

POST OFFICE INTERNAL

Network Support Team Policy/Process**Document Information**

Title	Audit Process Manual
Subject	Chapter 6 of Audit Process Manual -- Robbery/Burglary Audits
Version Control	V6
Purpose	Process followed by Network Support Team following a robbery/burglary incident
Audience	Network Services Team
Next Review date	June 2017

Stakeholders

Stakeholders name	Responsibility
Paul I Smith	Branch Control Manager (FSC)
Alan Lusher	Contracts Advisor
Elaine Spencer Helen Dickenson Dave Posnett Kevin Ryan	Security Managers
Jill Thompson Chantelle Hird	Stock Control Team
Gill Hoyland	FSC
Field Team Leaders	Serious Incident visits
Field Advisors	Audits

Responsibilities in Change

Role	Job Title(s)	Date
Author	Mat Wilkes Field Team Leader	18/7/16
Assurance	Field Support Change Advisor	26/7/16
Authorised	Network Field Support Project & Standards Manager	
Communication / Training Communication	Field Support Change Advisor	

Version control

Version No.	Reason for issue	Date of issue
Version 4.0	Annual Review – Adrian Paling has now been replaced by Mat Wilkes – The P32 is no longer in use and has been replaced by the FAT (Financial Audit Tool). Extra information added at 2.5 to clarify how stock units not touched during the attack can be accounted for if not verified. 2.6 new paragraph added to explain how FAT must equal HOL.	July 2014

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Version 4.1	Darrell Kennedy & Keith Gilchrist have both left the business and have been replaced by Helen Dickinson (North) & Dave Posnett (South). Security Team Tel no's changed from <input type="text" value="GRO"/> or <input type="text" value="GRO"/> <input type="text" value="GRO"/> to <input type="text" value="GRO"/> or <input type="text" value="GRO"/> .	5 th August 2014
Version 4.2	Dawn Wall replaced by Lynne McMeekin – Lynne taken over from Dawn.	8 th August 2014
Version 4.3	Reference to MVL disks, serial numbers and balancing them removed. 2.7 & 2.8 renamed as 2.9 & 2.10 respectively and new entry at 2.7 & 2.8. Wording on 2.6 changed to incorporate the fact that the HOL R&B figure plus the P3263's must now be recorded on the FAT	22 nd September 2014
Version 4.4	P3262 – names to email changed – no longer Dawn Wall, Robert Needham and Jane Graham – now only Paul Whitworth. Lynne McMeekin replaced with Paul I Smith.	12 th January 2015
Version 5	Annual Review - No Changes Version Control – removed changes from V1.0 to V3.4 and archived.	July 2015
Version 6	Annual Review – Name change Subpostmaster to Postmaster	July 2016

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SECTION 1 NETWORK SUPPORT SCHEDULING & ADMIN MANAGER RESPONSIBILITIES

- 1.1 Attendance should be arranged for the post incident audit to be carried out within one working day after the initial report of the incident from the NBSC. Network Support Scheduling & Admin Manager, should ensure that the lead Field Support Advisor attending the incident is informed of brief details of the incident e.g. damage, armed incident, injuries, etc.
If the branch is a **multiple** partner please inform the "multiples" mailbox and the relevant contracts advisor plus the National Multiples Account Manager.
If the branch is a self-funded PO local, an audit may not be required if cash only has been taken. If stock has been taken then an audit would be required. (if amount taken exceeds £1000.)

Whilst in most cases there is a need for an audit to be conducted as soon as practicably possible, the branch should be contacted to ensure that audit attendance is acceptable. It should be borne in mind that such incidents are traumatic experiences, and the circumstances may not allow for immediate attendance, particularly at serious incidents.

- 1.2 A serious incident is classified as follows –
- Loss >£25k
 - Firearm discharged
 - Injury to staff or public requiring hospital attention
 - Hostage incident
 - Incidents at Crown Offices

No compliance testing should be carried out at serious incidents.

- 1.3 Scheduling audits out of hours (weekends/after 6pm)
- Where possible audit attendance should be organised by the FTL who must also inform Network Support Admin team (NSAT) by telephone, and leave voicemail, of attendees and branch details. This is to be backed up by an email as soon as possible.
- 1.4 For incidents where the loss is expected to be less than £1000, no audit need be conducted, provided that agreement is reached with the Contracts Advisor. In addition:
- The Postmaster must be informed that there will be no audit attendance.
 - The nearest available manager will be contacted to visit the branch (usually a Network Support manager / Team Leader/ FCA or Contracts Advisor)
 - The amount of the loss must be agreed with the Contracts Advisor and /or visiting manager (whoever attends) and the Postmaster.
 - Establish if any non-value items were stolen and ensure that all missing item proformas, e.g. Travellers' Cheques etc. are completed and e-mailed to the appropriate people.
 - If National Lottery Scratchcards (activated or unactivated) are stolen, confirmation should be obtained from the Postmaster that the loss has been reported to the Camelot Helpline (**GRO**).
 - Inform the **Postmaster** to account for the loss in the suspense account using the Robbery/Burglary icon on Horizon.

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- The visiting manager must forward a copy of their incident report (including value and type of loss) to paul.whitworth [GRO] and copy to paul.i.smith [GRO]. This will enable a Transaction Correction to be issued.

- 1.5 Arrange for audit attendance to independently verify a recovery of cash and/or stock. Section 4 'Recoveries' refers.

SECTION 2 RESPONSIBILITIES ON SITE OF LEAD FIELD ADVISOR

- 2.1 The process for undertaking a financial audit and verification of reported figures is covered in the Audit Process Manual Chapter 3, Section 2. Additional activity required at robberies/burglaries is outlined in the R&B workaid on EASE
- 2.2 Documents for completion can be found in the incident pack at **on EASE**. This includes:
 - P3263 (Cash);
 - P3263 (Stock) – if any stock items have been stolen;
 - Post Incident Report;
 - Report of Stolen Non-Value – multi-purpose sheet for recording details of stolen non-value or serial numbered stock;
- 2.3 Due to the unexpected nature of robberies and burglaries, NSAT may not necessarily be aware that such an incident has occurred. It will therefore be the responsibility of the lead auditor to contact NSAT to ensure remittance checks are undertaken.
- 2.4 If the incident has been initially noted as non-serious, but it transpires that is serious, the Security Team must be contacted on p/l [GRO] or [GRO] in order for them to enable their major incident process.
- 2.5 Where an attack is isolated to an individual stock unit within a multi-stock unit branch, then providing all transfer activity between stocks can be confirmed as having been processed through Horizon, the Field Support Advisor may use their discretion (with the Postmaster/Manager's agreement) to audit and balance just the one stock unit concerned, the other stocks must be shown on the FAT (Financial Audit Tool – formally known as P32) as assured.
- 2.6 The discrepancy identified on the FAT should equal the figure as declared on HOL (Horizon) which has been settled to the suspense account for the Robbery or Burglary, which in turn must be exactly the same as the combined totals of the P3263's (cash, currency and stock). All these figures must now be recorded on the FAT Results/Snapshot page just below the "current trading position". If these figures do not agree then an explanation must be shown on the FAT – the reason for this is to help the relevant duties identify the correct losses associated to the R&B and understand the differences.
- 2.7 When completing the FAT any "outstanding debt" must not be recorded unless it is relevant to the loss.
- 2.8 Any prior discrepancies carried by the branch should not be accounted for in the R&B loss posted to HOL suspense account (e.g. FAT discrepancy arrived at figure of £2550, however branch carrying a £50 loss prior to robbery therefore amount

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posted to R&B suspense should only be £2500. If £50 was a surplus then R&B suspense figure would be £2600).

- 2.9 Procedural Security - If loss exceeds 5k, or where there is evidence of negligence and incident is not serious - complete relevant procedural security CAT as appropriate. An incident is deemed serious if: loss > **25k**, firearm discharged, injury to staff or public requiring hospital attention, hostage incident, or if a Crown Office (if in doubt whether the incident is serious or not contact your line manager). Findings must be reported via the Procedural Security link as appropriate.
- 2.10 Explain to the Postmaster/Manager that a transaction correction that is without prejudice will be raised by the Branch Control team, and that they should:
- Accept the transaction correction immediately upon receipt;
 - Return the signed compliance certificate upon receipt of the report;
 - Inform NBSC if any cash/stock is returned to them as recovered by either the Police or public.

Report loss to the Security Team on (Postline)

SECTION 3 NSAT RESPONSIBILITIES

- 3.1 Verify remittance details against POLSAP system on the day of the audit.
- 3.2 R&B FAT's to be dealt with in the normal manner.

SECTION 4 RECOVERIES

- 4.1 Cash, stock or vouchers recovered as the proceeds of a robbery or burglary will normally be retained by Police for investigative purposes, or production at court as evidence, and return of the property may not take place for a considerable length of time.
- 4.2 Where a return of property is to be made, communication will normally be established between the Police and Post Office Security via NBSC, and details obtained relating to the incident and nature of the property.
- 4.3 If the Police return actual cash and/or stock, the amount should, where ever possible, be independently verified by a Field Support Team member and confirmed via paperwork supplied by the Police. This may not always be possible or deemed to be necessary.
- 4.4 If operationally possible, arrangements should then be made by The Security Team, or Network Field Support Team member for retrieval of the property and conveyance to a Crown Office (using CiT if necessary).
- 4.5 Recoveries of cash or stock from a robbery or burglary are paid into a Crown Office to ensure we have full control of the process,

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- 4.6 The branch, with assistance from a Network Field Support member if necessary, should account for any recoveries as an emergency transaction receipt on Horizon as follows:

- From - Front Office Home
- Back Office (F14) >
- Housekeeping (F6) >
- Emergency Transactions -
Receipts (23) >
- ENTER TOTAL CASH VALUE OF ALL RECOVERED CASH/STOCK
- Enter

This places the amount into suspense.

- 4.7 Where the recovery is dealt with by Network Support, a P3263 (cash or stock version as appropriate) should be completed indicating the amount of the recovery and original branch where the loss occurred and be forwarded by email to paul.i.smith@GRO and paul.whitworth@GRO
- 4.8 The processing branch should be informed that a transaction correction will be issued by the Branch Control team to clear the amount from suspense.
- 4.9 If recovery is made straight to a Branch by Police without Network Support intervention, the branch should contact NBSC to report the recovery. NBSC will pass details to the Branch Control team. Arrangements should be made by NBSC, The Security Team, or a Network Field Support Team member, for retrieval of the property and conveyance to a Crown Office using CiT. Alternatively the process may be undertaken remotely under instruction from the Branch Control team or a Network Field Support Team member. They will advise the branch to follow the accounting instructions as in Sect.4.6

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EXPLANATORY NOTES:

When entering recovered cash and/or stock into Horizon, it is all treated as being CASH.

Therefore, the amount entered is the TOTAL CASH VALUE of all recoveries.

This will INCREASE the value of CASH expected to be in the office.

REUSE OF CASH AND / OR STOCK.

Any recovered cash and/or stock can be re-used by the office if it is in good condition.

RETURN OF UNFIT / SPOLIT CASH / STOCK.

Any cash/stock which is unfit or surplus to requirements can be remitted back in the normal way.

END OF WEEK BALANCING

When a STOCK UNIT BALANCE is carried out, any amount of recovered stock will show as a GAIN since you will have that stock on hand but it has been charged to the office as CASH.

On the other hand, the CASH will show a LOSS since CASH was booked into the office which was actually STOCK.

This LOSS and GAIN will be equal.

In order to make the stock figures correct, they will need to be adjusted on Horizon as follows:

- From - Front Office Home
- Back Office (F14) >
- Stock Balancing (F3) >
- Stock -
Adjust (44) >
- Increase values of stock to INCLUDE amount recovered
- Enter

This process will not affect sales

SUSPENSE ACCOUNT ENTRY

The 'EMERG TRANSACTION RECEIPT' entry will show in the suspense account until a Transaction Correction is received to remove it.

This Transaction Correction will only remove the entry from the Suspense Account and will not affect any other figures.

Queries regarding recoveries should be addressed to Paul I Smith on:
P/L or Paul Whitworth on: P/L