



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

Your reference:
Our reference: FOI2022/00474

John O'Sullivan

request-873837-0f55606e@whatdotheyknow.com

10th August 2022

Dear John O'Sullivan,

Freedom of Information Request – FOI2022/00474

I am writing in response to your email received by Post Office Limited ("**Post Office**") on 23 July, which has been dealt with under the terms of the Freedom of Information Act 2000 ("**FOIA**").

I can confirm that Post Office does hold some of the information you have requested in your email, details of which are shown in bold below:

In SPM pay advice lines 0451, 0452 and 0187 obtain and trigger payment for online and prepaid postage. Do you not have this information and can you not share the increase or decrease in payment or percentage over time?

We have based our results on your request for financial years ending 2012, 2018 and 2022 which you had listed in the preceding request, FOI2022/0043. Please note that the only sales reference in use during financial years ending 2012, 2018 and 2022 was sales reference 0187 Home Shopping Returns.

The table below shows Home Shopping Returns (0187) as a percentage of overall remuneration.

As a Percentage of Overall Remuneration	March 2012	March 2018	March 2022
0187 Home Shopping Returns	1.16%	2.85%	4.32%

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

I hope the information I have provided on this occasion is useful, 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,

Liesl Jackson

Liesl Jackson
Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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