



## **Onsite Training Record**

### **Visit Details**

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

### **Branch Compliance Checks**

Smart ID's received	<input type="text"/>	Comments
AML	<input type="text"/>	
Infosec	<input type="text"/>	
Mails	<input type="text"/>	
Prohibited & Restricted	<input type="text"/>	
Financial Services	<input type="text"/>	
Insurance	<input type="text"/>	

#### 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	▼	
5W'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	▼	
5W'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"/>	▼
<div>Date BSM Emailed <input type="text"/> </div>		
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"/>	▼

***Support & where it can be found***

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="text"/>	<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"/>	

### **Lottery**

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>		

### **ATM**

Cover these areas in detail with the Branch Team	Covered	Comments
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	▼	
Have there been any issues with the ATM accounting procedures at the branch?		
Are you using the separate stock unit created for the ATM?	▼	
Are you balancing the ATM weekly?	▼	
Is all money relating to the ATM within the ATM stock unit?	▼	
Are you using the weekly ATM barcoded balancing sheet?	▼	
Are you declaring retracts and surplus cash on the Po Surplus Line?	▼	
Are you declaring you ATM notes on the ATM Line each night?	▼	
Are you confident with the ATM accounting procedures?	▼	
Are you confident with the ATM replenishment process?	▼	

**Other Areas**

Cover these areas in detail with the Branch Team	Covered	Comments
	▼	
IPS - Check & Send		
MVL services and despatch of documents	▼	
International Driving Permit	▼	
Document Certification Service	▼	
PUDO	▼	
TCR	▼	

**Comments on the Onsite Support**



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