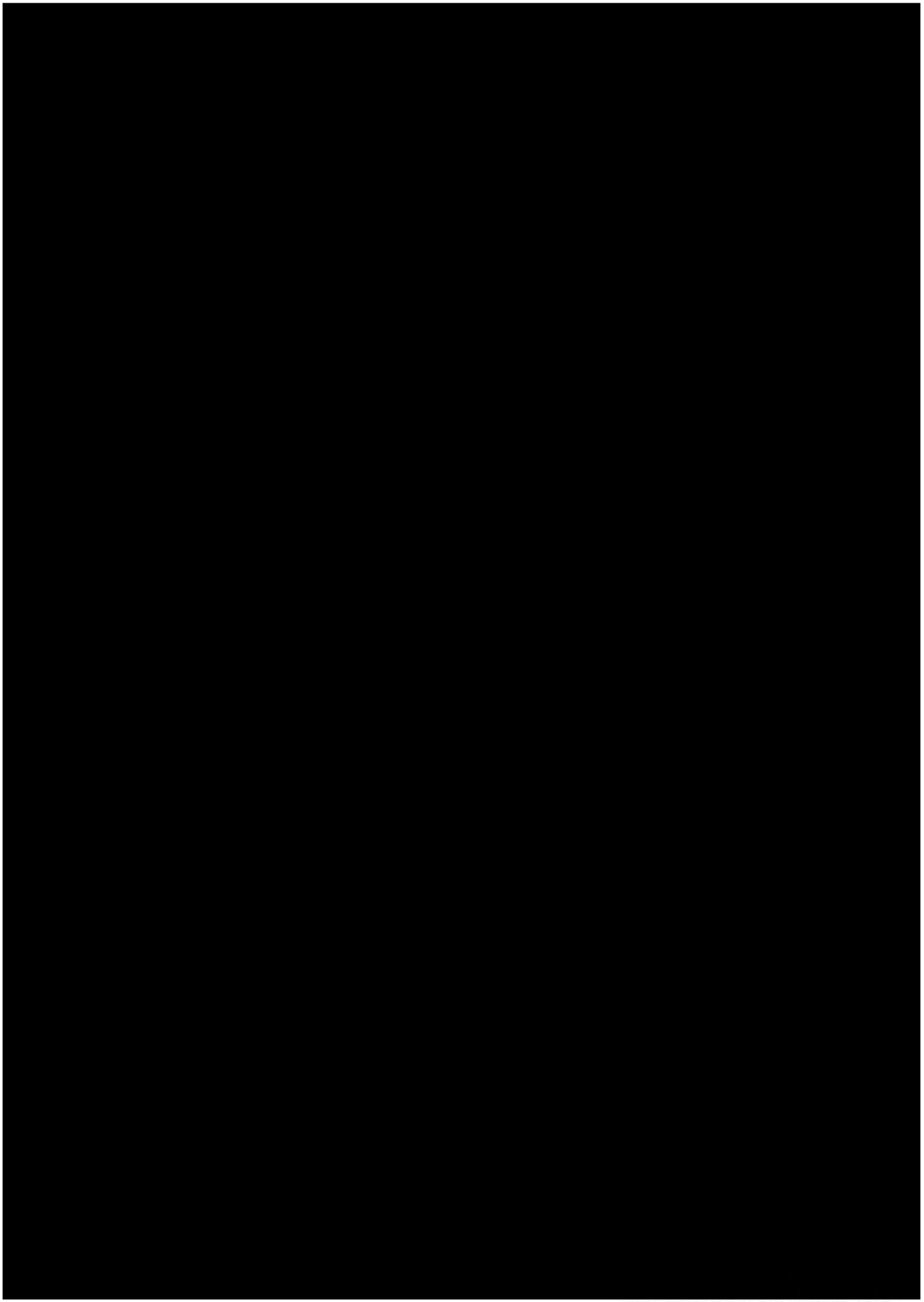

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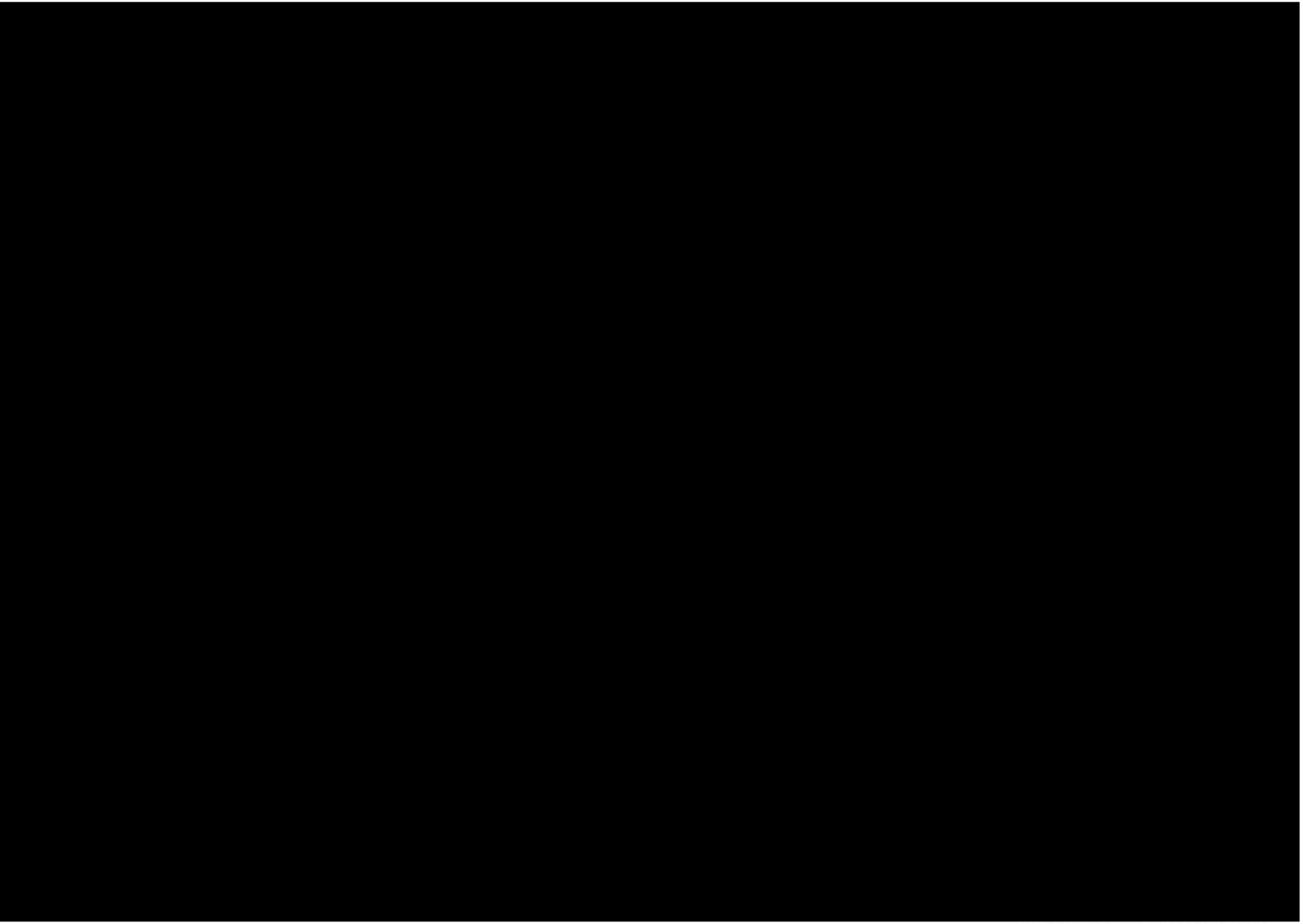

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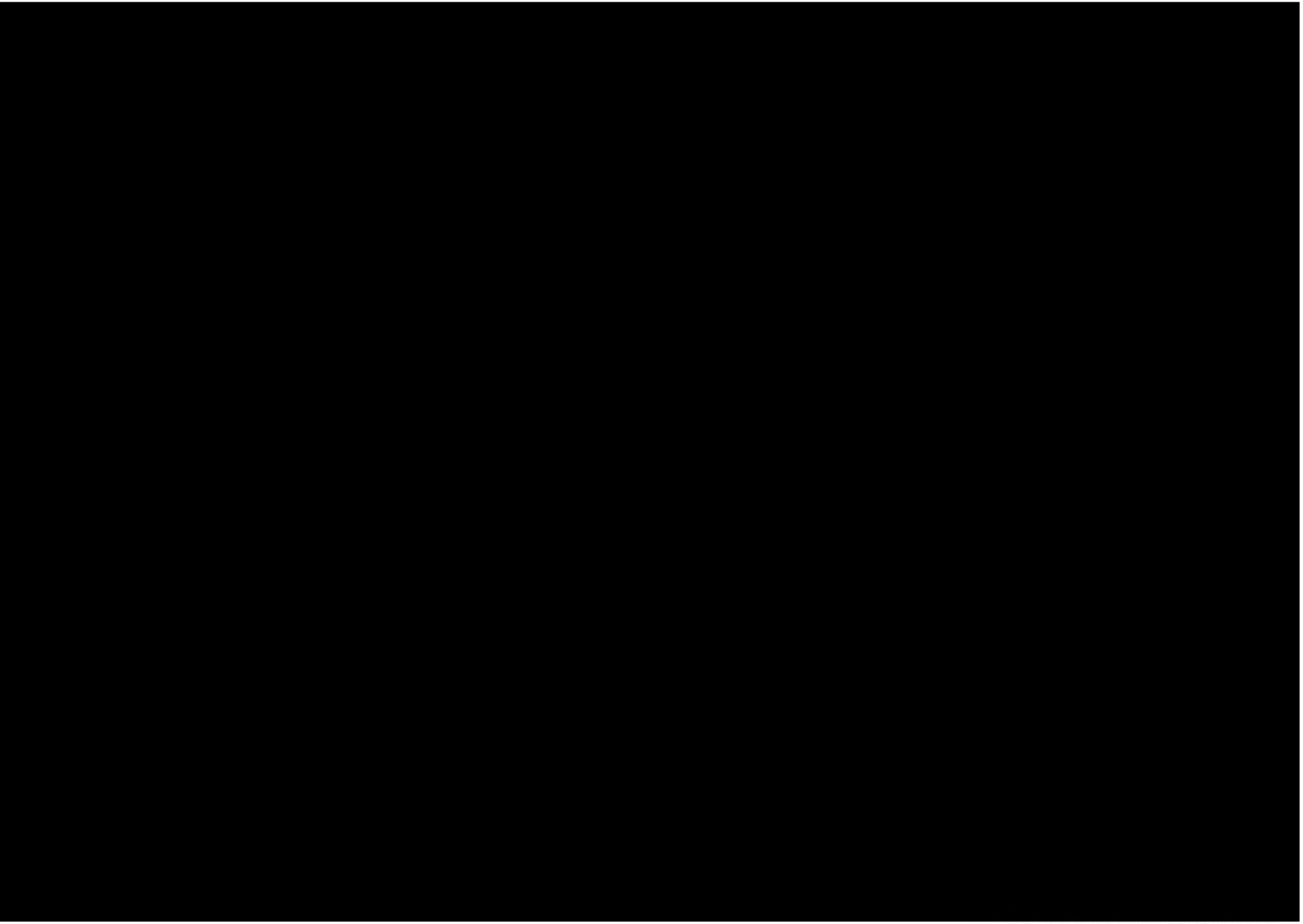

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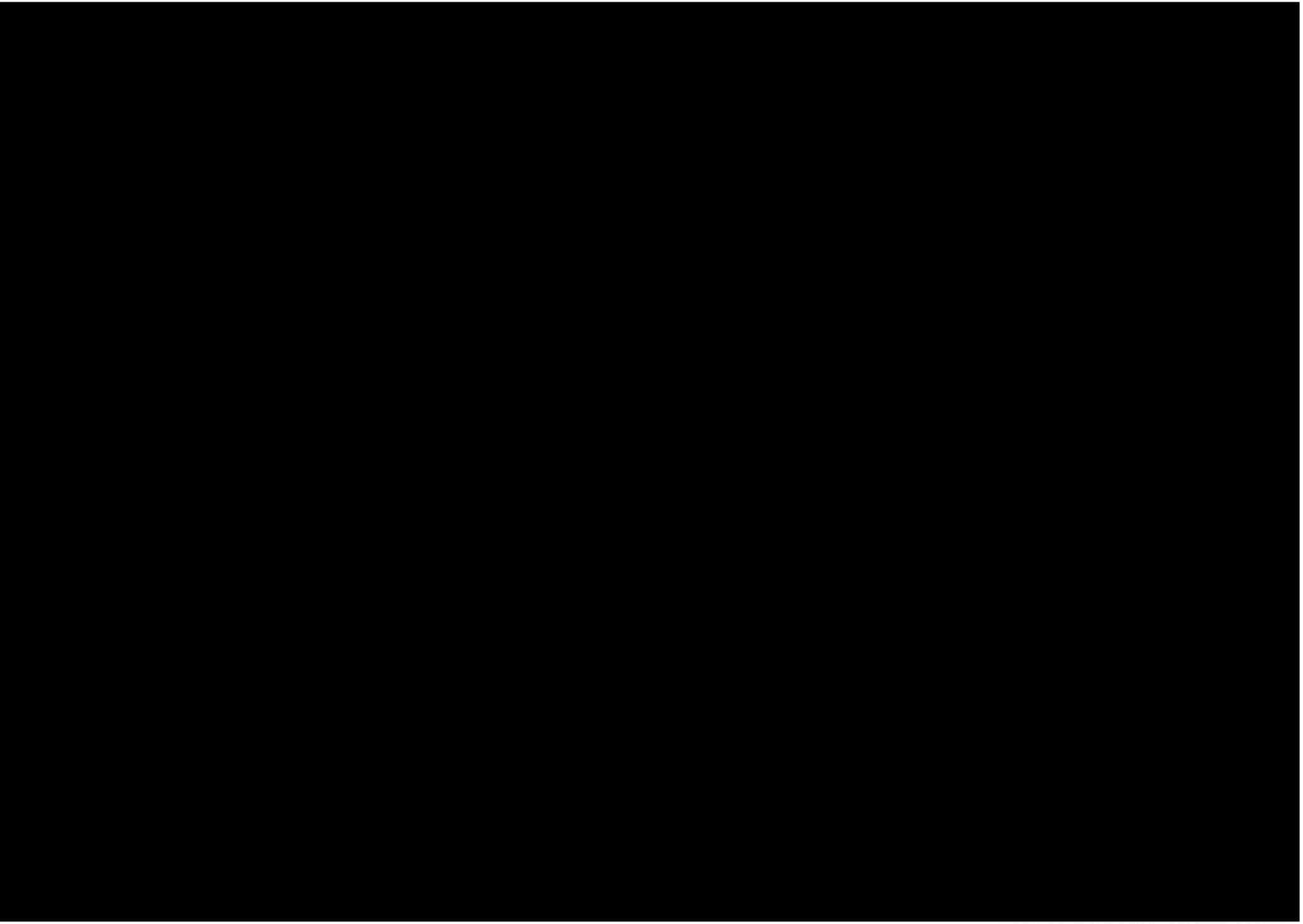

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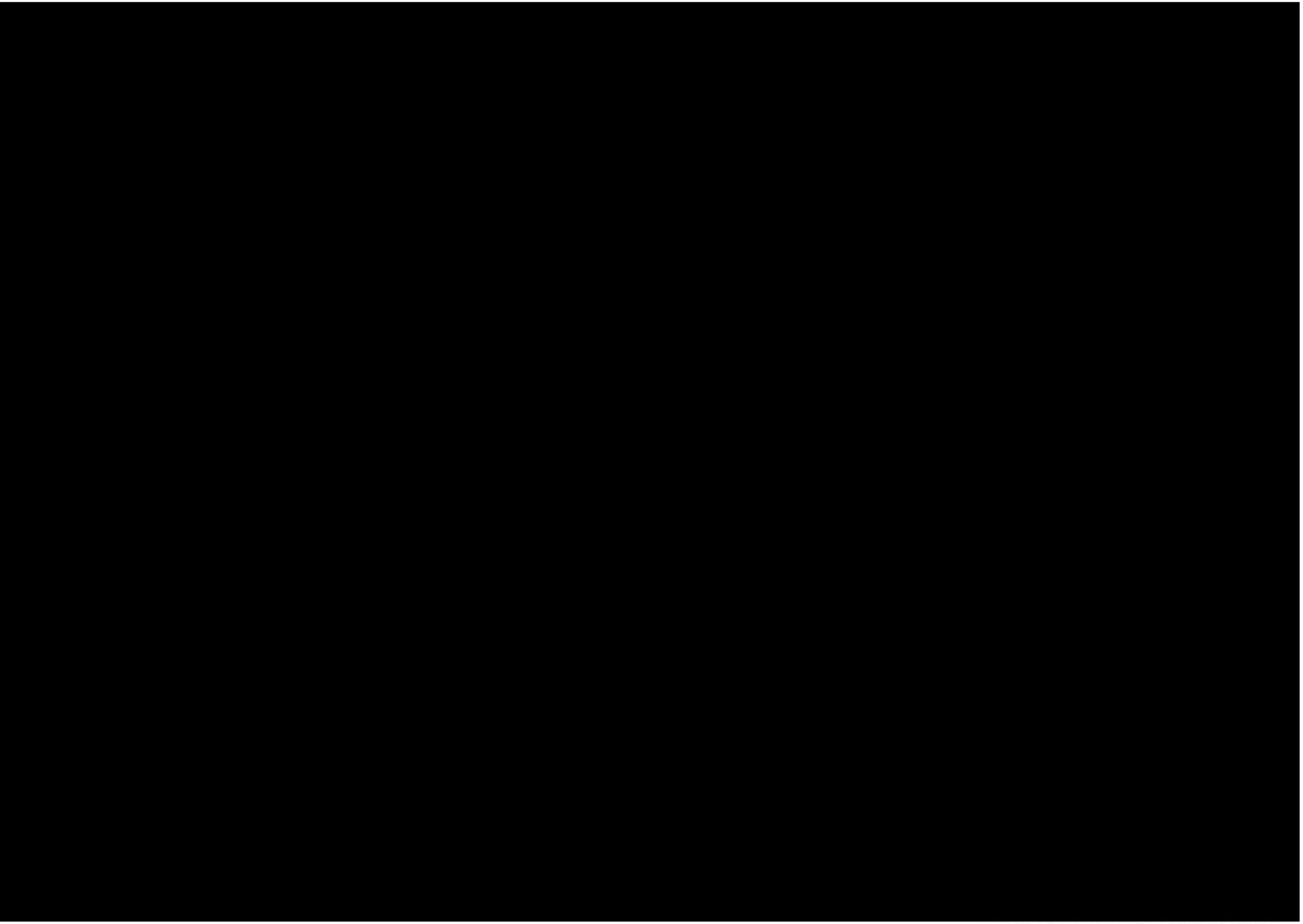

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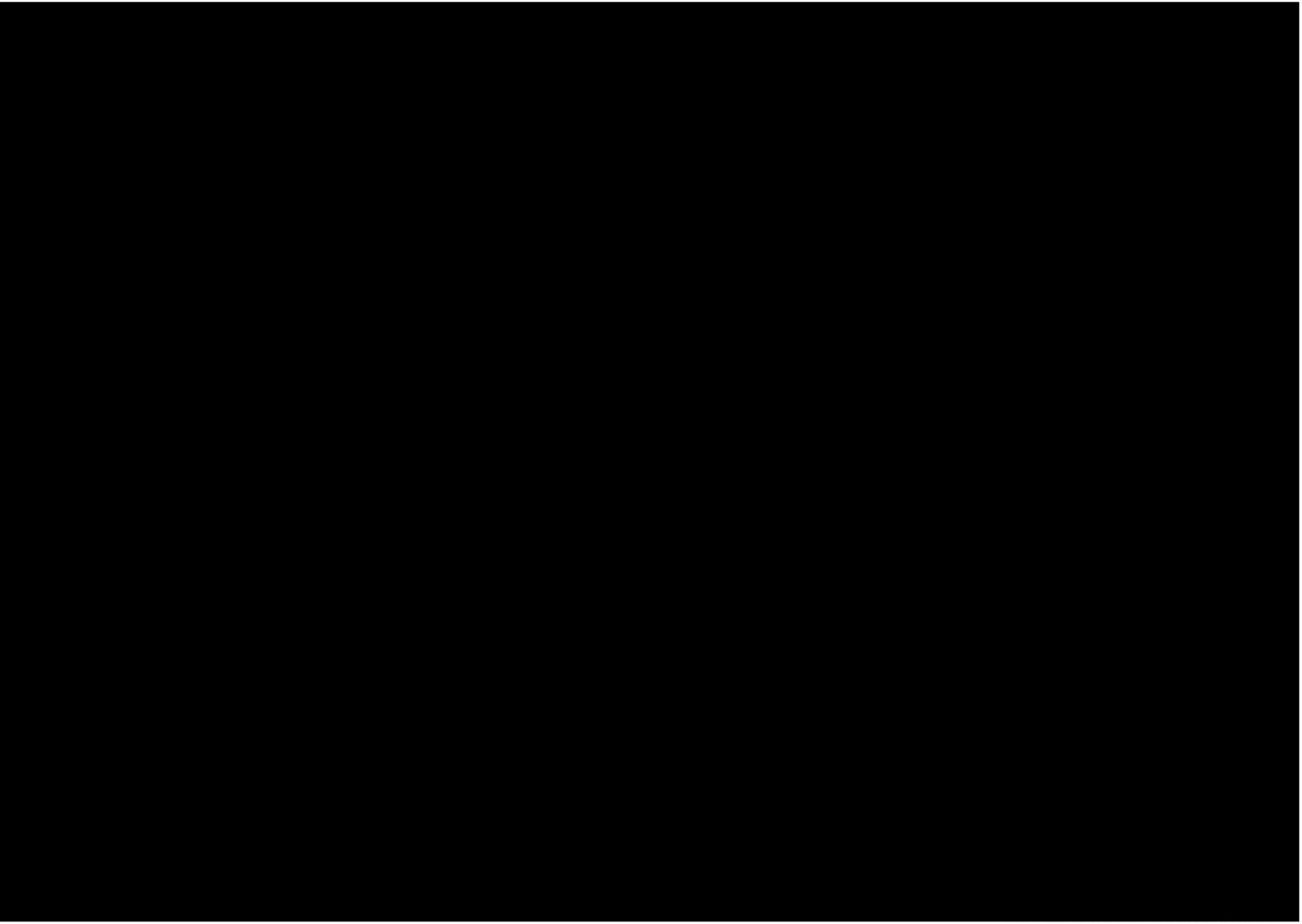

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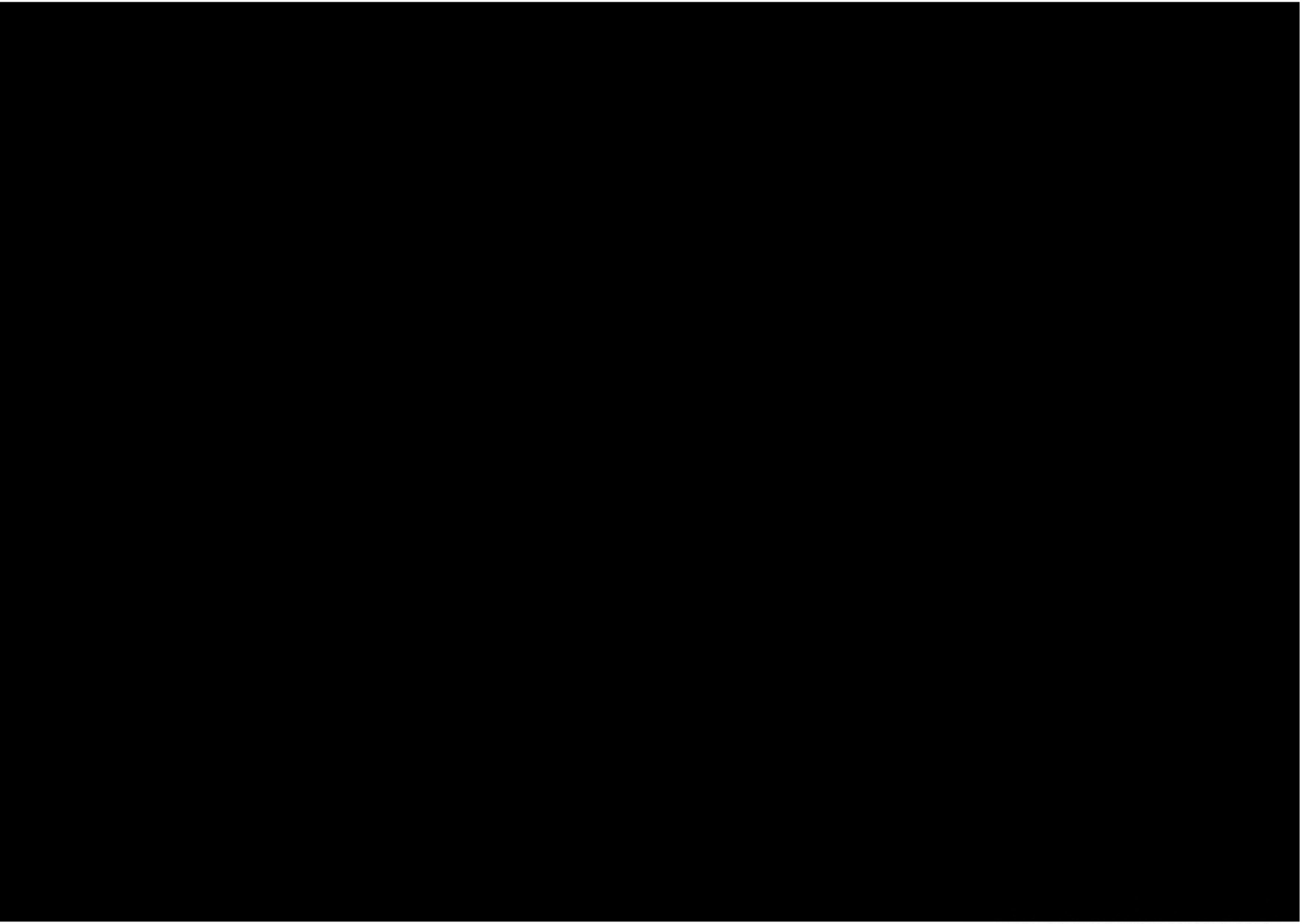

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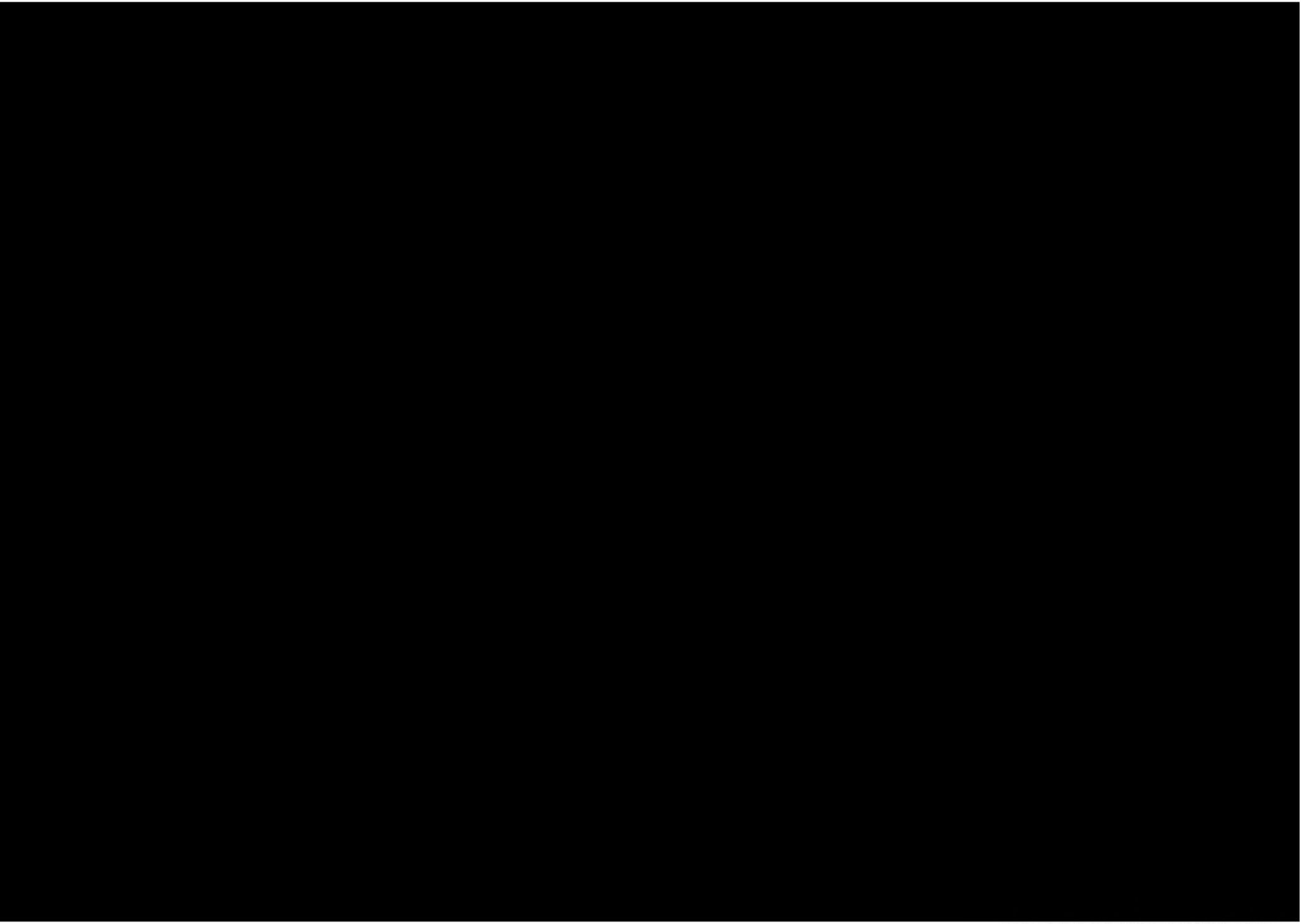

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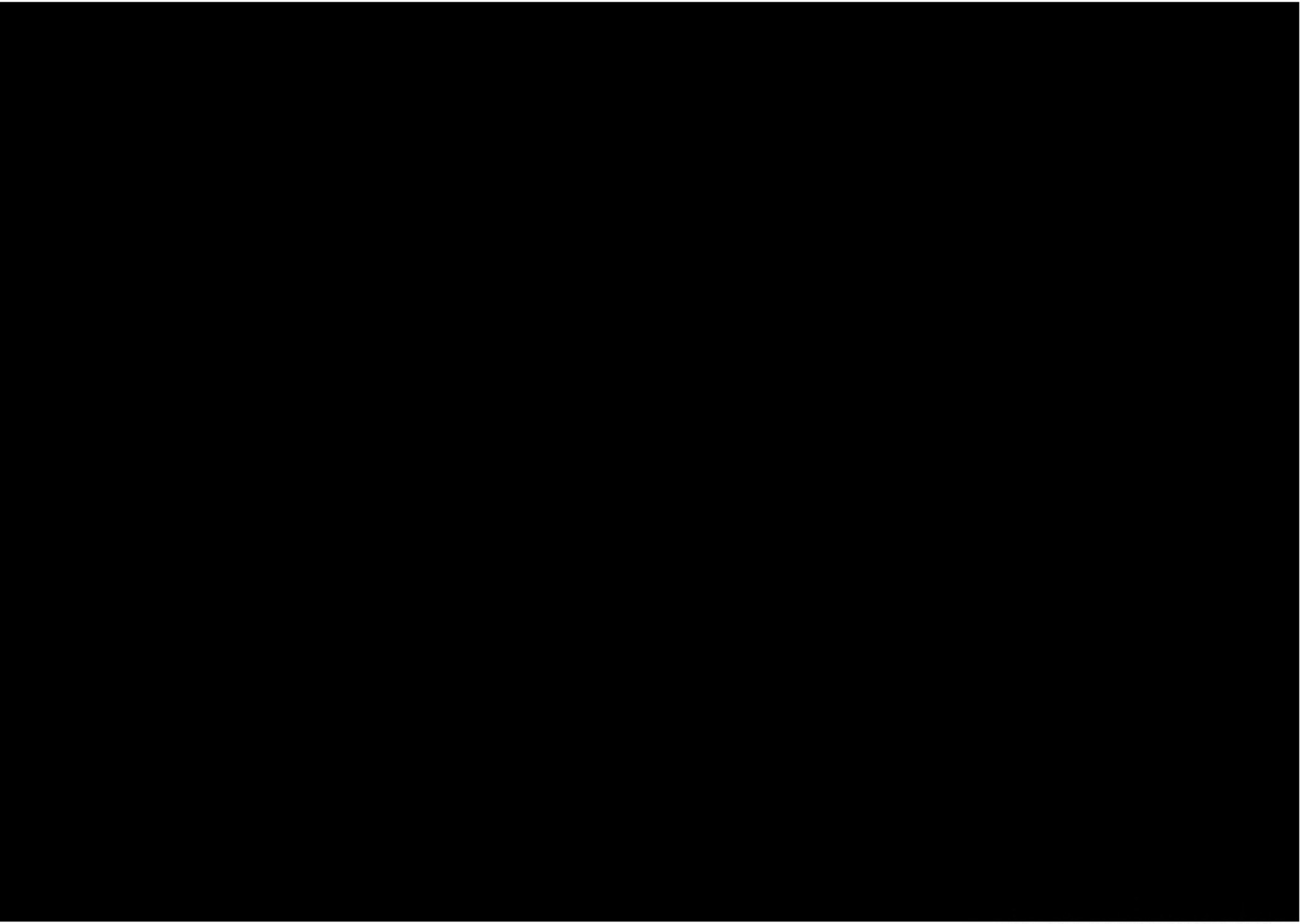

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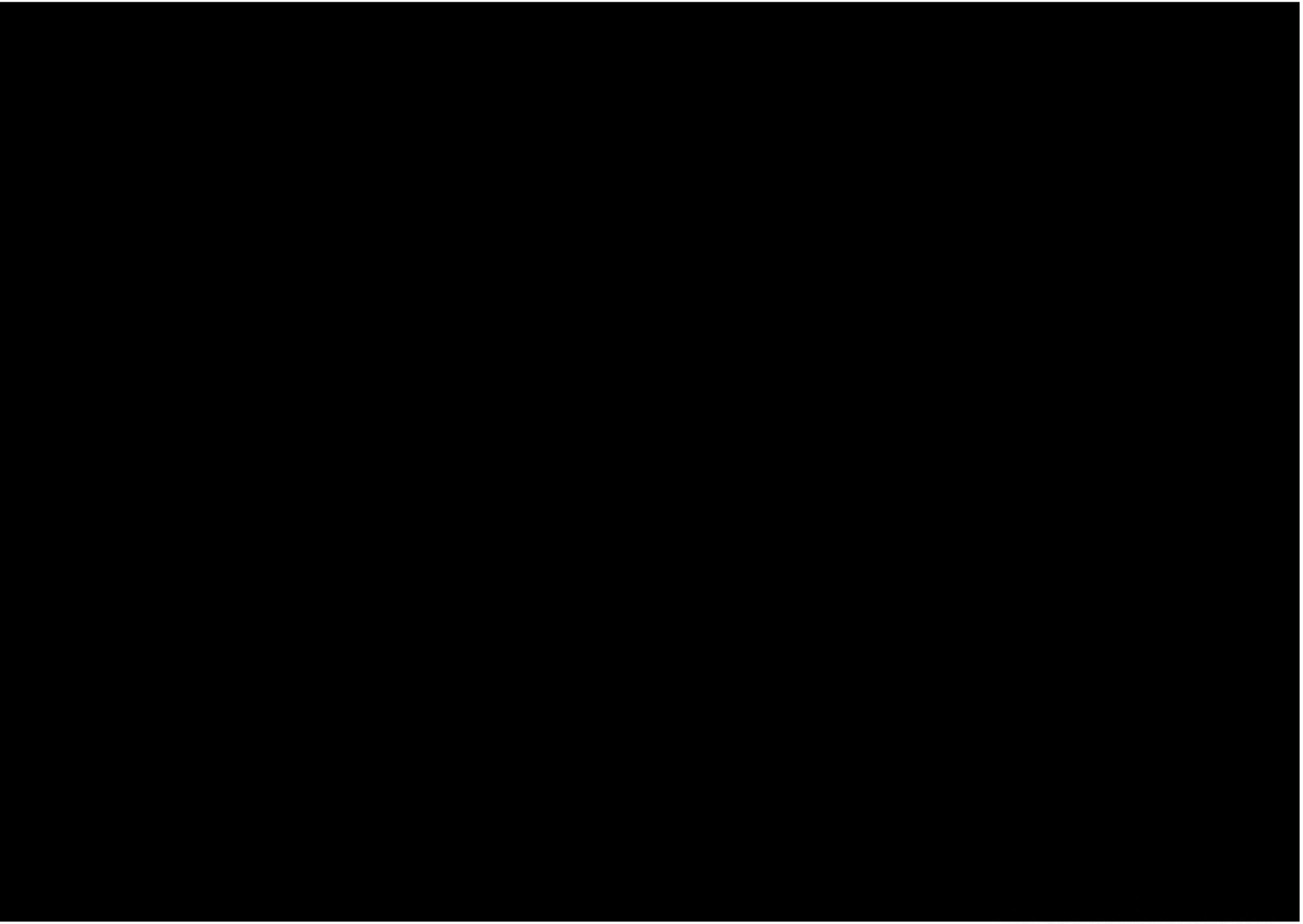

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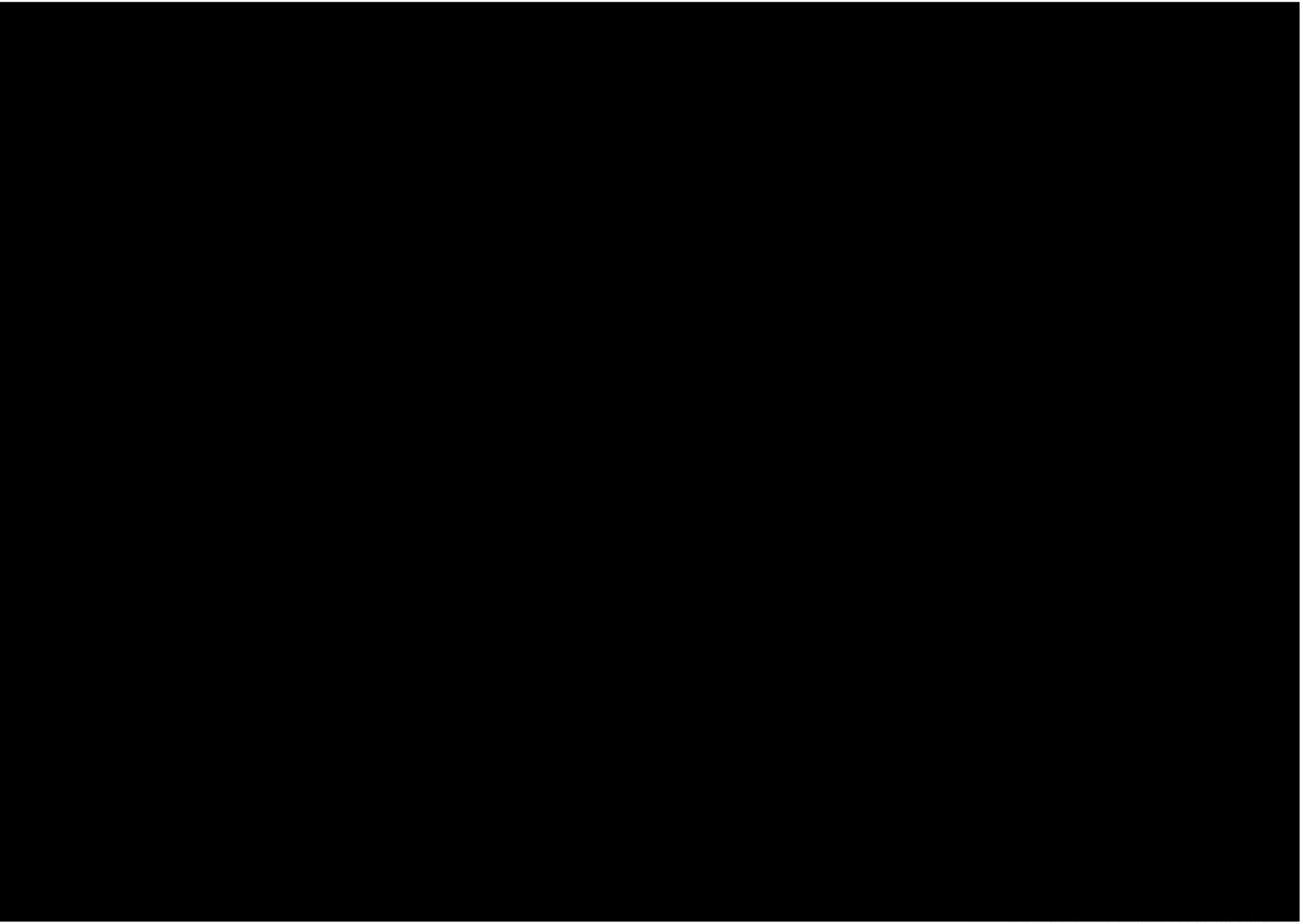

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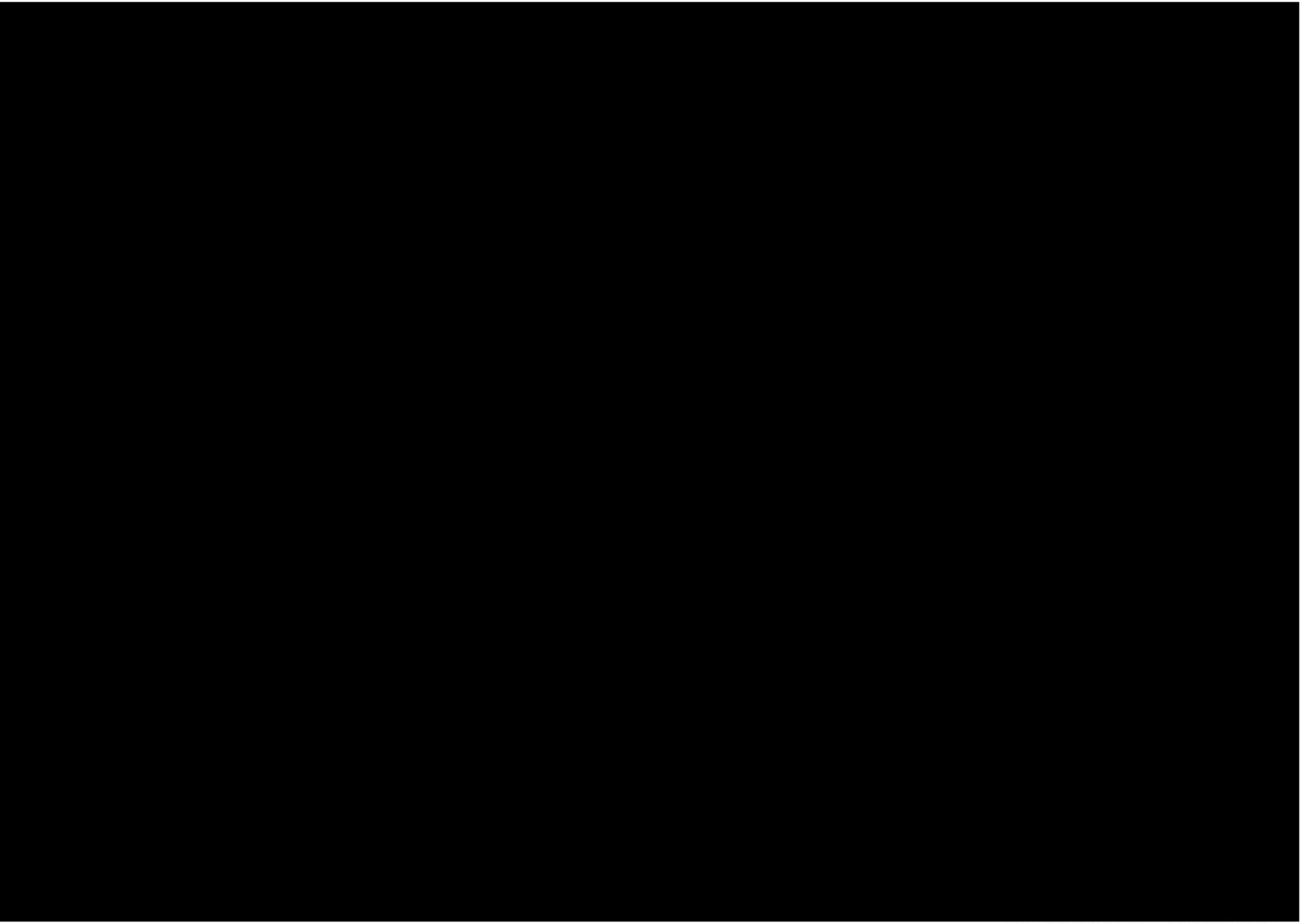

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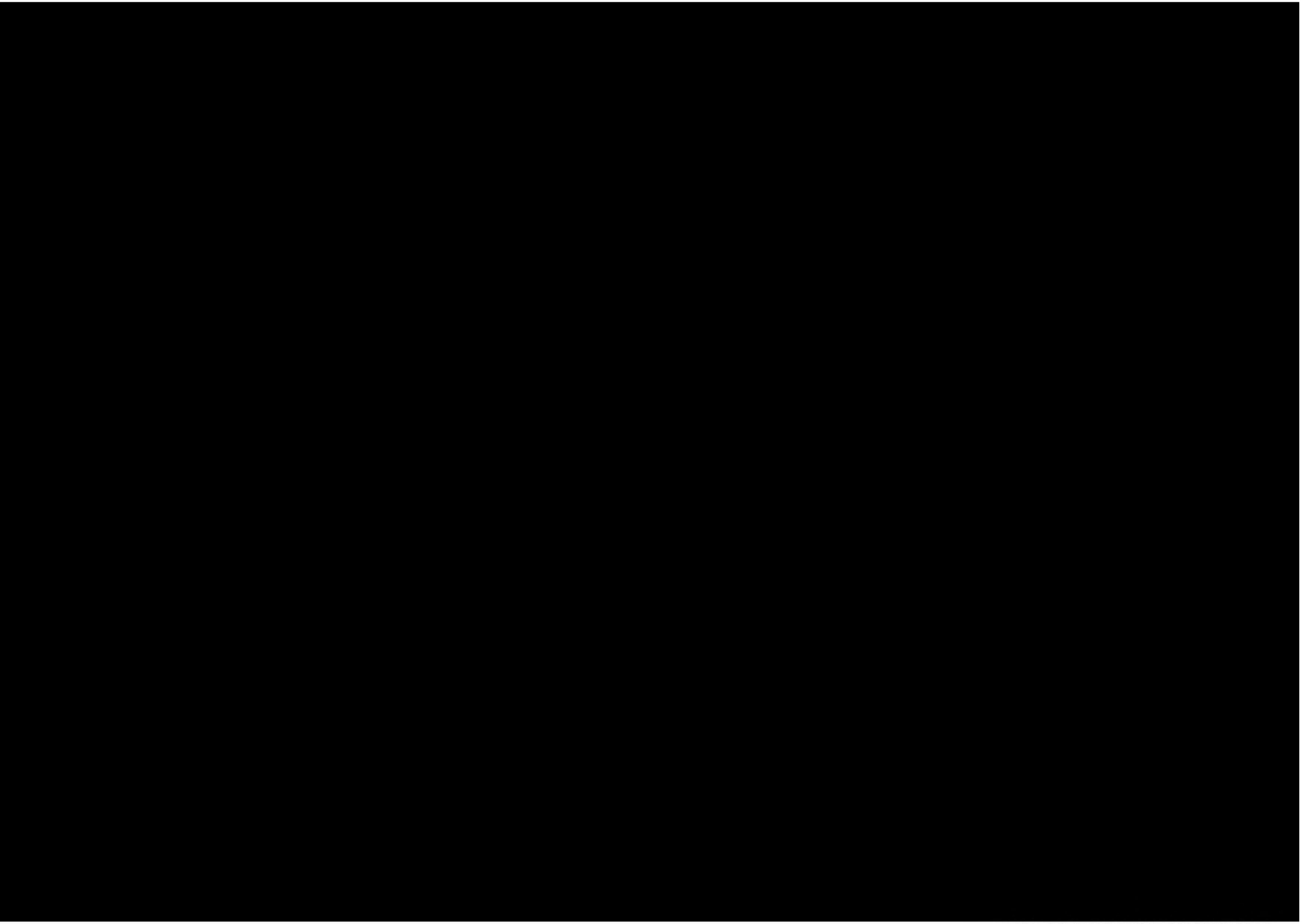

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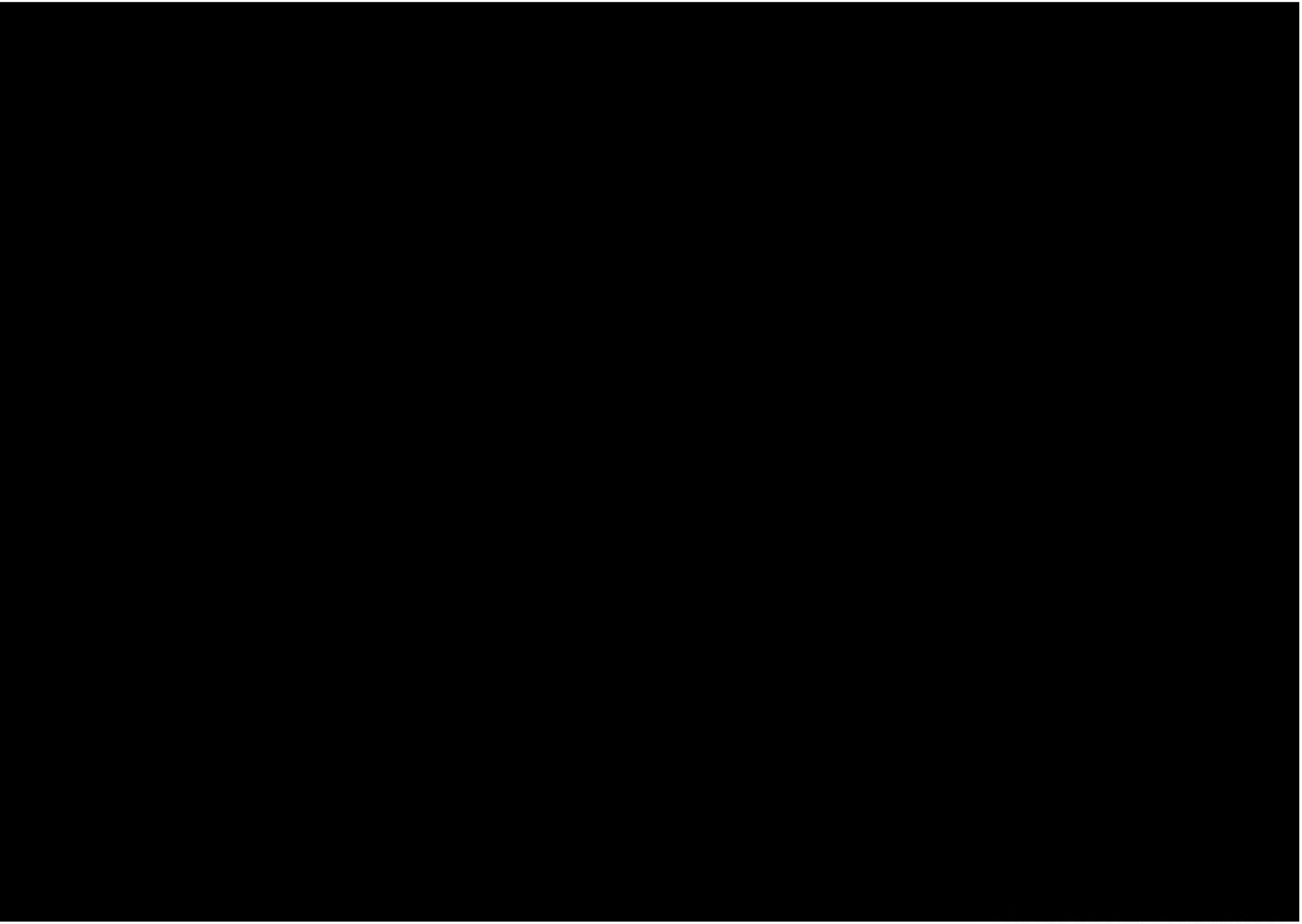

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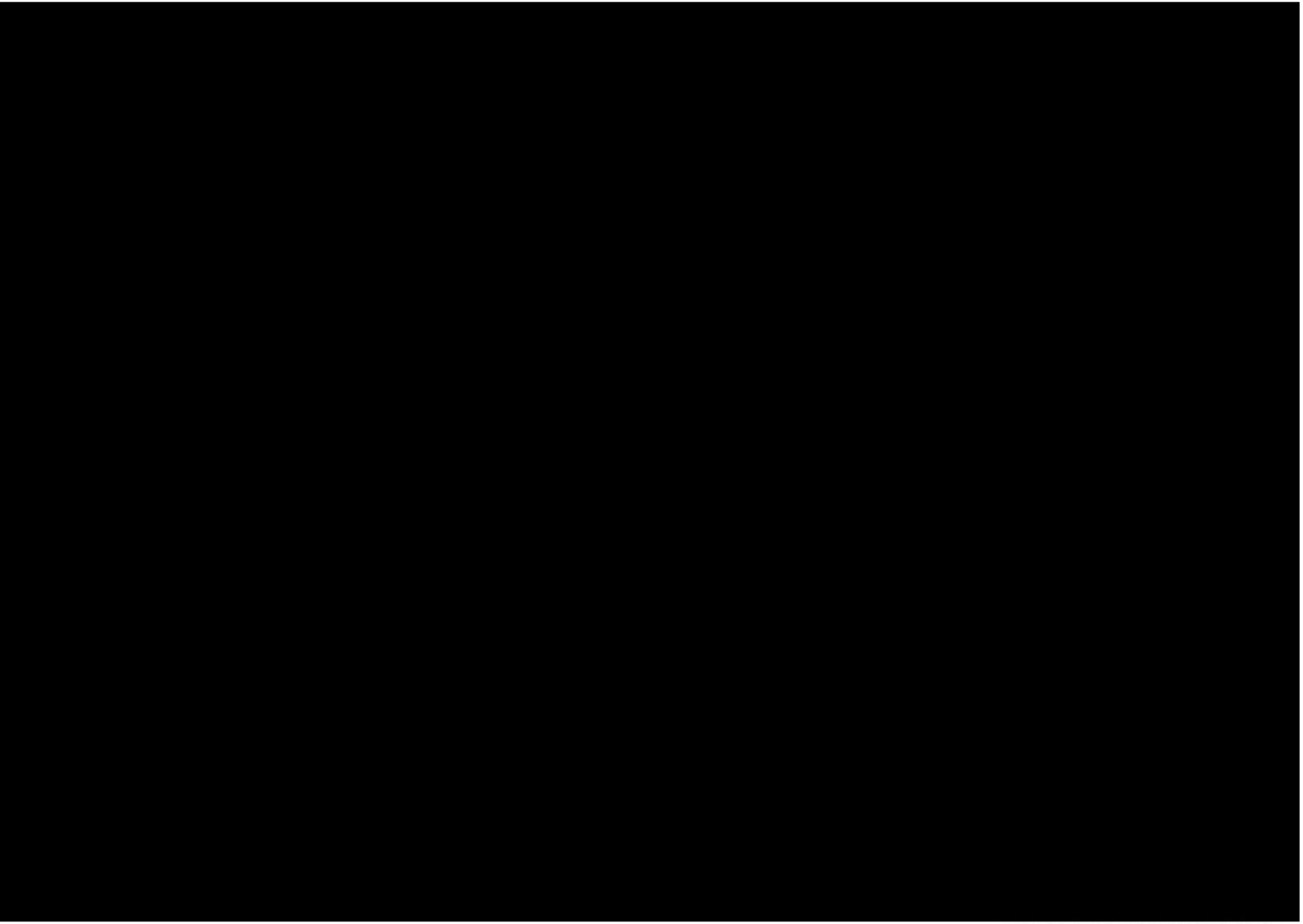

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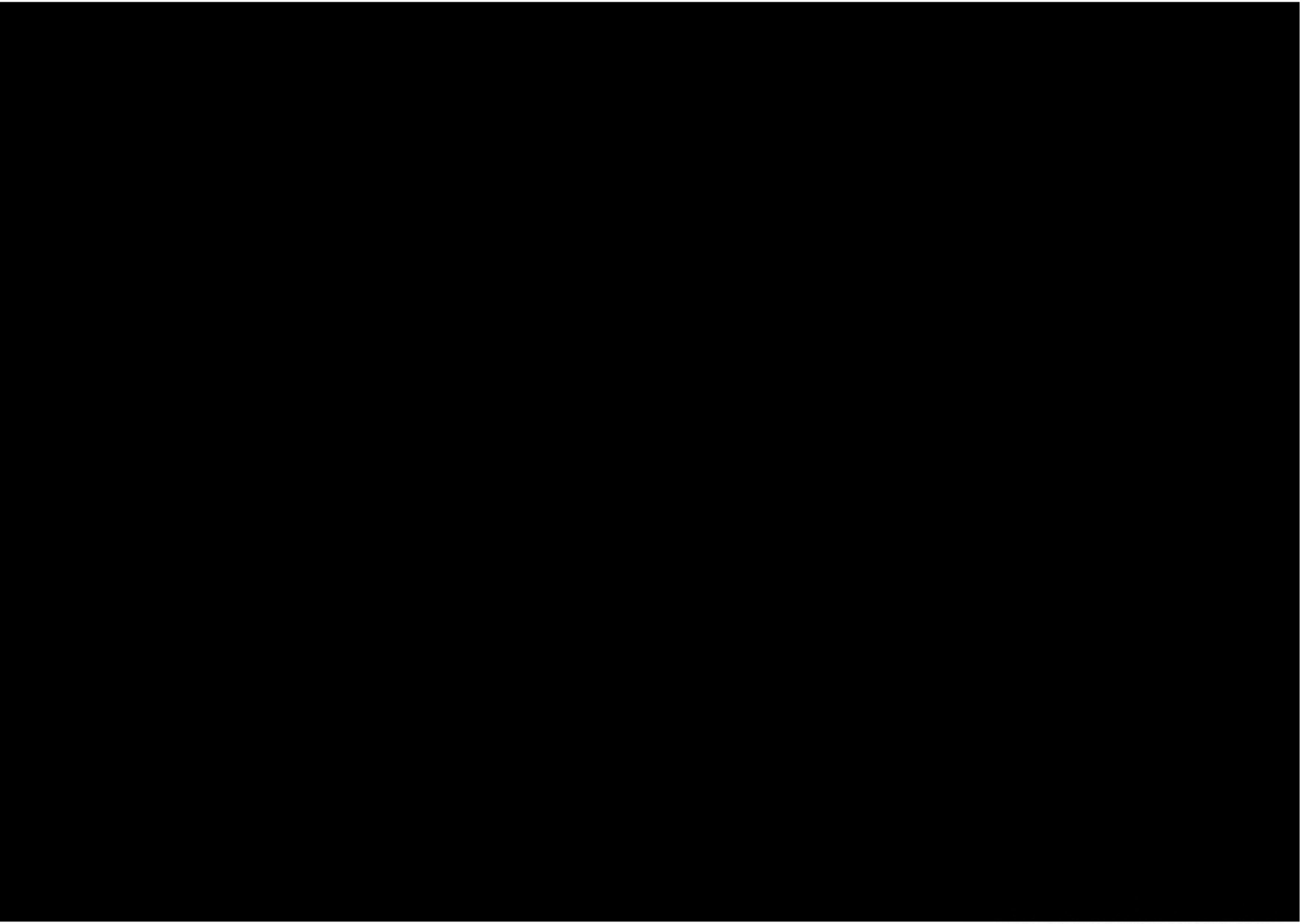

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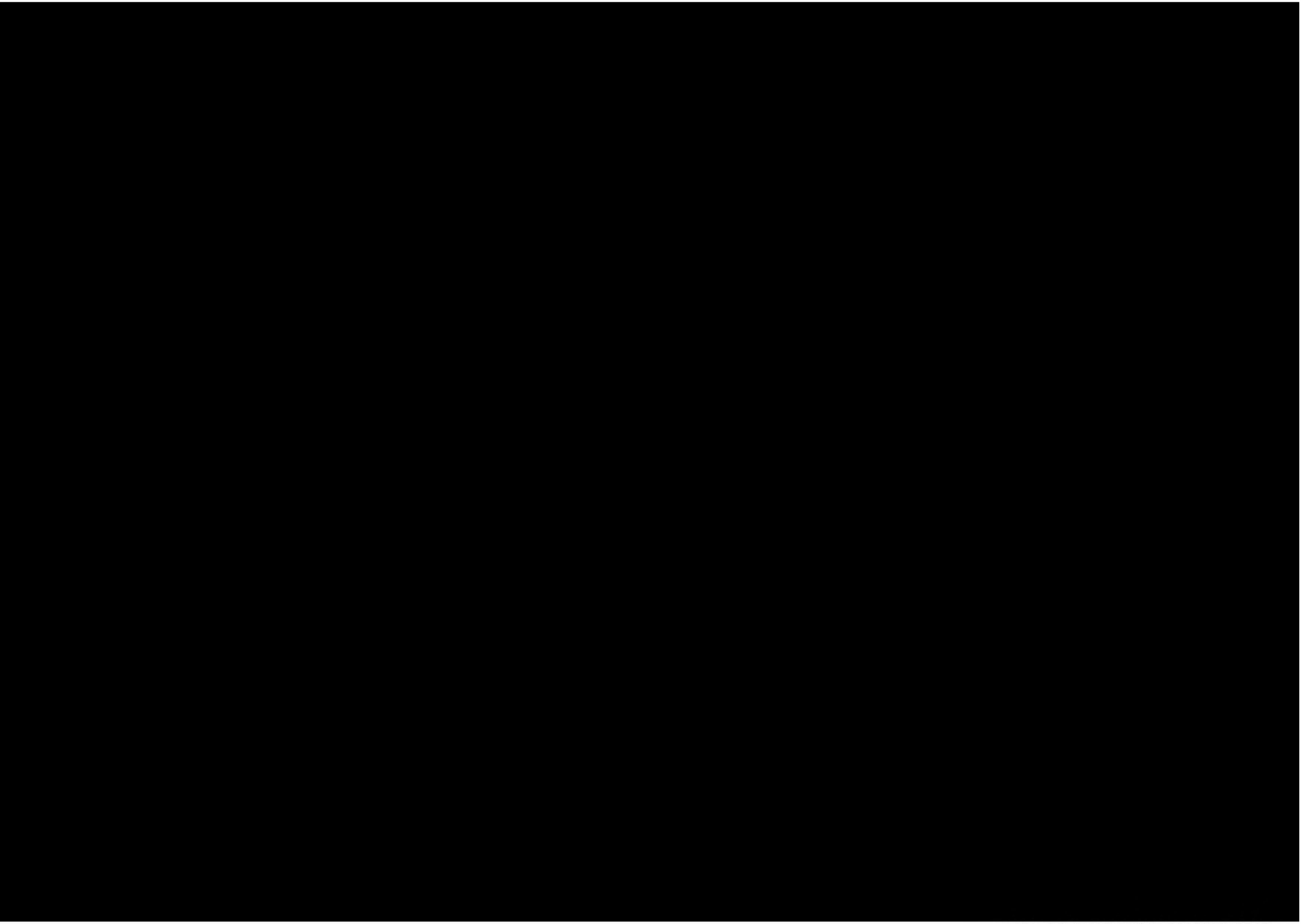

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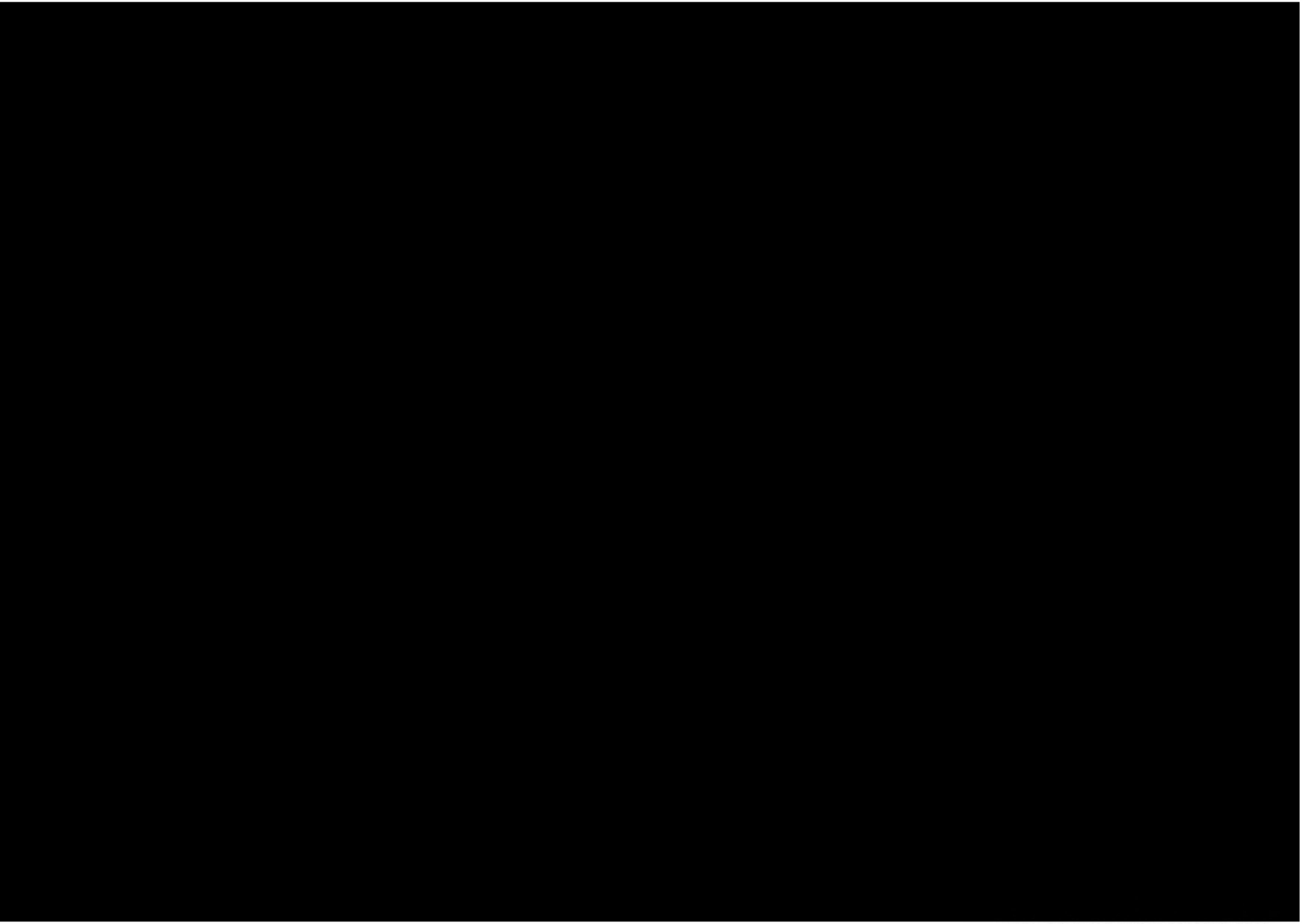

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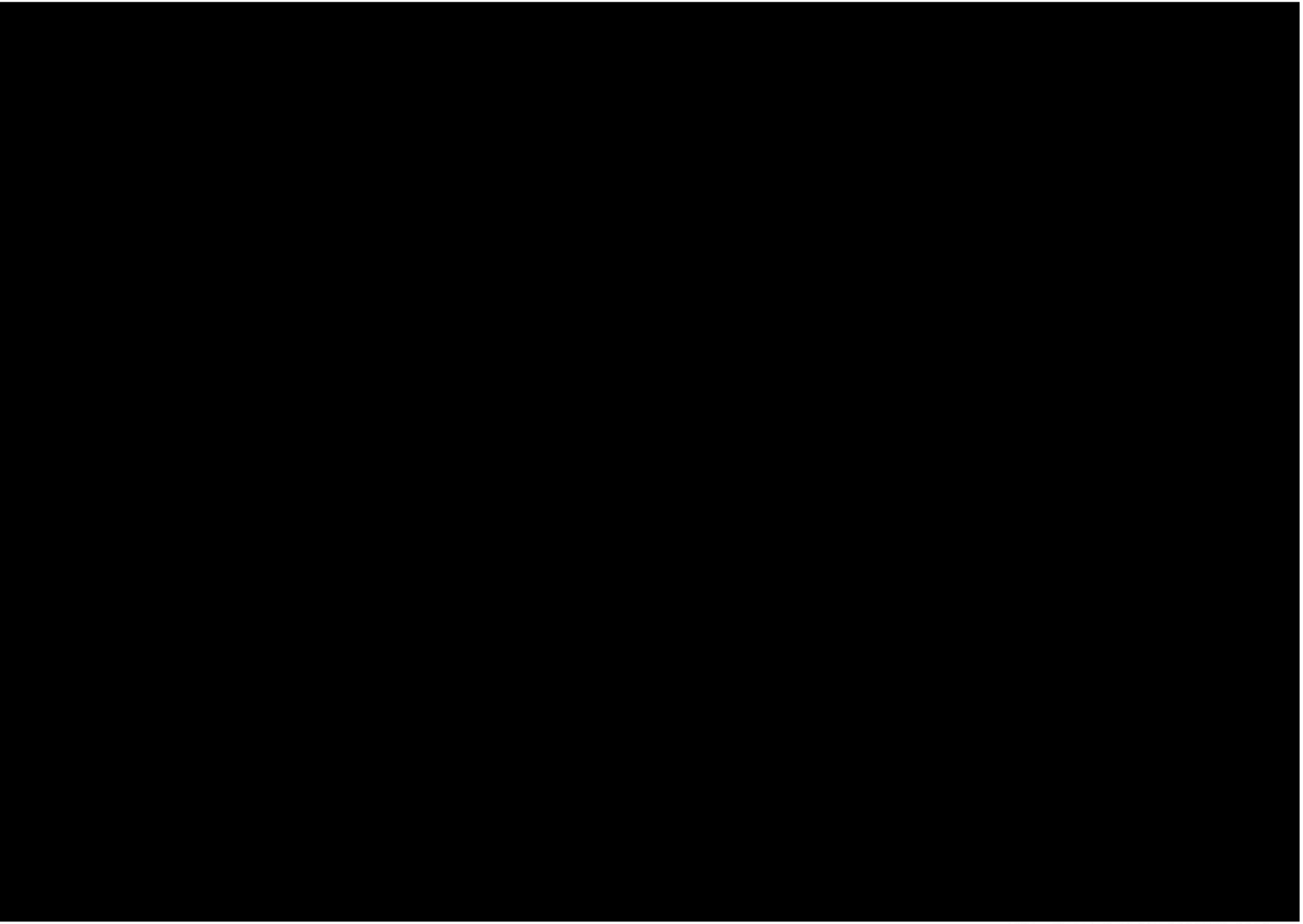

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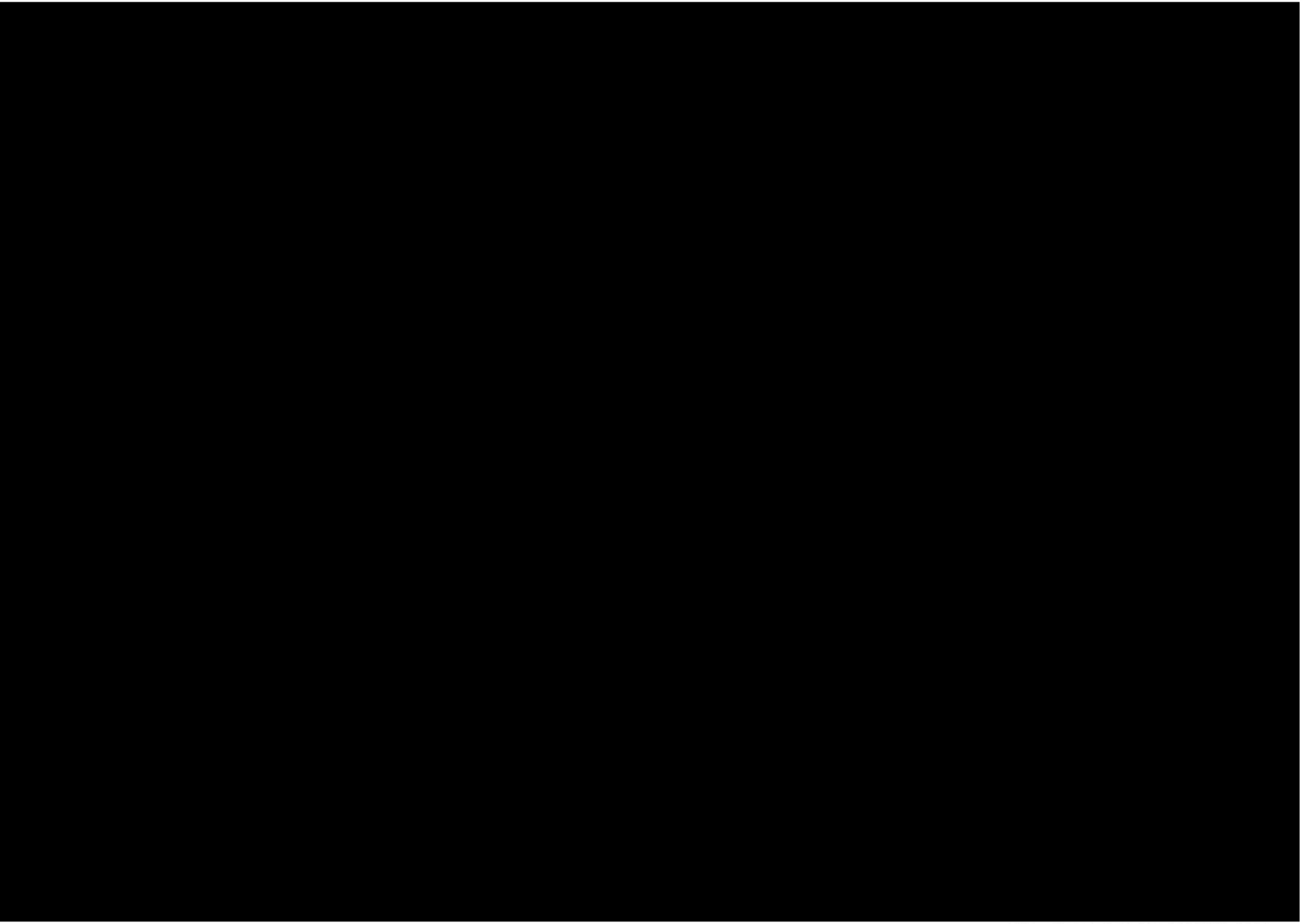

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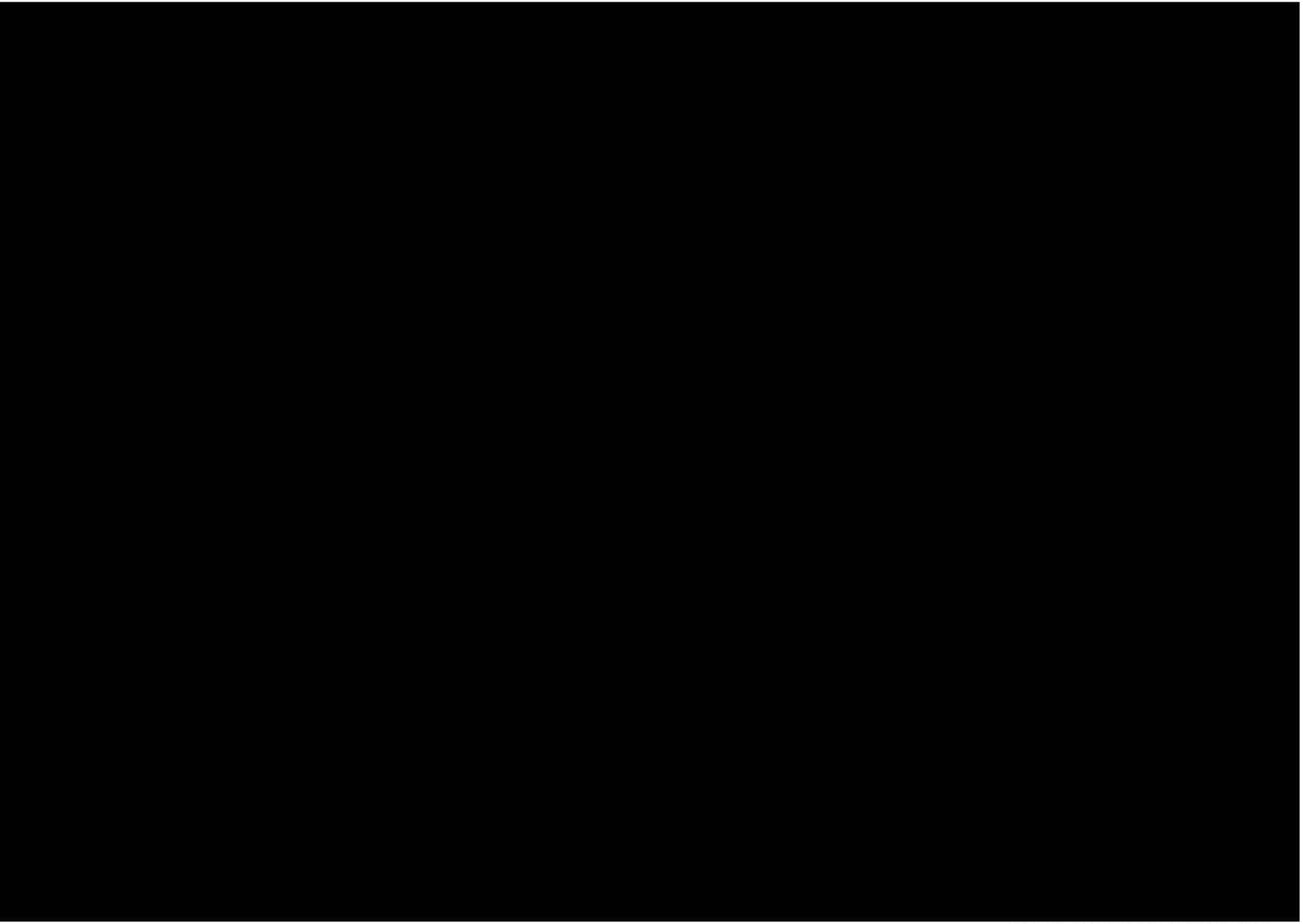

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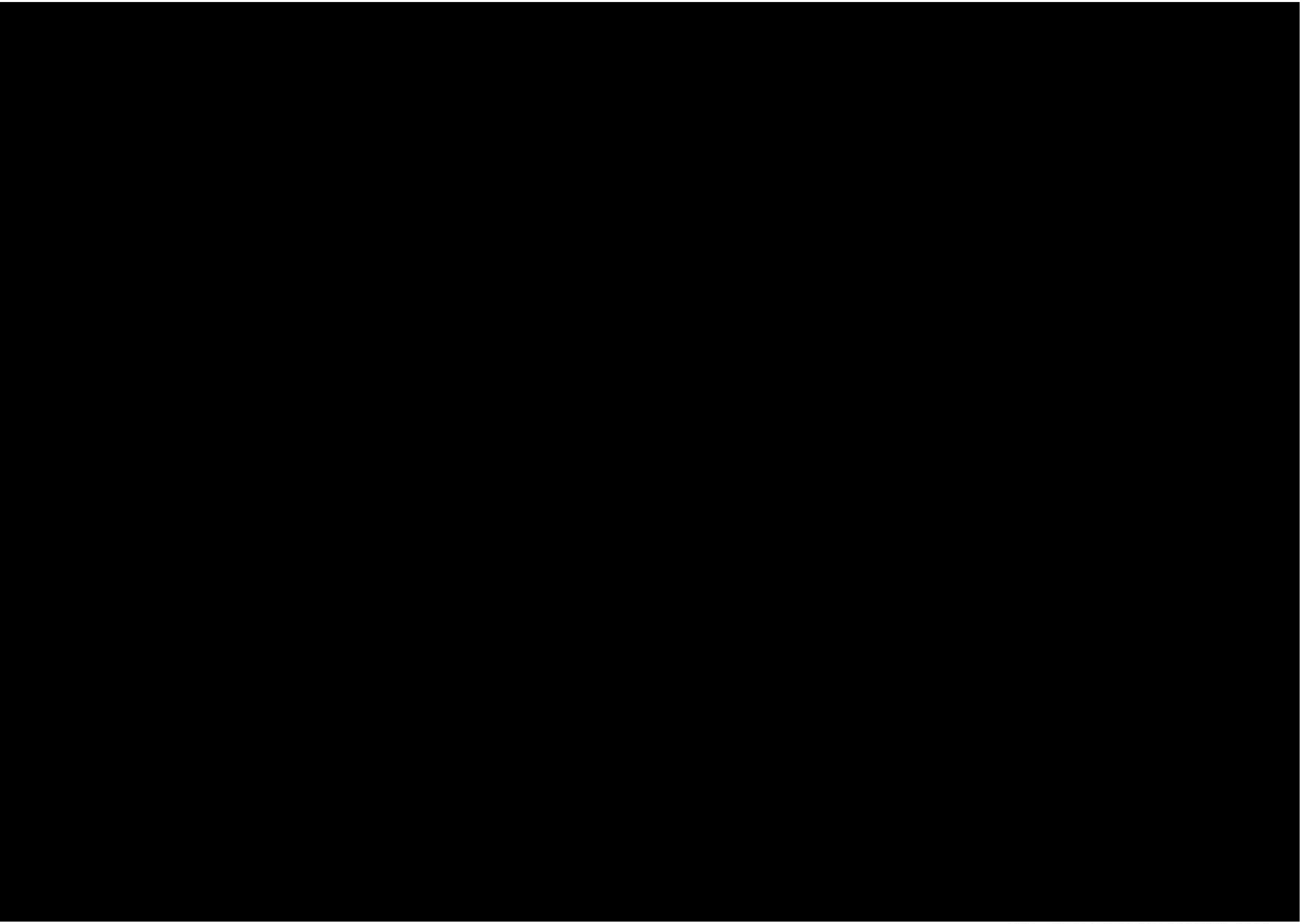

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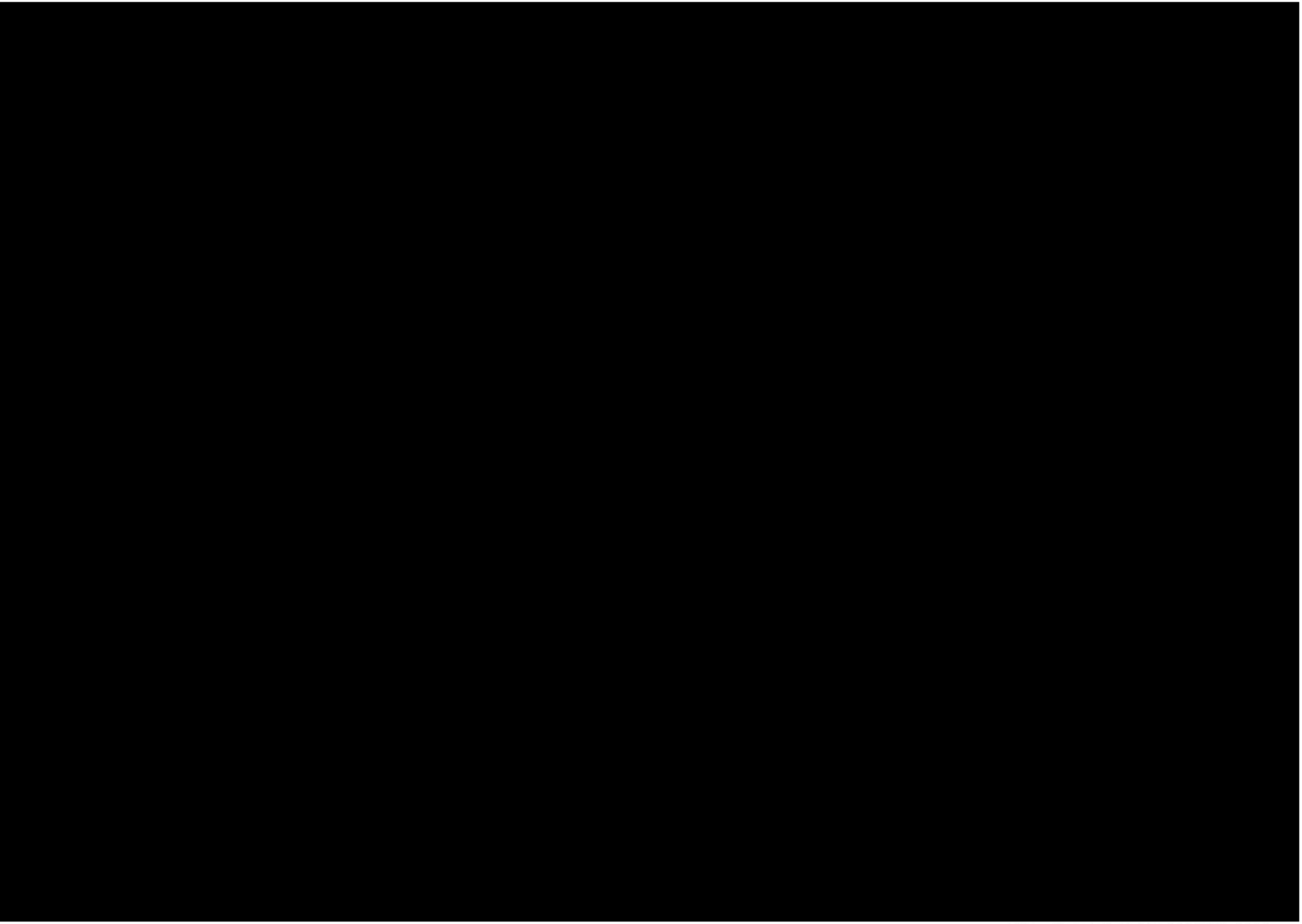

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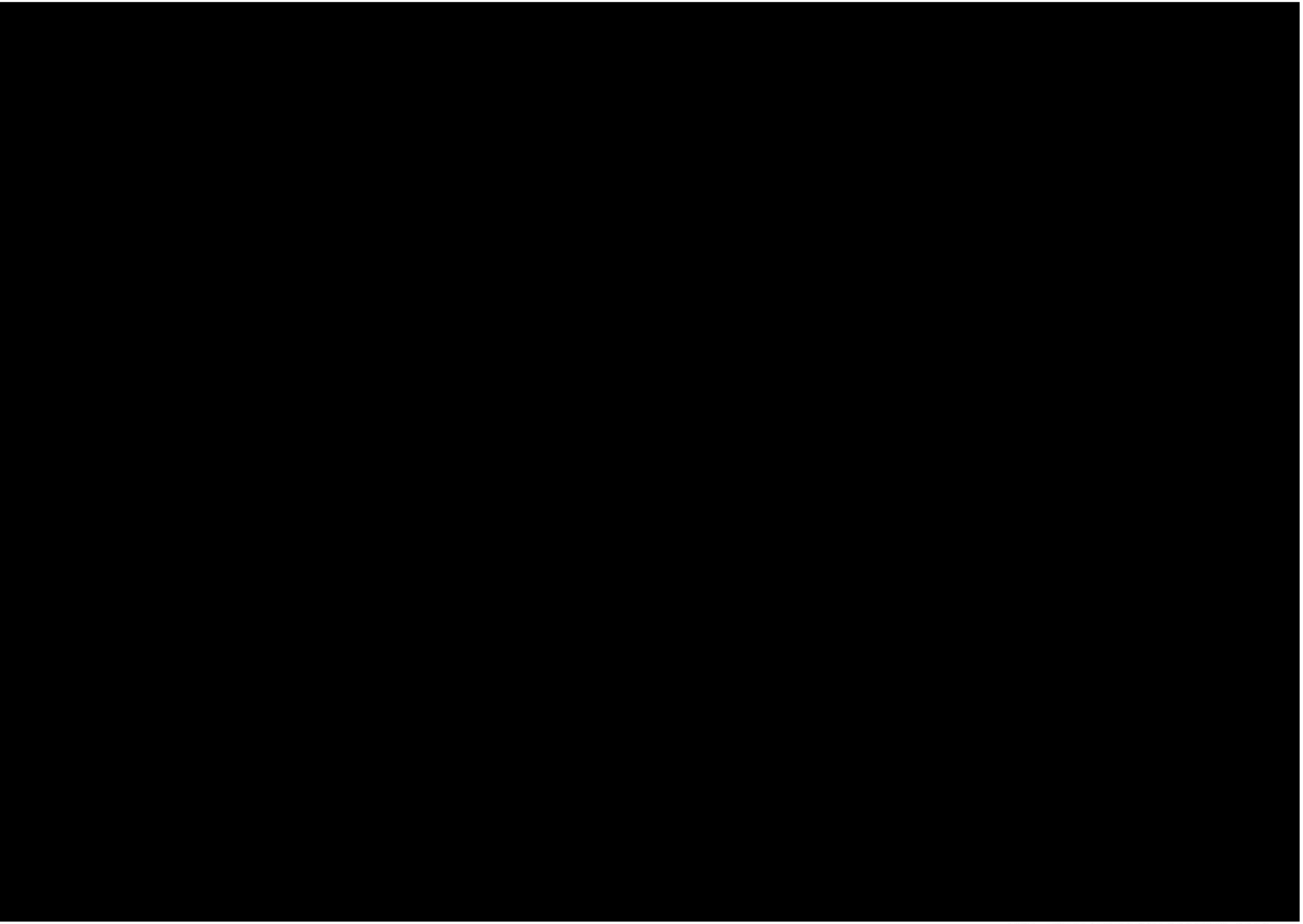

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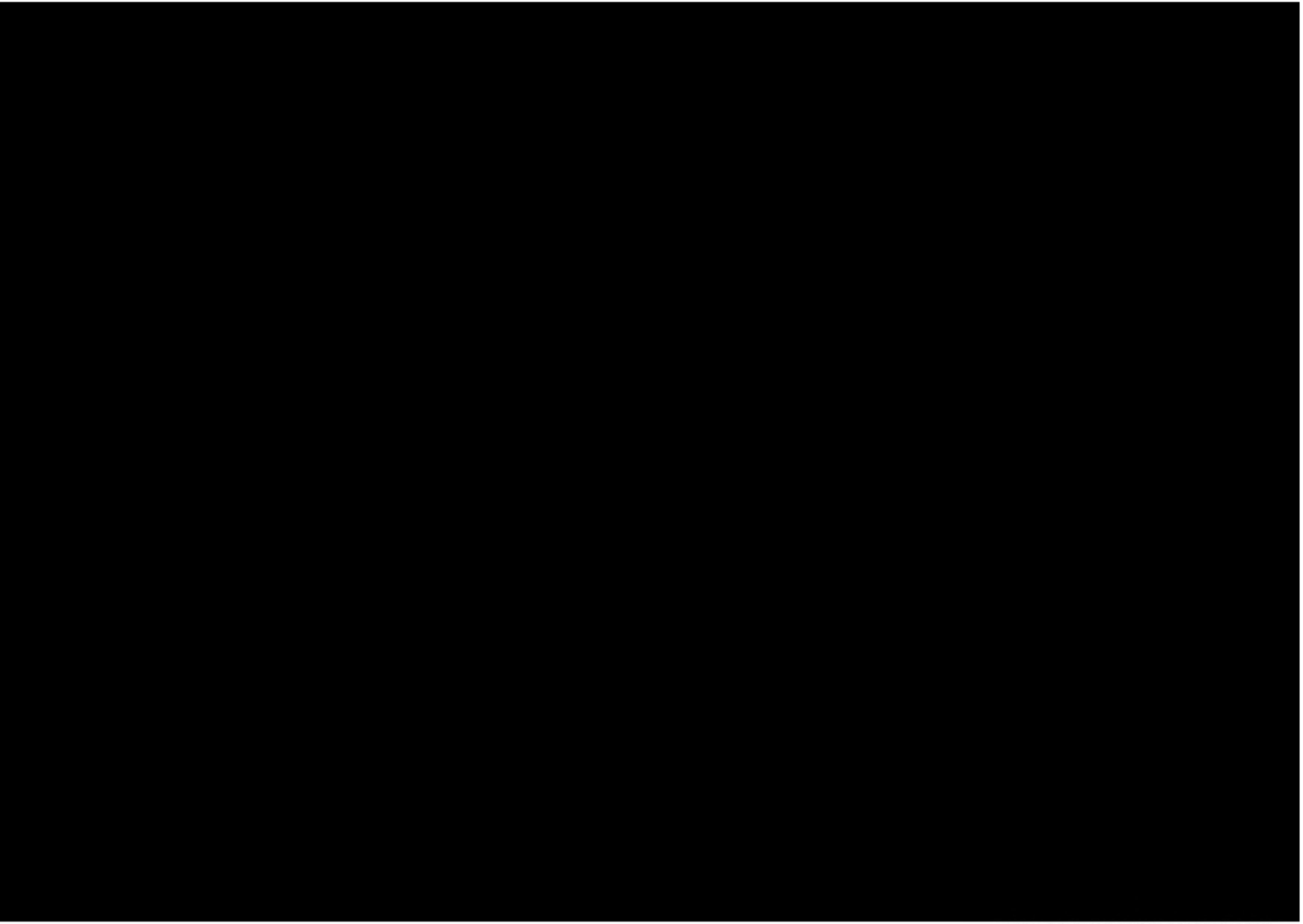

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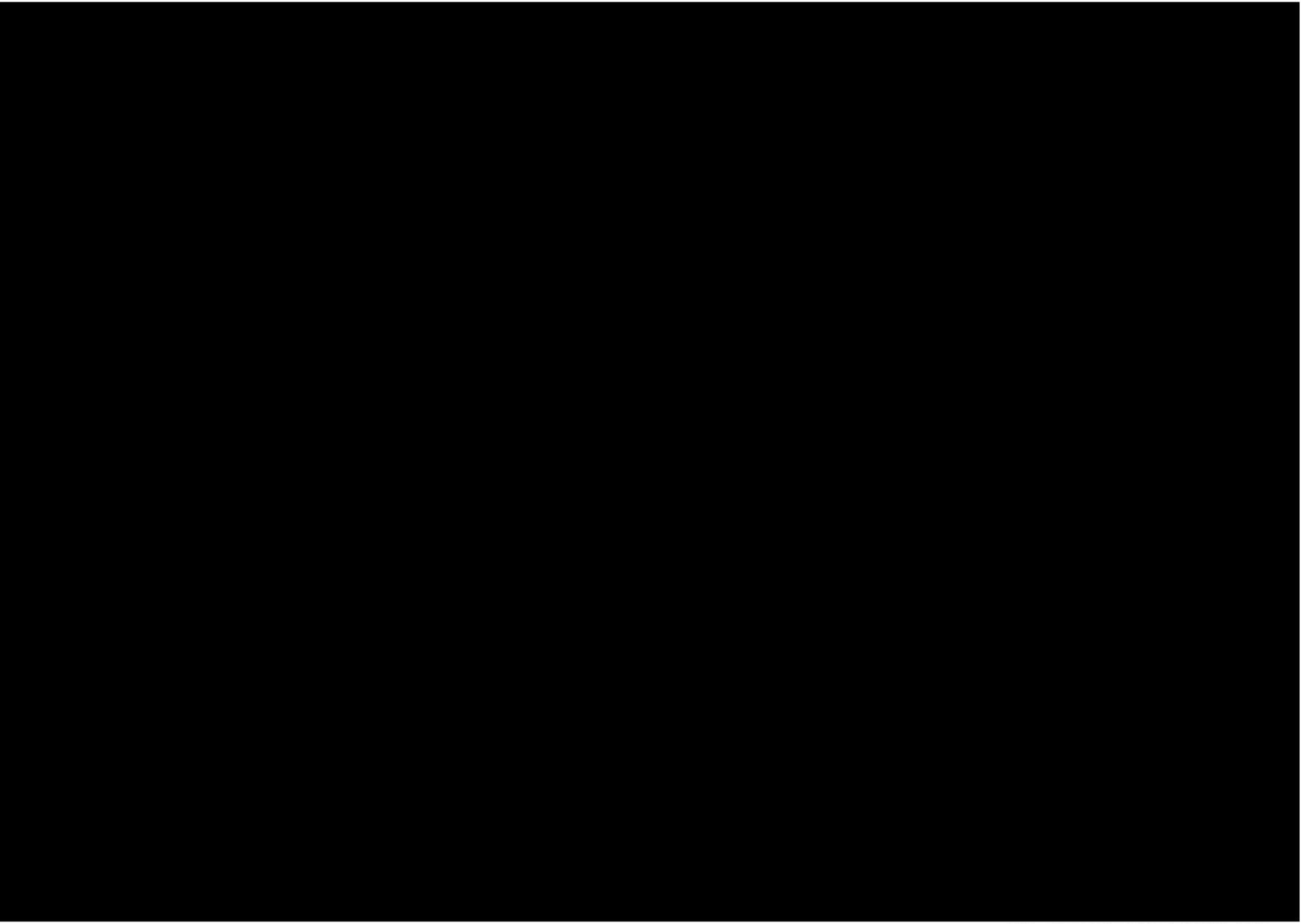

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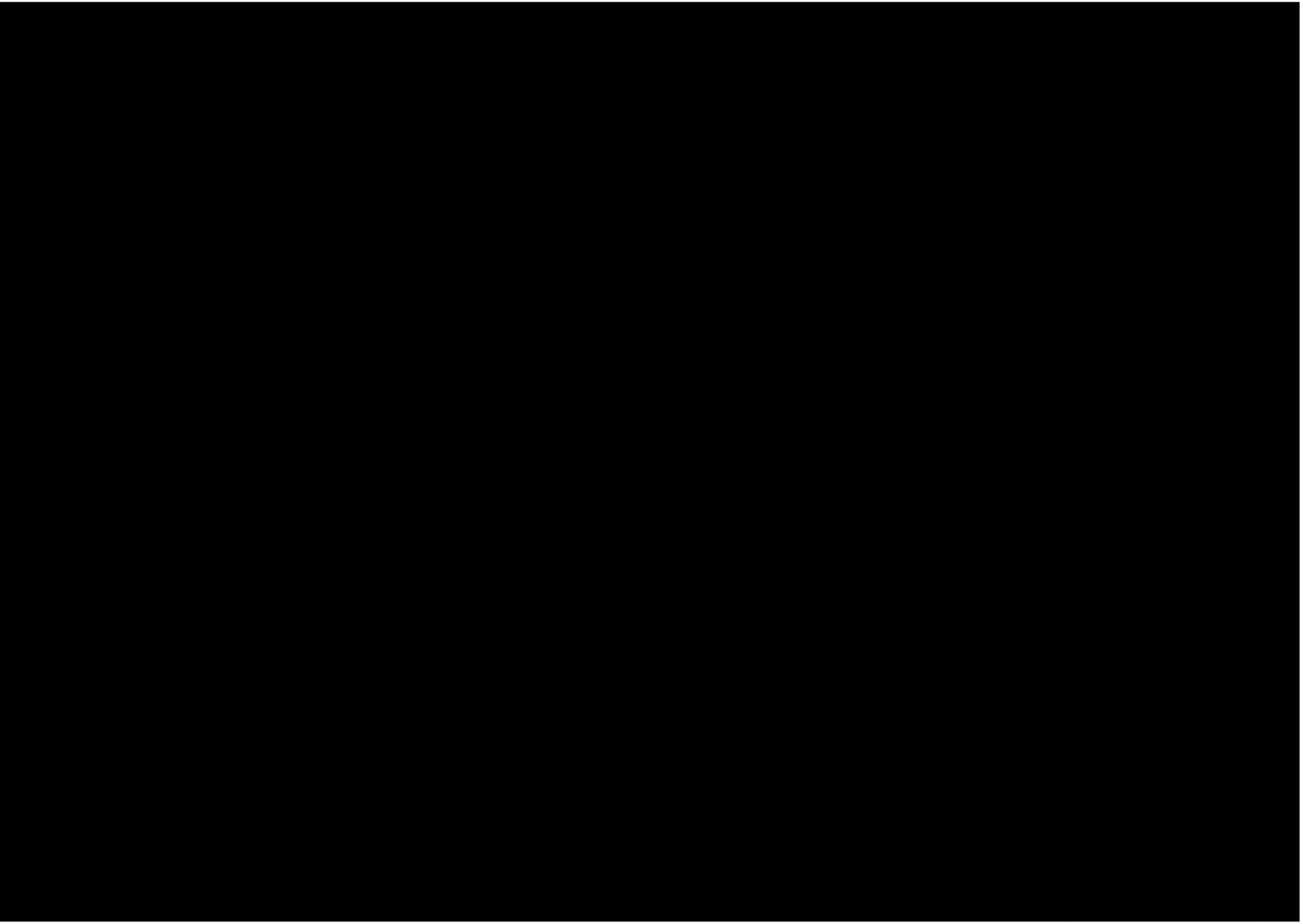

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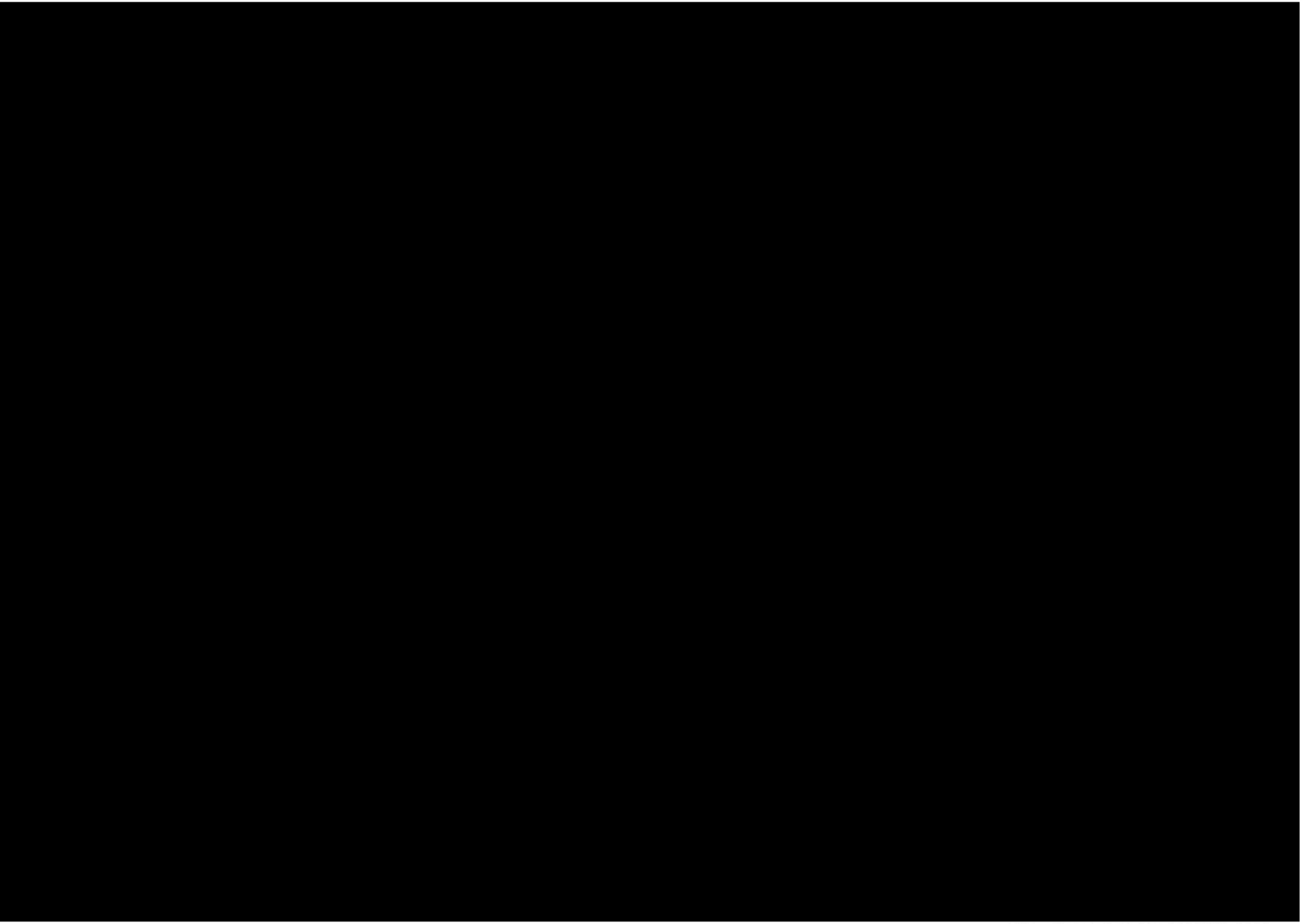

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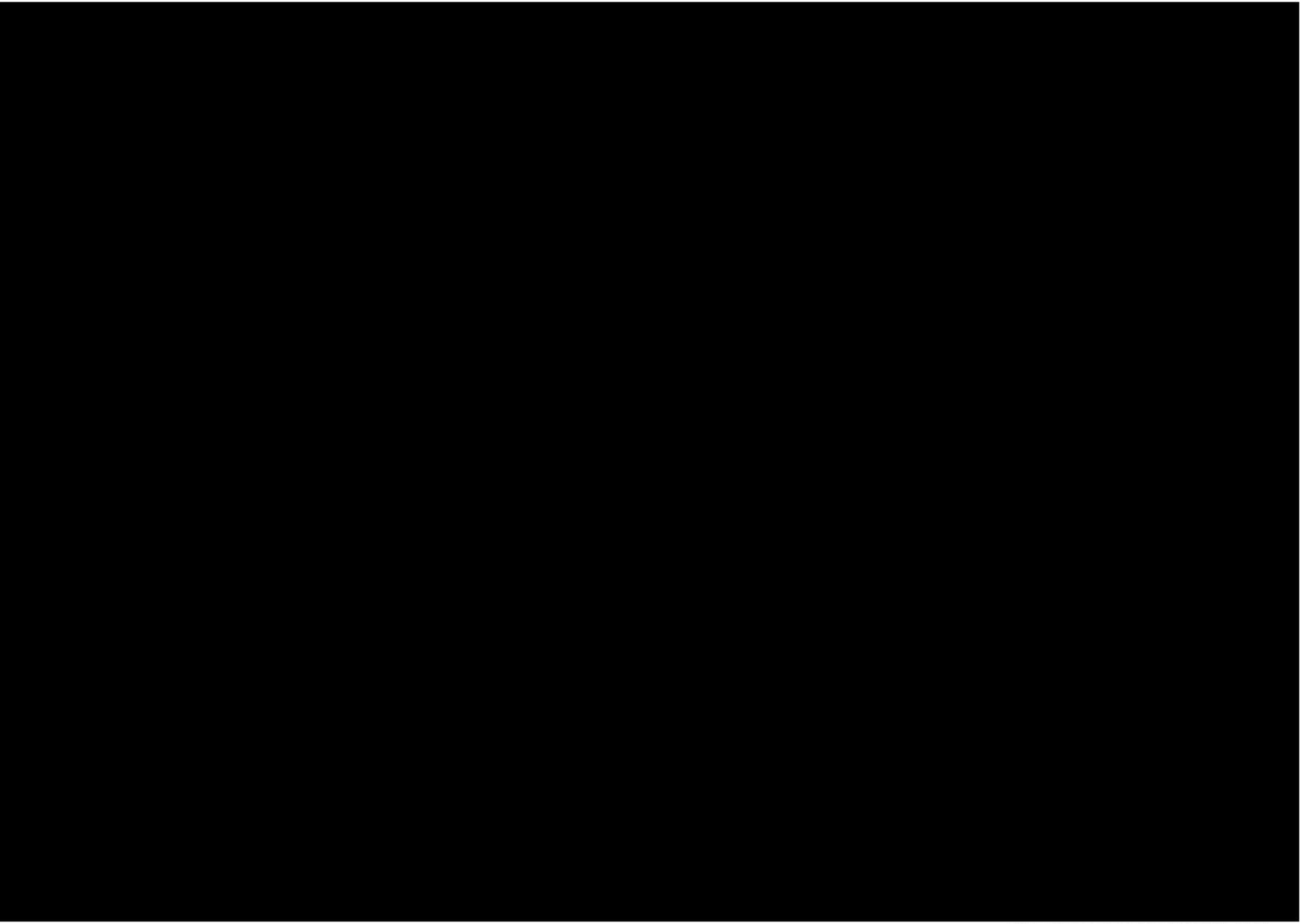

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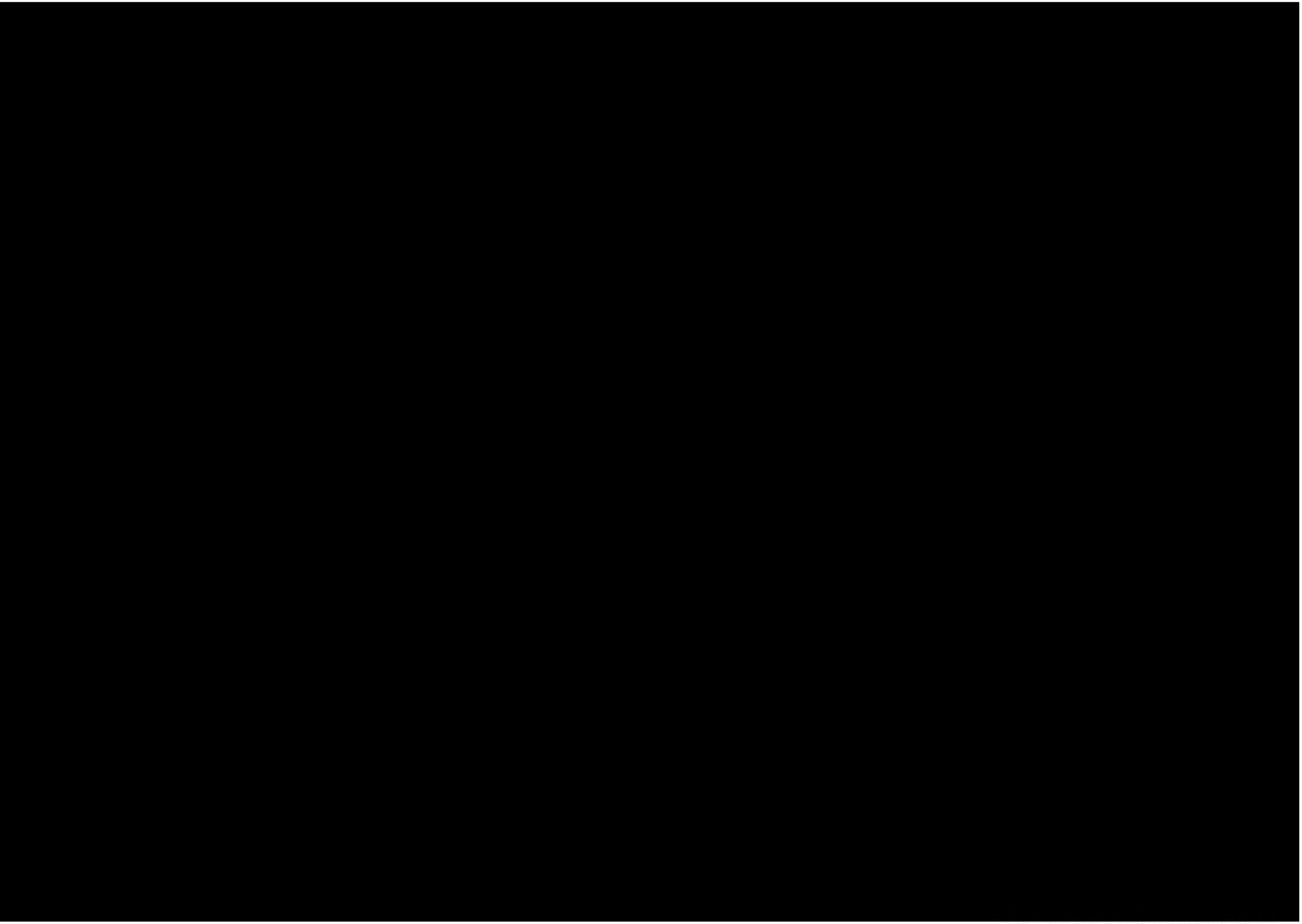

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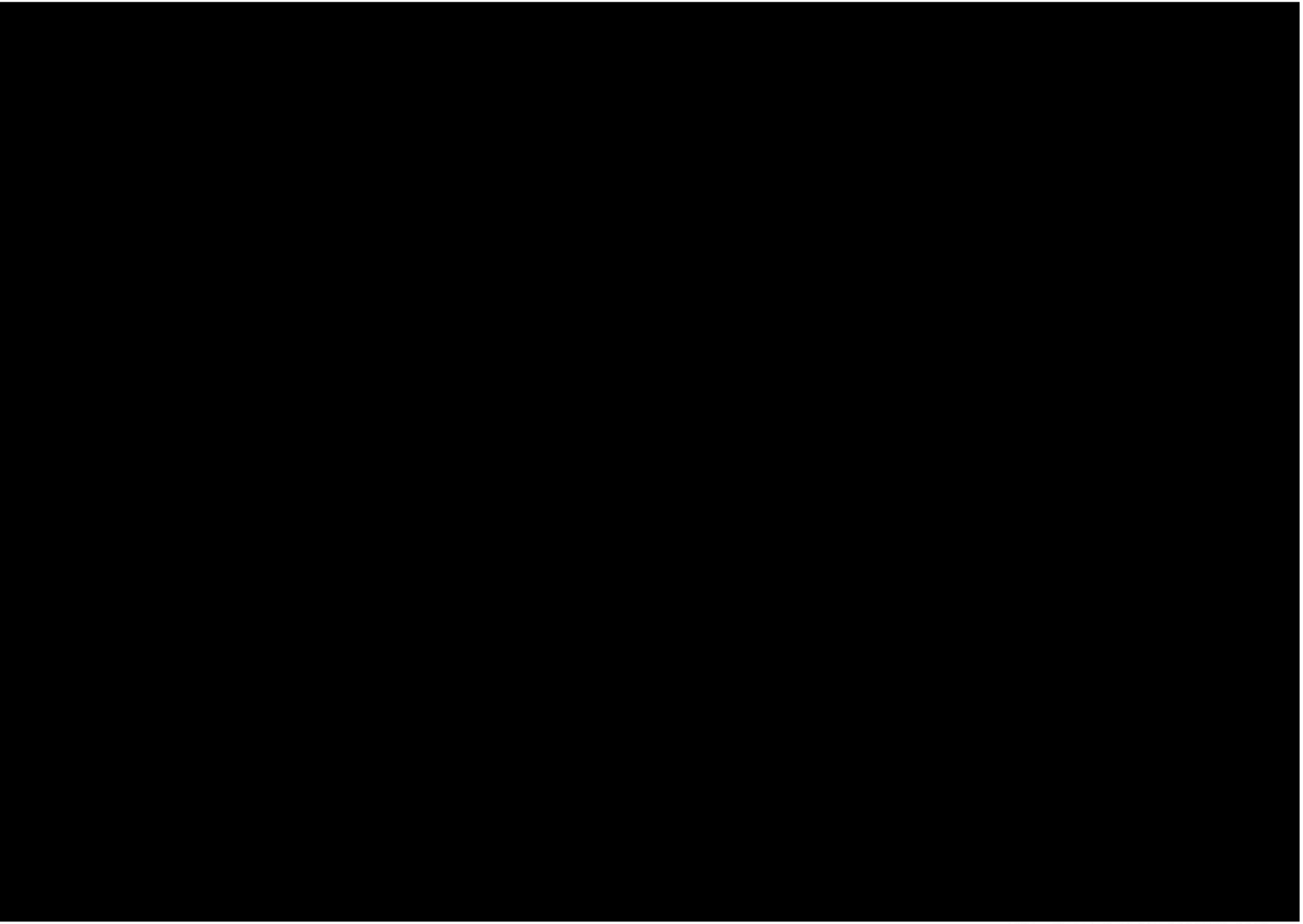

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Historical Shortfall Scheme

Application to join the Scheme

Please read this information before completing the application form

Please only complete one application form. If your claim relates to multiple branches and/or shortfalls, please include these in the same form. If you contracted with Post Office as various legal entities, you will need to complete a separate application for each legal entity. You may use separate sheets of paper to complete the application form if necessary.

When submitting your application, you should submit relevant supporting material that will enable your application to be properly considered. Failing to provide this information with your application may result in unnecessary delays.

In light of the ongoing coronavirus situation, please apply by email to minimise any potential delays with processing applications. If you don't have an email address yourself, a family member or friend is welcome to email on your behalf.

If you do not have any access to an email address to submit all or part of your application, in those circumstances applications can be sent by post. Please note postal applications and queries may not be processed immediately given the current circumstances.

If any additional information is required to help progress your application, you will be contacted about this.

This application form, the Eligibility Criteria and the Terms of Reference contain formal, legal information and language that is necessary for the integrity of the scheme. Where possible, such as in the questions and answers to help you complete your application, we have kept the information as clear and straightforward as possible.

Applications and other communications should be sent:

- by email to *historicalshortfallscheme* GRO
- or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers. If you do need to apply by post, please only provide copies of the supporting documents/material rather than original documents, which should be retained for your own records, and we advise using a trackable service such as Royal Mail Special Delivery if sending documents by post. Postal applications should only be submitted if the applicant has no access to an email address they can use.

Please note these are Post Office addresses as this is a Post Office scheme - please be assured eligible claims will be assessed by an independent advisory panel.

In order to be eligible for the Historical Shortfall Scheme, you must meet all of the criteria set out below:

1. **You must have, or have previously had, a contract directly with Post Office.** If you are applying to the scheme on behalf of another person or a company, they must have, or have previously had, a contract directly with Post Office.
2. **Your application must relate to shortfalls which arose in respect of previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X).** Please note that the High Court has held that the current version of Horizon (HNG-A – sometimes referred to as the 'Branch Technology Upgrade') is robust relative to comparable systems. If you have a concern you believe is related to the current version of Horizon, please contact *casereviewteam* GRO nd if you experience an operational issue when using the current version of Horizon please report it to the Branch Support Centre.

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3. **If you are making an application on behalf of another person, you must be a legally appointed assignee, personal representative, attorney or deputy of the person you are making the application on behalf of.** Please note that you must provide proof of this legal relationship when you submit your application.
4. **You must agree to be bound by the Terms of Reference for the scheme, by returning a signed copy with your application.** A copy of the Terms of Reference is available on the scheme website.
5. **Your application and time with Post Office must not involve or relate to any criminal conviction(s).** Only the criminal appeal courts can consider past convictions. Please note a caution is not a criminal conviction and will not affect eligibility for the scheme.
6. **You must not have been part of the group litigation against Post Office that settled in December 2019.** The settlement reached by the parties was full and final. You must also not have entered into a settlement agreement with Post Office other than as part of the Initial Complaint Review and Mediation Scheme commenced in 2013 or as a result of Network Transformation or other scheme.

If you are unsure whether you are eligible for the scheme, please contact *historicalshortfallscheme(* GRO

For further information about how Post Office will process your information, please see the privacy policy at *www.onepostoffice.co.uk/scheme*

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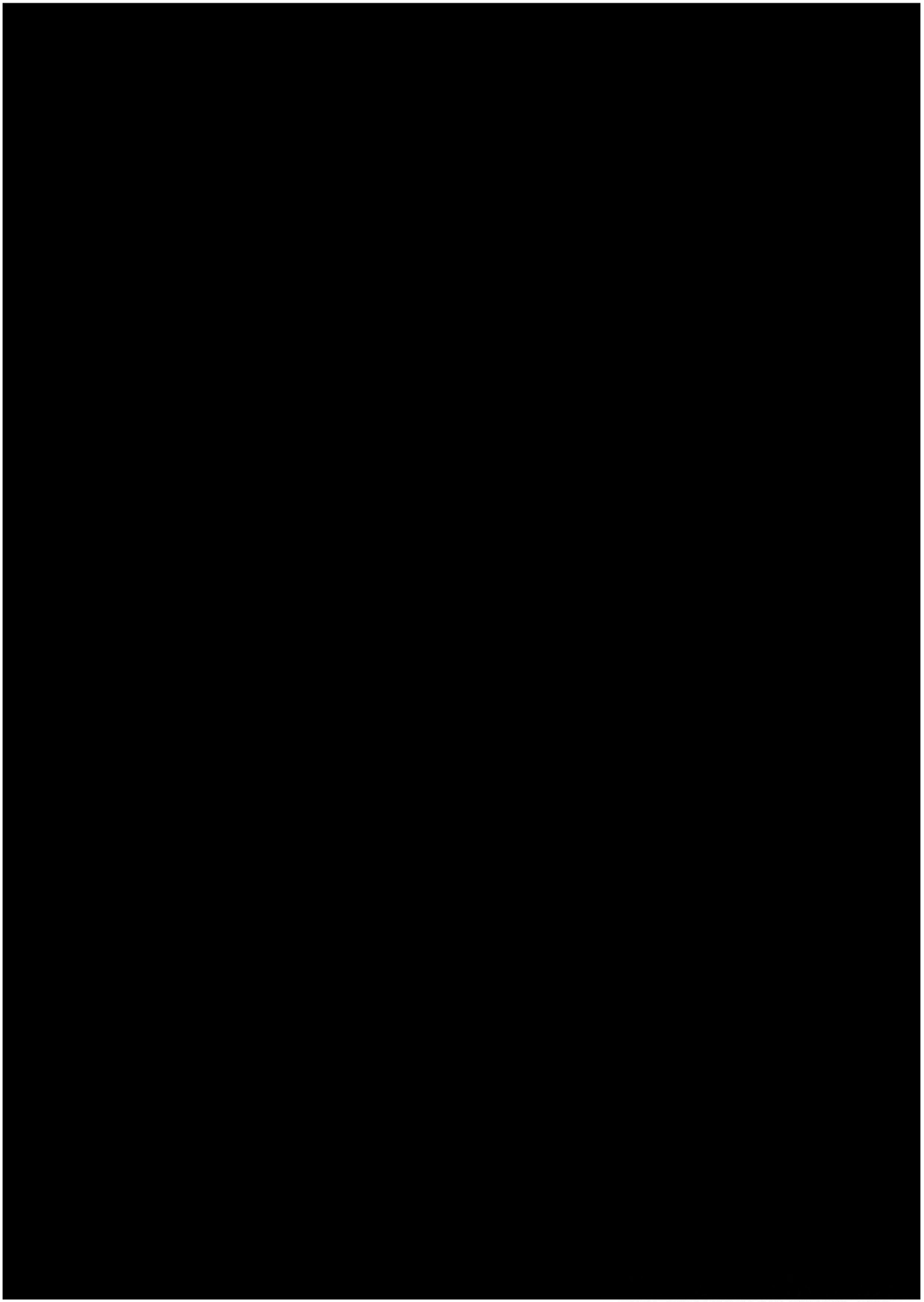

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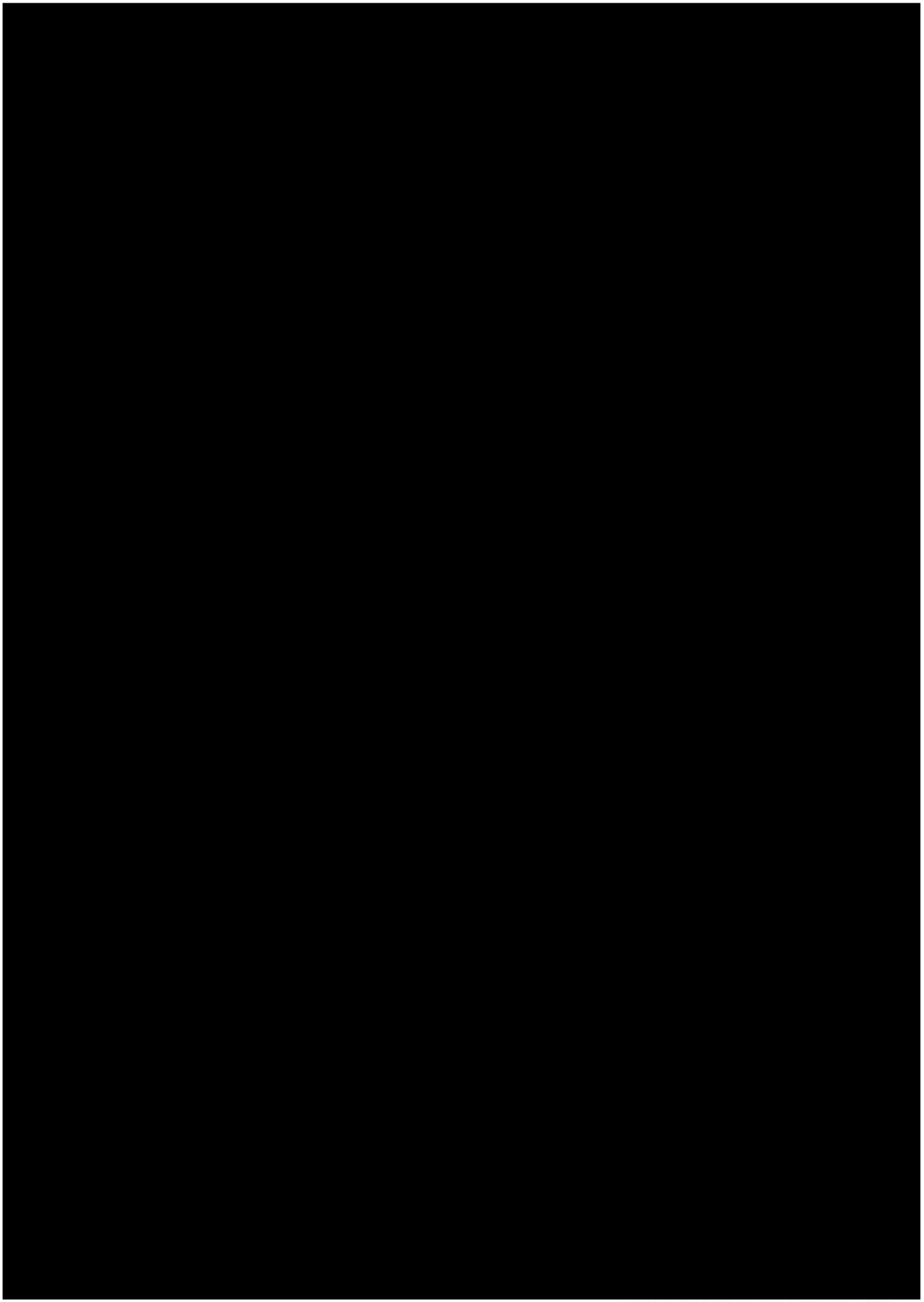

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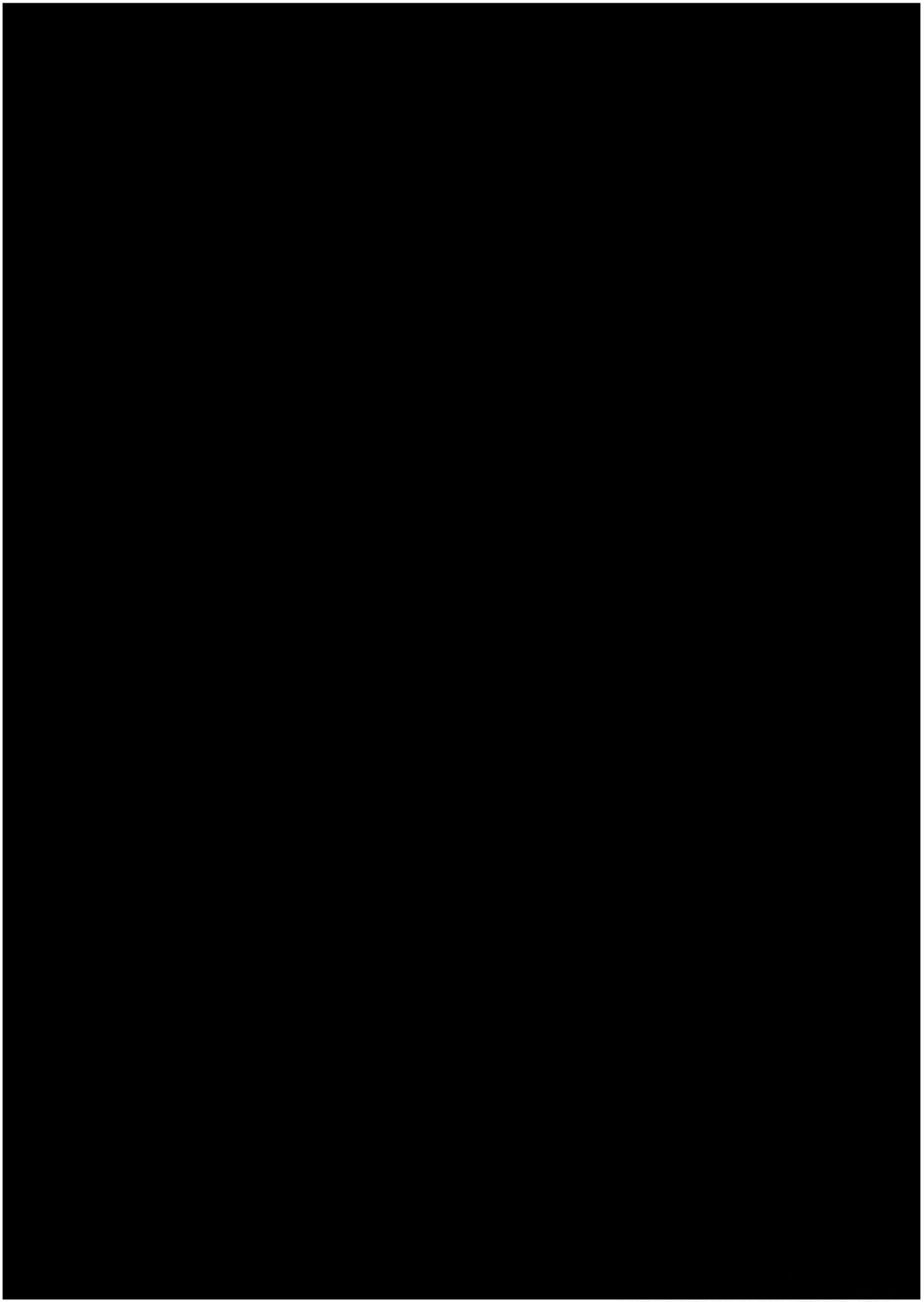

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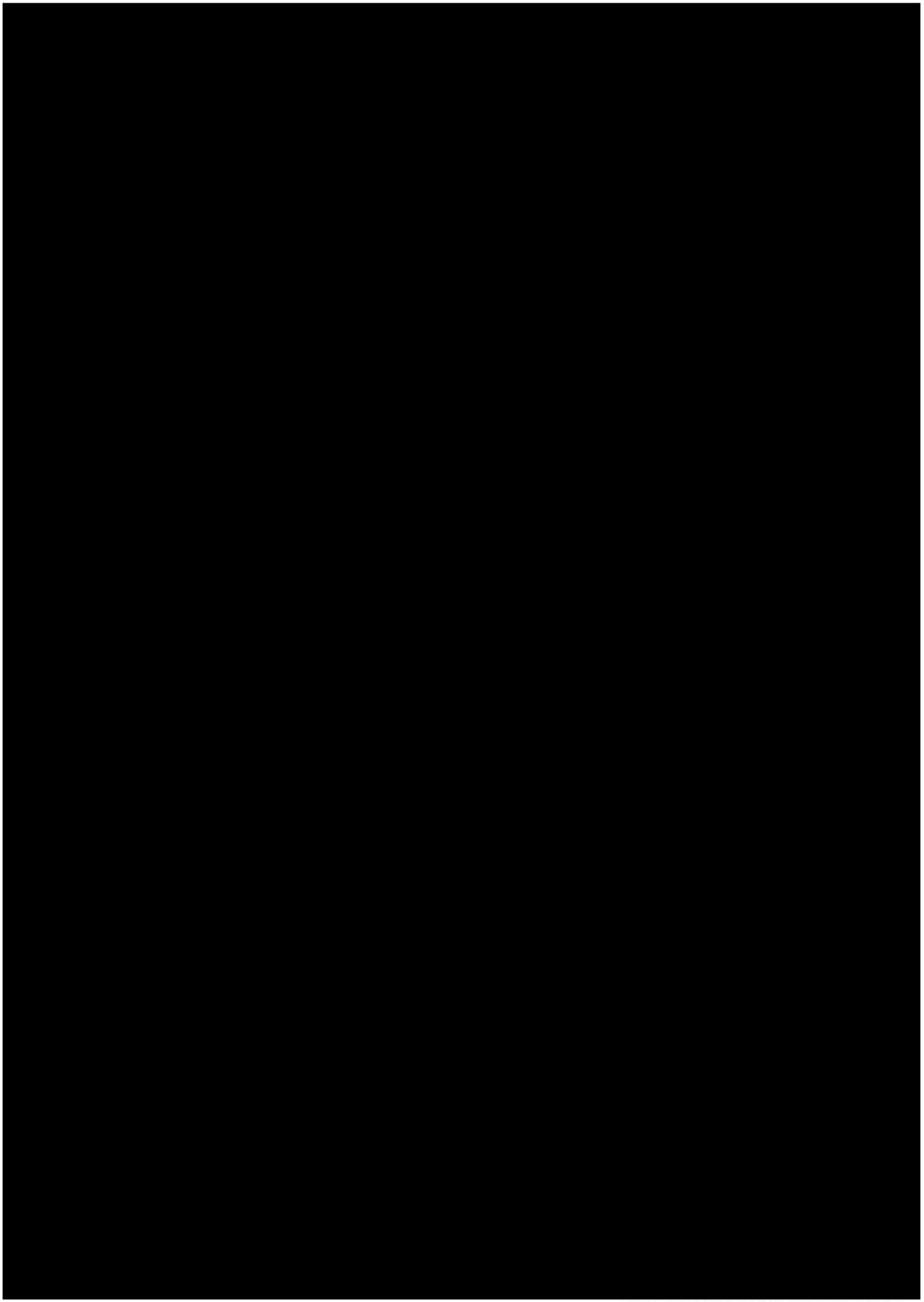

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Historical Shortfall Scheme

Terms of Reference

In order to enter the Historical Shortfall Scheme, you must agree to these terms of reference. You can do so by signing in the section set out below. A signed copy of the terms of reference must be provided alongside your application form.

1. Post Office intends to establish the Historical Shortfall Scheme (the **"Scheme"**) to address past issues regarding its point-of-sale accounting system, Horizon.
2. The purpose of the Scheme is to resolve past issues with current and former postmasters who, in good faith, believe they may have been affected by shortfalls which relate to previous versions of Horizon (sometimes referred to as Legacy Horizon, Horizon Online or HNG-X) (**"Historical Shortfalls"**). The Scheme will not deal with issues arising with the current version of Horizon (HNG-A, sometimes referred to as the 'Branch Technology Upgrade').
3. All applications to join the Scheme must be received by Post Office by midnight on Friday 14 August 2020. If they are not, Applicants will not be eligible to join the Scheme unless Post Office agrees otherwise.
4. Applications and other communications should be sent:
   - 4.1 by email to *historicalshortfallschem* GRO
   - 4.2 or by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers.

     In light of the ongoing coronavirus situation, at the time of launch (1 May 2020) post may not be dealt with immediately. **Please apply by email; postal applications should only be submitted if the applicant has no access to an email address they can use.** We will update the information on the scheme website if circumstances change.

     Please note these are Post Office addresses as this is a Post Office scheme – please be assured eligible applications will be assessed by an independent advisory panel.
5. Applicants to the Scheme are required to agree to these Terms of Reference. Applicants who do not agree to the Terms of Reference will not be eligible to participate in the Scheme.
6. Once an application has been made, either party may write to the other to request relevant information. The parties shall co-operate with one another in providing any information which the other party may reasonably request. Information obtained and provided in relation to each application should be proportionate to the circumstances of that application.
7. Eligible applications made under the Scheme will be individually investigated and the outcomes assessed by an independent advisory panel. Following assessment of the claim, Post Office will write to the Applicant setting out the outcome of his or her application.
8. In the event the Applicant is dissatisfied with the outcome of his or her application, the following Dispute Resolution Procedure shall apply:
   - 8.1 The Applicant must notify Post Office by email or post within 28 days that he or she wishes to engage the dispute resolution procedure. Please see the previous advice around using email wherever possible in light of the ongoing coronavirus situation.

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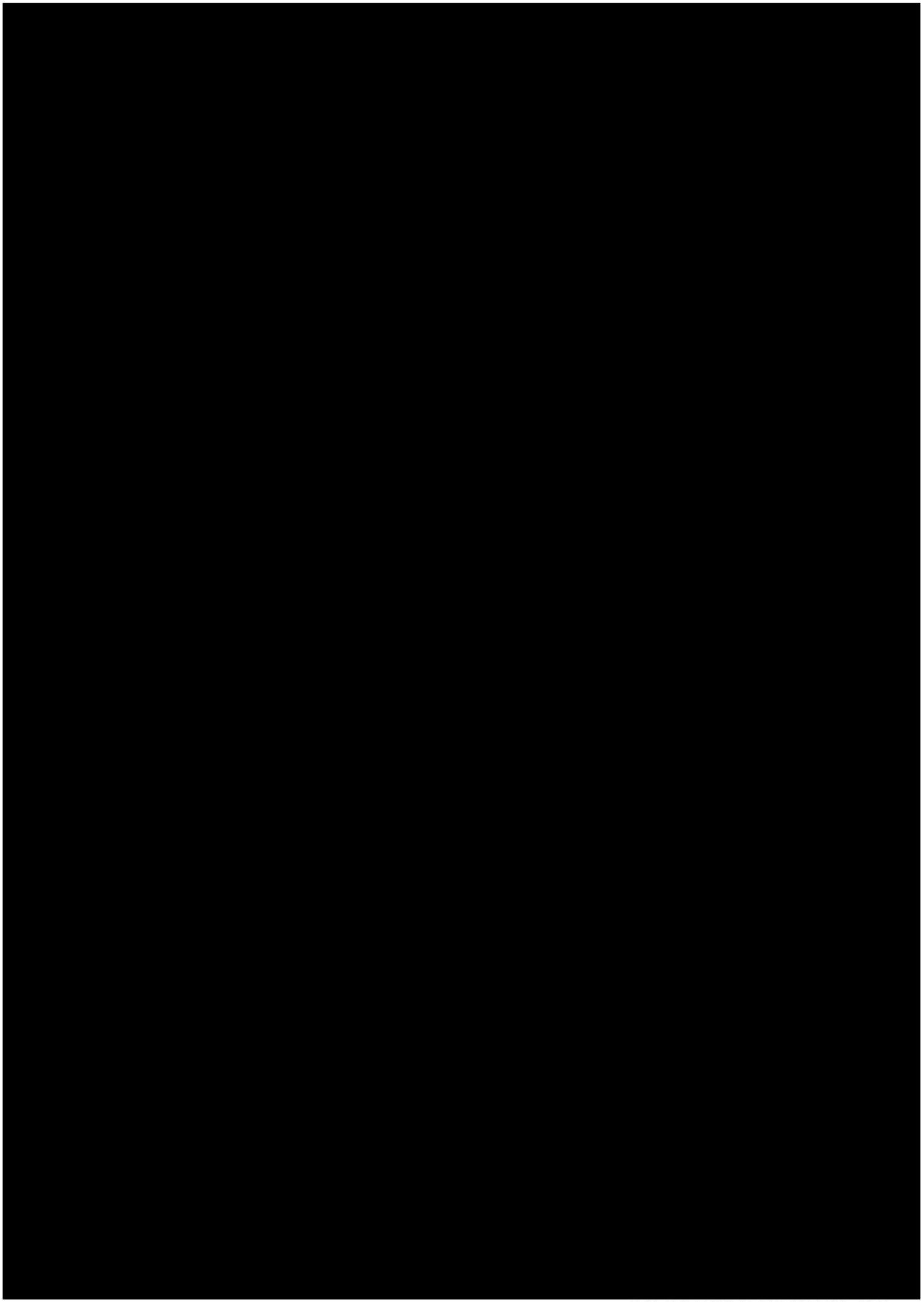

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Year ending 30 April..	Shortfall (Gain) £
1993	133
1994	658
1995	55
1996	122
1997	(140)
1998	752
1999	1922
2000	1733
2001	2896
2002	6300
2003	1224
2004	(150)
2005	(178)
2006	72
2007	867
2008	620
2009	(605)
to 30/09/2010	62
Overall shortfall	**16,343**

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R SHEPHERD
RAWTENSTALL POST OFFICE

TRADING AND PROFIT AND LOSS ACCOUNT

FOR THE YEAR ENDED 30TH APRIL 1994

	1994 £	1993 £
Stationery sales	7,734	8,490
Gas and electric stamps sales	83,318	62,999
Photo Booth	1,929	1,369
	92,981	72,858
Opening stock	4,105	1,967
Stationery purchases	6,109	6,714
Gas and electric stamps purchases	80,704	61,789
	90,918	70,470
Closing stock	(4,299)	(4,105)
Cost of Sales	86,619	66,365
Gross profit	6,362	6,493
Other income:		
Deposit interest receivable	23	172
Salary received	66,231	58,073
	72,616	64,738
Administrative expenses:		
Rent	10,692	10,357
Rates	2,793	2,718
Water rates	244	166
Light and heat	969	715
Repairs and renewals	591	525
Wages	25,250	22,873
Audit and accountancy	760	700
Insurance (general)	282	852
Telephone	344	278
Depreciation:		
Fixtures and Fittings	3,485	3,898
Lease Premium	500	500
Miscellaneous expenses	445	467
Net cash shortages	658	133
Bank charges	110	55
Bank loan interest	2,719	5,139
	49,842	49,376
Net profit for the year	22,774	15,362

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RICHARD C SHEPHERD

T/A

RAWTENSTALL POST OFFICE

TRADING AND PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 30 APRIL, 1995

	£	1995 £	£	1994 £
INCOME				
Stationery etc Sales		8,090		7,734
Gas & Electricity Stamp Sales		50,990		83,318
Photo Booth		1,871		1,929
		60,951		92,981
Less: Stationery etc Purchases	5,560		6,109	
Gas & Electric Stamp Purchases	48,500		80,704	
Add: Opening Stock	4,299		4,105	
	58,359		90,918	
Less: Closing Stock	3,218		4,299	
		55,141		86,619
GROSS PROFIT		£ 5,810		£ 6,362
OTHER INCOME				
Salary		70,739		66,231
Deposit Account Interest		32		23
		76,581		72,616
LESS: EXPENSES				
Wages	27,551		25,250	
Rent	9,850		10,692	
Rates	5,675		2,793	
Water Rates	240		244	
Light & Heat	770		969	
Repairs & Renewals	623		591	
Telephone	289		344	
Accountancy Charges	395		760	
Bank Charges	69		110	
Insurance	576		282	
Loan Interest	1,745		2,719	
Net Cash Shortages	55		658	
Sundry Expenses	486		445	
Depreciation:-				
Fixtures & Fittings	1,854		3,485	
Lease Premium	500		500	
		50,679		49,842
NET PROFIT FOR THE YEAR		£25,902		£22,774

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RICHARD C SHEPHERD
T/A
RAWTENSTALL POST OFFICE

TRADING AND PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 30 APRIL, 1996

	£	1996 £	£	1995 £
INCOME				
Stationery etc Sales		8,472		8,090
Gas & Electricity Stamp Sales		30,694		50,990
Photo Booth		1,607		1,871
		40,773		60,951
Less: Stationery etc Purchases	7,066		5,560	
Gas & Electric Stamp Purchases	29,876		48,500	
Add: Opening Stock	3,218		4,299	
	40,160		58,359	
Less: Closing Stock	4,226		3,218	
		35,934		55,141
GROSS PROFIT		£ 4,839		£ 5,810
OTHER INCOME				
Salary		74,570		70,739
Deposit Account Interest (Net)		28		32
		79,437		76,581
LESS: EXPENSES				
Wages	30,754		27,551	
Staff Uniforms	168		-	
Rent	13,992		9,850	
Rates	3,532		5,675	
Water Rates	328		240	
Light & Heat	1,023		770	
Cleaning	223		-	
Repairs & Renewals	859		623	
Printing, Postage, Stationery & Advertising	552		-	
Telephone	513		289	
Accountancy Charges	425		395	
Bank Charges	119		69	
Insurance	1,190		576	
Legal & Professional Charges	571		-	
Loan Interest	1,201		1,745	
Net Cash Shortages	122		55	
Sundry Expenses	190		486	
Depreciation:-				
Fixtures & Fittings	1,719		1,854	
Lease Premium	500		500	
		57,981		50,679
NET PROFIT FOR THE YEAR		£21,456		£25,902

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POL00448632

RICHARD C SHEPHERD

T/A

RAWTENSTALL POST OFFICE

TRADING AND PROFIT & LOSS ACCOUNT FOR THE YEAR ENDED 30 APRIL 1997

		£	1997 £	£	1996 £
INCOME					
Stationery etc Sales			8892		8472
Gas & Electricity Stamp Sales			26478		30694
Photo Booth			1345		1607
			36715		40773
Less:	Stationery etc Purchases	7144		7066	
	Gas & Electricity Stamp Purchases	25608		29876	
	Add: Opening Stock	4226		3218	
		36978		40160	
	Less: Closing Stock	4337		4226	
			32641		35934
GROSS PROFIT			£4074		£4839
OTHER INCOME					
Salary			83226		74570
Deposit Account Interest (Net)			17		28
			87317		79437
LESS: EXPENSES					
Wages		34022		30754	
Staff Uniforms		242		168	
Rent		11420		13992	
Rates		3967		3532	
Water Rates		310		328	
Light & Heat		1162		1023	
Cleaning		238		223	
Repairs and Renewals		1301		859	
Printing, Postage, Stationery and Advertising		418		552	
Telephone		435		513	
Accountancy Charges		425		425	
Bank Charges		204		119	
Insurance		113		1190	
Legal & Professional Charges		120		571	
Loan Interest		759		1201	
Net Cash Shortages		(140)		122	
Trade Subscriptions		72		-	
Sundry Expenses		472		190	
Depreciation:					
	Fixtures & Fittings	1974		1719	
	Lease Premium	500		500	
			58014		57981
NET PROFIT FOR THE YEAR			£29303		£21456

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RICHARD C SHEPHERD

T/A

RAWTENSTALL POST OFFICE

TRADING AND PROFIT & LOSS ACCOUNT FOR THE YEAR ENDED 30 APRIL 1998

		1998		1997
	£	£	£	£
INCOME				
Stationery etc Sales		7973		8892
Gas & Electricity Stamp Sales		-		26478
Photo Booth		1469		1345
		9442		36715
Less: Stationery etc Purchases	6890		7144	
Gas & Electricity Stamp Purchases	-		25608	
Add: Opening Stock	4337		4226	
	11227		36978	
Less: Closing Stock	4210		4337	
		7017		32641
GROSS PROFIT		£2425		£4074
OTHER INCOME				
Salary		92754		83226
Deposit Account Interest (Net)		30		17
		95209		87317
LESS: EXPENSES				
Wages	36020		34022	
Staff Uniforms	494		242	
Rent	11420		11420	
Rates	5082		3967	
Water Rates	323		310	
Light & Heat	1253		1162	
Cleaning	188		238	
Repairs and Renewals	2652		1301	
Printing, Postage, Stationery and Advertising	174		418	
Telephone	430		435	
Accountancy Charges	425		425	
Bank Charges	81		204	
Insurance	493		113	
Legal & Professional Charges	75		120	
Loan Interest	963		759	
Net Cash Shortages	752		(140)	
Trade Subscriptions	84		72	
Sundry Expenses	55		472	
Depreciation:				
Fixtures & Fittings	1800		1974	
Lease Premium	500		500	
		63264		58014
NET PROFIT FOR THE YEAR		£31945		£29303

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RICHARD C SHEPHERD

T/A

RAWTENSTALL POST OFFICE

TRADING AND PROFIT & LOSS ACCOUNT FOR THE YEAR ENDED 30 APRIL 1999

	£	1999 £	£	1998 £
INCOME				
Stationery etc Sales		8326		7973
Photo Booth		1371		1469
		9697		9442
Less: Stationery etc Purchases	6653		6890	
Add: Opening Stock	4210		4337	
	10863		11227	
Less: Closing Stock	4220		4210	
		6643		7017
GROSS PROFIT		£3054		£2425
OTHER INCOME				
Salary		94599		92754
Deposit Account Interest (Net)		25		30
		97678		95209
LESS: EXPENSES				
Wages	38147		36020	
Staff Uniforms	-		494	
Rent	11420		11420	
Rates	5257		5082	
Water Rates	343		323	
Light & Heat	1169		1253	
Cleaning	129		188	
Repairs and Renewals	2531		2652	
Printing, Postage, Stationery and Advertising	1179		174	
Telephone	541		430	
Accountancy Charges	450		425	
Bank Charges	102		81	
Insurance	458		493	
Legal & Professional Charges	-		75	
Loan Interest	966		963	
Net Cash Shortages	1922		752	
Trade Subscriptions	109		84	
Sundry Expenses	95		55	
Depreciation:				
Fixtures & Fittings	2393		1800	
Lease Premium	500		500	
		67711		63264
NET PROFIT FOR THE YEAR		£29967		£31945

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RICHARD C SHEPHERD

T/A

RAWTENSTALL POST OFFICE

TRADING AND PROFIT & LOSS ACCOUNT FOR THE YEAR ENDED 30 APRIL 2000

		£	2000 £	£	1999 £
INCOME					
Stationery etc Sales			9254		8326
Photo Booth			1287		1371
			10541		9697
Less:	Stationery etc Purchases	7140		6653	
	Add: Opening Stock	4220		4210	
		11360		10863	
	Less: Closing Stock	4110		4220	
			7250		6643
GROSS PROFIT			£3291		£3054
OTHER INCOME					
Salary			95098		94599
Deposit Account Interest (Net)			4		25
			98393		97678
LESS: EXPENSES					
Wages		40609		38147	
Staff Uniforms		487		-	
Rent		11420		11420	
Rates		5182		5257	
Water Rates		342		343	
Light & Heat		1253		1169	
Cleaning		140		129	
Repairs and Renewals		1574		2531	
Printing, Postage, Stationery and Advertising		223		1179	
Telephone		593		541	
Accountancy Charges		450		450	
Bank Charges		40		102	
Insurance		473		458	
Loan Interest		410		966	
Net Cash Shortages		1733		1922	
Trade Subscriptions		96		109	
Sundry Expenses		263		95	
Depreciation:					
	Fixtures & Fittings	2351		2393	
	Lease Premium	500		500	
			68139		67711
NET PROFIT FOR THE YEAR			£30254		£29967

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RICHARD C SHEPHERD

T/A

RAWTENSTALL POST OFFICE

TRADING AND PROFIT & LOSS ACCOUNT FOR THE YEAR ENDED 30 APRIL 2001

			2001		2000
		£	£	£	£
INCOME					
Stationery etc Sales			12720		9254
Photo Booth			1999		1287
Phone Cards			15450		-
			30169		10541
Less:	Stationery etc Purchases	23666		7140	
Add:	Opening Stock	4110		4220	
		27776		11360	
Less:	Closing Stock	4700		4110	
			23076		7250
GROSS PROFIT			£7093		£3291
OTHER INCOME					
Salary			97199		95098
Deposit Account Interest (Net)			4		4
			104296		98393
LESS EXPENSES					
Wages		40151		40609	
Staff Uniforms		271		487	
Rent		11420		11420	
Rates		5219		5182	
Water Rates		318		342	
Light & Heat		1322		1253	
Cleaning		139		140	
Repairs & Renewals		913		1574	
Printing, Postage, Stationery & Advertising		163		223	
Telephone		347		593	
Accountancy Charges		450		450	
Bank Charges		69		40	
Insurance		756		473	
Loan Interest		-		410	
Net Cash Shortages		2896		1733	
Trade Subscriptions		98		96	
Sundry Expenses		626		263	
Depreciation:					
	Fixtures & Fittings	2049		2351	
	Lease Premium	500		500	
			67707		68139
NET PROFIT/(LOSS) FOR THE YEAR			**£36589**		**£30254**

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RICHARD C SHEPHERD

T/A

RAWTENSTALL POST OFFICE

TRADING AND PROFIT & LOSS ACCOUNT FOR THE YEAR ENDED 30 APRIL 2002

			2002		2001
		£	£	£	£
INCOME					
Stationery etc Sales			10141		12720
Photo Booth			3652		1999
Phone Cards			7350		15450
			21143		30169
Less:	Stationery etc Purchases	14749		23666	
Add:	Opening Stock	4700		4110	
		19449		27776	
Less:	Closing Stock	4694		4700	
			14755		23076
GROSS PROFIT			£6388		£7093
OTHER INCOME					
Salary			98147		97199
Deposit Account Interest (Net)			3		4
			104538		104296
LESS EXPENSES					
Wages		40015		40151	
Staff Uniforms		409		271	
Rent		11658		11420	
Rates		4698		5219	
Water Rates		298		318	
Light & Heat		1118		1322	
Cleaning		185		139	
Repairs & Renewals		1605		913	
Printing, Postage, Stationery & Advertising		293		163	
Telephone		485		347	
Accountancy Charges		450		450	
Bank Charges		21		69	
Insurance		596		756	
Legal & Professional Fees		312		-	
Net Cash Shortages		6300		2896	
Trade Subscriptions		130		98	
Sundry Expenses		511		626	
Depreciation:					
	Fixtures & Fittings	2769		2049	
	Lease Premium	500		500	
			73253		67707
NET PROFIT/(LOSS) FOR THE YEAR			**£32185**		**£36589**

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RICHARD C SHEPHERD

T/A

RAWTENSTALL POST OFFICE

TRADING AND PROFIT & LOSS ACCOUNT FOR THE YEAR ENDED 30 APRIL 2003

			2003		2002
		£	£	£	£
INCOME					
Stationery etc Sales			12207		10141
Photo Booth			5693		3652
Phone Cards			7643		7350
			25543		21143
Less:	Stationery etc Purchases	15411		14749	
Add:	Opening Stock	4694		4700	
		20105		19449	
Less:	Closing Stock	2790		4694	
			17315		14755
GROSS PROFIT			£8228		£6388
OTHER INCOME					
Salary			100462		98147
Deposit Account Interest (Net)			4		3
			108694		104538
LESS EXPENSES					
Wages		40574		40015	
Staff Uniforms		115		409	
Rent		12183		11658	
Rates		4773		4698	
Water Rates		315		298	
Light & Heat		1292	1293	1118	
Cleaning		48		185	
Equipment Hire		613			
Repairs & Renewals		693		1605	
Printing, Postage, Stationery & Advertising		241		293	
Telephone		514		485	
Accountancy Charges		500		450	
Bank Charges		10		21	
Insurance		702		596	
Legal & Professional Fees		-		312	
Net Cash Shortages		1224		6300	
Trade Subscriptions		-		130	
Sundry Expenses		546		511	
Depreciation:					
	Fixtures & Fittings	2511		2769	
	Lease Premium	500		500	
			67359		72353 ~~73253~~
NET PROFIT/(LOSS) FOR THE YEAR			**£41335**		~~31285~~ ~~£32185~~ 32185

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RICHARD C SHEPHERD

T/A

RAWTENSTALL POST OFFICE

TRADING AND PROFIT & LOSS ACCOUNT FOR THE YEAR ENDED 30 APRIL 2004

		2004		2003	
		£	£	£	£
INCOME					
Stationery etc. Sales			12329		12207
Photo Booth			5222		5693
Phone Cards			10275		7643
			27826		25543
Less:	Stationery etc. Purchases	18505		15411	
Add:	Opening Stock	2790		4694	
		21295		20105	
Less:	Closing Stock	2647		2790	
			18648		17315
GROSS PROFIT			9178		8228
OTHER INCOME					
Salary			112867		100462
Deposit Account Interest (Net)			4		4
			122049		108694
LESS EXPENSES					
Wages		50644		40574	
Staff Uniforms		645		115	
Rent		12901		12183	
Rates		4902		4773	
Water Rates		330		315	
Light & Heat		1241		1297	
Cleaning		-		48	
Equipment Hire		593		613	
Repairs & Renewals		530		693	
Printing, Postage, Stationery & Advertising		33		241	
Telephone		675		514	
Accountancy Charges		500		500	
Bank Charges		8		10	
Insurance		479		702	
Legal & Professional Fees		-		-	
Net Cash Shortages		(150)		1224	
Trade Subscriptions		137		-	
Sundry Expenses		1034		546	
Depreciation:					
	Fixtures & Fittings	2376		2511	
	Lease Premium	500		500	
			77378		67359
NET PROFIT/(LOSS) FOR THE YEAR			**£44671**		**£41335**

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RICHARD C SHEPHERD

T/A

RAWTENSTALL POST OFFICE

TRADING AND PROFIT & LOSS ACCOUNT FOR THE YEAR ENDED 30 APRIL 2005

			2005		2004
		£	£	£	£
INCOME					
Stationery etc. Sales			13803		12329
Photo Booth			4697		5222
Phone Cards			-		10275
			18500		27826
Less:	Stationery etc.Purchases	10902		18505	
Add:	Opening Stock	2647		2790	
		13549		21295	
Less:	Closing Stock	2865		2647	
			10684		18648
GROSS PROFIT			7816		9178
OTHER INCOME					
Salary			112085		112867
Court Fee			47		-
Deposit Account Interest (Net)			8		4
			119956		122049
LESS EXPENSES					
Wages		47558		50644	
Staff Uniforms		273		645	
Rent		12315		12901	
Rates		4068		4902	
Water Rates		397		330	
Light & Heat		1242		1241	
Cleaning		-		-	
Equipment Hire		-		593	
Repairs & Renewals		1339		530	
Printing, Postage, Stationery & Advertising		115		33	
Telephone		422		675	
Accountancy Charges		500		500	
Bank Charges		10		8	
Insurance		757		479	
Net Cash Shortages		(178)		(150)	
Trade Subscriptions		157		137	
Sundry Expenses		1056		1034	
Depreciation:					
	Fixtures & Fittings	2669		2376	
	Lease Premium	500		500	
			73200		77378
NET PROFIT/(LOSS) FOR THE YEAR			**£46756**		**£44671**

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RICHARD C SHEPHERD

T/A

RAWTENSTALL POST OFFICE

TRADING AND PROFIT & LOSS ACCOUNT FOR THE YEAR ENDED 30 APRIL 2006

			2006		2005
		£	£	£	£
INCOME					
Stationery etc. Sales			13966		13803
Photo Booth			5130		4697
Phone Cards			-		-
			19096		18500
Less:	Stationery etc.Purchases	8950		10902	
Add:	Opening Stock	2865		2647	
		11815		13549	
Less:	Closing Stock	3051		2865	
			8764		10684
GROSS PROFIT			10332		7816
OTHER INCOME					
Salary			110126		112085
Court Fee			-		47
Deposit Account Interest (Net)			4		8
			120462		119956
LESS EXPENSES					
Wages		47433		47558	
Staff Uniforms		139		273	
Rent		11420		12315	
Rates		4176		4068	
Water Rates		247		397	
Light & Heat		1397		1242	
Cleaning		-		-	
Equipment Hire		-		-	
Repairs & Renewals		1609		1339	
Printing, Postage, Stationery & Advertising		-		115	
Telephone		554		422	
Accountancy Charges		500		500	
Bank Charges		10		10	
Insurance		797		757	
Net Cash Shortages		72		(178)	
Trade Subscriptions		287		157	
Sundry Expenses		1357		1056	
Depreciation:					
	Fixtures & Fittings	2362		2669	
	Lease Premium	500		500	
			72860		73200
NET PROFIT/(LOSS) FOR THE YEAR			**£47602**		**£46756**

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R C Shepherd T/A Rawtenstall Post Office

Trading and Profit and Loss Account
for the Year Ended 30 April 2007

	30.4.07		30.4.06	
	£	£	£	£
Income				
Staionery etc. Sales	12,869		13,966	
Photo booth	5,227		5,130	
		18,096		19,096
Cost of sales				
Opening stock	3,051		2,865	
Stationery etc. purchases	8,578		8,950	
	11,629		11,815	
Closing stock	(2,608)		(3,051)	
		9,021		8,764
GROSS PROFIT		9,075		10,332
Other income				
Salary	117,592		110,126	
Deposit account interest	4		4	
		117,596		110,130
		126,671		120,462
Expenditure				
Rent	11,420		11,420	
Rates	2,075		4,176	
Insurance	733		797	
Light and heat	2,176		1,397	
Water rates	354		247	
Wages	48,762		47,433	
Staff uniforms	-		139	
Telephone	560		554	
Repairs and renewals	1,144		1,609	
Net cash shortages	867		72	
Trade subscriptions	-		287	
Sundry expenses	1,023		1,357	
Accountancy	500		500	
		69,614		69,988
		57,057		50,474
Finance costs				
Bank charges		1		10
Carried forward		57,056		50,464

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R C Shepherd T/A Rawtenstall Post Office

Trading and Profit and Loss Account
for the Year Ended 30 April 2008

	30.4.08		30.4.07	
	£	£	£	£
Income				
Stationery etc Sales	10,301		12,869	
Photo booth	3,773		5,227	
		14,074		18,096
Cost of sales				
Opening stock	2,608		3,051	
Stationery etc purchases	7,664		8,578	
	10,272		11,629	
Closing stock	(2,628)		(2,608)	
		7,644		9,021
GROSS PROFIT		6,430		9,075
Other income				
Salary	122,804		117,592	
Deposit account interest	3		4	
		122,807		117,596
		129,237		126,671
Expenditure				
Rent	11,851		11,420	
Rates and water	2,057		2,075	
Insurance	693		733	
Light and heat	2,072		2,176	
Water rates	463		354	
Wages	48,483		48,762	
Telephone	544		560	
Repairs and renewals	523		1,144	
Net cash shortages	620		867	
Sundry expenses	1,610		1,023	
Accountancy	500		500	
		69,416		69,614
		59,821		57,057
Finance costs				
Bank charges		-		1
		59,821		57,056
Depreciation				
Lease amortisation	500		500	
Fixtures and fittings	1,862		2,114	
		2,362		2,614
NET PROFIT		57,459		54,442

16.4

POL00448632

R C Shepherd T/A Rawtenstall Post Office

Trading and Profit and Loss Account
for the Year Ended 30 April 2009

	30.4.09 £	£	30.4.08 £	£
Income				
Stationery etc Sales	10,768		10,301	
Photo booth	2,590		3,773	
		13,358		14,074
Cost of sales				
Opening stock	2,628		2,608	
Stationery etc purchases	6,827		7,664	
	9,455		10,272	
Closing stock	(2,550)		(2,628)	
		6,905		7,644
GROSS PROFIT		6,453		6,430
Other income				
Salary	106,823		122,804	
Deposit account interest	3		3	
		106,826		122,807
		113,279		129,237
Expenditure				
Rent	11,420		11,851	
Rates and water	2,160		2,057	
Insurance	1,216		693	
Light and heat	2,599		2,072	
Water rates	445		463	
Wages	44,955		48,483	
Telephone	398		544	
Post and stationery	25		-	
Repairs and renewals	1,096		523	
Net cash shortages	(605)		620	
Sundry expenses	1,092		1,610	
Accountancy	500		500	
		65,301		69,416
		47,978		59,821
Depreciation				
Development costs	500		500	
Fixtures and fittings	1,686		1,862	
		2,186		2,362
NET PROFIT		45,792		57,459

POL00448632

R C Shepherd T/A Rawtenstall Post Office

Trading and Profit and Loss Account
for the Period 1 May 2009 to 30 September 2010

	Period 1.5.09 to 30.9.10		Year Ended 30.4.09	
	£	£	£	£
Income				
Stationery etc Sales	16,179		10,768	
Photo booth	3,179		2,590	
		19,358		13,358
Cost of sales				
Opening stock	2,550		2,628	
Stationery etc purchases	8,586		6,827	
	11,136		9,455	
Closing stock	-		(2,550)	
		11,136		6,905
GROSS PROFIT		8,222		6,453
Other income				
Salary	137,712		106,823	
Deposit account interest	3		3	
		137,715		106,826
		145,937		113,279
Expenditure				
Rent	15,902		11,420	
Rates and water	1,271		2,160	
Insurance	900		1,216	
Light and heat	3,965		2,599	
Water rates	622		445	
Wages	80,833		44,955	
Telephone	334		398	
Post and stationery	-		25	
Repairs and renewals	1,807		1,096	
Net cash shortages	62		(605)	
Sundry expenses	1,701		1,092	
Accountancy	650		500	
		108,047		65,301
		37,890		47,978
Depreciation				
Development costs	-		500	
Fixtures and fittings	-		1,686	
		-		2,186
NET PROFIT		37,890		45,792

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POL00448632

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A
673 P358
NT Cum.
07
29.10.2010
BACS

Mr Richard Charles Shepherd
C/O Rawtenstall Post Office
Unit 2
Valley Centre
RAWTENSTALL
BB4 7QF

52432.20

Focus-Financial Services	1322.14	Tax Paid	
Focus - Mails	444.87	NI Paid	167.58
Focus - Telephony	69.55		
STD - Financial Services	897.43		
STD - Mails	1727.11		
STD - Telephony	4.74		
STD - Government Service	288.39		
Premium Payment	15.53		
Focus-Government Service	111.28		
Premium Payment	968.80		
	5849.84		167.58
IFPO			5682.26

Expenses discounted from pay assessable for NI

Staff Costs	2891.10
Non-Staff Costs	952.94

5682.26

POL00448632

Post Office Historical Shortfall Scheme
PO Box 76882
London
E1W 9RR

Our reference : 000213_Richard Charles Shepherd - RFI000004

Richard Charles Shepherd

GRO

9 April 2021

Dear Richard Charles Shepherd

Historical Shortfall Scheme: Request for further information

Thank you for your continued patience while we work through the large number of claims. We're sorry that it is taking longer than expected.

The Independent Advisory Panel has asked that we request further information from you to provide the fairest assessment of your claim. It would be helpful if you could answer as many of the enclosed questions as possible. If you cannot give a precise answer, an approximation will help, and your claim will still be assessed fairly, even if you cannot answer everything. Thank you.

If you need any support in providing the information requested or with any of the questions, or if you think you will need more time to respond, please let us know by email or by post (details below).

It would be helpful if you could please reply to the questions as soon as convenient, and within 28 days of the date of this letter, to historicalshortfallscheme GRO including scanned attachments of any supporting documents. If we haven't heard from you by 7 May 2021 we will continue to assess your claim with the information we currently have.

We will let you know the outcome of your application as soon as we can but please be aware this could take some months from receiving your response.

Further support

If you have any further questions about the scheme or your application, please refer to the overall questions and answers on the scheme website at onepostoffice.co.uk/scheme or contact us at historicalshortfallscheme GRO

Thank you again and we look forward to receiving your response.

POL00448632

Our reference : 000213_Richard Charles Shepherd - RFI000004

Yours sincerely,

Declan Salter
Director - Historical Shortfall Scheme
historicalshortfallscheme GRO

If you don't have email access, you can send your additional material by post to Post Office Historical Shortfall Scheme, PO Box 76882, London E1W 9RR. Please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers. Again, please send copies rather than originals. Please note postal queries may take longer due to current covid restrictions.

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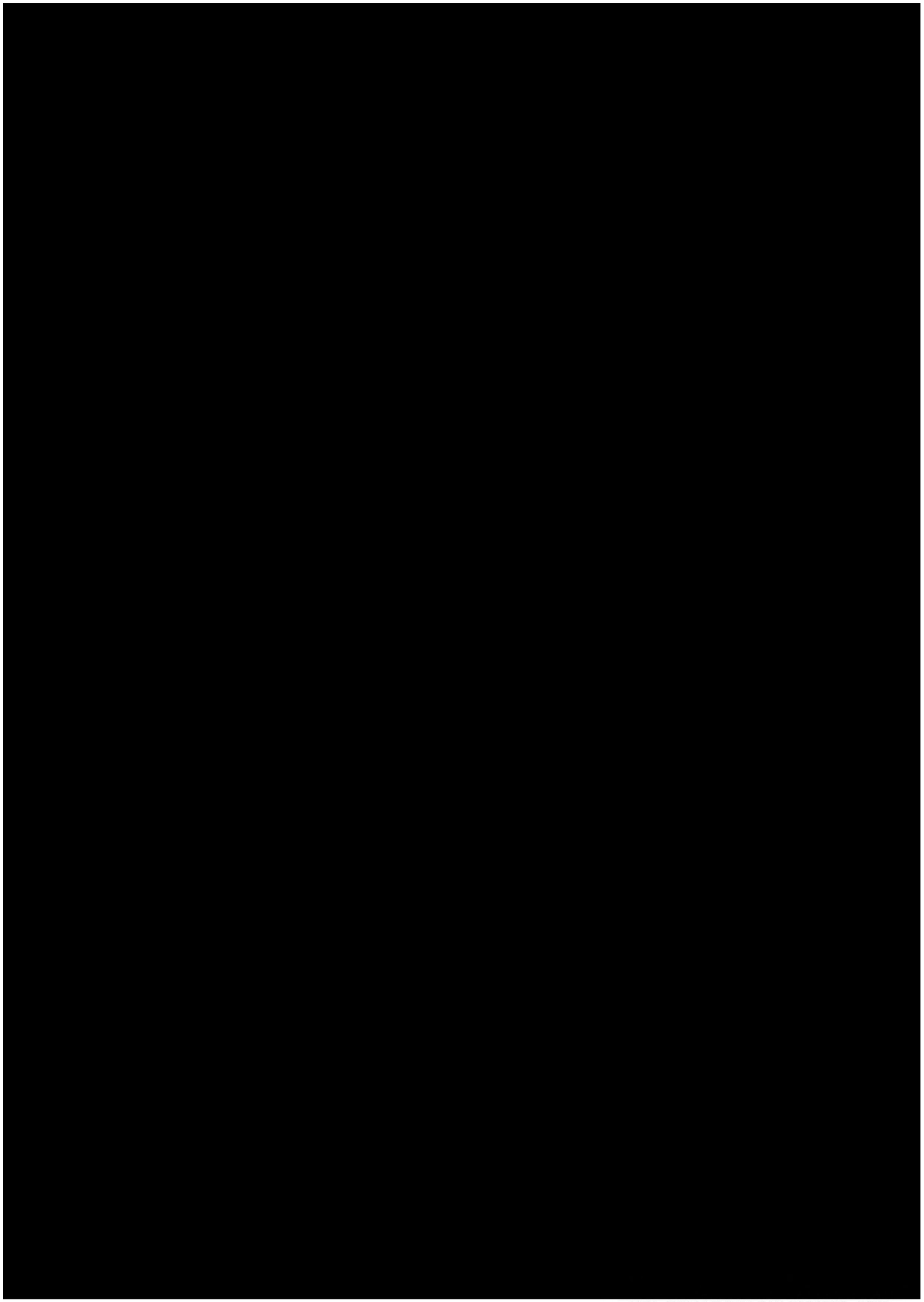
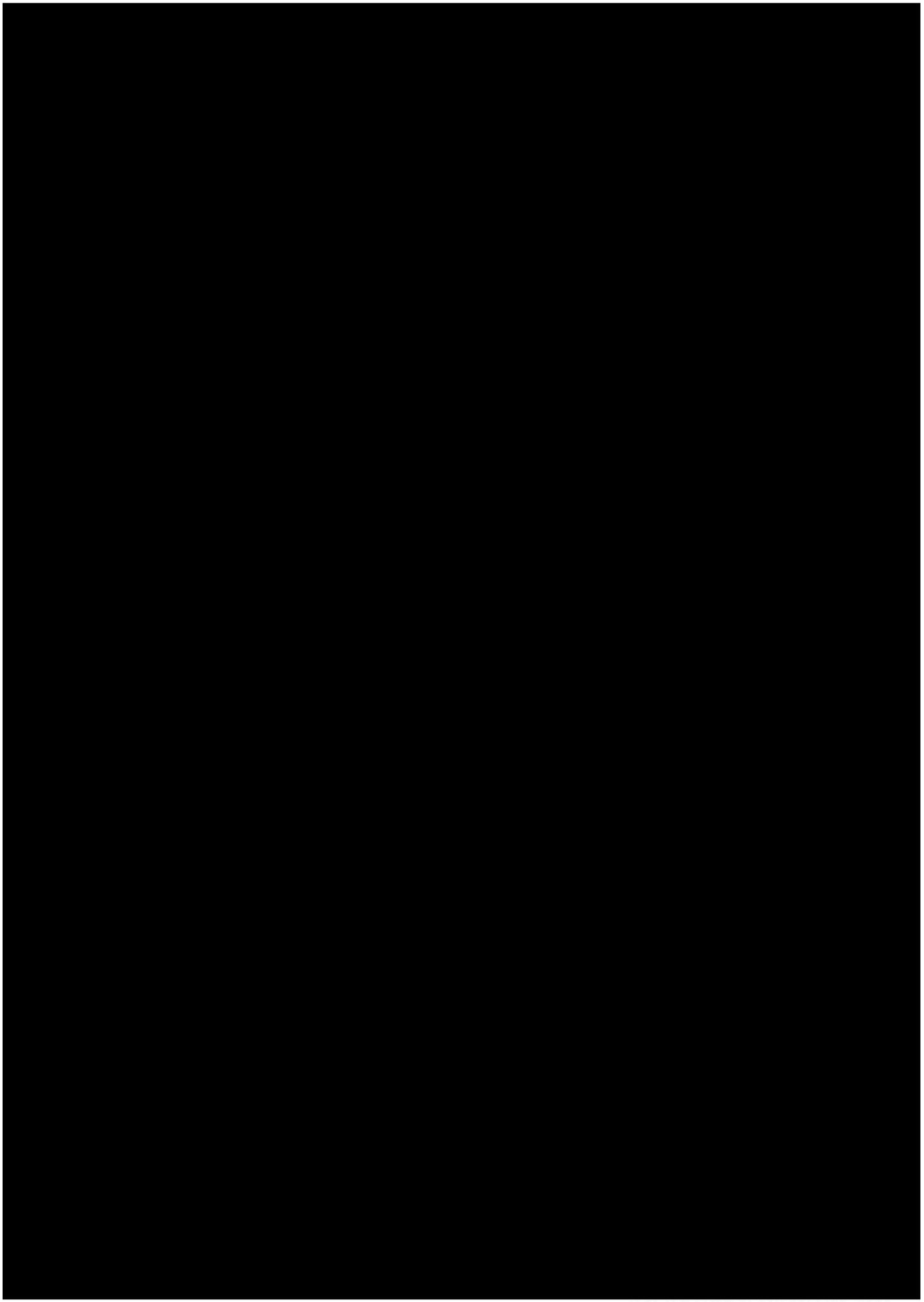
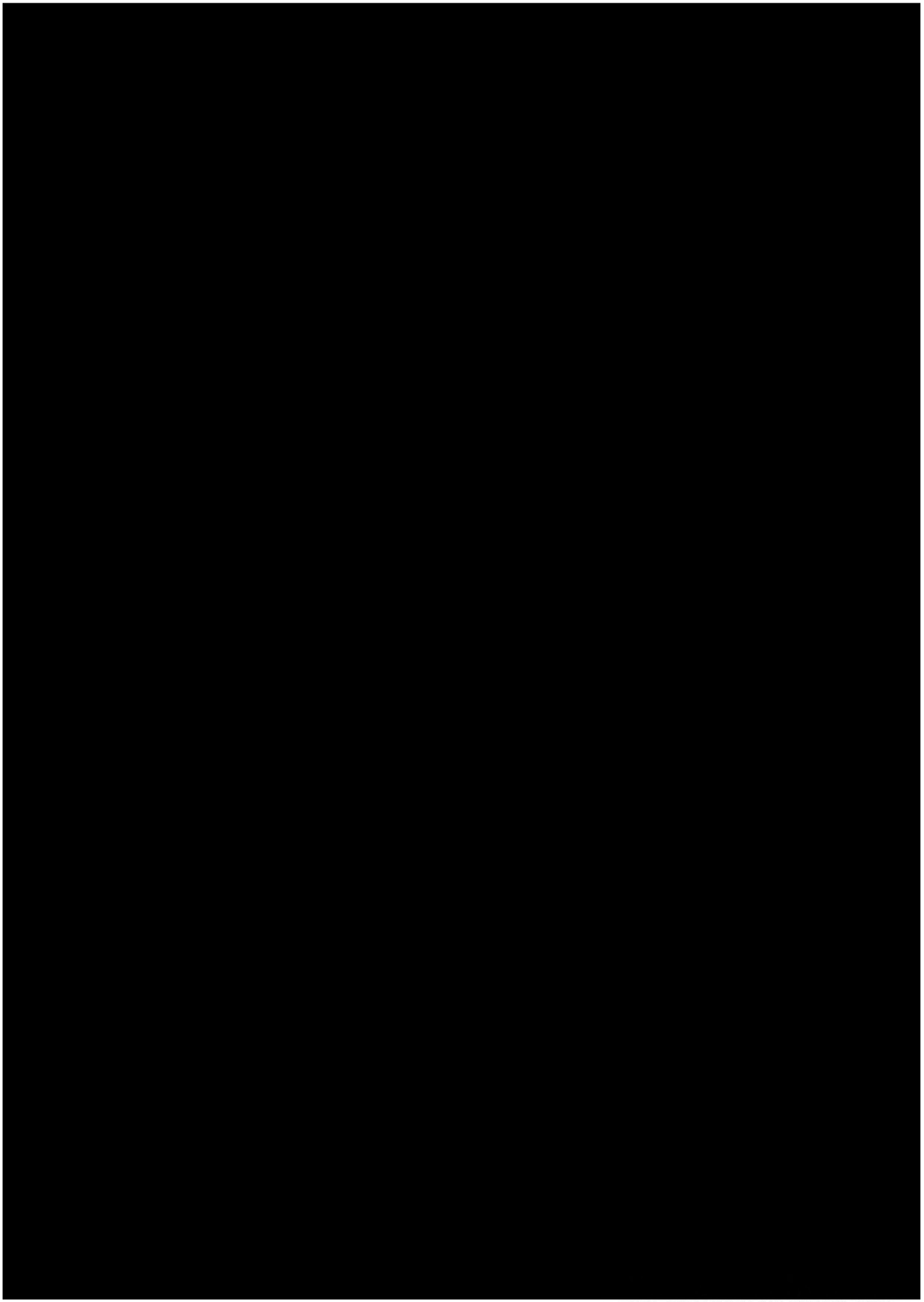


POL00448632



POL00448632



POL00448632

ARS 106CONV

AGENCY RECRUITMENT SECTION

REMUNERATIONS MANAGER
PO REMUNERATIONS
PAYROLL MANAGER
INTERMITTENT ALLOWANCES
GARRY LEAHY CLIENT MANAGER
PO SUPPORT - DISTRIBUTION (please circulate)
DAVE MARSDEN - STORES MANAGER
CAROL HARGREAVES RNM
AUDIT MANAGER **PRESTON**
ALAN TAYLOR FINANCIAL ACCTS (I.P. ONLY)
PAUL GREGORY MAN INFO SECTION
DORREN GIDLEY - TELEPHONE DUTY
MARK VERNALLS POID
ARTHUR PRESTON MAINTENANCE

SECURITY MANAGER
COMMUNICATIONS TEAM RHQ
NETWORK RECORDS
ALLOFF DATA BASE - LANCS & CUM
CHRISTINE MAGILL - RETAIL SUPPORT

HELPLINE RHQ(please circulate)

HOLIDAY SUBSTITUTION DUTY
COLLECTIONS MANAGER - RML
CHRIS OLDHAM - PARCELFORCE
MARY, TYPIST PRESTON GROUP
FILE COPY

AREA NO: 28

JUNE 1996

CONVERSION OF RAWTENSTALL MSPO

RAWTENSTALL MSPO WILL CONVERT TO IFPO STATUS WITH THE EXISTING SUBPOSTMASTER AS THE FRANCHISEE:-

TO: **INDEPENDENT FRANCHISE POST OFFICE** (IFPO)

EXISTING OFFICE CODE: 399/427

DATE OF CONVERSION: THURSDAY 1 AUGUST 1996

NEW OFFICE CODE: **404/427/4**

See attached.

NEW HOURS OF OPENING: **900-530** **Monday to Saturday**

Mon 0845 Thurs 0845

PLEASE AMEND YOUR SUB OFFICE RECORDS ACCORDINGLY

Thank You

Richard Shepherd No 21287

KIM WILSON
PL GRO

9.79.

KW:H:\DATA\WORD\ARS106.DOC

POL00448632

ARS 106CONV

AGENCY RECRUITMENT SECTION

REMUNERATIONS MANAGER
PO REMUNERATIONS
PAYROLL MANAGER
INTERMITTENT ALLOWANCES
GARRY LEAHY CLIENT MANAGER
PO SUPPORT - DISTRIBUTION (please circulate)
DAVE MARSDEN - STORES MANAGER
CAROL HARGREAVES RNM
AUDIT MANAGER PRESTON
ALAN TAYLOR FINANCIAL ACCTS (I.P. ONLY)
PAUL GREGORY MAN INFO SECTION
DORREN GIDLEY - TELEPHONE DUTY
MARK VERNALLS POID
ARTHUR PRESTON MAINTENANCE

SECURITY MANAGER
COMMUNICATIONS TEAM RHQ
NETWORK RECORDS
ALLOFF DATA BASE - LANCS & CUM
CHRISTINE MAGILL - RETAIL SUPPORT

HELPLINE RHQ(please circulate)

HOLIDAY SUBSTITUTION DUTY
COLLECTIONS MANAGER - RML
CHRIS OLDHAM - PARCELFORCE
MARY, TYPIST PRESTON GROUP
FILE COPY

AREA NO: 28

24 JUNE 1996

CONVERSION OF RAWTENSTALL MSPO

Wilson, Kim

From: Wright, Andy (NWNW Region)
To: Boardman, Paul; Crompton, Joyce; Donohue, Neil; Greer, Paul; Helpline, Bangor; Jones, Liam; Marsden, Dave; Mason, David; Mills, Andy; Newton, Warren; Nicholls, Keith; Rigby, Steve; Stores, Wrexham; Swanton, Paul; Toms, Susan; Ward, Andrew; Williams, Paul; Wilson, Kim
Cc: Hargreaves, Carol
Subject: Rawtenstall IFPO
Date: 24 June 1996 12:28

All
Please note that the info as supplied on 17 June regarding the conversion of Rawtenstall MSPO to IFPO should have shown the hours of business on a Monday and Thursday as 0845 - 1730. 0900 - 1730 is correct for all other days (inc Sat)

Sorry for any inconvenience

Andy

POL00448632

IN CONFIDENCE

To:	From:	cc:
Mr R Shepherd Subpostmaster	M A Renshaw Audit Officer	Nick Moriarty Business Development Manager Outlet Intervention Team
Date: 14 August 2007		

Audit of Post Office® Rawtenstall branch, Branch Code 404427.

Section 1 - Introduction

An audit of the above branch, led by myself, was undertaken on 14 August 2007———. The purpose of this audit was to verify financial assets due to the Post Office® and confirm compliance with a range of Business processes, procedures and regulatory requirements.

Section 2 provides a management summary, including the financial audit result.

Section 3 details a breakdown of the result of the financial audit.

Section 4 is a compliance certificate, which should be completed, signed and returned (in the addressed envelope provided) by , to confirm you have understood all the actions required for attention. **Please do not return the report, as this needs to be kept at your branch for reference.**

Appendix A details the areas of non-compliance to regulatory matters and Appendix B details areas of non-conformance identified during tests of selected policy and procedures. Both appendices include the actions agreed with yourself during the closing meeting.

Section 2 - Management Summary

The financial audit revealed a current trading position of £ 730.87 short, subject to a reconciliation of some figures (undertaken after the audit). A breakdown of this figure, including any pending transactions corrections or losses being settled centrally, can be found in section 3.

POL00448632

Based on sample tests, observation and discussion during our audit visit, we can provide assurance
that
controls are deployed correctly to comply with procedures in the areas of Financial Controls, Information Security, Restrictions Policy, Mails Integrity, Pricing In Proportion and Homephone.

Actions to address the areas identified were agreed with yourself in the areas of Procedural Security, Data Protection, Anti-Money Laundering and Banking Products.

Assistants working at the branch were checked to the registered data held by People and Organisational Development Services, Salford and:
there were no anomalies

Section 3 - Result of the Financial Audit

Financial assets to the value of £196805.33 were physically verified compared to the amount due to Post Office® of £197536.20.

The difference between these figures is broken down as follows:

£ 140.39	(+)	Identified as a difference in cash figures
£ 44.42	(-)	Identified as a difference in stock figures
£ 12.50	(-)	Identified as a difference in foreign currency figures
£ 814.34	(-)	Other
£ 730.87		Total shortage/surplus (delete as appropriate)

Comments:

The amount listed as "other" refers to a previously declared shortage taken from the office snapshot.

POL00448632

You have agreed to make good the shortage by 15 August 2007, the end of the current trading period.

Many thanks for your hospitality during the audit.

POL00448632

Section 4

Compliance Certificate Statement from Post Office® Rawtenstall branch

Branch Code 404427 **NCAM area North~~Subpostmaster~~**

I have read and understood the report relating to the audit carried out on 14 August 2007.

- There were no actions recommended to implement *
- All actions recommended have been implemented *
- I have implemented all of the actions recommended in the report with the following exceptions *

(* ***Delete as applicable***)

Action No.	Reason why this has not been implemented:

Feedback questions

1. How satisfied were you that the audit findings, detailed within this report, were clearly communicated on the day of the audit and that an opportunity was given to discuss the audit findings on the day.

Very satisfied	☐	Comments
Quite satisfied	☐	
Neither satisfied nor dissatisfied Dissatisfied	☐	
Not at all satisfied	☐	

POL00448632

2. Overall, how satisfied are you with the way the audit was conducted?

Very satisfied	☐	Comments
Quite satisfied	☐	
Neither satisfied nor dissatisfied Dissatisfied	☐	
Not at all satisfied	☐	

Name _____

Signed _____ Date _____

POL00448632

APPENDIX A

Audit of Post Office® Rawtenstall branch, Branch Code 404427 - Action Plan

The following table details areas of non-compliance to regulatory issues and details actions agreed at the closing meeting.

Area / Action number	Non compliance identified	Impact of non-compliance	Reference	Action Required
Anti-Money Laundering				
1.	Staff were not aware of the retention period procedure for APADC receipts.	AP Accounting procedures not adhered to	Automated Payments Ops manual 1 Section 23 page 76	Ensure staff are aware that APADC receipts need to be filed and retained for 2 years
Data Protection				
2.	The branch could not produce the Data Protection Act 1998 leaflet.	Potential for branch staff to be non competent with the Data Protection Act 1998.	Operational Focus issue 21, article 13	Order copy of the Data Protection Act 1998 leaflet by contacting the Data Protection and Services team on GRO.

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Tab 16.4 Supporting Documents Bundle

APPENDIX B

Audit of Post Office® Rawtenstall branch, Branch Code 404427 - Action Plan

The following table details areas of non-conformance identified during tests of selected areas at audit and details actions agreed at the closing meeting

Area / Action number	Non conformance identified	Impact of non-conformance	Reference	Action Required
Procedural Security				
3.	The procedures relating to the Hostage Policy are not known.	Potential loss of Post Office Ltd funds in the event of an incident, for which the agent could be held liable.	Security operations manual, subsection 17, pages 74 - 75	Ensure that the procedures relating to the Hostage policy are known.
Banking Products				
4.	There was an inadequate supply of P6217, P1091 and P6242 customer incident and description forms on hand.	Customer incidents would go unreported. Failure to comply could hinder a Police investigation.	COM - On Line Banking - subsection 8	Order supply of customer incident and description forms P6217 from Swindon stores and ensure staff aware of circumstances where these need to be used and retention period.

CCRC Meeting - 10 June 2021-100621

875 of 881

16.4

POL-BSFF-WITN-017-0038623_0874

POL00448632

IN CONFIDENCE

To:	From:	cc:
Mr R Shepherd Subpostmaster	Mark Sealey Lead Auditor	Nick Moriarty Business Development Manager Outlet Intervention Team
Date: 10 December 2008		

Audit of Post Office® Rawtenstall branch, Branch Code 4044274.

Section 1 - Introduction

An audit of the above branch, led by myself, was undertaken on 04/12/08. The purpose of this audit was to provide assurance of financial assets due to the Post Office® and to confirm compliance with a range of Business processes, procedures and regulatory requirements.

During the audit all cash, cheques, vouchers, Euros, Dollars and suspense entries were verified and a check of a selection of stock items and other currencies was performed.

Section 2 provides a management summary, including the financial audit result.

Section 3 details a breakdown of the result of the financial audit.

Section 4 is a compliance certificate, which should be completed, signed and returned (in the addressed envelope provided) by , to confirm you have understood all the actions required for attention. **Please do not return the report, as this needs to be kept at your branch for reference.**

Appendix A details the areas of non-compliance to regulatory matters and Appendix B details areas of non-conformance identified during tests of selected policy and procedures. Both appendices include the actions agreed with you during the closing meeting.

Section 2 - Management Summary

The financial assurance audit produced a result of £ 133.27 surplus, subject to a reconciliation of some figures (undertaken after the audit). A breakdown of this figure, including any pending transactions corrections or losses being settled centrally, can be found in section 3.

POL00448632

Owing to Christmas pressure no compliance testing was undertaken. Please ignore any refernce to appendix A and B

Section 3 - Result of the Financial Audit

Financial assets to the value of £101560.80 were physically verified compared to the corresponding amounts detailed on the Office Snapshot of £101595.97. Any stock items not verified, during the audit, were deemed to be assured.

The difference between these figures is broken down as follows:

£	35.17	-	Identified as a difference in cash figures
£	168.44	+	Discrepancy as per office snapshot
£	133.27	+	Total surplus

Comments:

You have agreed to make good the shortage by the end of the current Trading Period, which is 17/12/08/

Thank you for your Hospitality during our visit.

Section 4

Compliance Certificate Statement from Post Office® Rawtenstall branch

Branch Code 404427 **Field Support Area North**

I have read and understood the report relating to the audit carried out on 04/12/08.

- There were no actions recommended to implement *
- All actions recommended have been implemented *
- I have implemented all of the actions recommended in the report with the following exceptions *

(* *Delete as applicable*)

Action No.	Reason why this has not been implemented:

POL00448632

Feedback questions

1. How satisfied were you that the audit findings, detailed within this report, were clearly communicated on the day of the audit and that an opportunity was given to discuss the audit findings on the day.

Very satisfied	☐	Comments
Quite satisfied	☐	
Neither satisfied nor	☐	
dissatisfied Dissatisfied	☐	
Not at all satisfied	☐	

2. Overall, how satisfied are you with the way the audit was conducted?

Very satisfied	☐	Comments
Quite satisfied	☐	
Neither satisfied nor	☐	
dissatisfied Dissatisfied	☐	
Not at all satisfied	☐	

Name _____

Signed _____ Date _____

POL00448632

POL00448632

Date	Name Of Agent	FAD	Branch Name	Start Date	End Date	Reason For leaving	Error Notice Requests	Compensation	Remuneration	Requested by	Additional comments or data needed
15-06-20	000213_ Richard Charles Shepherd	404427	Rawtenstall	Yes	Yes	Yes	Yes	Yes	Yes	Alicia Hassam	More than one branch appointment and HR Registered Assistants please.
-	-	-	-	05.03.1992	28.10.2010	Voluntary resignation	None	None	Below	-	Payr.area 01 Agent Monthly Contract VOID IFPO New HR Assistants: Below

Remuneration:

Pers.No.	Name of employee or applicant	WT	Wage Type Long Text	Number of	Amount	In-per	PY	For-pe
1000	Mr Richard Charles Shepherd	/101	Total gross	0.00	GRO	200907	01	200907
1000	Mr Richard Charles Shepherd	/101	Total gross	0.00		200908	01	200908
1000	Mr Richard Charles Shepherd	/101	Total gross	0.00		200909	01	200909
1000	Mr Richard Charles Shepherd	/101	Total gross	0.00		200910	01	200910
1000	Mr Richard Charles Shepherd	/101	Total gross	0.00		200911	01	200911
1000	Mr Richard Charles Shepherd	/101	Total gross	0.00		200912	01	200912
1000	Mr Richard Charles Shepherd	/101	Total gross	0.00		201001	01	201001
1000	Mr Richard Charles Shepherd	/101	Total gross	0.00		201002	01	201002
1000	Mr Richard Charles Shepherd	/101	Total gross	0.00		201003	01	201003
1000	Mr Richard Charles Shepherd	/101	Total gross	0.00		201004	01	201004
1000	Mr Richard Charles Shepherd	/101	Total gross	0.00		201005	01	201005
1000	Mr Richard Charles Shepherd	/101	Total gross	0.00		201006	01	201006

POL00448632

HR Assistants:

FAD Code6 (Bra...	Branch Assistant...	National Insuran...	First Name ↑	Surname	DOB	Type	Start Date	End Date	Horizon ID
404427	Rawtenstall	GRO	ANDREA	WHAMOUGH	GRO	General	10/1/2001		AWH001
404427	Rawtenstall		ANGELA	KIMBER		General	5/9/2017		AKI001
404427	Rawtenstall		ESME	HOLT		General	6/1/1996		EHO001
404427	Rawtenstall		JENNA	DAVENPORT		General	5/9/2017		JDA001
404427	Rawtenstall		SALLY ANN	SMITH		General	11/1/2010	1/1/2013	SSM001