## **Case Source Process AUDIT** Cash Shortage found at Case should be raised to enable full investigation. Cash Shortage – Loss has Proceed to Case been hidden by means of Raised. transfers or remittance etc Consider how the loss has Cash Shortage – Loss linked occurred. Is this criminality to Lottery or ATM or lack of training / Case NOT raised, to be incompetence? dealt with under contract Personal cheque in the Draw at Audit – this is Cheque in the draw at audit recorded as a shortage is considered misuse of Post Office Funds. Cash Shortage – absentee Proceed to Case SPMR or member of staff Raised. Raise as Liaison responsible. Case **CLIENT** Post Office Card Account Post Office Card Account Policy should be followed. Proceed to Case DVLA Raised. Consideration should be given to the complaint Royal Mail Postage Label made to determine whether this warrants a case raised – when making No Case to be raised decision bear in mind client Other Client DWP NS&I impact. **Government Services OTHER** Crown Loss / Issue Suspicious Transactions / Remuneration Contract Manager Police Request