



Onsite Training Record

Visit Details

Branch Code		Branch Name		Branch Type	
Date Completed	<input type="text"/>	Completed By		Form Type	<input type="button" value="▼"/>

Branch Compliance Checks

Smart ID's received	▼	Comments
AML	▼	
Infosec	▼	
Mails	▼	
Prohibited & Restricted	▼	
Financial Services	▼	
Insurance	▼	

Key

P	Roleplayed or Practiced
T	Transacted
D	Discussed
N/A	Not Applicable

Inland Mail

Cover these areas in detail with the Branch Team	Covered	Comments
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Prohibited & Restricted	▼
5W's	▼
Skiing downhill	▼
Size Based Pricing	▼
RM Special Delivery Guaranteed	▼
RM Signed For	▼
1st Class and 2nd Class Mail	▼
RM Tracked Returns 24/48	▼
RM Home Shopping Returns	▼
Mail Segregation	▼
Drop & Go	▼
Click & Collect	▼
Redirection of Mail	▼
Local Collect	▼
Latest Acceptance Times/Despatch Procedures	▼

International Mail

Cover these areas in detail with the Branch Team	Covered	Comments
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Prohibited & Restricted	▼
SW's	▼
Skiing downhill	▼
Size Based Pricing	▼
Customs - CN22A	▼
Customs - CN22B	▼
Customs - CN23	▼
International Tracked & Signed	▼
International Signed / International Tracked	▼
International Economy / International Standard	▼
BFPO	▼
Mail Segregation	▼
Latest Acceptance Times/Despatch Procedures	▼

Parcelforce

Cover these areas in detail with the Branch Team	Covered	Comments
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Prohibited & Restricted	▼
SW's	▼
Terms & Conditions	▼
Skiing downhill	▼
Timed Services UK - 9,10, AM	▼
24,48, 48L, Sunday	▼
Customs Declaration	▼
Global Express	▼
Global Priority	▼
Global Value, Global Economy	▼
Latest Acceptance Times/Despatch Procedures	▼
BFPO	▼

Branch Security

Cover these areas in detail with the Branch Team	Covered	Comments
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Opening and Closing Times - Vulnerability at these points	<input type="checkbox"/>	
Grapevine Registration + Suspicious Activity	<input type="checkbox"/>	
Security Top Tips left in branch	<input type="checkbox"/>	
Alarms setting & Unsetting	<input type="checkbox"/>	
Security Doors & Parcel hatches closed	<input type="checkbox"/>	
Safe Security - Doors locked, alarm set	<input type="checkbox"/>	
Safe Security - Bidi Safe, Rollercash	<input type="checkbox"/>	
Drawers Locked	<input type="checkbox"/>	
Security of Keys	<input type="checkbox"/>	
Cash Management (ONCH)/ Planned Orders	<input type="checkbox"/>	
Remittances – Delivery	<input type="checkbox"/>	
Date BSM Emailed	<input type="text"/> 	
Remittances – Outwards	<input type="checkbox"/>	
Receipt Destruction Policy covered and adherence witnessed	<input type="checkbox"/>	
Go through Payment Card Industry Data Security Standard (PCI DSS) document (MISC2209) and demonstrate how to visually check pin pads on a daily basis	<input type="checkbox"/>	
Visitor Access Policy briefed to branch	<input type="checkbox"/>	
<u>Support & where it can be found</u>		
Cover these areas in detail with the Branch Team	Covered	Comments

Branch Hub include Stock ordering	▼	
Horizon Online Help Home	▼	
Business Support Centre	▼	
Voice of the Customer	▼	
Onepostoffice.co.uk	▼	
BSM & AM	▼	

Other Transactions

Cover these areas in detail with the Branch Team	Covered	Comments
Personal & Business Banking	▼	
Bill Payments / Online Banking	▼	
Travel Products - Multi Currency Card, Click & Collect, Pre-order	▼	
Bureau de Change - offering the best service.	▼	
Travel Insurance	▼	
Moneygram	▼	
Etop Ups	▼	
Postal Orders - selling, encashing, spoil	▼	
Horizon Online Referrals	▼	
"One4all" Gift Cards	▼	
Check Waivers & contact Contract Manager if applicable	▼	

Branch Accounting

Cover these areas in detail with the Branch Team	Covered	Comments
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PayStation - use of and daily accounting	<input type="checkbox"/>
Transaction Acknowledgements and Transaction Corrections	<input type="checkbox"/>
End of Day work/Daily accounting	<input type="checkbox"/>
Reversing transactions	<input type="checkbox"/>
How to Spoil or reject postage labels	<input type="checkbox"/>
How to account for spoilt or rejected labels	<input type="checkbox"/>
Leaflets up to date	<input type="checkbox"/>
Weekly Accounting (Balance Period)	<input type="checkbox"/>
Monthly Accounting (Trading Period)	<input type="checkbox"/>
Date BSM Emailed	<input type="checkbox"/> 
Finding a Discrepancy - Workaid left Misc 1899	<input type="checkbox"/>
Transaction Log	<input type="checkbox"/>
Making Good a discrepancy at TP	<input type="checkbox"/>

Cover these areas in detail with the Branch Team	Covered	Comments
Are you accounting daily for the lottery through Horizon?	<input type="checkbox"/>	
Are you Managing Scratchcard sales and prize payment?	<input type="checkbox"/>	
Has the branch had any issues with managing lottery ticket issuing, cancelling and prize payment?	<input type="checkbox"/>	
<i>And quick note: your staff are conversant with the Gaming Law around sales to under 18's?</i>		

Cover these areas in detail with the Branch Team	Covered	Comments

Have there been any issues with the ATM accounting procedures at the branch?	<input type="button" value="▼"/>
Are you using the separate stock unit created for the ATM?	<input type="button" value="▼"/>
Are you balancing the ATM weekly?	<input type="button" value="▼"/>
Is all money relating to the ATM within the ATM stock unit?	<input type="button" value="▼"/>
Are you using the weekly ATM barcoded balancing sheet?	<input type="button" value="▼"/>
Are you declaring retracts and surplus cash on the Po Surplus Line?	<input type="button" value="▼"/>
Are you declaring your ATM notes on the ATM Line each night?	<input type="button" value="▼"/>
Are you confident with the ATM accounting procedures?	<input type="button" value="▼"/>
Are you confident with the ATM replenishment process?	<input type="button" value="▼"/>

Other Areas

Cover these areas in detail with the Branch Team	Covered	Comments
IPS - Check & Send	<input type="button" value="▼"/>	
MVL services and despatch of documents	<input type="button" value="▼"/>	
International Driving Permit	<input type="button" value="▼"/>	
Document Certification Service	<input type="button" value="▼"/>	
PUDO	<input type="button" value="▼"/>	
TCR	<input type="button" value="▼"/>	

Comments on the Onsite Support

Issues escalated to BSM	No <input type="button" value="▼"/>
"Further Training Requests & Recommendations" to be passed to the Business Support Manager (BSM)	
<input type="button" value="U"/> Click here to attach a file	