



Information Rights Team
Post Office Limited
Ground Floor
Finsbury Dials
20 Finsbury Street
London EC2Y 9AQ

Your reference:
Our reference: FOI2022/00423

John O'Sullivan
request-873837-0f55606e@whatdotheyknow.com

11th July 2022

Dear John O'Sullivan,

Freedom of Information Request – FOI2022/00423

I am writing in response to your email received by Post Office Limited (“**Post Office**”) on 28 June, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the following information shown in bold:

Can you please say what % of mails items accepted in PO Branches and put through Horizon are prepaid, purchased online, freepost or Home Shopping Returns for the year ending March 2022. What were the figures for 2018 and 2012?

Due to the way that mail items are processed and retained through Post Office systems, we are unable to calculate the percentages you have requested and therefore we do not hold this information.

If you have any queries about this response, please contact me. Do remember to quote the reference number above in any future communications.

I am sorry I could not provide you with the information you requested on this occasion, however if you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above stating your reasons for your internal review request.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner.

Yours sincerely,

Jackie Lawrence

Information Rights Team

information.rights@postoffice.co.uk

<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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