

Write Off & Suspense Policy

Retail

Version 4.4 | Internal | 2024



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Definitions

1. **Write off** - the transfer of a debit or credit from the Balance Sheet to the P&L. The debit or credit then becomes part of Post Office's income and costs for that year.
2. **Suspense Account** - a holding GL account used to record transactions that require further investigation, including where the original or final recipient is unknown.
3. **Transaction Correction** - corrections to errors made in branches, or by other Post Office areas, that have been (i) identified in the reconciliation between files received from third parties (clients or suppliers), or cash and stock centres, and the data recorded by the branch in Horizon, or (ii) caused by mis-keys notified by the branch or a third party/client, or (iii) to provide funds to the postmaster in some cases where repayment is required.
4. **Branch Reconciliation Team** – the team responsible for identifying errors made by reconciling files from 3rd parties (clients or suppliers, such as a bank) and the data recorded by the branch in Horizon. They aim to resolve any open items (which may result in the issuing of a Transaction Correction) as soon as possible and within 45 days.
5. **Core Finance System (CFS)**– the finance system used by Post Office to record all of its financial transactions.
6. **General Ledger account (GL)**- a set of numbered accounts in CFS that are used to record and group similar financial transactions.
7. **Debit** - a financial transaction, which is an asset on the Balance Sheet, a cost/loss in the P&L.
8. **Credit** - a financial transaction, which is a liability on the Balance Sheet, income/profit in the P&L.
9. **Strategic Partner** – A corporate business that operates Post Offices in several locations within their retail estate. A corporate partner is likely to operate from more than 25 retail stores and has centralised support function/head office management and has strategic alignment to future POL propositions/network growth.
10. **Postmaster Account Support Team** – the team that proactively seek open and transparent dialogue with a postmaster when a discrepancy appears on an account. They recommend the write-off of balances on the postmaster centralised holding account where it is appropriate to do so.
11. **Network Support and Resolution Team** – the team responsible for carrying out timely, fair, and transparent reviews to support postmasters in finding the cause of a discrepancy.
12. **The Bureau Finance Team** – the team responsible for managing the correspondence and providing support following the discovery of a counterfeit note in foreign exchange holdings or a discrepancy in an inbound or outbound remittance.
13. **Discrepancy** - Any difference between (i) the actual cash and stock position of a branch and (ii) the cash and stock position shown on Horizon as derived from transactions input by branch staff into the branch's terminals. A Discrepancy could be negative or positive.
14. **Review or Dispute** – This is the option on Horizon which moves a discrepancy on to the postmaster's central holding account at the end of the Trading Period.
15. **Balance Sheet** - a summary of the of the assets and liabilities of a business at the end of a given period of time.
16. **P&L (Profit & Loss)** - a summary of the income and costs of a business for a given period of time.
17. **Budget** – an estimate of the income to be earned and costs to be incurred for a given period of time.

18. **Provision** – to recognise a liability on the Balance Sheet for a loss you reasonably expect to incur.
19. **Dispute Resolution Committee** - A Committee chaired by the Head of Network Support & Resolution, which is held quarterly with an extended list of attendees to make sure complex cases seek resolution or require further authority. This is also used to discuss cause analysis and appropriate action planning.

Version Control

Deployment Date

May 2008

Version 4.4

| Role | Name | Version | Date |
|--------|-------------------|---------|------------|
| Author | Carole Cross | 1.0 | 24/04/2008 |
| | Lorraine Garvey | 2.0 | 27/05/2009 |
| | Lorraine Garvey | 2.1 | 30/07/2009 |
| | Lorraine Garvey | 2.2 | 30/12/2009 |
| | Lorraine Garvey | 2.3 | 09/02/2012 |
| | Lorraine Garvey | 3.0 | 05/04/2016 |
| | Paul Smith | 4.0 | 02/07/2019 |
| | Louisa de Freitas | 4.2 | 12/03/2021 |
| | Alison Clark | 4.3 | 30/03/2022 |
| | Alison Clark | 4.4 | 09/08/2024 |

1. Document Control

1.1 Version History

| Version | Date | Changes |
|---------|------------|-----------------------------------|
| 0.1 | | Initial Draft for review |
| 1.0 | | FINAL DOCUMENT FOR IMPLEMENTATION |
| 1.1 | March 2009 | Revised Draft for Review |
| 1.2 | April 2009 | Second revision for review |
| 2.0 | May 2009 | FINAL DOCUMENT FOR IMPLEMENTATION |

| | | |
|-----|---------------|--|
| 2.1 | July 2009 | Update for change in what to include with probity statements and pup accounts are now covered by this document |
| 2.2 | December 2009 | Update to include the OLA requirement being met field on the write off form, update appendix f |
| 2.3 | February 2012 | Update with new contacts, reviewers, team leaders, finance business partners |
| 3.0 | April 2016 | Update with changes in stakeholders, users, owners |
| 4.0 | July 2019 | UPDATE TO REFLECT NEW LEVELS AND STRUCTURE IN BRT OPERATIONS |
| 4.1 | March 2021 | Update to include new Post Office purpose, suspense accounts and maintained errors policy. Removed process detail. Renamed from Write Off Process to Write Off and Suspense Policy |
| 4.3 | March 2022 | Job Titles updated. The term Settle Centrally replaced with Review or Dispute Section 3.2.1 Inclusion of information regarding the scope of Network Support & Resolution Team Write off's as per the Accounting Dispute Resolution Policy |
| 4.4 | July 2024 | <p>Updated Reviewers, changed area name of the area from Service & Support to Retail,</p> <p>Included sections on FX write off, Emergency Suspense and Robbery & Burglary Suspense.</p> <p>Updated table at Appendix B to include returns of stock pouches.</p> <p>Added in list of definitions. p3</p> <p>Section 1.2 Added in the last approval date to the table. Added in detail about how the policy will be reviewed going forwards.</p> <p>Section 2 Redefined the scope of the policy to confirm only GLs managed in the Retail Function in scope. Added the list of the GLs managed in the Retail function.</p> <p>Section 3 Redefined the core principles of the policy</p> <p>Section 3.2 split out into separate sections for branch discrepancies, branch reconciliation write-offs and FX.</p> <p>Added in details about controls where relevant.</p> <p>Section 3.2.3 Added more details regarding Branch Reconciliation write offs.</p> <p>Section 4.1 added in the rationale for the 1-year period for the ATM surplus account.</p> <p>Section 4.3 added in role of Head of Financial and Technical Accounting</p> <p>Section 4 – clarified points around provision and budget alignment</p> <p>Section 6.1 – confirmed all suspense accounts in scope of policy.</p> <p>Section 6.2 – Re-written section on Branch Snapshot Suspense account</p> <p>Section 6.3 – Rewritten section on Local Suspense Account</p> <p>Section 6.5 – Customer Creditor Suspense – removed references to Camelot.</p> <p>Section 7 – added proposed new authority limits.</p> |

1.2 Reviewers

| Reviewer | Position | Last Reviewed |
|-----------------|---|---------------|
| Alison J Clark | Head of Network Monitoring & Reconciliation | 01/04/2022 |
| Tom Lee | Financial Controller | 01/04/2022 |
| Melanie Park | Central Operations Director | |
| Russell Hancock | Supply Chain Director | |

This policy is reviewed annually, it should be updated to reflect any relevant changes that are made to associated policies, including the Network Transaction Correction policy, the Postmaster Account Support policy, the Postmaster Accounting Dispute Resolution Policy and any changes to relevant accounting standards and policies. There is an annual control in place on Service Now to prompt the review of this policy.

2. Scope

The purpose of this document is to ensure that a consistent, controlled write off process is deployed across all CFS General Ledger accounts (GL's), and Postmaster customer accounts managed in the Retail Function.

The CFS General Ledger accounts that are in scope for this policy are below

| CFS GL No. | CFS GL Description |
|------------|--|
| 1300 | Postmaster Centralised Holding Account |
| 13011 | Horizon Debit Cards Payments |
| 13012 | Bureau Debit Cards Payments |
| 13082 | PM Transaction Correction Outstanding C |
| 14007 | Paystation (Transaction Acknowledgment) |
| 14012 | Cheque Encashment |
| 14026 | ATM Cash |
| 14027 | ATM Summarised level |
| 14028 | ATM Shortage |
| 14029 | ATM Surplus/Retract |
| 15353 | Missing Cheques |
| 15354 | Unpaid Cheques TC Account |
| 15356 | Branch Snapshot Balance Discrepancy |
| 15384 | CC Loss Branch TC Req Bureau |
| 15385 | CC Gain Branch TC Req Bureau |
| 15919 | Method of payment cheques |
| 15956 | Cash in Pouches (held at Branch) |
| 15957 | Cash in Transit-Notes & Coin delivery to branch |
| 15958 | Cash in Transit-Notes & Coin collect from branch |
| 15959 | Surpluses in Branch to Cash Centre Remi |
| 15960 | Shortages in Branch to Cash Centre Remi |
| 19305 | Outstanding Transaction Corrections |
| 19403 | Branch Emergency Suspense |
| 19408 | MoneyGram Matching to Client Data (outward) |
| 19413 | SSR Vendor Adjustments |
| 19418 | PS+ Client Creditor Suspense Account |
| 19428 | POL Unresolved Processed Cheques |
| 19436 | Loan to Post Office |
| 19449 | Surplus in Rems held in Suspense |

3. Decision Making Process

3.1. Core Principles

The principles of fairness, consistency and good faith are applied to all write off decisions.

Investigations are carried out to ensure that all credits owed are issued to Postmasters and Strategic Partners accounts.

Post investigation, all credit transaction corrections will be issued to the relevant branches regardless of value.

Amounts being held within creditor suspense accounts will be reviewed as part of the balance sheet reconciliation process and regular reviews in the Retail function.

3.2. Write Off Decisions

All write offs are documented and authorised at the correct level (see section 7 for authorisation levels) and saved to the appropriate Teams site (for Branch Reconciliation and or Postmaster Account Support), by product and period posted, these will be saved for a period of 6 years as per the retention schedule.

3.2.1. Branch Discrepancies settled to Review and Dispute

The Network Support & Resolution Team regularly review amounts that have been moved onto the Postmaster central account (GL1300) when Postmasters have referred the amounts for Review or Dispute.

In terms of investigations carried out by the Network Support and Resolution team, that attempt to find the cause of discrepancies for Postmasters, debit balances can be written off as a minimum when:

1. An amount is under the approved de minimis level. The de minimis level is defined in the Postmaster Support Accounting Dispute Resolution policy V4.1 as 'a monetary amount below which a case will be considered for write off'. 'The de minimis value is reviewed periodically by the Dispute Resolution Committee'.
2. A discrepancy amount is considered not cost viable to investigate and falls within Network Support & Resolution authority limits to approve a write off, for example the cost to retrieve specific data over a longer period is more than the discrepancy amount.
3. The cause of the discrepancy cannot be established after investigation.
4. The outcome of a case is overturned following recent evidence. E.g. in the case of a Transaction Correction dispute.
5. The discrepancy is unlikely to be paid – for example, discrepancies on account at the point of the Postmaster leaving and we have little chance of establishing the cause of the discrepancy. These cases are discussed at the weekly case review held by the Network Support Resolution Team.
6. The discrepancy was not the Postmaster's fault – for example, caused by suspicious assistant activity.
7. The Postmaster has mitigating circumstances where it would be reasonable to write an amount off their balance.
8. Post Office have not met their obligations to the Postmaster.

3.2.2 Foreign Exchange Write Offs

All Foreign Currency Write offs are documented and authorised at the correct level and saved to the appropriate Team site (for Bureau Finance), by product and period posted.

The Bureau Finance Team review all discrepancies (shortages and surpluses) in Remittances between Bureau Cash Centre and POL branches (inbound and outbound)

Investigations carried out by the Bureau Finance team attempt to find the root cause of discrepancies for Postmasters, debit balances can be written off as a minimum when:

1. The loss is £10 or less.
2. The discrepancy cannot be established after an investigation, up to the value of £1,000.
3. The Post Office have not met their obligations to the Postmaster (e.g., Online Currency Guide not maintained or up to date) up to the value of £1,000.
4. The discrepancy loss is subjective (e.g., Level of Defacement/mutilation of notes).

If the value of the loss is greater than £1k the case is referred to the Network Support and Resolution Team's weekly case review.

3.2.3 Branch Reconciliation Write Offs

The teams within the Branch Reconciliation team regularly review and monitor the age of the items within each GL (see section 2)

1. Individual items may be written off where authorised managers within POL choose not to issue a DEBIT transaction correction within their authority limit. (see section 7) e.g. -When the issuing of the debit transaction correction is not deemed to be fair or reasonable to the Postmaster or Strategic Partner. These cases are reviewed at the Branch Reconciliation weekly review meetings attended by the Branch Reconciliation Operations Manager and the Head of Monitoring and Reconciliation.
2. Aged debit items over 45 days old may be written off, (the definition of an aged open item was reduced from 60 days to 45 days in October 2022 as per the Network Transaction Correction policy). These will be cleared unless there are valid reasons for the item to remain open (such as items aged due to temporary branch closures which will resolve once the branch re-opens or the investigation is ongoing in conjunction with the postmaster).
3. Clearing of debits and non-branch affecting credits which fall below the agreed low value tolerance (see Appendix B) for the product ("maintained errors") and the de minimis amount of the discrepancy.
4. The clearing of debits such as the vaulting of cash in branch. Each difference will be monitored and investigated before written off.

The Retail teams should work with other business areas to minimise the volume and value of write offs, whilst ensuring that this does not impact any Postmaster financially. The relevant team within the Branch Reconciliation team should monitor the write off values and volumes for their products and work with their Finance Business Partner to make financial provisions where required.

4. Write Off Journal Postings

NO write off posting is made to any GL without the proper authority process being followed and the correct signatures obtained with documentation saved to appropriate Teams site (for Branch Reconciliation, as documented in the Process Map REF BRT-GEN-02 Write Off V.05 or Postmaster Account Support). A sample of completed write off forms and their associated write off postings are checked each month to ensure compliance by the Team Managers. This control is documented and attested to on Service Now each month.

4.1 Individual Credits

The different types of unresolved credits (values held as a creditor in the Post Office balance sheet) and the corresponding GL accounts that they should be posted to are detailed below:

A debit should not be posted to the Creditor Account without checking that there is a corresponding credit.

| Circumstance | CFS GL Account Name | CFS GL Account Number | POLSAP GL Account Number | Policy | Rationale |
|---|-----------------------------------|-----------------------|--------------------------|---------|--|
| Balance is owed to an external customer and all steps have been exhausted to identify and pay the money back | Customer Creditor Suspense | 19443 | 626205 | 6 years | Statutory limit for liability of 6 years |
| Balance is believed to be owed to a current Postmaster, A Postmaster may feel that they are not owed this money and as a result they refuse to be repaid the credit amount. | Current Agents Customer Creditors | 19442 | 626210 | 6 years | Statutory limit for liability of 6 years |
| Balance is owed for Paystation top ups, where the customer nor the client have claimed the balance. (Ownership of this GL is outside of the Retail function). | PS+ Client Creditor | 19418 | 629122 | 6 years | Statutory limit for liability of 6 years |
| Cheque made out to POL, but branch cannot be identified after all steps have been exhausted to identify the branch | Unresolved Processed Cheques | 19428 | 626207 | 6 years | Statutory limit for liability of 6 years |
| ATM retracts are declared by the Branch as a surplus but relevant charges have not been received from Link | ATM Surplus Holding Account | 19422 | 626206 | 1 year | A customer has 180 days to make a claim under Link banking rules |

Balances will be held in the above GLs pending response to client/customer/branch enquiries and written to P&L after the years indicated in the Policy column, in line with the statutory limits and Link banking rules.

4.2 Documentation

Documentation will be required for all proposed write offs. As a minimum this will be the following.

1. Completed write off form – Appendix A
2. Clear and simple narrative to justify why the amount is being written off.
3. Appropriate authorisation levels have been confirmed and saved to the form.
4. All completed forms are saved to the appropriate Teams site (for Branch Reconciliation or Postmaster Account Support) and stored by product and period posted.

4.3 Provision/Budget Alignment

The budget holder should build in an expectation of potential write offs for any given financial year, this should be consistent with historic trends and known issues or investigations. If the level of write offs differs to that anticipated in the budget, this should be reported to Financial Planning and Analysis as part of the forecasting process.

Provisions should only be created for known issues, where we reasonably expect a loss to occur. These should be agreed with the Finance Business Partner, Head of Management Reporting & Accounting, the Financial Controller or the Head of Financial and Technical Accounting, in line with the Post Office Accounting Manual.

Where write offs have been budgeted for, or have provisions, these should be posted to the same cost centre as the provision or budget utilised.

Losses in relation to specific products can be written off to the product cost centre or BRT Cost Centre 100186 depending on agreement with product teams.

5. Low Value Write Offs

5.1 Debits

Debits which fall below the agreed low value tolerance (see Appendix B) for the product (“maintained errors”) can be written off.

5.2 Credits

Maintained error postings for credits are not permitted as these can cause Postmaster financial detriment.

Relevant GLs (see section 2) will be monitored on a weekly basis to ensure maintained error postings for credits are not occurring, a monthly attestation is carried out on Service Now to confirm this monitoring activity is taking place. Any credits owed to the branch will be issued through the Transaction Corrections process, with the exception being from GL1300 where the postmaster can be credited through the remuneration process.

The only exception to the above are credit write offs which do not affect branch. Use of the account text function when posting to this account should be in the following format:

| Standard narrative for non-branch affecting credits | Example |
|---|-------------------------------|
| WB NBA + <i>reason for clearing</i> | WB NBA re debit ref: XXXXXX * |

- WB NBA – Write back of a previously posted debit where a corresponding credit has been identified or payment has been received. The reference number will be the clearing document number for the previously posted debit posting.

5.3 Write Off Tolerances

Write Off tolerances are applied to products as shown at Appendix B and any amendment to these levels must be agreed with the Central Operations Director. Team Managers should collate data to support any proposed variation and submit this data and proposed variation to the Central Operations Director.

Should the Central Operations Director agree the variation, the Write Off and Suspense Policy must be amended and reissued.

6. Suspense Accounts

6.1 Scope

This section covers the following GLs:

- GL 15356 – Branch Snapshot Suspense
- GL 15351 – Local Suspense
- GL 19442 – Agent Creditor Suspense
- GL 19443 – Customer Creditor Suspense
- GL 19403 – Emergency Suspense
- GL 15350 – Robbery & Burglary Suspense
- GL 19428 – Unreconciled Processed Cheque Suspense (covered in section 4)
- GL 19418 – Paystation Client Creditor Suspense (covered in section 4)
- GL 19422 – ATM Surplus holding Account (covered in section 4).

6.2 Branch Snapshot Suspense (GL15356)

This is a holding account within the Branch accounts which allows Postmasters to investigate discrepancies that have arisen within their branch during the trading period. Amounts are cleared using an automatic matching process against corresponding opposite entries with any unmatched amounts rolled into Local Suspense during the completion of the Trading Period. This account does not impact on Postmasters' central accounts in the GL.

All amounts in this GL are fed directly from Horizon, so it is rare that amounts will need to be written off. Possible scenarios include if the Horizon kit is destroyed by fire, flood etc. and adjustments cannot be made on the kit, or if a permanent closure has not been completed correctly. Any remaining debit amounts would be written off.

6.3 Local Suspense (GL 15351)

Branch discrepancies arising at period end are posted to this account. The balance is then either settled by cash or cheque by the postmaster or the review or dispute icon is pressed, meaning the discrepancy is moved off Horizon onto the postmaster's central account into the GL1300.

All amounts in this GL are fed directly from Horizon, so it is rare that amounts will need to be written off. Possible scenarios include if the Horizon kit is destroyed by fire, flood etc. and adjustments cannot be made on the kit, or if a permanent closure has not been completed correctly. Any remaining debit amounts would be written off.

6.4 Agent Creditor Suspense (GL 19442)

This account holds surplus discrepancies that Postmasters dispute are owed to them. Prior to any surpluses being posted into this account an investigation should be undertaken by a member of the Postmaster Account Support Team and

confirmation obtained and retained from the Postmaster that they do not want the surplus repaid to them. Amounts in this account are written back to the P&L account after six years.

6.5 Customer Creditor Suspense (GL 19443)

This account holds amounts repaid to the Post Office from third parties due to issues identifying who the money is owed to. Third parties include Santander and MoneyGram.

Prior to posting to this account, a detailed investigation into why the discrepancy has arisen must be undertaken. This includes consultation with the relevant branch, if the branch has been identified, over the cause of the discrepancy to try and identify the customer. If no resolution is found, a templated form should be filled in, explaining the reason for the posting. This form should be reviewed and signed by the team leader and saved to the Customer Creditors GL19443 folder on the “BRT All Members” Teams site, stored by FY/Period, product, and amount.

Use of the account text function when posting to this account should be in the following format:

Credits

| Product | Example |
|----------------------|---|
| Bulk Cheques Non-POL | Bulk Chq Payee xxxxxxxxxxxx |
| Bulk Cheques POL | Bulk Chq Drawer xxxxxxxxxxxx OR Bulk Chq Reg xxxxxxxxxxxx |
| Unpaid Cheques | Unpaid Chq *add company *add reference |
| Debit Card/MoneyGram | Debit Card *SSK *Amex *MoneyGram *Date |
| Automated Payments | AP *OP/UP ref *Cas number |
| PreOrder | OP/UP ref *Cas number |

Debits

| Original credit in POLSAP | Original credit in CFS |
|--|--|
| Text as for credits but prefixed with POLSAP | Text as for credits (items should be cleared down after posting) |
| POLSAP Bulk Chq Payee xxxxxxxxxxxx | Bulk Chq Payee xxxxxxxxxxxx |

Amounts within the Customer Creditor Suspense account must be matched to an original entry prior to being repaid.

Amounts in this account are written back to the P&L account after six years. In other specific cases, where a suitable ageing and customer claim profile can be established, a release for balances less than 6 years old can be made. These specific policies require approval from the Financial Controller or the Head of Financial and Technical Accounting.

6.6 Emergency Suspense (GL 19403)

This account holds amounts that are posted by the branch. These entries must first be authorised by calling Branch Support Centre and obtaining approval and a reference number. The value is held pending clearance, usually by the receipt of a Transaction Correction.

This account is also used as an ad hoc holding account for customer credits by Moseley branch for the DVLA Fleet & Bulk process. The amounts are rolled up monthly, as the transactions are completed daily, but rarely clear down altogether, this makes the amounts more manageable, and this amount is then matched to the statement submitted by the branch.

6.7 Robbery & Burglary Suspense (GL 15350)

This account holds amounts that are posted in branch for losses following any robbery, burglary, or theft.

The values are posted either by a Branch Assurance Advisor or by the branch (with approval from Branch Support Centre).

A Transaction Correction is then issued to remove the amount from Robbery & Burglary Suspense which moves the amount into GL 73590 Robbery, Burglary, Theft, Fraud Gains (Losses).

7. Financial Delegated Authorities

High value write-offs require second approval based on the below table:

| | |
|---|---------------------|
| Team Manager | Up to £5,000.00 |
| Operations Manager | Up to £25,000.00 |
| Head of Network Monitoring & Reconciliation Head of Network Support & Resolution | Up to £100,000.00 |
| Central Operations Director Supply Chain Director | Up to £250,000.00 |
| Finance Director – Retail Group Finance Controller | Up to £1,000,000.00 |
| Chief Financial Officer | Over £1,000,000.00 |

7.1 Exceptions

There are exceptions to the financial delegated approval for specific product write-offs.

The Missing Cheque process has a high volume of write-offs, these are debit amounts that are not branch affecting, therefore in the interest of increasing efficiency within the team, an additional level of authority has been added:

| | |
|---|---------------------|
| Support Advisor | Up to £1,000.00 |
| Team Manager | Up to £5,000.00 |
| Operations Manager | Up to £25,000.00 |
| Head of Network Monitoring & Reconciliation Head of Network Support & Resolution | Up to £100,000.00 |
| Central Operations Director Supply Chain Director | Up to £250,000.00 |
| Finance Director – Retail Group Finance Controller | Up to £1,000,000.00 |
| Chief Financial Officer | Over £1,000,000.00 |

Appendix A

WRITE OFF RECOMMENDATION

To be completed by Proposer

| | |
|----------------------|--|
| GL ACCOUNT | |
| PROFIT CENTRE | |
| VALUE (DEBIT/CREDIT) | |
| REASON FOR WRITE OFF | |
| PROPOSER | |
| DATE | |

| | |
|---|--|
| DISCUSSION NOTES, INCLUDING WHO WAS SPOKEN TO | |
|---|--|

To be completed by Authoriser

| | |
|--|--|
| WRITE OFF LEDGER | |
| PROVISION PROFIT CENTRE | |
| AUTHORISER (Team Manager) | |
| DATE | |
| 2 ND LINE AUTHORISER (see table below) | |
| DATE | |

| Second approval required based on write off value: | | | |
|--|--|---|--|
| Up to £5,000 – Team Manager | Up to £25,000 Branch Reconciliation Operations Manager | Up to £100,000 Head of Network Monitoring & Reconciliation | £100,001 + Central Operations Director |

| | |
|--------------------------|--|
| Write Off Completed Date | |
|--------------------------|--|

 To be completed by Postmaster Account Support Team

| | |
|--------------------------|--|
| Branch Code | |
| Branch Name | |
| Postmaster Name | |
| Customer Account Number | |
| Amount to be written Off | |

WRITE OFF COMPLETED AND SAVED TO BRT OR POSTMASTER ACCOUNT SUPPORT
TEAMS SITE.

Appendix B

Low Value DEBIT Tolerances by Product

These low value tolerances must never be used for credits unless there is a corresponding debit. Please refer to CFS Chart of Accounts for owners of GL Accounts.

| GL Account Number | Account/Product | Low Value Tolerance | P&L Account prior to FY 21/22 | P&L Account from FY 21/22 |
|-------------------|---|-----------------------|-------------------------------|---------------------------|
| 13011 | Horizon Debit Cards | £30.00 | 73550 | 73550 |
| 14012 | Cheque Encashment | £30.00 | 73510 | 73511 |
| 15354 | Unpaid Cheques | £30.00 | 73525 | 73525 |
| 15919 | Method of Payment Cheques (Bulk Cheques) | £30.00 | 73525 | 73525 |
| 14007 | Paystation (Transaction Acknowledgement) | £30.00 | 73526 | 73511 |
| 19413 | SSR (Single Settlement request) Vendor Adjustments - for Banking Enquiries, Miskeys & BIMS (Business Incident Management) | £30.00 | 73510 | 73511 |
| 19413 | SSR Vendor Adjustments - Automated Payments Client & Customer Enquiries | £30.00 | 73526 | 73511 |
| 19413 | SSR Vendor Adjustments - Automated Payments Branch reported | £30.00 | 73526 | 73511 |
| 15384 | Bureau Cash Rem Loss Branch TC Required | £30.00 | 73580 | 73580 |
| | For former agents that we hold a discrepancy we complete a TP6 and send to PAST to apply to the Postmaster account, all credits to be transferred | £30.00 | | |
| 19425 | Savings Stamps | N/A - Customer Impact | 73595 | 73511 |
| | Returned stock pouches from Branch to the Returns Centre | £50.00 | | |

