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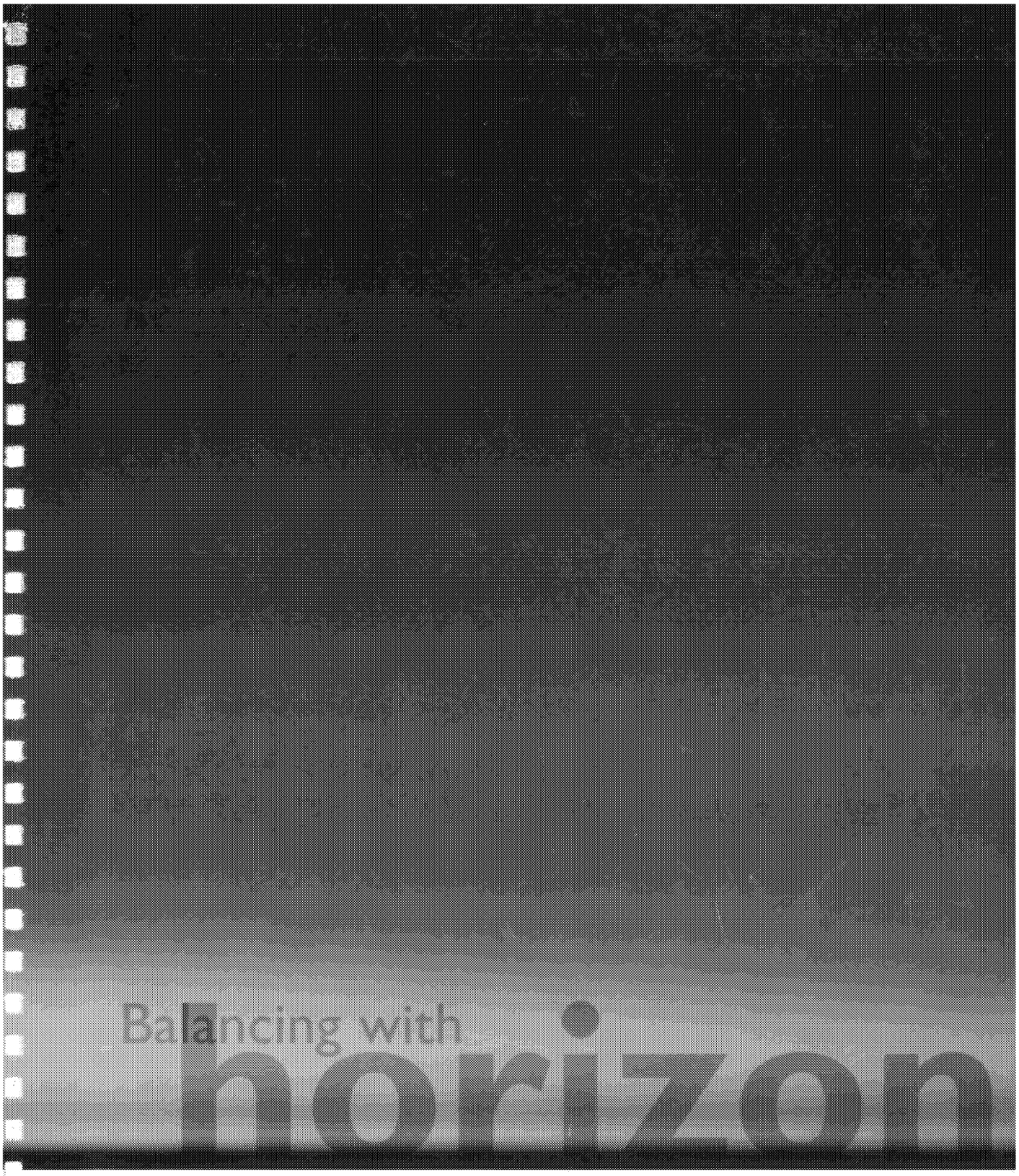


POST OFFICE

Post Office Network

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# Introduction

## Balancing with Horizon

**Welcome to 'Balancing with Horizon'.**

Most of you will know that before rolling out Horizon, we conducted a live trial to understand the impact of automating offices. This trial identified a number of problems, including longer balancing times and cash account errors in the first few weeks after the introduction of Horizon. This manual has been developed to overcome these problems and to help make the transition to Horizon easier for you.

During development, we spoke to subpostmasters, retail network managers and Horizon field support officers about the problems they had experienced when they started to use the system. As a result, procedures based on their practical experience were developed to overcome these problems.

When an automated system like Horizon is introduced, it is very important that everyone carries out procedures in the same way. This manual shows, in an easy to read way, how procedures **must** be carried out. I am confident, that if you are unsure how to carry out a procedure, this manual will explain how it is done. I do not expect you to read it from cover to cover because it is really a 'how to do' reference to be used to help you with the daily and weekly procedures that will change when Horizon is introduced at your office. You **must** follow these procedures to ensure that you balance accurately.

I want you to use this guide as your first reference point when you have any questions about or problems with balancing.

Please phone the Network Business Support Centre on GRO if you have any queries about this manual or about any business as usual procedures. For help with using the Horizon system, remember to ring the Horizon System Helpdesk on GRO

Automation is something new that may worry a lot of people. Your retail network manager and Horizon field support officer both have copies of the manual and will help you through the early stages.

Finally, I would like to wish you good luck with using Horizon.

GRO

**Alan Barrie**
Operations Director

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# Practical tips when using Horizon

- It is extremely important that procedures are carried out in a consistent manner. This means that there is one way of doing things and everyone must carry out procedures in the same way. This manual describes how you need to do this.

- All transactions **must** be entered correctly into the Horizon system at the time of serving the customer. Always check the transaction on the screen agrees with the actual transaction completed at the counter. It is much easier to correct an error on the Horizon system while you have the transaction on the screen and the customer is still in front of you rather than later when they have left the office.

- You **must** ensure reports are checked against the appropriate documents and that any errors found are amended accordingly. These must only be 'cut-off' when you are happy they are correct. You may have to complete daily report procedures twice as no daily transactions can be held on the Horizon system on balance day.

- The reports that are produced from the Horizon System are only as good as the information that is entered into it. Therefore, you **must** check them carefully against the actual transaction documents to ensure that all account numbers and amounts are correct. If any of the reports are incorrect a reversal must be performed and another report produced which again must be checked. This must be done as soon as an error has been identified.

- **For shared-stock unit offices** – When checking dockets against reports, you **should** keep the 'produce report' screen visible. This will ensure that any transactions being carried out simultaneously at other positions will not be added to the existing report you are checking. When you have finished checking the report and have selected 'cut-off', any transactions that were carried out during this time will be automatically added to the system and will be available for checking on the next report.

- When balancing Stock units, **check** that the actual stamps, stock and cash on hand agrees with the Horizon system by making the necessary adjustments. When you are happy that the stamps, stock and cash are correct, you must then roll over the stock unit into the next Cash Account Period. All normal physical checks still apply when balancing your stock unit.

- Adjustment of stock is the **recommended** method to ensure that system totals and actual stock holdings agree. However an alternative method to stock adjustment is to make a stock declaration. This means declaring your stock holdings rather than to adjusting the system held totals. If you have used the method of stock declaration and you subsequently need to make an amendment to the stock you **must** re-declare the stock on the system.

- Once the office has been rolled over into the next Cash Account Period two Cash Account Final Reports will be produced. One must be sent to Chesterfield, the other must be held at the office for six years. Ensure both copies are signed and datestamped. The cash account **must not** be altered in any way as the changes will have no effect on the electronic version that is sent to Chesterfield.

- The retention period of the supporting documents has not changed (i.e. all forms still need to be retained for two years).

POL00089733

POL00089733



# Contents


| | | Page |
|---|---|---|
| **Section 1: Daily Reports** | Daily procedures and Horizon Reports | 1 |
| | End of day procedures/reports | 1 |
| | Council Tax Schemes Report | 2 |
| | Rent Schemes Report | 4 |
| | Alliance and Leicester Girobank Reports | 6 |
| | British Telecom Report | 8 |
| | TV Licensing Report | 10 |
| | UKPA (United Kingdom Passport Agency) Report | 12 |
| | Cheque Listing Report | 14 |
| | APS Transactions Report | 16 |
| | Daily Cash Declaration (DCD) Report | 17 |
| | National Savings Bank Deposits and Withdrawals Reports | 18 |
| | Cashing Other Banks' Cheques | 21 |
| | Transfers | 24 |
| | Remittances | 25 |
| | National Lottery (Instants) Activations | 27 |
| **Section 2: Weekly Reports** | End of Week Horizon Reports | 29 |
| | Cash Flow Report | 30 |
| | Counter Revenue Report | 31 |
| | DVLA V10 Report | 32 |
| | DVLA V11 Report | 33 |
| | Green Giro Report | 35 |
| | Pension and Allowance Reports | 37 |
| | Milk Token Summary | 40 |
| | Redeemed Stamps Weekly Report | 42 |
| | Postal Orders (PO) Paid Report | 44 |
| | Suspense Account Report | 47 |
| | Transfer Reconciliation/Unreconciled Transfer Reports | 48 |
| | Remittance Summaries Report | 49 |

POL00089733



## Section 3: Balancing and Suspense Account


Balance Day 51

Suspense Account 56

Dealing with Losses – offices authorised to hold losses 57

Dealing with Gains – offices authorised to hold gains 59

Dealing with Losses – other offices 61

Dealing with Gains – other offices 63


## Section 4: Correcting errors on Horizon and Out Of Hours Procedures


Errors found when checking Reports before 'cut-off' 65

Errors found when checking Reports after 'cut-off' 66

Dealing with Transaction Reversals 67

Correcting errors found after stock units have balanced and rolled over 70

Out Of Hours Procedures 72

National Lottery transactions, including 'Out Of Hours' Lottery transactions 72


## Section 5: Glossary of terms

75

POL00089733

# Section 1: Daily Reports


| Name of report | Type of report | Where to despatch manual forms | Procedure for Horizon reports | Other information | Page |
|---|---|---|---|---|---|
| Council Tax Schemes | Counter Daily | Local council | Retain 2 years in office | N/A | 2 |
| Rent Schemes | Counter Daily | Local council | Retain 2 years in office | N/A | 4 |
| Alliance & Leicester Girobank Deposits | Counter Daily | Summary G 4631 to Girobank | Retain 2 years in office | N/A | 6 |
| Alliance & Leicester Girobank Withdrawals | Counter Daily | Summary G 4632 to Girobank | Retain 2 years in office | N/A | 6 |
| Alliance & Leicester Girobank reports | Office Daily | N/A | Can be destroyed | To aid outlets | 7 |
| British Telecom | Counter Daily | BCV to processing centre | Retain 2 years in office | Office Daily Report can be produced to aid outlets | 8 |
| TV Licensing | Counter Daily | BCV to processing centre | Retain 2 years in office | Manual Summary P5065 2 years | 10 |
| UKPA | Counter Daily | P5035 (yellow copy) to passport office | Retain 2 years in office | Despatch Summary P5035 (white copy) at end of week to Chesterfield | 12 |
| Cheque Listing (all offices except N.Ireland) | Counter Daily | BCV to processing centre | Retain 2 years in office | Ensure cheques have been 'remitted out' to correct destination | 14 |
| Cheque Listing (N.Ireland offices only) | Counter Daily | P884MA<br>Selected offices: send to Bank of Ireland<br>Other offices: send to Distribution Centre | Retain 2 years in office | Ensure cheques have been 'remitted out' to correct destination | 14 |
| APS Transactions | Counter Daily | N/A | Retain 2 years in office | N/A | 16 |
| Daily Cash Declaration | Counter Daily | N/A | Retain 2 years in office | Can be used to complete end of week ONCH 1 form or P4105 | 17 |
| National Savings Bank | Counter Daily | NSA53MA and NSA56MA to NSB Glasgow | Can be destroyed | NSA54MA at end of C.A. week despatch to NSB Glasgow | 18 |
| National Savings Bank | Office Daily | NSA53MA and NSA56MA to NSB Glasgow | Can be destroyed | NSA54MA at end of C.A. week despatch to NSB Glasgow | 20 |
| Cashing Other Banks Cheques (all offices except N.Ireland) | Counter Daily | BCV to processing centre | Retain 2 years in office | Do not rem out these cheques | 21 |
| Cashing Other Banks Cheques (N.Ireland offices only) | Counter Daily | P884MA and P3888<br>Selected offices: send to Bank of Ireland<br>Other offices: send to Distribution Centre | Retain 2 years in office | Rem out these cheques | 22 |
| Transfers | System receipt | N/A | Retain 2 years in office | System receipt is produced once the transfer is completed | 24 |
| Remittances | System receipt | N/A | Retain 2 years in office | System receipt is produced once the remittance is completed | 25 |

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# Section 1: Daily Reports

## Daily procedures and Horizon Reports

**You must produce the following Horizon system daily reports in time for final postal collection:**

- Council Tax Schemes
- Rent Schemes
- Alliance and Leicester Girobank Deposits and Withdrawals
- British Telecom report
- TV Licensing report
- UKPA (United Kingdom Passport Agency)
- Cheque Listing report
- Cashing Other Banks' Cheques

## End of day procedures / reports

- APS Transaction report
- Daily Cash Declaration
- National Savings Bank Deposits and Withdrawals
- Produce Stock Unit Balance Snapshot
- Remittances and Transfers

## Remember:

1. You **must** check your vouchers / dockets against the Horizon produced report and manual summaries to ensure the totals of values and volumes agree.

2. If you have other transaction dockets for which there is no Horizon system report, check against the balance snapshot, but please note these figures are cumulative during the CAP. If an error is found, refer to the corrections section in this guide.

3. The balance snapshot will also enable you to check your cash and stock holdings on a daily basis if required. If an error is found, refer to the corrections section in this guide.

4. **For shared-stock unit offices** – When checking dockets against reports, you should keep the 'produce report' screen visible. This will ensure that any transactions being carried out simultaneously at other positions will not be added to the existing report you are checking. When you have finished checking the report and have selected 'cut-off', any transactions that were carried out during this time will be automatically added to the system and will be available for checking on the next report.

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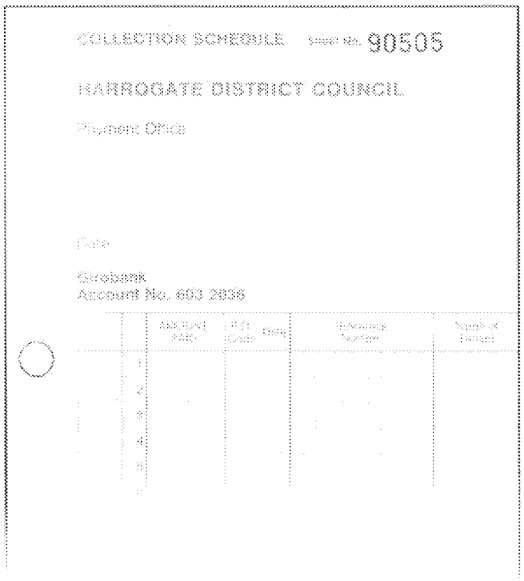
# Council Tax Schemes Report – all offices

## Produce the manual Daily Council Tax (CTax) Summary

- Print the Horizon CTax Schemes Counter Daily Report at the authorised cut-off time
- Retain for checking against the manual Daily Council Tax Summary


COLLECTION SCHEDULE Sheet No. 90505

HARROGATE DISTRICT COUNCIL

Payment Office

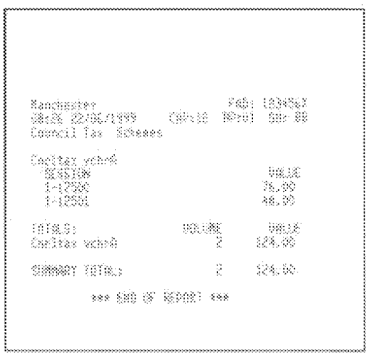
Date

Girobank
Account No. 603 2838

| | | Amount Paid | P.O. Code | Item | Reference Number | Number of Enclosed |
|---|---|---|---|---|---|---|
| | 1 | | | | | |
| | 2 | | | | | |
| | 3 | | | | | |
| | 4 | | | | | |
| | 5 | | | | | |

## Produce the Council Tax Schemes Report

- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - CTax Schemes (F12)
  - Print (F4)
- Check that the voucher(s) total on the manual daily council tax summary agrees with the Horizon Tax schemes counter daily report total
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the figures agree, select cut-off (F12), accept the messages and select complete (F16)


Ranchester FAD: 123457
08:28 22/06/1999 CAP:10 RPrn1 Gen: 00
Council Tax Schemes

CseTax vch=4
SESSION VALUE
1-1250 26.00
1-1251 48.00

TOTALS: VOLUME VALUE
CseTax vch=4 2 124.00

SUMMARY TOTALS 2 124.00

*** END OF REPORT ***

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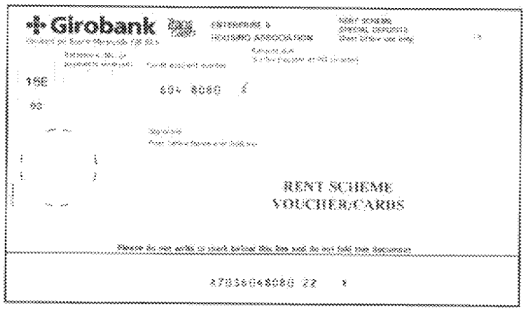
## Council Tax Schemes Report – *all offices continued*

### Complete the relevant manual Giro Transcash Form(s) and enter onto the Horizon system as a 'CTax tcash' transaction

- From the desktop menu select:
  - Transactions (F1)
  - Serve customer (F1)
  - Other products (F13)
  - Girobank (F3)
  - CTax tcash (F12)
- The system will prompt you to make a compensating entry called "Ielrent contra"
- Enter the same total again so that the transaction appears as zero on the transaction stack
- Associate the under copy(ies) of the manual Daily Council Tax Summary with the Horizon Council Tax Schemes Counter Daily Report and retain in the office for 2 years
- Despatch the top copy of the manual Daily Council Tax Summary and Transcash Receipt, in accordance with existing instructions


Girobank

RENT SCHEME
VOUCHER/CARDS

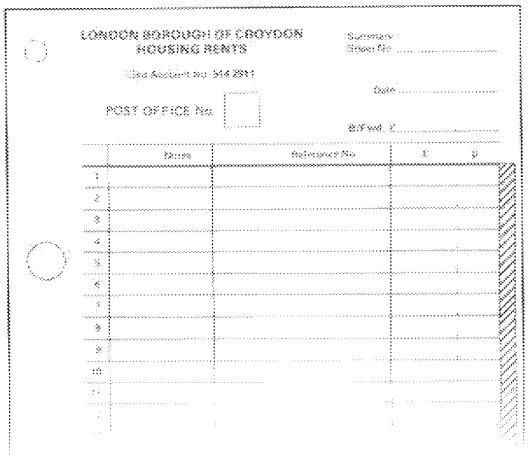
POL00089733



# Rent Schemes Report – all offices

## Produce the manual Daily Rent Schemes Summary

- Print the Horizon Rent Schemes Counter Daily Report at the authorised cut-off time
- Retain for checking against the manual Daily Rent Schemes Summary




## Print the Horizon Rent Schemes Counter Daily Report at the authorised cut-off time

- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - Rents Schemes (F8)
  - Print (F4)
- Check that the voucher(s) total on the manual Rent Schemes Summary agrees with the Horizon Rent Schemes Counter Daily Report total
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the figures agree, select cut-off (F12), accept the messages and select complete (F16)

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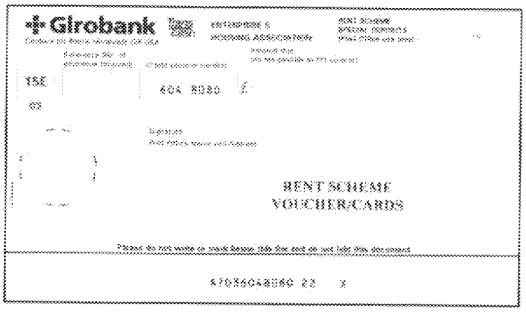
## Rent Schemes Report – *all offices continued*

### Complete the relevant manual Giro Transcash Form and enter into the Horizon system as a 'T' csh loc rent' transaction

- From the desktop menu select:
  - Transactions (F1)
  - Serve customer (F1)
  - Other products (F13)
  - Girobank (F3)
  - 'T' csh loc rent (F11)
  - The system will prompt you to make a compensating entry called "Icl rent contra"
  - Enter the same total again so that the transaction appears as zero on the transaction stack
- Associate the under copy(ies) of the manual Daily Rent Schemes Summary with the Horizon Rent Schemes Counter Daily Report and retain in the office for 2 years
- Despatch the top copy of the manual Daily Rent Schemes Summary and Transcash receipt, in accordance with existing instructions



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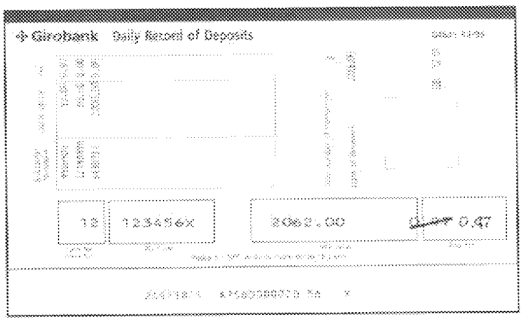
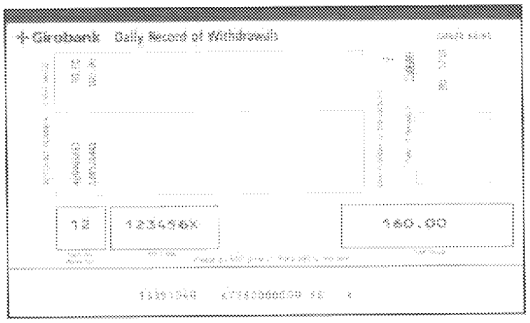
# Alliance and Leicester Girobank Reports – all offices

## Produce Girobank Daily Record of Deposit and Withdrawal forms

- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - Giro Deposits (F1) / Withdrawals (F2)
  - Insert Summary Form into printer




### Girobank Daily Record of Deposits form (G4631)

- Print off the Girobank Daily Record of Deposits (G4631) and the office copy at the agreed Girobank cut-off time
- Check that each deposit slip appears on the Girobank Daily Record of Deposits
- Check that the value of the deposit slips (including fees) agrees with the total on the Horizon Daily Giro Deposits Summary Report
- If they do not agree, correct the error (refer to the Horizon System User Guide Reports on page 13)
- When the figures agree, select cut-off (F12), accept the messages and complete (F16)
- Associate the deposit slips with the Girobank Daily Record (G4631) ready for despatch in accordance with existing instructions

### Girobank Daily Record of Withdrawals form (G4632)

- Print off the Girobank Daily Record of Withdrawals (G4632) and the office copy at the agreed Girobank cut-off time
- Check that each withdrawal slip appears on the Girobank Daily Record of Withdrawals
- Check that the value of the withdrawal slips agrees with the totals on the Horizon Daily Giro Withdrawals Summary Report
- If they do not agree, correct the error (refer to the Horizon System User Guide Reports on page 13)
- When the figures agree, select cut-off (F12), accept the messages and complete (F16)
- Associate the withdrawal slips with the Girobank Daily Record (G4632) ready for despatch in accordance with existing instructions

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## Alliance and Leicester Girobank Reports – all offices continued

### Print Office Daily Girobank Deposits / Withdrawals Report

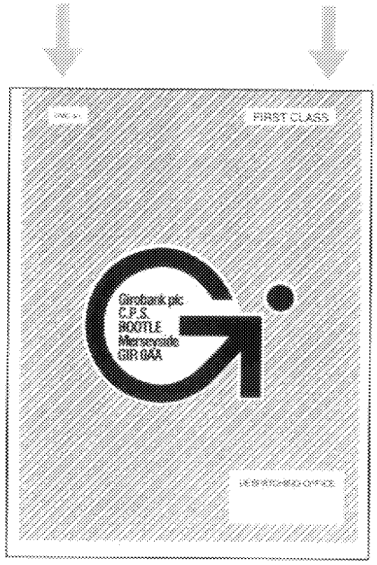
- Check that the totals of all the Girobank Daily Summaries of Deposit and Withdrawals agree with the total of the Office Daily Report
- From the desktop menu select:
  - Reports (F2)
  - Office daily (F2)
  - Giro Deposits (F1) / Withdrawals (F2)
  - Print (F4)
- When figures agree, select cut-off (F12), accept the messages and then select complete (F16)
- Destroy of the Office Daily Report

### Girobank Daily Record of Deposits form (G4631)

- Despatch the Daily Giro Deposits Summary Report G4631 and the associated deposit slips in your Girobank pouch, in accordance with the existing despatch procedures

### Girobank Daily Record of Withdrawals form (G4632)

- Despatch the Daily Giro Withdrawals Summary Report G4632 and the associated withdrawal slip(s) in your Girobank pouch, in accordance with the existing despatch procedures




- Retain the office copy of the Horizon Counter Daily Giro Deposits Report in your office for 2 years

- Retain the office copy of the Horizon Counter Daily Withdrawals Report in your office for 2 years

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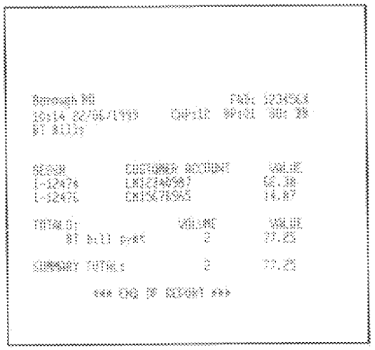
# British Telecom Report – all offices

This procedure will only apply to BT bills that have **not** been accepted as a BT Bar-coded Bill AP transactions.

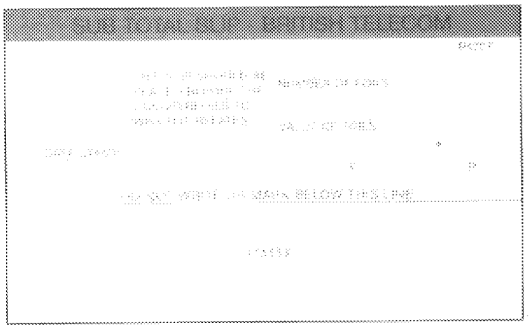
### Produce the Horizon BT Bills Daily Report

This should be done at the authorised cut-off time.

- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - BT Bill (F3)
  - Print (F4)
- Check that each paid BT bill appears on the Horizon BT Bills Daily Report
- Check that the total of the BT bills accepted agrees with the Horizon BT Bills Daily Report total
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the figures agree, select cut-off (F12), accept the messages and select complete (F16)



- Produce your sub total slips – if appropriate (no more than 25 bills per slip)



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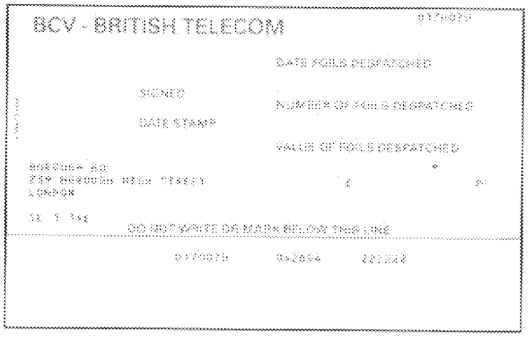
## British Telecom Report – all offices *continued*

- Manually complete your daily BT Batch Control Voucher (BCV)
- Associate vouchers with BCV ready for despatch (refer to the Counter Operations Manual)


BCV - BRITISH TELECOM

DATE FOILS DESPATCHED

SIGNED

NUMBER OF FOILS DESPATCHED

DATE STAMP

VALUE OF FOILS DESPATCHED

£

p

DO NOT WRITE OR MARK BELOW THIS LINE

- Despatch the Batch Control Voucher (BCV) and the associated bills in the red and white striped envelope (ENV2062) in accordance with existing instructions
- Retain the Horizon Daily Report and the BT Report(s) in your office for 2 years

POST OFFICE COUNTERS LTD
DATA CENTRAL
89 - 93 CENTRAL STREET
LONDON
EC1B 1NP

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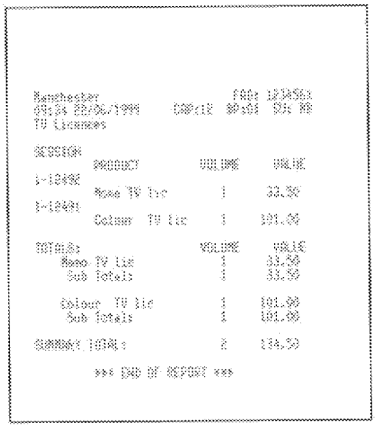
# TV Licensing Report – all offices

### Produce the Horizon TV Licence Counter Daily Report

This should be done at the authorised cut-off time.

- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - TV Licences (F11)
  - Print (F4)
- Check that all the TV licences have been listed on the TV Licence Daily Summary form P5065
- Check that the total agrees with the Horizon TV Licences Counter Daily Report
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the figures agree, select cut-off (F12), accept the messages and select complete (F16)



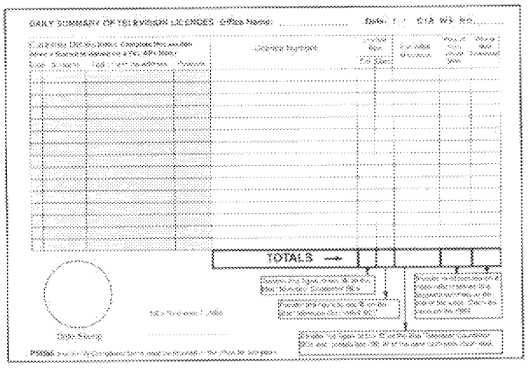
Manchester FAD: 123456
09:34 22/06/1999 CAP:12 WP:01 STA: MP
TV Licences

SESSION

| | PRODUCT | VOLUME | VALUE |
|---|---|---|---|
| 1-12496 | Mono TV Lic | 1 | 33.50 |
| 1-12497 | Colour TV Lic | 1 | 101.00 |

| TOTALS: | VOLUME | VALUE |
|---|---|---|
| Mono TV Lic | 1 | 33.50 |
| Sub Totals | 1 | 33.50 |
| Colour TV Lic | 1 | 101.00 |
| Sub Totals | 1 | 101.00 |
| SUMMARY TOTALS | 2 | 134.50 |

>>> END OF REPORT <<<



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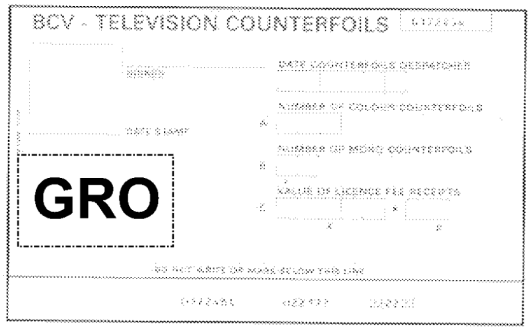
## TV Licensing Report – all offices *continued*

- Manually complete the daily TV Licence Batch Control Voucher (BCV)
- Agree the amount of TV licence counterfoils with the figure shown on your BCV before despatch (in accordance with the Counters Operations Manual)




- Despatch the Batch Control Voucher (BCV) and the associated TV Licence counterfoils in the red and white striped envelope (ENV 2062), in accordance with existing instructions

- Retain the TV Licence Daily Summary form PS065 and the Horizon TV Licences Counter Daily Report in your office for 2 years

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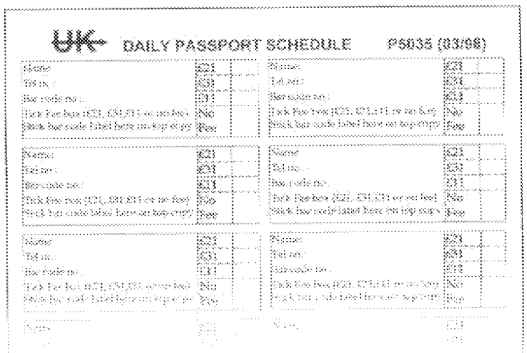
# UKPA (United Kingdom Passport Agency) Report

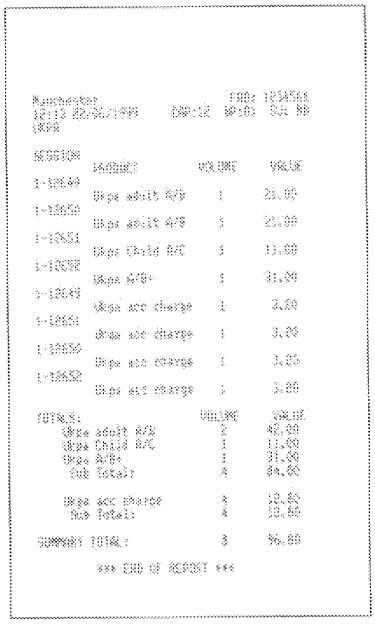
## Produce the UKPA Daily / Weekly Summary Form

- Check that all the passport applications have been listed on the Daily / Weekly Schedule P5035


DAILY PASSPORT SCHEDULE P5035 (03/98)

## Produce the Horizon UKPA Counter Daily Report

- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - UKPA (F7)
  - Print (F4)
- Check that all the passport applications have been listed on the Daily / Weekly Schedule P5035
- Check that the totals agree with the Horizon UKPA Counter Daily Report
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the figures agree, select cut-off (F12), accept the messages and select complete (F16)

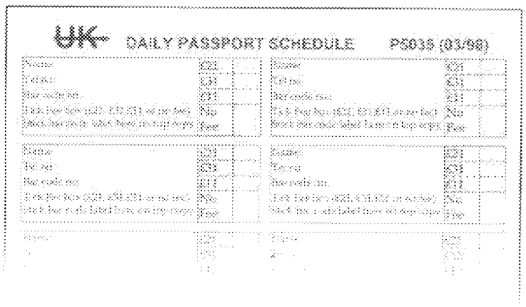


POL00089733

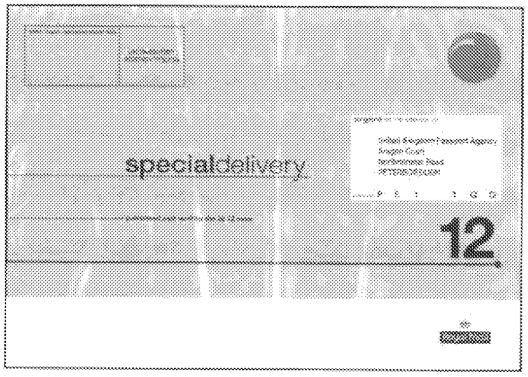


## UKPA (United Kingdom Passport Agency) Report *continued*

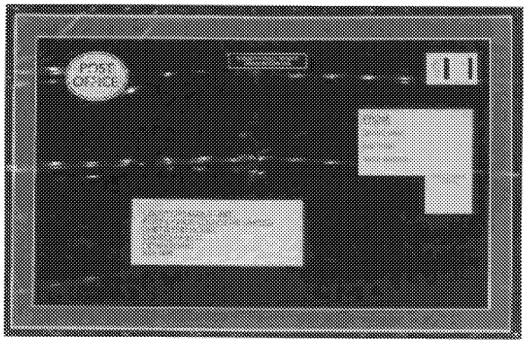
- Associate the second (yellow) copy of the UKPA Daily / Weekly Schedule form P5035 with the passport applications ready for despatch
- Complete the weekly despatch section on the UKPA Daily / Weekly Schedule form P5035 at the end of the Cash Account week (in accordance with the Counters Operations Manual)




- Despatch the passport applications and the second (yellow) copy of the UKPA Daily / Weekly Schedule form P5035 in the Special Delivery Envelope SP431, in accordance with existing instructions




- Despatch the top (white) copies of UKPA Daily / Weekly Schedule Form P5035 to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions



- Associate the bottom (pink) copies of the UKPA Daily / Weekly Schedule form P5035, the Horizon UKPA Counter Daily Report and the Special Delivery Despatch Pouch slips and retain in your office for 2 years

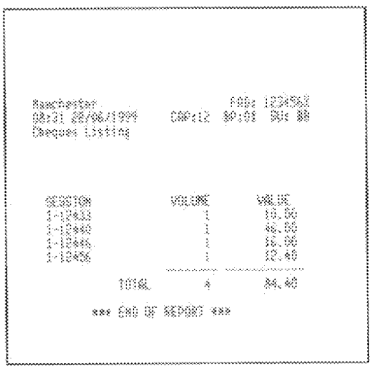
POL00089733



# Cheque Listing Report (excluding Personal Banking and Other Banks' Cheques) – all offices

### Produce the Horizon Cheques Listing Daily Report

- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - Cheque Listing (F10)
  - Print (F4)
- Check that the value of cheques agrees with the totals on the Horizon Cheques Listing Daily Report
- If they do not agree, correct the error by using 'Adjust Stock Facility' to reflect the actual value of cheques on hand
- Complete the Horizon Cheques Listing Daily Report without selecting 'cut-off'
- Rem out your cheques from the stock unit to the appropriate destination (refer to the Remittances and Transfer section in this guide)
- Print the Horizon Cheques Listing Daily Report again and check that the total is now zero
- If it is not zero, check that the rem out figure is correct, then deal with the discrepancy
- When the figure is zero, select cut-off (F12), accept the messages and select complete (F16)

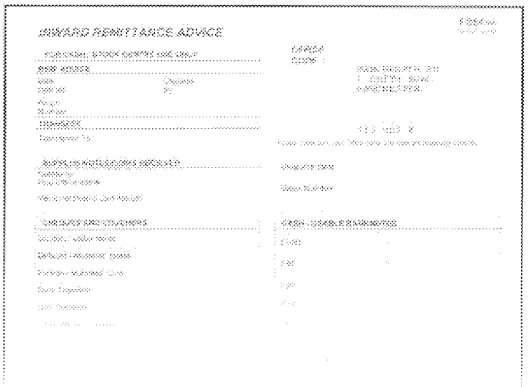


POL00089733



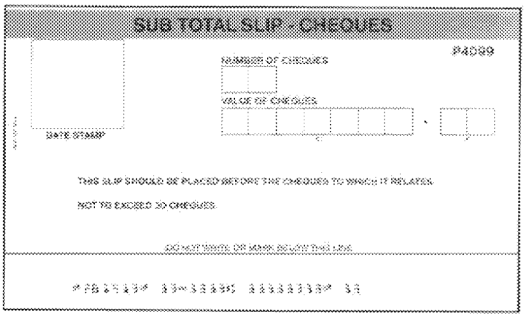
## Cheque Listing Report (excluding Personal Banking and Other Banks' Cheques) – all offices *continued*

### Offices in Northern Ireland

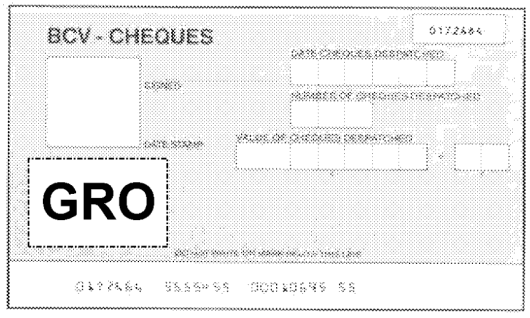



- Enter the value of cheques to be remitted on the Inward Remittance Advice P884MA
- **Branch Offices** – post cheques to the Bank of Ireland, Donegall Place, Belfast, BT1 5BX
- **Other offices** – remit cheques to your CRU

### Offices in England, Scotland and Wales




- If you have more than 30 cheques complete a Sub Total Slip P4099




- Complete the Cheque Batch Control Voucher
- Associate the BCV with the cheques on hand
- Remit the cheques and BCV to Data Central

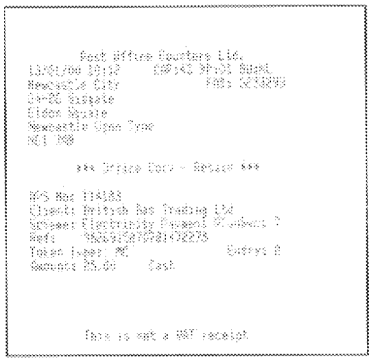
POL00089733



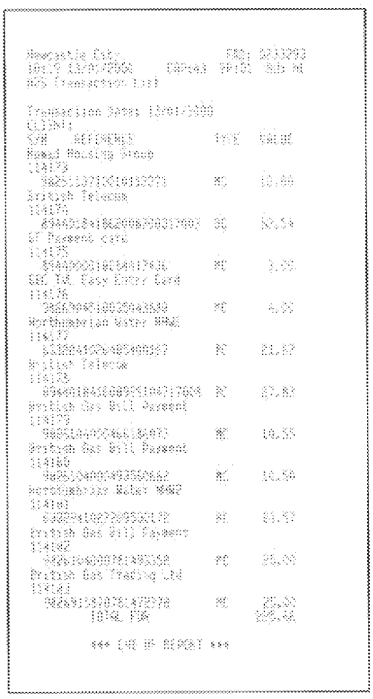
# APS Transactions Report – all offices

## Produce APS Transactions Report

- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - APS Transactions (F4)
  - Print (F4)



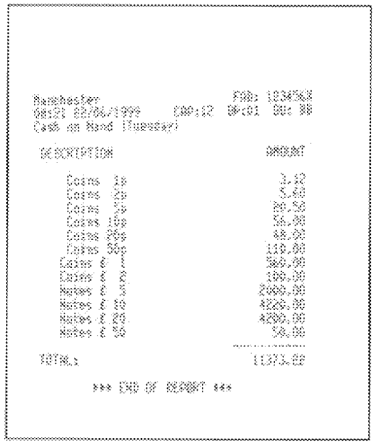

- Check that each receipt appears on the Horizon APS Daily Report
- Check that the total number of receipts agrees with the Horizon APS Daily Report
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the figures agree, select cut-off (F12), accept the messages and select complete (F16)
- Wrap the Horizon APS Daily Report around your receipts and retain in your office for 2 years



POL00089733



# Daily Cash Declaration (DCD) Report
## – all offices (Mandatory Report)

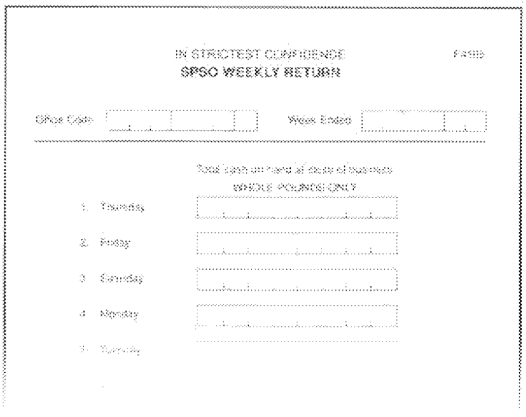

Pandhandler FAD: 123456
08:21 22/04/1999 CAP:12 BP:01 Usr: 99
Cash on Hand (Tuesday)

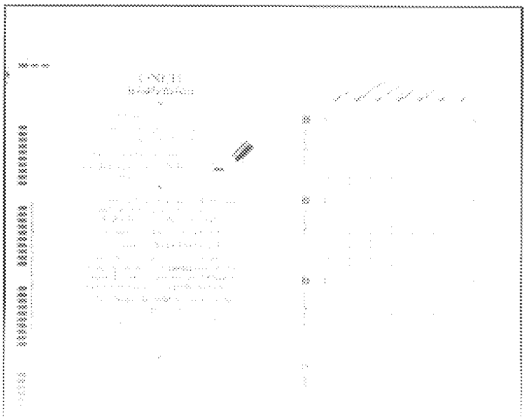
| DESCRIPTION | AMOUNT |
|---|---|
| Coins 1p | 3.12 |
| Coins 2p | 5.60 |
| Coins 5p | 20.50 |
| Coins 10p | 56.00 |
| Coins 20p | 48.00 |
| Coins 50p | 110.00 |
| Coins £ 1 | 366.00 |
| Coins £ 2 | 166.00 |
| Notes £ 5 | 2000.00 |
| Notes £ 10 | 4200.00 |
| Notes £ 20 | 4200.00 |
| Notes £ 50 | 50.00 |
| TOTAL: | 11373.22 |

>>> END OF REPORT <<<

### Complete Daily Cash Declaration Report

- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - Daily Cash Declaration (F9)
- Enter your cash on hand against the correct coin or note denominations
- Enter F1 to confirm
- Shared stock units only - enter your ID number
  - Print (F4)
  - Retain the report in your office for 2 years


IN STRICTEST CONFIDENCE
SPSO WEEKLY RETURN
Office Code: Week Ended:
Total cash on hand at close of business
WHOLE POUNDS ONLY
1. Thursday
2. Friday
3. Saturday
4. Monday
5. Tuesday



- Record daily total of cash on P4105 / ONCH1

**Shared stock units:** each portion of a shared stock unit must have an ID number. Using the same ID number each time you enter information will ensure that you overwrite the previous cash declaration.

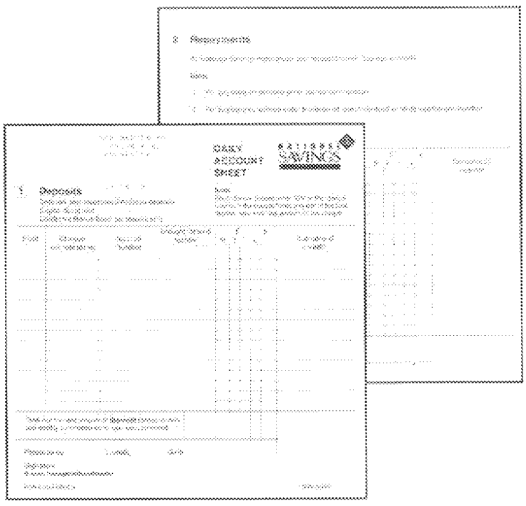
POL00089733



# National Savings Bank Deposits and Withdrawals Reports – all offices

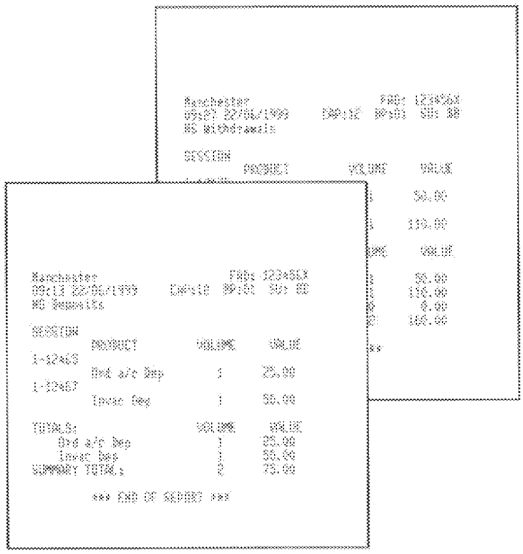
### Complete manual summary

- Record entries on NSA 53MA (Daily Account sheet) at close of business or at quiet periods during the day
- Complete volume and value totals



### Produce Horizon Counter Daily NS Deposits and Withdrawals Report

- From the desktop menu select:
  - Report (F2)
  - Counter Daily (F1)
  - NS Deposit (F5) / Withdrawals (F6)
  - Print (F4)
- Check that the totals of Deposits / Withdrawals agree on NSA 53MA with the Horizon Counter Daily Report
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the figures agree select cut-off (F12), accept the messages and complete (F16)
- Associate slips with the NSA 53MA (Daily Account Sheet)



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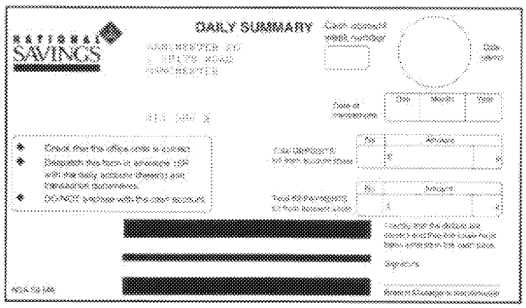
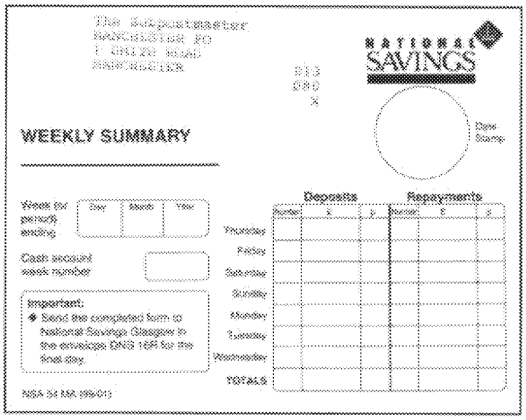
## National Savings Bank Deposits and Withdrawals Reports – all offices *continued*

- Complete Daily Summary Sheet NSA 56 MA




- Transfer the totals to NSA 54 MA Weekly Summary Sheet




- Retain Horizon Daily NS Deposits / Withdrawals Reports in your office for 2 years

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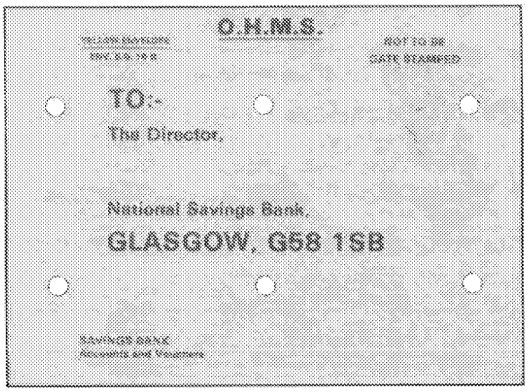
## National Savings Bank Deposits and Withdrawals Reports – all offices *continued*

- Despatch the NSA 54MA, NSA 56MA to Glasgow in accordance with existing instructions




### For Multiple Stock Units:

- Produce the Horizon Office Daily Report for NS Deposits / Withdrawals
- From the desktop menu select:
  - Reports (F2)
  - Office daily (F2)
  - NS Deposits (F5) / Withdrawals (F6)
  - Print (F4)
- Check that the totals of **all** the NS Daily Summaries agree with the Horizon Office Daily Report
- When the figures agree select cut-off (F12), accept the messages and select complete (F16)
- Destroy the Office Daily Report

POL00089733



# Cashing Other Banks' Cheques

The following procedure applies to the despatch of Other Banks Cheques **only**. Personal Banking transactions (ie. Lloyds TSB and Co-op) are processed differently.

## Offices that send OB Cheques to Data Central (all offices except Northern Ireland)

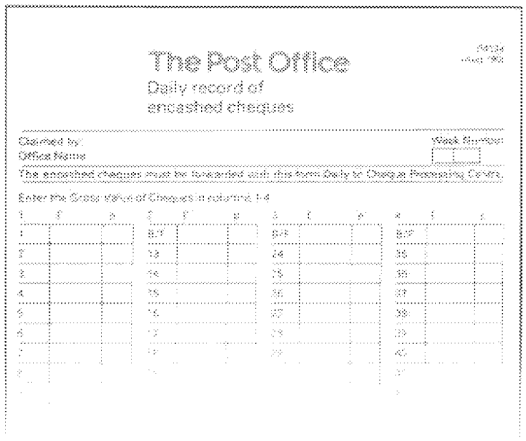
### How to carry out the transaction on Horizon

- From the desktop menu select:
  - Transactions (F1)
  - Serve Customer (F1)
  - Other Products (F13)
  - Pers Finance (F8)
  - OB chq to DPC (F1)
- Print and retain the report in your office for two years

## Summarising OB Cheques (Data Central)

### Produce the OB Cheque to Data Central Report

- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - OB Chq to DPC (F14)
  - Print (F4)
- Check that all OB cheques have been entered onto the system correctly
- Do not remit out the cheques on the Horizon system. Simply despatch the cheques as highlighted below
- Reconcile the OB Cheques on hand with Horizon Report
- Total the value of your OB Cheques on hand to ensure that the total agrees with the total on the Horizon Report Total
- If the totals do not agree, correct the error (refer to corrections section)
- Select cut-off (F12), accept the messages and complete (F16)
- Complete the manual Daily Record Of Encashed Cheques P4034


The Post Office

Daily record of encashed cheques

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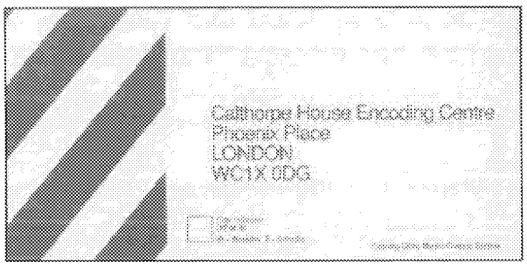
## Cashing Other Banks' Cheques *continued*

- Place the manual summary form and the OB cheques in data processing envelope and place sealed envelope into the Data Processing Centre pouch.
- Despatch in accordance with the existing despatch procedures



## Offices that send OB Cheques to Distribution Centre (Northern Ireland offices only)

### How to carry out the transaction on Horizon

- From the desktop menu select:
  - Transactions (F1)
  - Serve Customer (F1)
  - Other Products (F13)
  - Pers Finance (F8)
  - OB Chq to CRU (F2)
- Print and retain the report in your office for two years

You **must** enter the value of the OB Cheque minus the fee (e.g. if the face value of the OB cheque is £50 and the fee is £5, you must enter a value of £45)

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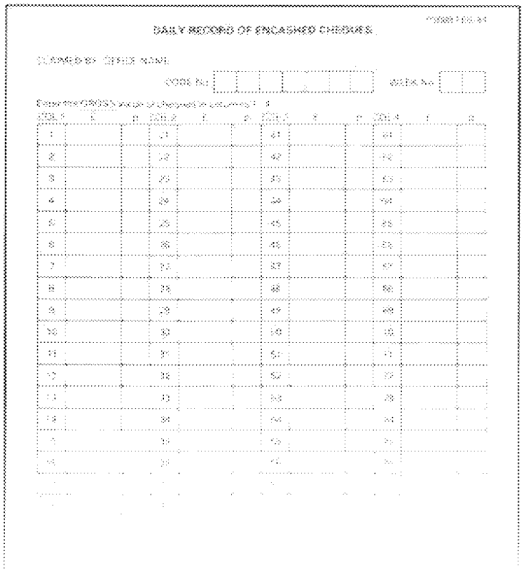
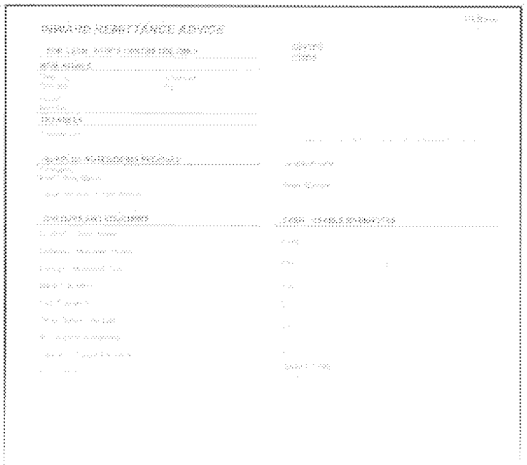
## Cashing Other Banks' Cheques *continued*

The OB Cheque will now become part of your stock unit cheque total, i.e. your stock unit cheque total will increase by the net value of the OB Cheque (the face value minus the fee) and **must** be remitted out as part of your next cheque remittance.


DAILY RECORD OF ENCASHED CHEQUES

### Produce OB Cheque to CRU Report

- From the desktop menu select:
  - Reports (F2)
  - Counter Daily (F1)
  - OB Chq to CRU (F13)
  - Print (F4)
- Reconcile your OB Cheques on hand with the Horizon Report
- Total the value of your OB Cheques on hand to ensure that the total agrees with the total on the Horizon Report Total
- If the totals do not agree, correct the error (refer to corrections section in the guide)
- Select cut-off (F12), accept the messages and complete (F16)
- Complete the manual summary form
- Remit the OB Cheque out to your Distribution Centre
- From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - Out other Pos (F6)
  - Cheques (F2)
- Enter the total net value (the face value minus the fee) of OB Cheques to be despatched
- Despatch the Daily Record Of Encashed Cheques P3888
- Fold P3888 around the cheques and enter the daily net amounts on to the P884 MA (inward remmittance advice) and despatch in accordance with existing procedures


INWARD REMITTANCE ADVICE

POL00089733



# Transfers

Transfers are the process for receiving and supplying cash and stock between stock units internally within an office. Transfers are only normally applicable to multi-stock unit offices, as users attached to the same shared stock unit do not record on the Horizon system transfers between themselves. **However**, if a single stock unit office creates additional stock units for correction purposes or for 'out of hours' transactions, they will automatically become a multi-stock unit office, and transfers may need to be recorded (see out of hours and corrections sections within this guide).

For any stock or cash sent or received from an external source, the Remittance function must be used.

### Process for transfer out

- From the desktop menu select:
  - Transactions (F1)
  - Transfers (F2)
  - Transfer out (F2)
  - Select the stock unit that will receive the transfer and press (F1) to confirm
  - Enter the stock / cash that is to be transferred out onto the system

Once all the stock / cash to be transferred out has been entered onto the system, the counter printer will automatically print a transfer receipt. This must be signed by the recipient and retained by the supplying stock unit until the end of the week. The transfer receipt is then retained in the office for 2 years for audit purposes.

### Process for transfer in

- From the desktop menu select:
  - Transactions (F1)
  - Transfers (F2)
  - Transfer in (F1)
  - Select the appropriate transfer (F1)
  - Check the details on the screen are correct
  - Print (F4)
  - Accept the transfer and complete (F16)

The system will display a list of any outstanding transfers which are appropriate to that stock unit. It will also inform the user which stock unit the transfer has come from and the total value of the transfer outstanding.

On the Horizon system a 'transfer in' cannot be performed before the supplying stock unit enters the corresponding 'transfer out'.

POL00089733



# Remittances

This facility is used by all offices when they receive or return stock, cash and cheques from, or to, an external source.

## Stock Remittances

When you carry out stock remittance transactions, it is **vital** to ensure that the correct source/ destination is selected on the Horizon system (failure to do so will lead to cash account errors).

When the remittance is completed the counter printer will automatically print a receipt which **must** be retained in the office for two years for audit purposes.

### Non-provincial Cash Account offices:

#### Offices which receive stock from Hemel Hempstead Supplies Division

* From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - In Supply Div (F1)
  - Enter the stock received onto the Horizon system

#### Offices returning stock to Hemel Hempstead Supplies Division

* From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - Out Supply Div (F5)
  - Enter the stock to be returned onto the Horizon system

### Provincial Cash Account offices

#### Offices which receive stock from the Distribution Centre

* From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - In Other PO (F2)
  - Enter the stock received onto the system

#### Offices returning stock to the Distribution Centres

* From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - Out Other PO (F6)
  - Enter the stock to be returned onto the Horizon system

POL00089733



## Remittances *continued*

### Provincial Offices which receive stock from Hemel Hempstead SSO

#### Stock received from SSO/Dof-NI

- From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - In SSO/DoF-NI (F9)
  - Enter the stock received onto the system

#### Stock returned to SSO/Dof-NI

- From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - Out SSO/DoF-NI (F13)
  - Enter the stock to be returned onto the system

## Cash and Cheque Remittances

#### Cash, POCL Cheques and Unpaid (RD) Cheques Received in offices

- From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - In Other PO (F2)
  - Enter the cash / cheque received onto the system

#### Cash, POCL Cheques and Unpaid (RD) Cheques Returned from offices

- From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - Out Other PO (F6)
  - Enter the cash / cheque to be returned onto the system

#### Cheques sent to Data Central

See the Daily Reports section within this document for information on reconciling and sending cheques to Data Central.

- From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - Out to Data Ctrl (F7)
  - Cheques (F2)

POL00089733





## National Lottery (Instants) Activations

### National Lottery Instants Received in offices

Once you have activated Instants through your lottery terminal, you will need to carry out the remittance on the Horizon system. Do not perform the remittance prior to activation. This is to ensure that all activated tickets are accounted for in the correct cash account week.

- From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - In-Client (F4)
  - Select the appropriate icon / product (F1 / F2)

### National Lottery Instants Returned to Client

- From the desktop menu select:
  - Transactions (F1)
  - Remittances (F3)
  - Out-Client (F8)
  - Select the appropriate icon / product (F1 / F2)

**Remember:** Littlewoods Lottery Scratchcards are remitted in on Horizon as a stock item as soon as they are received. Instructions on how to 'Rem in' stock from Hemel Hempstead or Distribution Centre can be found on page 25.

POL00089733

POL00089733

# Section 2: Weekly Reports


| Name of report | Type of report | Where to despatch manual forms | Procedure for Horizon reports | Other information | Page |
|---|---|---|---|---|---|
| Cash Flow | Office Weekly | P4105 or ONCH1 To Local Cash Management team | ~~Destroy~~ KEEP IN OFFICE | Can be used for the completion of P4105 or ONCH1 form at the end of the week | 30 |
| Counter Revenue | Office Weekly | N/A | To Chesterfield | This is only mandatory for branch offices | 31 |
| DVLA V10 | Counter Weekly | V594 & V570 to DVLA Swansea | Can be destroyed | Complete and despatch at the end of week | 32 |
| DVLA V11 | Counter Weekly | V595 & V570 to DVLA Swansea | Can be destroyed | Complete and despatch at the end of week | 33 |
| Green Giros | Counter Weekly OFFICE COPY | ID docket to Girobank | To Girobank | Complete and despatch at the end of week TIDAL BORE | 35 |
| Pension & Allowances | Counter Weekly | N/A | Counter Weekly Reports to Lisahally | Despatch at the end of week | 37 |
| Pension & Allowances | Office Weekly | N/A | P2311MA to Chesterfield | Make sure Counter Weekly report bundles agree with report | 38 |
| Pension & Allowances | Office Weekly | N/A | P2311MA(b) to Lisahally | | 38 |
| Milk Tokens | Manual | To Lisahally | N/A | Complete and despatch at the end of week | 40 |
| Redeemed Stamps Weekly | Office Weekly | N/A(BO only need to complete the reverse of P3731MA) | To Chesterfield | Ensure that envelope totals have been entered manually and despatch at the end of week | 42 |
| Postal Orders Paid | Counter Weekly | P492 or P490 & P2037 to Chesterfield | Destroy | Complete and despatch at the end of week | 44 |
| Suspense Account | Office Weekly | N/A | Retain for 2 years in office | | 47 |
| Transfer Reconciliation | Office Weekly | N/A | Destroy | | 48 |
| Remittance Summary | Counter Weekly | N/A | Destroy | | 49 |

POL00089733



# Section 2: Weekly Reports

## End of Week Horizon Reports

**The following reports must be completed at the end of the cash account week:**

* Cash Flow Report
* Counter Revenue Report
* DVLA V10/V11 Reports
* Green giro Report
* P & A report and office weekly P & A report P2311MA, P&A P2311MA(b)
* Milk token summary
* Redeemed Stamps summary
* PO Paid Report
* Suspense account report
* Transfers / unreconciled transfers – Multiple Stock Unit Office
* Rem summary

### Remember:

1. You **must** check the vouchers / dockets against the Horizon produced report and manual summaries to ensure the totals in value and volume totals agree.

2. If you have other transaction dockets for which there is no Horizon system report, check against the balance snapshot, but remember these figures are cumulative during the CAP. If an error is found, refer to the corrections section in this guide.

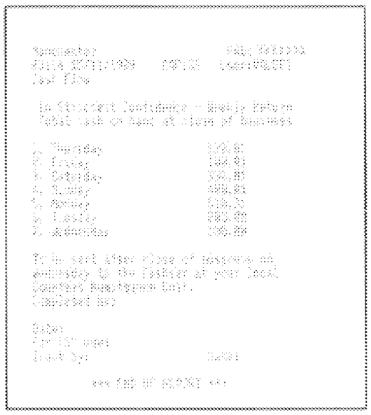
3. For high volume transactions, these reports can be produced throughout the week.

4. **For shared-stock unit offices** – When checking dockets against reports, you should keep the 'produce report' screen visible. This will ensure that any transactions being carried out simultaneously at other positions will not be added to the existing report you are checking. When you have finished checking the report and have selected 'cut-off', any transactions that were carried out during this time will be automatically added to the system and will be available for checking on the next report.

POL00089733

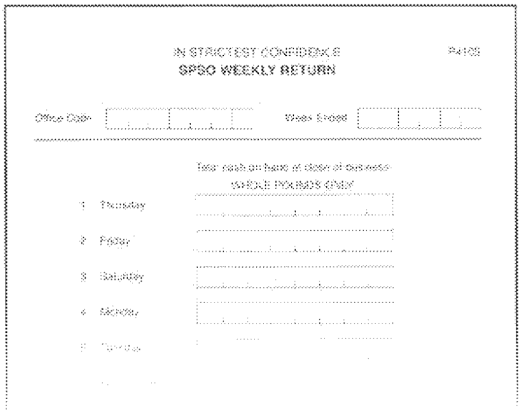


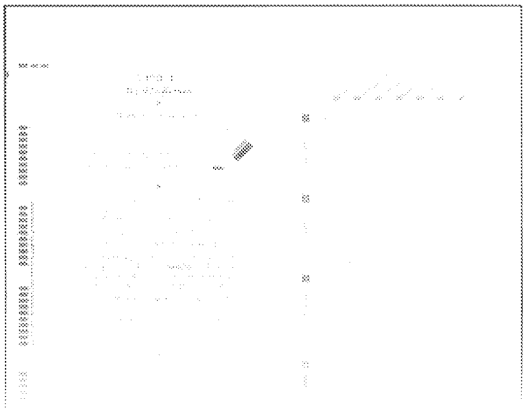
# Cash Flow Report – all offices (mandatory report)



### Produce Cash Flow Report

- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Cash Flow (F12)
  - Print (F4)
- Complete the Manual Cash Account Form P4105 or ONCH 1 at end of cash account week


IN STRICTEST CONFIDENCE P4105
SPSO WEEKLY RETURN
Office Code Week Ended



### Complete Cash Flow Form (P4105)

- Check that all daily cash declarations have been entered
- Complete the manual Cash Flow Form P4105 using the figures shown on the Horizon Cash Flow Office Weekly Report
- Check that the figures have been copied correctly
- Destroy Horizon Cash Flow Office Weekly Report
- Despatch the Manual Cash Flow Form to the local Cash Management team

### Complete Cash Flow Form (ONCH 1)

- Collect the Daily Cash Declaration Reports
- Complete the manual Cash Flow Form ONCH 1 using the figures shown on the Horizon Daily Cash Declaration Reports
- Check that the figures have been copied correctly
- Retain the Daily Cash Declaration Reports
- Despatch the manual Cash Flow Form to the local Cash Management team

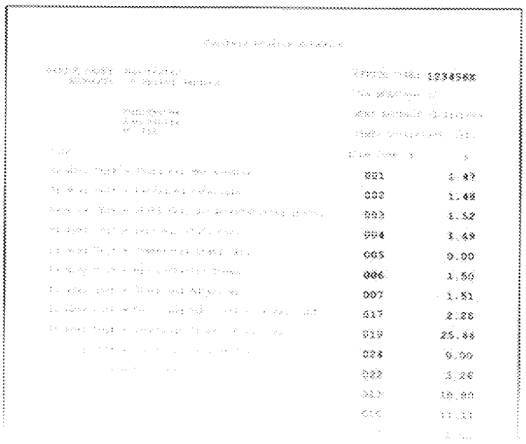
POL00089733



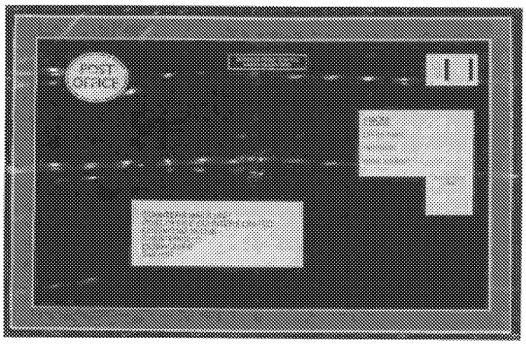
# **Counter Revenue Report** – branch offices that sell retail items

**Produce the Horizon Counter Revenue Office Weekly Report**

- Produce this report at end of the Cash Account week, after balancing all stock units
- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Counters Revenue (F10)
  - Print (F4)
  - Complete (F16)



- Despatch the Horizon Counter Revenue Office Weekly Report to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions

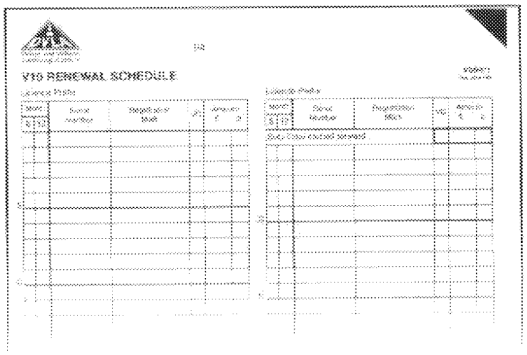


POL00089733



# DVLA V10 Report – all DVLA offices

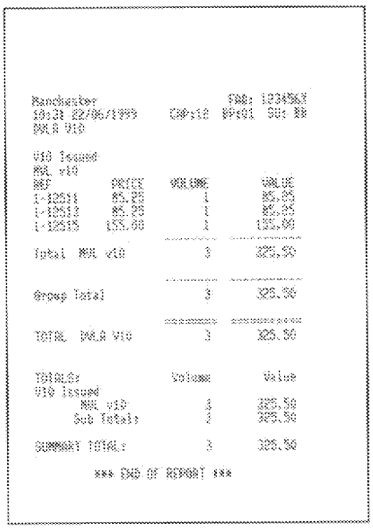
**Complete the V10 Renewal Schedule V594 and associate with V10 renewal forms**




**Print the DVLA V10 Horizon Counter Weekly Report**

- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - V10 (F6)
  - Print (F4)
- Check that the V594 total(s) agree with the total on the DVLA V10 Horizon Counter Weekly Report
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the figures agree, select cut-off (F12), accept the messages and select complete (F16)
- Destroy the DVLA V10 Horizon Counter Weekly Report

This process can be completed throughout the week.



Manchester STAN: 1234567
10:31 22/06/1999 CAP=12 OP=01 SU: RH
DVLA V10

V10 Issued
REF. v10
REF PRICE VOLUME VALUE
1-125511 85.25 1 85.25
1-125512 85.25 1 85.25
1-125515 155.00 1 155.00

Total REF v10 3 325.50

Group Total 3 325.50

TOTAL DVLA V10 3 325.50

TOTALS: Volume Value
V10 Issued
REF v10 3 325.50
Sub Totals 3 325.50

SUMMARY TOTALS 3 325.50

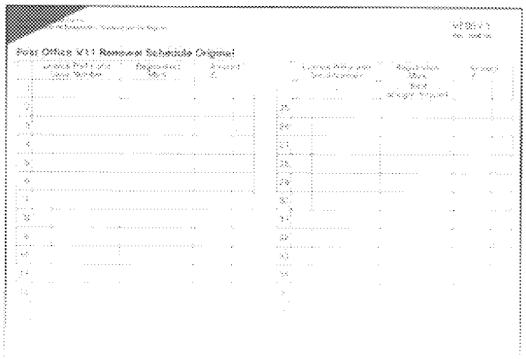
*** END OF REPORT ***

POL00089733



# DVLA V11 Report – all DVLA offices

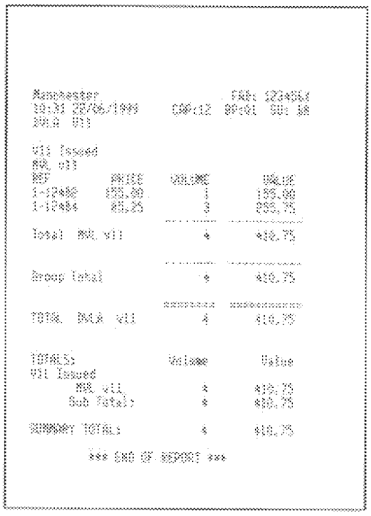
**Complete the V11 Renewal Schedule V595 and associate with V11 Renewal Forms**




**Print the DVLA V11 Horizon Counter Weekly Report**

- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - V11 (F5)
  - Print (F4)
- Check that the V595 total(s) agree with the DVLA V11 Horizon Counter Weekly Report
- If they do not agree, correct the error (refer to the corrections section in this report)
- When the figures agree, select cut-off (F12), accept the messages and select complete (F16)
- Destroy the DVLA V11 Horizon Counter Weekly Report

This process can be completed throughout the week.



Manchester FAD: 123456
10:31 28/06/1999 CSM:12 BP:01 SU: SA
SMR.0 U11

V11 Issued
BOX V11

| REF | PRICE | VOLUME | Value |
|---|---|---|---|
| 1-12480 | £55.00 | 1 | £55.00 |
| 1-12484 | £18.25 | 3 | £54.75 |
| Total BOX V11 | | 4 | £18.75 |
| Group Total | | 4 | £18.75 |
| TOTAL DVLA V11 | | 4 | £18.75 |

| TOTALS: | Volume | Value |
|---|---|---|
| V11 Issued | | |
| BOX V11 | 4 | £18.75 |
| Sub Total: | 4 | £18.75 |
| SUMMARY TOTALS | 4 | £18.75 |

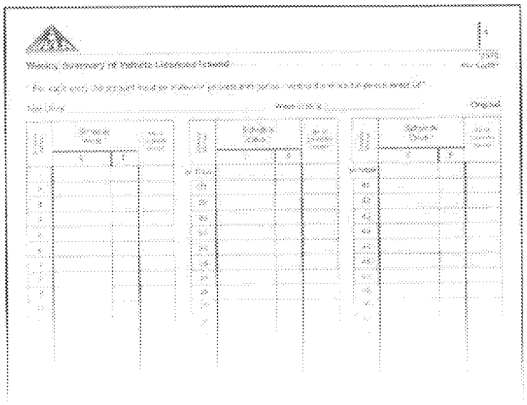
*** END OF REPORT ***

POL00089733

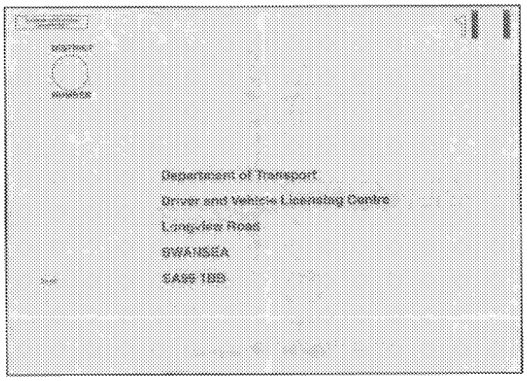


## DVLA V10 /V11 Reports – all DVLA offices *continued*

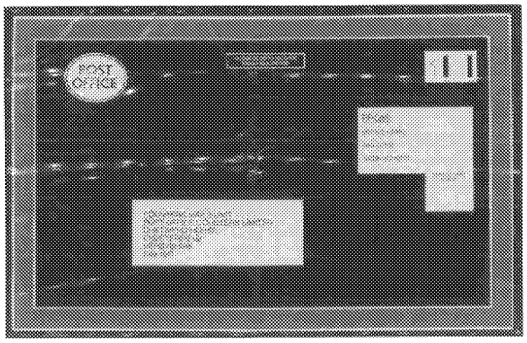
- Complete the Weekly Summary of Vehicle Licences Issued V570
- Check that the total agrees with the V10/V11 totals on the office balance snapshot
- Associate the V570 Summary with the appropriate V594/V595 Schedules



- Despatch the V10/V11 Renewal Forms, the top copies of the V594/V595 Schedules and V570 Summary to DVLA Swansea in the ENV envelope 207 in accordance with existing instructions




- Despatch the bottom copies of the V594 Schedules and V570 Summary to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions



POL00089733
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# Green Giro Report – all offices

## Produce Green Giro Weekly Report

- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - Green Giros (F2)
  - Print (F4)
- Check that all the Green Giros encashed appear on the Horizon Green Giro Counter Weekly Report and the values are correct
- Check that the Milk Token volume is correct
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the report is correct, select cut-off (F12), accept the messages and select complete (F16)
- Wrap the Horizon Green Giro Counter Weekly Report around the Green Giros ready for despatch

This process can be completed throughout the week.

Manchester FAD: 123456
(112) 28/06/1999 CAC:12 09:01 SU: 02
Green / Violet Giros/cheques

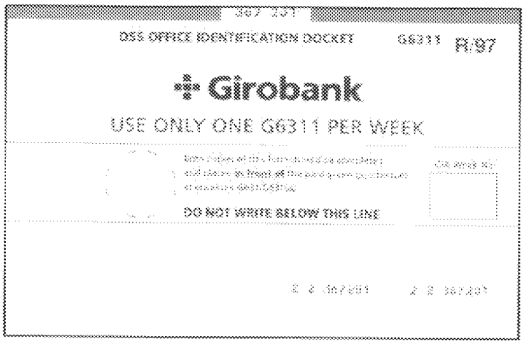
| REFERENCE | VOLUME | VALUE |
|---|---|---|
| 1-12568 | 1 | 99.76 |
| 1-12567 | 1 | |
| 1-12566 | 1 | 96.46 |
| 1-12565 | 1 | 177.19 |
| 1-12564 | 3 | |
| 1-12563 | 1 | 882.00 |

| TOTALS: | VOLUME | VALUE |
|---|---|---|
| Green Giros/cheques | 8 | 577.20 |
| M.I.K. Tokens | 6 | |

*** END OF REPORT ***

## When each stock unit has balanced:

- At the end of the week print the Horizon Green Giro Office Weekly Report
- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F5)
  - Green/Violet Giro (F1)
  - Print (F4)
- Check that all the bundles of Green Giros appear on the report
- Select cut-off (F12), accept the messages and select complete (F16) if the report is correct
- Complete an ID form G6311 or G6323 and place this in front of vouchers



DSS OFFICE IDENTIFICATION DOCKET G6311 FI.97

Girobank

USE ONLY ONE G6311 PER WEEK

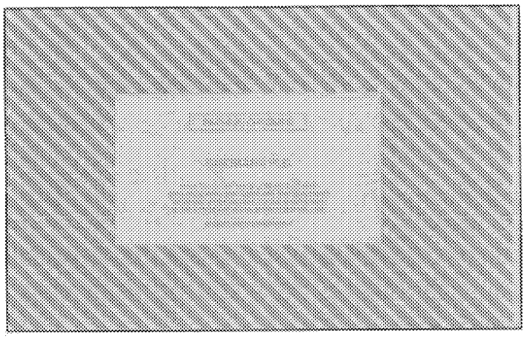
DO NOT WRITE BELOW THIS LINE

POL00089733

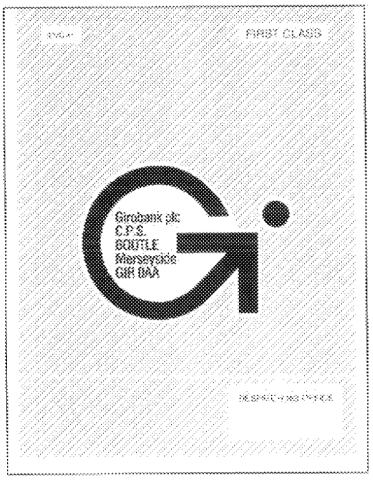


## Green Giro Report – all offices *continued*

- Place the vouchers, the Green Giro Counter Weekly Report(s) and ID form in the Green Striped Envelope G631 or G631A



- Despatch the envelope G631 or G631a in the Girobank Envelope in accordance with the existing despatch procedures



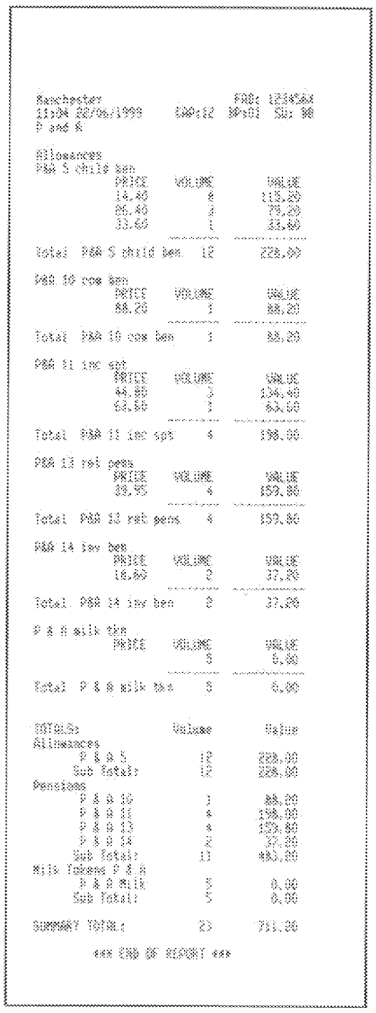
POL00089733



# Pension and Allowance Reports – all offices

## Produce Horizon Counter Weekly P&A Report

- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - P&A Weekly (F1)
  - Print (F4)
- **DO NOT CUT-OFF**
- Check that all the Pensions and Allowances and Milk Tokens appear on the Horizon Counter Weekly P&A Report
- The dockets should be sorted as per Horizon Counter Weekly Report
- If the report is not correct, select complete (F16) and correct the error (refer to the corrections section in this guide). Once corrections have been completed start process again from the desktop menu*
- When the figures agree, select cut-off (F12), accept the messages and complete (F16)
- Date stamp the Horizon Counter Weekly P&A Report and place in front of the Pensions and Allowances ready for despatch
- After all stock units have balanced, the office weekly reports must be produced



```
Manchester                          FAD: 123456
11:04 28/06/1999        CAP:12  WP:01  SU: 98
P and A

Allowances
P&A 5 child ben
            PRICE     VOLUME          VALUE
            14.40          8         115.20
            05.40          1          79.20
            33.60          1          33.60
                     ---------  ------------
Total  P&A 5 child ben    12         228.00

P&A 10 cow ben
            PRICE     VOLUME          VALUE
            88.20          1          88.20
                     ---------  ------------
Total  P&A 10 cow ben      1          88.20

P&A 11 inc spt
            PRICE     VOLUME          VALUE
            44.80          3         134.40
            63.60          1          63.60
                     ---------  ------------
Total  P&A 11 inc spt      4         198.00

P&A 13 rel pens
            PRICE     VOLUME          VALUE
            39.95          4         159.80
                     ---------  ------------
Total  P&A 13 rel pens     4         159.80

P&A 14 inv ben
            PRICE     VOLUME          VALUE
            18.60          2          37.20
                     ---------  ------------
Total  P&A 14 inv ben      2          37.20

P & A milk tkn
            PRICE     VOLUME          VALUE
                           5           0.00
                     ---------  ------------
Total  P & A milk tkn      5           0.00

TOTALS:                 Volume          Value
Allowances
      P & A 5              12         228.00
      Sub Total:           12         228.00
Pensions
      P & A 10              1          88.20
      P & A 11              4         198.00
      P & A 13              4         159.80
      P & A 14              2          37.20
      Sub Total:           11         483.20
Milk Tokens P & A
      P & A Milk            5           0.00
      Sub Total:            5           0.00

SUMMARY TOTAL:             23         711.20

        *** END OF REPORT ***
```

* Remember – any corrections must be made against the P&A group where the original error occured.

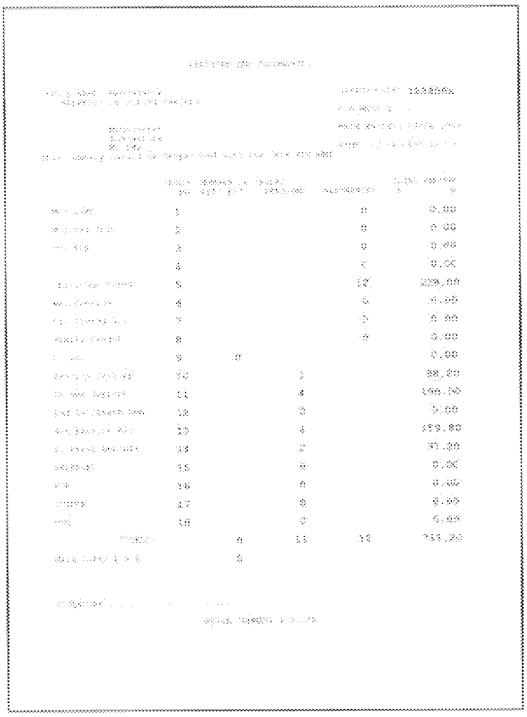
POL00089733



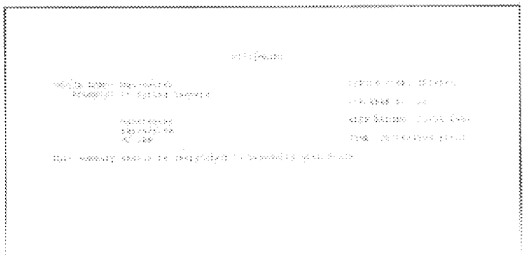
## Pension and Allowance Reports – all offices *continued*

### Produce the Horizon Office Weekly Report P2311MA/P2311MA(b) ready for despatch

- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - P&A P2311 MA (F5) / P2311MA(b) (F6)
  - Print (F4)
  - Complete (F16)



- Check that the totals on the batches of pension dockets agree with the Horizon Office Weekly Report totals P2311MA
- Place the P2311MA(b) in front of the batch of pension dockets ready for despatch in accordance with existing instructions

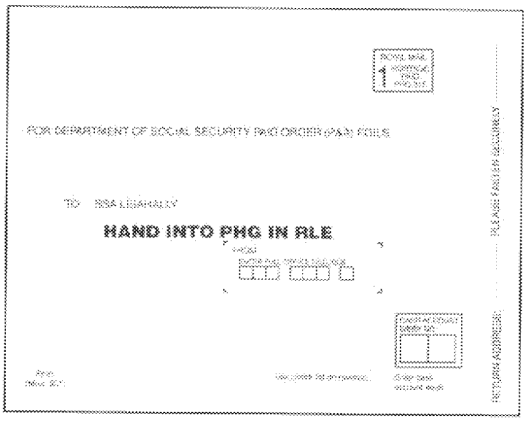


POL00089733

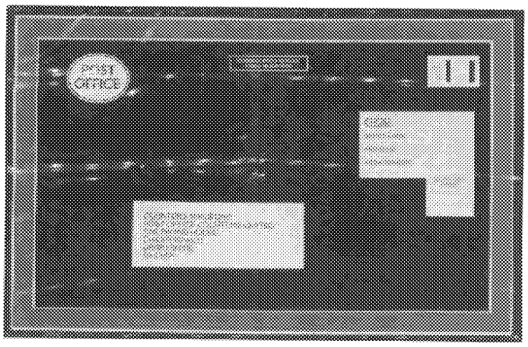


## **Pension and Allowance Reports** – all offices *continued*

- Despatch the P&A dockets, Horizon Counter Weekly P&A Reports and the Horizon Office Weekly Report P231 1MA(b) in the white One-Trip Envelope Misc 551 / 552 to DSS Lisahally at the end of the week, in accordance with existing instructions




- Despatch the Horizon Office Weekly Report P231 1MA to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions

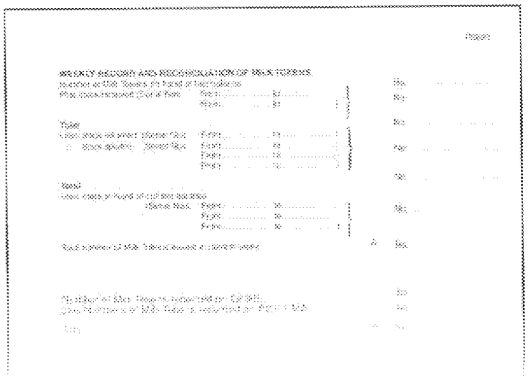


POL00089733

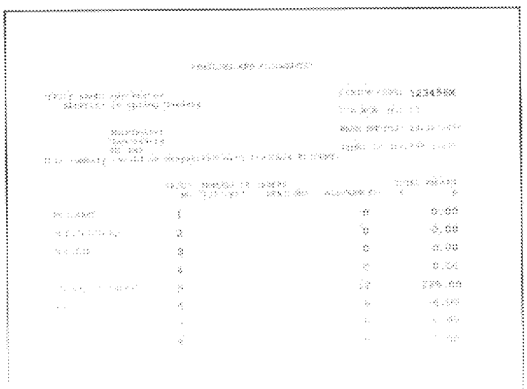


# Milk Token Summary – all offices

- Complete the manual Weekly Record and Reconciliation of Milk Tokens form P3890



- Obtain the number of P&A Milk Tokens issued from the Horizon Office Weekly Report P231MA
- Enter these on form P3890

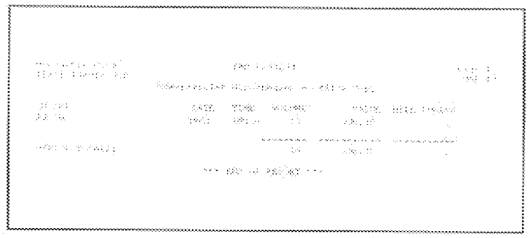


POL00089733

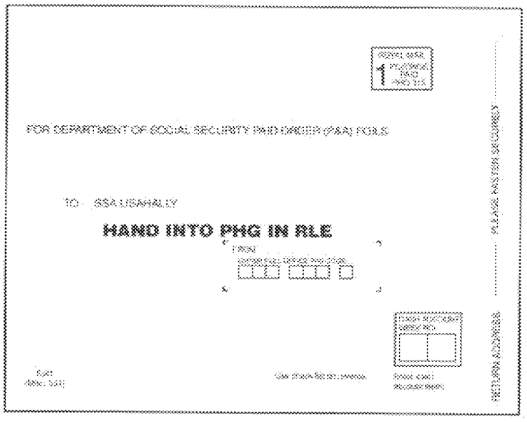


## Milk Token Summary – all offices *continued*

- Obtain the number of Green Giro Milk Tokens issued from Horizon Green Giro Office Weekly Report
- Enter these on form P3890



- Despatch the top copy of form P3890 in white One-Trip Envelope Misc 551 / 552 to DSS Lisahally at the end of the week, in accordance with existing instructions



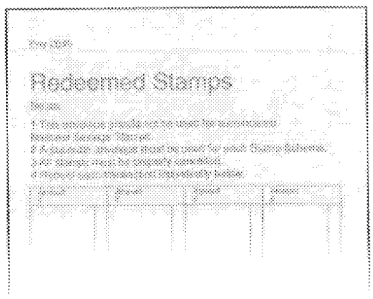

- Retain bottom copy of P3890 in your office for 2 years

POL00089733

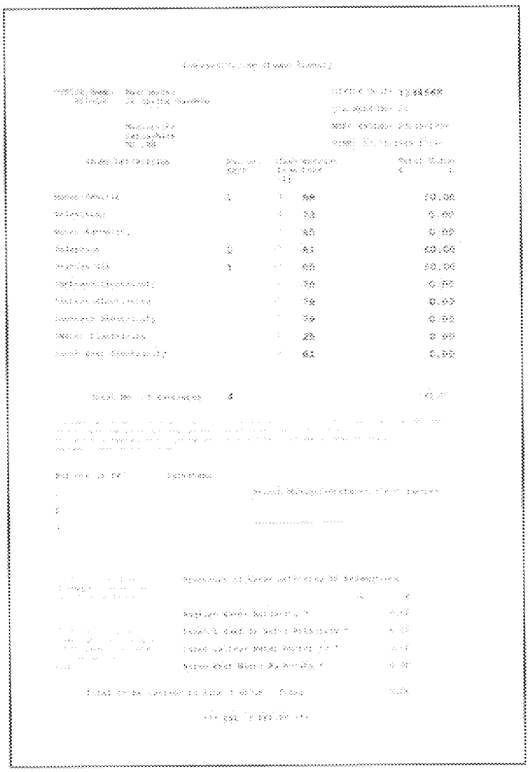


# Redeemed Stamps Weekly Report – all offices

- Complete the Saving Stamp Envelopes in accordance with existing instructions



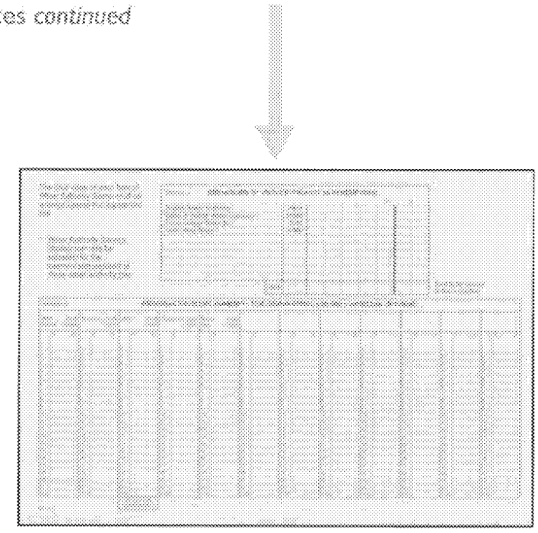

- Produce the Horizon Redeemed Stamp Office Weekly Report
  - Produce this after all stock units have balanced
- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Redeemed Stamp (F7)
  - Print (F4)
  - Complete (F16)
- Check that the saving stamp envelope totals agree with the Horizon Redeemed Stamp Office Weekly Report total
- If they do not agree, correct the error (refer to the corrections section in this guide)
- Record the number of envelopes against each stamp type, and the total number of envelopes on the Horizon Redeemed Stamp Report – as shown in example



POL00089733

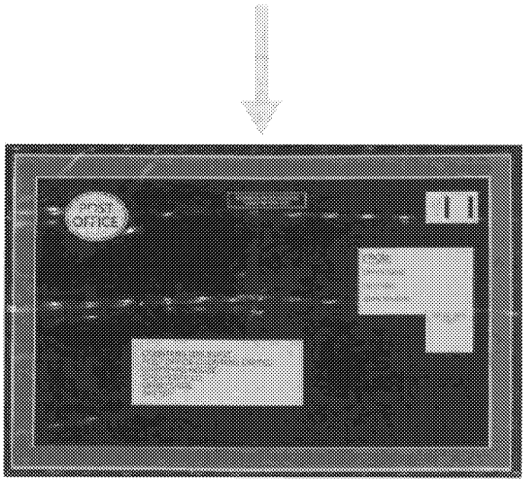


## Redeemed Stamps Weekly Report – all offices *continued*



### This step is mandatory for BOs

Complete the reverse of the existing manual Redeemed Stamp Summary P373 1MA and staple it to the back of the Horizon Redeemed Stamp Office Weekly Report.



- Despatch in brown plastic one-trip pouch
- Wrap Horizon Redeemed Stamp Office Weekly Report around Redeemed Stamp envelopes ready for despatch
- Despatch the Redeemed Stamp envelopes and the Horizon Office Weekly Report to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions

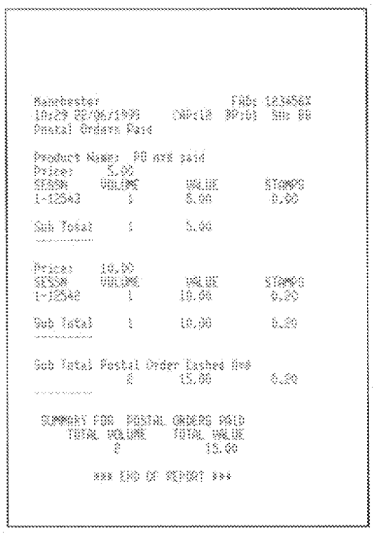
POL00089733



# Postal Orders (PO) Paid Report – all offices

## Produce Horizon PO Paid Counter Weekly Report

- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - POs Paid (F3)
  - Print (F4)
- Check that the total volume and value of POs paid and stamps agrees with the Horizon PO Paid Counter Weekly Report
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the figures agree, select cut-off (F12), accept the messages and complete (F16)


Manchester FADs 123456X
18:29 20/06/1998 CNP:18 RP:03 Stk: 06
Postal Orders Paid

Product Name: PO ord paid
Price: 5.00
SESSN VOLUME VALUE STAMPS
1-12543 1 5.00 0.00

Sub Total 1 5.00

Price: 10.00
SESSN VOLUME VALUE STAMPS
1-12542 1 10.00 0.20

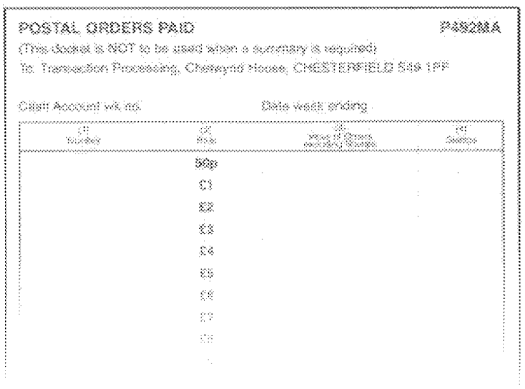
Sub Total 1 10.00 0.20

Sub Total Postal Order Cashed Ord
2 15.00 0.20

SUMMARY FOR POSTAL ORDERS PAID
TOTAL VOLUME TOTAL VALUE
2 15.00

*** END OF REPORT ***

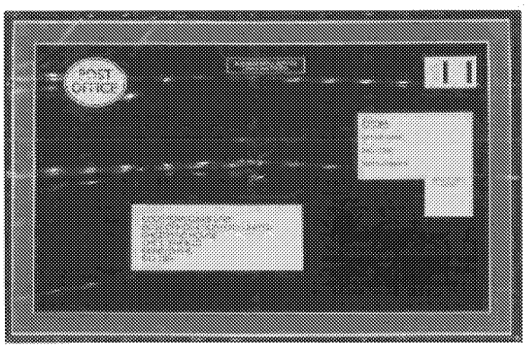
- After the stock unit has balanced complete the manual PO Encashed Form P492 MA
- Check that the POs paid total on the P492MA agrees with the POs paid total on the Horizon PO Paid Counter Weekly Report
- If they do not agree, correct the error (refer to the corrections section in this guide)
- Wrap the manual Form P492MA around the POs paid


POSTAL ORDERS PAID P492MA
(This docket is NOT to be used when a summary is required)
To: Transaction Processing, Chetwynd House, CHESTERFIELD S49 1PP

Cash Account wk no. Date week ending

| (1) Number | (2) Price | (3) Value of Orders Encashed | (4) Stamps |
|---|---|---|---|
| | 50p | | |
| | £1 | | |
| | £2 | | |
| | £3 | | |
| | £4 | | |
| | £5 | | |
| | £6 | | |
| | £7 | | |
| | £8 | | |

- Despatch the POs paid, and the form P492 MA to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week in accordance with existing instructions (refer to the Counter Operations manual)
- Destroy the Horizon PO Paid Counter Weekly Report



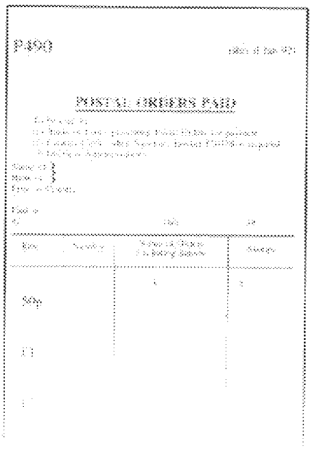
POL00089733



## Postal Orders (PO) Paid Report – all offices *continued*

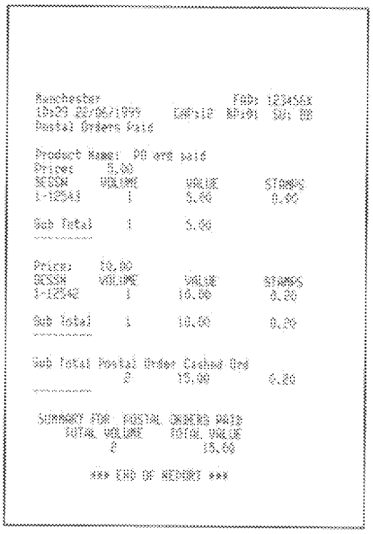
### For Multiple Stock Unit Offices

- If more than one PO Paid Summary is required complete the manual form P490


P490

POSTAL ORDERS PAID

- Print the Horizon PO Encashed Counter Weekly report
- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - POs Paid (F3)
  - Print (F4)
- Check that the total volume and value of POs paid and stamps agree with P490
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the figures agree, select cut-off (F12), accept the messages and complete (F16)


Manchester FAD: 123456
10:20 22/04/1999 CAP:12 RP:01 SU: 00
Postal Orders Paid

Product Name: PO encashed
Prices 5.00
SESSION VOLUME VALUE STAMPS
1-12543 1 5.00 0.00

Sub Total 1 5.00

Prices 10.00
SESSION VOLUME VALUE STAMPS
1-12542 1 10.00 0.20

Sub Total 1 10.00 0.20

Sub Total Postal Order Cashed Out
2 15.00 0.20

SUMMARY FOR POSTAL ORDERS PAID
TOTAL VOLUME TOTAL VALUE
2 15.00

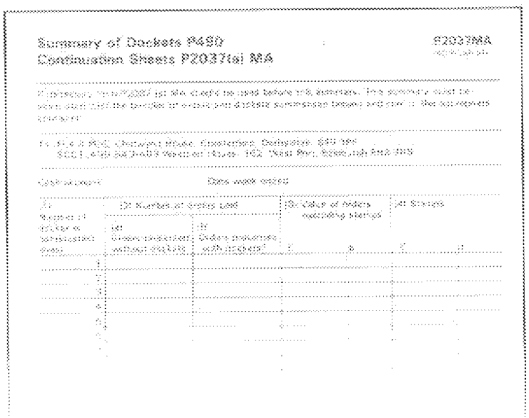
*** END OF REPORT ***

POL00089733

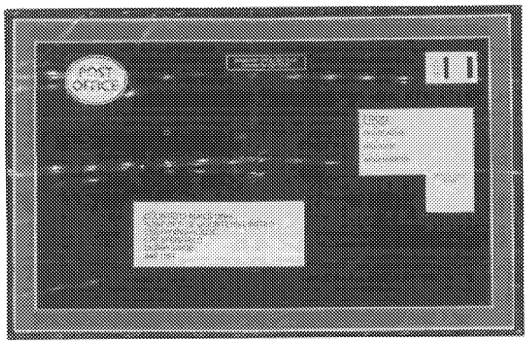


## Postal Orders (PO) Paid Report – all offices *continued*

- Summarise the forms P490s on form P2037MA
- Check the value and volumes agree with the office snapshot


Summary of Dockets P490
Continuation Sheets P2037(a) MA
P2037MA

- Despatch the POs paid, the P490s and P2037MA to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week in accordance with existing instructions (refer to the Counters Operations manual)



- Destroy the Horizon PO Paid Counter Weekly Report

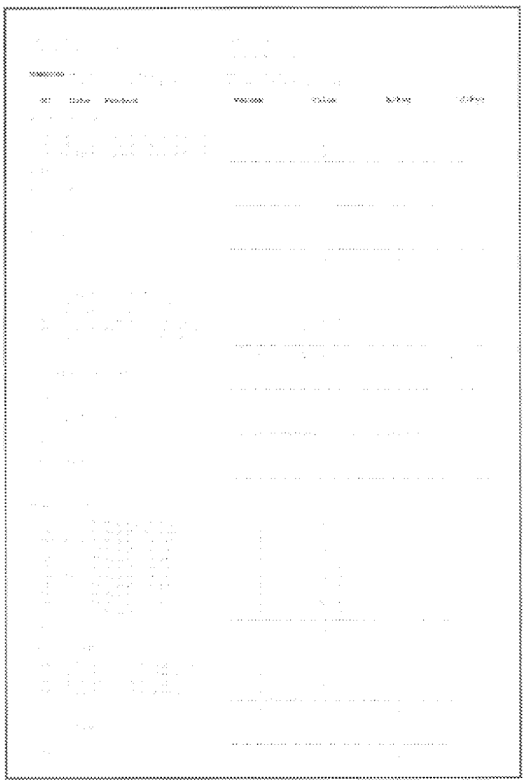
POL00089733

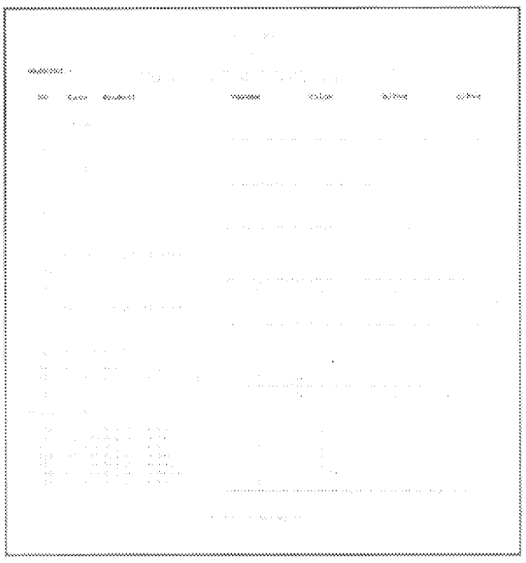


# Suspense Account Report — all offices

**Produce the Horizon Suspense Account Office Weekly Report**

- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Suspense Account (F11)
  - Print (F4)
- Check that any vouchers / RD cheques and supporting documentation appear on the printed report and there are no negative figures
- If the report is incorrect, correct the error (refer to corrections section in this guide)
- Complete (F16)





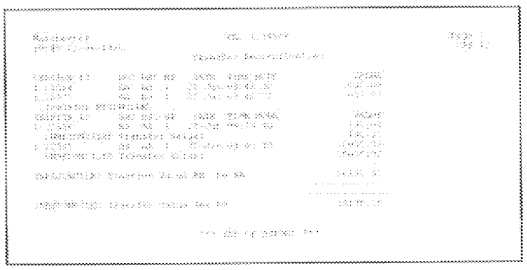
POL00089733



# Transfer Reconciliation / Unreconciled Transfer Reports – multiple stock unit offices only

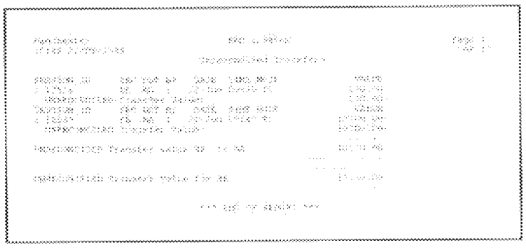
### Produce Horizon Reconciliation Transfer Weekly Report

- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Trans recon (F14)
  - Print (F4)
  - Complete (F16)



### Produce Horizon Unreconciled Transfer Office Weekly Report

- From the desktop menu select:
  - Reports (F2)
  - Office Weekly (F6)
  - Unrecon Trans (F13)
  - Print (F4)
  - Complete (F16)
- If transfers are outstanding, deal with the discrepancy
- Destroy the Horizon Reconciliation Transfer / Unreconciled Transfer Office Weekly Reports



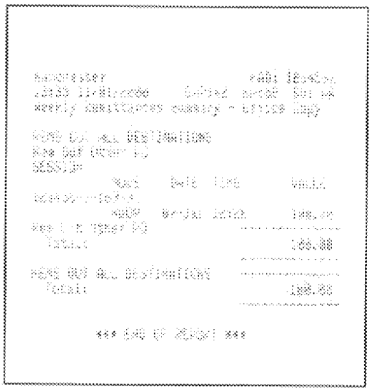
POL00089733



# Remittance Summaries Report – all offices

## Produce Horizon Report for Remittance Summary

- From the desktop menu select:
  - Reports (F2)
  - Counter Weekly (F5)
  - Rems Summary (F15)
  - Print (F4)
- If the report is incorrect, correct the error (refer to corrections section in this guide)
  - Complete (F16)
- Destroy the Horizon Report for Rems summary



POL00089733

POL00089733

# Section 3: Balancing and Suspense Account

**Activities which can be done before close of business on Balance Day**

- Complete Counter Daily Reports – see Section 1
- Summarise large volume products during balance day such as pensions and allowances, green giros etc.
- Prepare despatch forms and envelopes

**Step by step:**

1 Complete Counter Daily Reports (of transactions taken after cut-off)

2 Complete Weekly Reports – see Section 2

3 Print OBCS Stoplist

4 Post figures to the Suspense Account

5 Record non-accounting data (Table 10g) and parcel traffic (Table 12)

6 Produce stock unit Balance Snapshot and carefully check figures

7 Declare Stamps

8 Adjust Stock

9 Declare Cash

10 View discrepancies

11 Ensure shared stock unit users are logged off

12 Produce Trial Balance report

13 Roll stock units over into next CAP or Balance Period – apart from OOH stock unit

14 Print office snapshot report – optional

15 Print all mandatory Office Weekly reports – see Section 2

16 Complete all other outstanding manual Summaries

17 Balance and rollover OOH stock unit

18 Produce Trial Cash Account report

19 Errors found after Stock Unit(s) Rollover

20 Produce final Cash Account

21 Check office rollover into next CAP

22 Despatch Cash Account and Summaries

23 Extending the Cash Account period

**DO NOT MAKE MANUAL AMENDMENTS TO THE CASH ACCOUNT AS CHESTERFIELD RECEIVE AN ELECTRONIC VERSION**

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# Section 3: Balancing and Suspense Account

## Balance Day

On Balance Day you can prepare for balancing throughout the day in order to save time later. The following list of activities take you through a recommended series of steps which you can use as a checklist prior to and during balancing.

### Close of Business

Remember to switch on the A4 Printer and ensure that the printer has an adequate supply of paper (approx. 25 sheets).

**1 & 2. Complete Daily Reports and Weekly Reports**

- The Daily Reports include the daily cash declaration, in addition to the declare cash which is part of the stock unit balance process
- All daily transactions, accepted after the postman's cut-off time, that you would normally enter in the manual Unclaimed Payments and Uncharged Receipts tables must be summarised and completed before you balance with the Horizon system, therefore they cannot be held in the Suspense Account. This means that you may need to complete two daily despatches on balance day for some transactions i.e. One when the postman comes at your cut-off time during the day and another at the close of business before you balance, although these may not leave the office until the following day. Even though the second despatch may not leave the office until the following day the summaries/BCVs must have the balancing day's date and week number entered on them or errors will be generated.

**3. Print OBCS Stoplist**

- This report must be produced on a Wednesday before producing the cash account
- From the desktop menu select:
  - Reports (F2)
  - OBCS Stops (F10) in case of system failure
  - Print (F4)

**4. Post figures to the Suspense Account (unclaimed payments and uncharged receipts) as necessary and print report**

- For details of posting and removing items to and from the Suspense Account, see the Suspense Account section within this document
- You must print the Suspense Account report before producing the Cash Account. In multi-stock offices, only one stock unit will need to produce this report
- The only exception to this is when nothing is being held in the Suspense Account.

POL00089733



## Balance Day *continued*

### 5. Record non-accounting data (table 10g) and parcel traffic (table 12)

- From the desktop menu select:
  - Transactions (F1)
  - Non Accounting Data (F14) / Parcel Traffic (F15)
- This activity will need to be undertaken prior to the stock being rolled over into the next cash account period

*In multi-stock offices non-accounting data and parcel traffic can be entered individually by users or the total for the whole office can be entered onto one stock unit*

### 6. Produce Stock Unit Balance Snapshot and carefully check figures

- From the desktop menu select:
  - Stock Balancing (F4)
  - Bal Snapshot (F5)
  - Print (F4)
- Check the Balance Snapshot carefully, ensuring that the system held stock figures match your actual stock holdings. Use the adjust stock facility to rectify any discrepancies
- Reconcile all receipt and payment transaction totals for which no report is available with the supporting vouchers / documentation
- Discrepancies with receipt and payment transactions should be rectified before proceeding further by entering missing transactions or by reversing transactions entered incorrectly (i.e. overstated or duplicated transactions)

### 7. Declare Stamps

- From the desktop menu select:
  - Stock Balancing (F4)
  - Declare Stamps (F2)
  - Print (F4)
- Enter on the system the totals of each denomination of stamp (excluding 1st and 2nd class) held in your stock
- Offices with shared stock units will need to undertake more than one declaration if more than one user has stamps to declare. In such cases, ensure that separate declaration ID numbers are used for each portion of stock

### 8. Adjust Stock

- From the desktop menu select:
  - Stock Balancing (F4)
  - Adjust Stock (F4)

POL00089733



**Balance Day** *continued*

* Check actual stock on hand agrees with balance snapshot
* Any discrepancies should be re-checked before making an adjustment
* Check that the totals shown on the 'postage stamp' figure on the Balance Snapshot matches the total of stamps you have declared
* Any discrepancies should be re-checked before making an adjustment
* If you adjust your stamp figure after a stamp declaration you will need to check your original declaration and confirm it is correct
* Adjustment of stock is the recommended method to ensure that system totals and actual stock holdings agree. However an alternative method to stock adjustment is to make a stock declaration. This entails declaring your stock holdings as opposed to adjusting the system held totals. If you have used the method of stock declaration and you subsequently need to make an amendment to the stock you **must** re-declare the stock on the system.

### 9. Declare Cash

* From the desktop menu select:
  - Stock Balancing (F4)
  - Declare Cash (F1)
  - Print (F4)
* Enter your total cash holdings by denomination. Offices with shared stock units may be required to undertake more than one declaration (i.e. where more than one user has cash to declare). In such cases, ensure that separate declaration ID numbers are used for each portion of cash

### 10. View Discrepancies

* From the desktop menu select:
  - Stock Balancing (F4)
  - Discrepancies (F8)
* The system may display a list of cash and stock discrepancies

### 11. Ensure Shared Stock Users are Logged Off

* Before producing a Trial Balance Report, ensure that only one user is logged on to the stock unit (i.e. the user who is producing the trial balance report)

### 12. Produce Trial Balance Report

* From the desktop menu select:
  - Stock Balancing (F4)
  - Balance Report (F6)
  - Print (F4) / Preview (F8)
* Once the trial balance has been produced, check that all totals are correct, proceed to rollover the stock unit and produce the final balance.
* If there are still discrepancies, do a final check of cash, stock, etc. before finalising your balance

POL00089733



## Balance Day *continued*

### 13. Roll Stock Units over into the next Cash Account Period or Balance Period

- From the desktop menu select:
  - Stock Balancing (F4)
  - Balance Report (F8)
  - Rollover (F12)
  - Select CAP or BP
  - By selecting the rollover option the stock unit final balance will automatically be produced
- **Offices which perform out of hours transactions (e.g. on-line lottery offices) should see the Out Of Hours (OOH) procedures in Section 4**
- **To rollover an inactive stock unit use the following icon sequence:**
  - You will also need to ensure that inactive stock units (i.e. stock units where no transactions have taken place during that Cash Account week) are also rolled over.
- From the desktop menu select:
  - Office Balancing (F8)
  - Inact SU roll (F9)

### 14. Print Office Snapshot Report - optional

- Print an Office Snapshot Report
- From the desktop menu select:
  - Office Balancing (F8)
  - Office Snapshot (F1)
  - Print (F4)

### 15. Print all mandatory Office Weekly Reports – see Section 2

### 16. Complete all other outstanding manual Summaries

### 17. Balance and Rollover OOH Stock unit

### 18. Produce Trial Cash Account Report

- Print a Trial Cash Account Report
- From the desktop menu select:
  - Office Balancing (F8)
  - Cash Account Report (F6)
  - Print (F4) / Preview (F8)

POL00089733



**Balance Day** *continued*

### 19. Errors found after Stock Unit(s) Rollover

- If an error is found prior to Cash Account rollover, but after all stocks have been balanced and rolled over, a new stock unit will need to be created to rectify the error. Note that the stock unit must be created before the final Cash Account is produced (see correction section of this guide)

### 20. Produce Final Cash Account

- Rollover (F12)
- By selecting the rollover option 2 copies of the Final cash account will be automatically produced

### 21. Check Office rollover into next CAP

- From the desktop menu select:
  - Office Balancing (F8)
  - Office CAP (F10)
  - If you have rolled over correctly the new CAP will be displayed

### 22. Despatch Cash Account and Summaries

- Sign and datestamp both copies of the Cash Account
- Send one copy to Chesterfield in the brown one-trip pouch
- Retain the 2nd copy in the office for 6 years

### 23. Extending the Cash Account Period (CAP)

This procedure can only be performed once authority has been obtained from your RNM via Network Business Support Centre on 0845 6011022.

The procedure to extend the CAP must be carried out during the Cash Account Period preceding the one you want to extend and before you have balanced any stock units.

For example, if permission has been given not to perform a Cash Account for week 03 and 04 and to produce a three week Cash account in week 05, the procedure to extend the Cash account must be selected during week 02. Once the Cash account has been produced in week 05 the system will reset back to normal.

- **To extend the Cash Account period using the following sequence**
- From the desktop menu select:
  - Office Balancing (F8)
  - Extended CAP (F11) (By selecting this icon you will now be able to choose to extend the cash account by 2 or 3 weeks)
  - The Extended CAP icon must be selected before starting to balance

**DO NOT MAKE MANUAL AMENDMENTS TO THE CASH ACCOUNT AS CHESTERFIELD RECEIVE AN ELECTRONIC VERSION**

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# Suspense Account

## Overview

Suspense Account is the section of the Cash Account previously known as the Unclaimed Payments (Table 2), Authorised Cash Shortages (Table 2A) and Uncharged Receipts (Table 3) sections of the Cash Account (see below). This section clarifies the reasons for using the Suspense Account and how to move items into and redeem items from Suspense. All of the icons which move products to, and redeem from the Suspense Account, can be found by the following selection process.

- From the desktop menu select:
  - Transactions (F1)
  - Housekeeping (F13)
  - The relevant icon

**Remember:** The icons work 'in matching pairs' – whichever icon you select to move an item to the Suspense Account has a partner which will redeem that item from the same place. If you do not use the icons in pairs it will create errors in your Cash Account (i.e. negative stock values).

Care should be taken when moving and redeeming items which have more than one line on the Cash Account (i.e. Losses, Gains and RD Cheques).

**Only** the following items can be held in the Suspense Account:

| **Unclaimed Payments** | **Uncharged Receipts** |
|---|---|
| • Authorised losses | • Gains |
| • Rem shortages | • Rem surpluses |
| • Migration ** | • Migration ** |
| • Vouchers * | • Pre-purchase |
| • POCL cheques * | |
| • RD cheques * | |
| • Authorised Cash Shortages (TBL 2A) | |

If you have any other products which you think should be moved to the Suspense Account, and you need authorisation, you must contact the NBSC (0845 6011022) for the correct advice.

* *The system will not allow you to balance if you are holding these items as value stock or methods of payment (MOP). Therefore, you must move these items to the Suspense Account before the Stock Unit is balanced and rolled into the next CAP.*

** *The Migration option can be used by the Horizon Field Support Officer (HFSO) at the time your office is installed with Horizon. Where products are not currently available on your system, or if an error has been made in migration, an error notice will follow. If used, the HFSO will explain how to deal with any items contained within this section of the Suspense Account and will leave a manual form (TP1).*

*The item(s) will need to be removed from the Suspense Account when the missing product becomes available. Failure to remove these items from the Suspense Account could result in inaccurate calculation of remuneration, and settlements not being made to clients.*

POL00089733



**Suspense Account** *continued*

## Dealing with Losses – offices authorised to hold losses

Any losses incurred within stock units should be moved to the Suspense Account (unclaimed payments) **after** the production of the final balance and CAP (not BP) rollover. This **must** be done using the stock unit in which the loss occurred.

It is important that these instructions are followed carefully as offices that previously operated ECCO would not have needed to post a loss to the Suspense Account prior to Horizon being implemented. Failure to post a loss to suspense will mean that the loss will remain with the stock unit.

### Move any loss incurred to the Suspense Account directly after completing Balance and CAP Rollover

- From the desktop menu select:
  - Transactions (F1)
  - Housekeeping (F13)
  - Losses tbl 2a (F14)

### Complete a cash and stamp declaration using the EXACT figures declared for the stock unit balance

- This activity is **optional** but will ensure the stock unit will commence the new CAP with **a net discrepancy of zero**. You will need to undertake the declarations before the stock unit is used for further transactions (i.e. perform the declarations either that same evening or the following day - before any other activities are performed on the stock unit)

**To make a Stamp Declaration**

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Stamp (F2)
  - Providing figures have been declared correctly there will be no discrepancy

**To make a Cash Declaration**

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Cash (F1)
- If figures are declared correctly a compensatory gain will be shown for the same amount as the loss incurred as part of the balance. Assuming this is the case, accept the discrepancy
- This will be shown on the trial balance report

POL00089733



## Suspense Account *continued*

Any loss incurred within stock unit need to be moved to the Suspense Account (unclaimed payments). By following this procedure all stock units will start the new CAP with a net discrepancy of zero. Should any discrepancies be shown later in the week, they will be as a result of work carried out during the current CAP.

### E.g. Week One

- Stock Unit incurs loss of £10
- Loss total will show £10
- Gain total will show nil
- Net discrepancy = £10 short

After CAP rollover office / stock holder enters the £10 loss into Suspense Account and declares cash and stock.

### Week Two

- Loss total will show £10
- Gain total will show £10
- Net discrepancy = nil

Should the net discrepancy be any other amount, this will be the stock unit discrepancy for this particular CAP.

Once a loss has been posted to suspense, a corresponding gain appears in the discrepancy box. This can be found on the stock unit trial balance report.

Any losses held in the Suspense Account must be redeemed in line with POCL business rules. For further information, refer to the Horizon System User Guide, Office Administration, page 33.

## Agency Offices

Some agency offices have an agreement with Post Office Counters Ltd to hold all losses and gains in the Suspense Account for a specified period. In these instances, amounts can be held in the Suspense Account and adjusted in accordance with the agreement.

The net discrepancy must be adjusted within the timescales laid down in the terms of the agreement. Failure to do so, may render the company in breach of it's contract.

POL00089733



**Suspense Account** *continued*

## Dealing with Gains – *office authorised to hold gains*

Any gains incurred within stock units need to be moved to the Suspense Account (uncharged receipts) **after** the production of the final stock unit balance and CAP (not BP) rollover. This will need to be done using the stock unit in which the gain occurred.

It is important that these instructions are followed carefully as offices that previously operated ECCO would not have needed to post a gain to the Suspense Account prior to Horizon being implemented. Failure to post a gain to suspense will mean that the gain will remain with the stock unit.

### Move any gain incurred to the Suspense Account directly after completing Balance and CAP Rollover

- From the desktop menu select:
  - Transactions (F1)
  - Housekeeping (F13)
  - Gains UR in (F13)

### Complete a cash and stamp declaration using the EXACT figures declared for the stock unit balance

- This activity is **optional** but will ensure the stock unit will commence the new CAP with **a net discrepancy of zero**. You will need to undertake the declarations before the stock unit is used for further transactions (i.e. perform the declarations either that same evening or the following day – before any other activities are performed on the stock unit)

#### To make a stamp declaration

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Stamps (F2)
  - Assuming figures are declared correctly, there will be no discrepancy

#### To make a cash declaration

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Cash (F1)
- If figures are declared correctly a compensatory loss will be shown for the same amount as the gain incurred as part of the balance. Assuming this is the case, accept the discrepancy
- This will show on the trial balance report

Any gains incurred within stock units need to be moved to the Suspense Account (uncharged receipts) by following this procedure all stocks will start the new CAP with no discrepancies. Should any discrepancies be shown later in the week they will be as a result of work carried out during the current CAP.

POL00089733



## Suspense Account *continued*

### E.g. Week One

- Stock Unit incurs gain of £10
- Loss total will show nil
- Gain total will show £10
- Net discrepancy = £10 (over)

After CAP rollover office / stockholder enters £10 excess into Suspense Account and re-declares cash and stock as shown above.

### Week Two

- Loss total will show £10
- Gain total will show £10
- Discrepancy = nil

Should the net discrepancy be any amount other than nil, this will be the stock unit discrepancy for this particular CAP.

Once a gain has been posted to suspense, a corresponding loss appears in the discrepancy box. This can be found on the stock unit trial balance report.

Any gains held in the Suspense Account must be redeemed in line with current POCL business rules. For information on redeeming gains from the Suspense Account, refer to Horizon System User Guide, Office Administration, page 33.

### Agency Offices

Some agency offices have an agreement with Post Office Counters Ltd to hold all losses and gains in the Suspense Account for a specified period. In these instances, amounts can be held in the Suspense Account and adjusted in accordance with the agreement.

The net discrepancy must be adjusted within the timescales laid down in the terms of the agreement. Failure to do so, may render the company in breach of it's contract.

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**Suspense Account** *continued*

## Dealing with Losses – other offices

In other offices there is a distinction between losses which an office has authority to hold within the Suspense Account and, those which need to be made good..

If a loss is discovered on balancing a stock unit, it should be made good immediately. If the loss is the result of a known error, for which an error notice will be issued, the amount can be moved to the Suspense Account prior to rolling over into the next CAP and authority to hold the amount sought from the retail network manager. In addition to this, if the loss is of such a value that making it good would result in financial hardship, the amount may be moved to the Suspense Account and permission sought from your retail network manager, to hold the loss pending a compensating error coming to light.

### Making Good Losses

If you have not obtained authority to hold a loss within the Suspense Account, you will need to make good the discrepancy after the final stock unit has rolled to the next CAP.

### Make good the loss

- This involves placing the cash for the amount of the loss in your till

### Complete a stamp declaration using the EXACT figures declared for the stock unit balance

- This activity is **optional** but will ensure the stock unit will commence the new CAP with **a net discrepancy of zero**. You will need to undertake the declarations before the stock unit is used for further transactions (i.e. perform the declaration either that same evening or the following day before any other activities are performed on the stock unit)

#### To make a stamp declaration

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Stamps (F2)
  - Assuming figures are declared correctly there will be no discrepancy

### Complete a cash declaration entering your actual cash holdings including the cash placed in the till to make good the loss

- This activity will need to be undertaken before the stock unit is used for further transactions (i.e. perform the declarations either that same evening or following day before any other activities are performed on the stock unit)
- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Cash (F1)

POL00089733



## Suspense Account *continued*

- If figures are declared correctly a compensatory gain will be shown for the same amount as the loss incurred as part of the balance. Assuming this is the case, accept the discrepancy
- This will be shown on the trial balance report

By following this procedure all stock units will start the new CAP with a net discrepancy of zero. Should any discrepancies be shown later in the week, they will be as a result of work carried out during the current CAP.

### E.g. Week One

- Stock Unit incurs loss of £10
- Loss total will show £10
- Gain total will show nil
- Net discrepancy = £10 short

After CAP rollover office / stock holder makes good the £10 loss and re-declares cash and stock as shown above.

### Week Two

- Loss total will show £10
- Gain total will show £10
- Net discrepancy = nil

Should the net discrepancy be any amount other than nil, this will be the stock unit discrepancy for this particular CAP.

## Obtaining authority to hold a loss in suspense

If a loss is moved to the Suspense Account, the retail network manager must be contacted the day after the balance has taken place to seek permission to hold the amount. Your retail network manager will provide you with written authority to hold the loss, which will also have an end date. If a compensating error has not been revealed by the end of the authority period, the amount must be removed from the Suspense Account and the loss made good.

If the retail network manager refuses authority to hold the amount, it should be removed from the Suspense Account and made good **before** the end of the next balance period.

POL00089733



**Suspense Account** *continued*

## Dealing With Gains – other offices

Any gains incurred in a stock unit can be dealt with either by moving the gain to the Suspense Account or removing money from the till.

If a large counter gain is discovered on balancing a stock unit, the amount should be transfered to the Suspense Account before rolling over the stock unit to the next CAP. If a gain is moved to the Suspense Account, your retail network manager must be contacted the day after the balance has taken place to seek permission to hold the amount. Your retail network manager will provide you with written authority to hold the gain, which will also have an end date. If a compensating error is not revealed at the end of the authority period, the gain may be withdrawn from post office funds and the amount removed from the Suspense Account. If an error comes to light after the money has been withdrawn it **must** be made good with immediate effect.

### Removing money from the till

If you have not obtained authority to hold a gain within the Suspense Account, you will need to correct the discrepancy after the stock unit has been balanced and rolled over to the next CAP.

### Move any gain incurred directly after completing Balance and CAP Rollover

- Remove the cash for the amount of gain from your till

### Complete a cash and stamp declaration minus the gain

- This activity is **optional** but will ensure the stock unit will commence the new CAP with **a net discrepancy of zero**. You will need to undertake the declarations before the stock unit is used for further transactions (i.e. perform the declarations either that same evening or the following day before any other activities are performed on the stock unit)

#### To make a stamp declaration

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Stamps (F2)
  - Assuming figures are declared correctly there will be no discrepancy

#### To make a cash declaration

- From the desktop menu select:
  - Stock Balancing (F4)
  - Decl Cash (F1) **MINUS THE GAIN**
  - If figures are declared correctly a compensatory loss will be shown for the same amount as the gain incurred as part of the balance
  - Assuming this is the case, accept the discrepancy
  - This will be shown on the trial balance report

POL00089733



## Suspense Account *continued*

By following this procedure all stock units will start the new CAP with a net discrepancy of zero. Should any discrepancies be shown later in the week they will be as a result of work carried out during the current CAP.

### E.g. Week One

- Stock Unit incurs gain of £10
- Loss total will show nil
- Gain total will show £10
- Net discrepancy = £10 (over)

After CAP rollover office / stockholder removes the excess £10 and re-declares cash and stock as shown above.

### Week Two

- Loss total will show £10
- Gain total will show £10
- Discrepancy = nil

Should the net discrepancy be any amount other than nil, this will be the stock unit discrepancy for this particular CAP.

POL00089733

# **Section 4:** Correcting errors on Horizon and Out Of Hours Procedures

POL00089733



# Section 4: Correcting errors on Horizon and Out Of Hours Procedures

## Errors found when checking Reports before 'cut-off'

Reports produced from the Horizon system must be checked against the actual supporting dockets on hand or the supporting information before the cut-off is selected.

If an error is discovered it must be corrected. The report reproduced from the Horizon system should not be 'cut-off' until the dockets/supporting information agrees with the report.

This type of error is corrected by using either:

- The reversal facility (where the original transaction has been entered incorrectly)
- By entering a new transaction (where the original transaction has not been entered at all)
- Combination of the two (reversing the original transaction and then entering the transaction correctly). See Examples 1 to 3 below.

| Horizon report | Supporting dockets | Possible cause | Solution | Horizon report after correction |
|---|---|---|---|---|
| **Example 1** | | | | |
| 12.00<br>43.79<br>55.79 | A 12.00<br>B 43.79<br>C 36.90 | Docket C has not been entered on the system | Do not select cut-off.<br>Enter Docket C on the system.<br>Re-print the report.<br>Select cut-off. | 12.00<br>43.79<br>36.90<br>92.69 |
| **Example 2** | | | | |
| 12.00<br>43.79<br>36.90<br>24.00<br>116.69 | A 12.00<br>B 43.79<br>C 36.90 | Entry on report for 24.00 with no supporting docket. | Do not select cut-off.<br>Complete a reversal for the incorrect entry.<br>Re-print the report.<br>Select cut-off. | 12.00<br>43.79<br>36.90<br>-24.00<br>-24.00<br>92.69 |
| **Example 3** | | | | |
| 12.00<br>43.79<br>39.60<br>95.39 | A 12.00<br>B 43.79<br>C 36.90 | Docket C entered as 39.60 instead of 36.90. | Do not select cut-off.<br>Complete a 'Reversal' for the entry for 39.60.<br>Enter Docket C for the correct amount (36.90).<br>Re-print the report.<br>Select cut-off. | 12.00<br>43.79<br>39.60<br>-39.60<br>36.90<br>92.69 |

POL00089733



# Errors found when checking Reports after 'cut-off'

If the 'cut-off' button has been selected prior to checking the report against the actual dockets / supporting information and an error is found, the correction can still be made using the reversal facility. Once the correction has been made, a further report must be produced from the Horizon sysytem with the 'cut-off' facility selected again, this report can then be discarded. The first report must be manually altered so that the correct entries for volume and value are shown. Any manual alterations must be initialled, See Example 4 below.

| Horizon report | Supporting dockets | Possible cause | Solution | Horizon report after correction |
|---|---|---|---|---|
| **Example 4** | | | | |
| 12.00<br>43.79<br>39.60<br>95.39 | A 12.00<br>B 43.79<br>C 36.90 | Docket C entered as 39.60 instead of 36.90. Report has been 'cut-off' prior to clerk completing checks. | Complete an 'Existing Reversal' for entry for 39.60. Enter Docket C for the correct amount (36.90). Print the report this time selecting 'cut-off'.<br>• This report can be discarded<br>• Manually annotate the original report with the correct total and initial the alteration. | -39.60<br>36.90<br>-2.70<br><br>~~36.90~~<br>12.00<br>43.79<br>~~39.60~~<br>~~95.39~~<br>42.69 initials |

In the case of Alliance and Leicester Girobank the Horizon produced reports will be automatically amended and will not show the negative entry.

If the entries appear on different summaries after the reversal is made then a manual summary must be produced and despatched with supporting documents.

POL00089733



# Dealing with Transaction Reversals

If a transaction has been entered and the customer session completed, and you subsequently find you have made an error, you can correct the error by 'reversing' the transaction.

Depending on the transaction, you can reverse it in one of four ways:

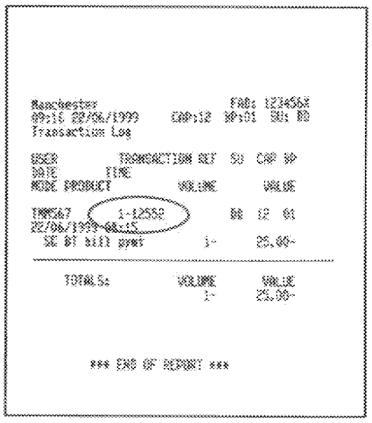
* as an existing reversal
* a new reversal
* a transfer reversal
* an automated payment reversal.

## Existing Reversal

An existing reversal can only be performed at the stock unit that carried out the original transaction, and only within the same Cash Account Period.

All transactions have a session number – this can be obtained from the transaction log.

* From the desktop menu select:
  - Reports (F2)
  - Transaction log (F3)




Transaction reversals can only be done whilst the voucher(s) are still in the office (e.g. Girobank deposit error spotted before voucher(s) have been despatched).

For information on how to complete an existing reversal on the Horizon system, see the Horizon System User Guide, Electronic Point of Sale Service booklet, Existing Reversals, Subsection 24.1, page 88. For specific information on Redeemed savings stamps reversals – see below.

## Redeemed Savings Stamp Reversal

You can only reverse redeemed savings stamps if you also reverse the associated product for which they were accepted. For example, if you have redeemed BT Savings Stamps to reverse, you must also reverse the associated BT Bill payment.

To do this you will need the session numbers for the transaction. If you do not know these you will need to examine the transaction log.

For information on producing the transaction log, see the Horizon System User Guide, Reports booklet, Office Reports, Producing a transaction log report, Subsection 13, page 47.

POL00089733



## Dealing with Transaction Reversals *continued*

Once you have identified the correct session numbers, proceed as follows:

- Select the existing reversal option
- Enter the session number of the BT bill payment to be reversed
- The BT Bill transaction will appear on the stack
- Enter the session number of the BT savings stamp payment to be reversed
- The BT savings stamp payment will appear on the stack
- To complete the reversal select the Finish option
- Once the transaction is completed a receipt is automatically printed with the reversal details
- The BT bill payment and correct method of payment must now be entered onto the Horizon system

### New Reversal

A new reversal should be carried out only for any EPOSS transaction where the customer session number is not easily identifiable. For example, when you have identified that an EPOSS transaction has been entered incorrectly on the system and are unable to identify the specific transaction from the transaction log.

For information on how to complete a new reversal on the Horizon system, see the Horizon System User Guide, Electronic Point of Sale Service booklet, New Reversals, Subsection 24.2, page 92.

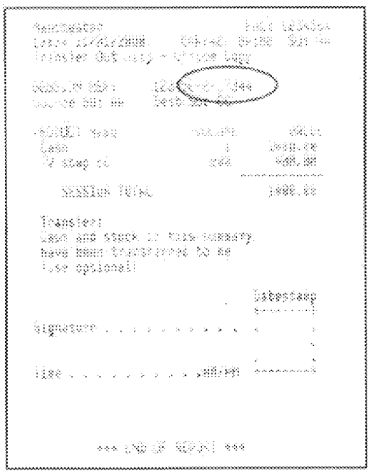
All transactions which report to the receipt and payments tables of the Cash Account can be corrected using the new reversal method with the following exceptions:

- Automated payments - see **Automated Payment Reversal**
- BT bill reversal - see **Existing Reversal**
- Alliance and Leicester Girobank Deposits or Withdrawals - see **Existing Reversal**
- Remittances in or out - see **Existing Reversal**
- Transfers - see **Transfer Reversal**

### Transfer Reversal

A transfer reversal can only be carried out on the stock unit which has transferred the stock out if the receiving stock unit has not yet transferred in the stock. This is performed by the use of a session number, which is obtained from the transfer receipt. The transfer receipt is printed automatically when the transfer is completed.

For information on how to complete a transfer reversal on the Horizon system, see the Horizon System User Guide, Electronic Point of Sale Service booklet, Transfer Reversals, Subsection 24.3, page 95.



POL00089733



## Dealing with Transaction Reversals *continued*

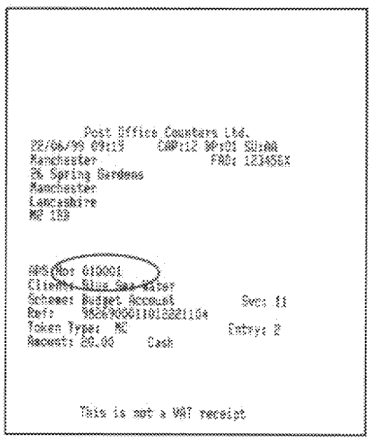
### Automated Payment Reversal

An Automated Payment Reversal can only be carried out at the stock unit which performed the original transaction, and you must have the customer's original receipt.

**The stock unit must still be in the same Balance and Cash Account Period, and the end of day marker (POCL) must not have been automatically activated. The marker (poll) is usually activated about 30 minutes after closing time.**

If the end of the day marker has already taken place, the system will not allow you to complete a reversal, and no further action can be taken.

For further information relating to the rules and instruction on completing an automated payment reversal, see the Horizon System User Guide, Automated Payments booklet, Automated Payments Service, Reversing an Automated Payment, Subsection 10, page 51.



POL00089733



# Correcting errors found after stock units have balanced and rolled over

This section details what action to take if you discover an error (prior to the production of the final Cash Account), in a stock unit that has already been balanced and rolled over into the next CAP.

**To correct the error you must create another stock unit on which you make the correction, so that the stock unit can be easily distinguishable from any other stock unit in the office, call it 'ZZZ'.**

If you have found errors in more than one stock unit, you can use stock unit ZZZ to rectify all errors. Create ZZZ as an individual stock unit.

Once created, stock unit ZZZ can be used each week to make any necessary corrections. If not used, the stock unit can be rolled over using the inactive stock unit rollover procedure. See the Horizon System User Guide, Balancing booklet, Subsection 7, page 21.

**Remember:** Stock unit ZZZ **must not** be balanced until you have checked the office balance snapshot and are sure that no corrections are required.

For information on how to create and attach yourself to a stock unit see the Horizon System User Guide, General Administration booklet, Stock Unit Administration, Subsection 15, page 51 and Subsection 16, page 53.

For information on producing an Office Snapshot Report, see page 54 of this guide.

See the examples below for details on what action to take when you discover an error has been made in a stock unit after it has balanced and rolled over.

### Example 1 – Rod Licence not recorded on the system

Stock unit AA balanced and rolled over to CAP 20 showing a gain discrepancy of £18 in CAP 19.

Whilst checking the Rod Licence weekly sales summary form P4678 against the office snapshot you discover that stock unit AA has understated their rod licences by one transaction amounting to £18.

**To correct the error create /attach yourself to stock unit ZZZ**

- Enter a Rod Licence transaction for £18 and settle for cash
- Declare stamps and cash as nil
- Complete a balance on stock unit ZZZ – showing a loss discrepancy of £18 - and roll over the stock unit to CAP 20
- The loss (£18) in stock unit ZZZ compensates for the gain (£18) in stock unit AA
- Complete the office cash account and roll over to CAP20
- In CAP 20 – attach yourself to stock unit ZZZ and 'transfer out' £18 cash to stock unit AA (**do not physically hand over any money**)
- In CAP 20 attach yourself to SU AA. Complete the 'transfer in' of £18 cash (**do not physically hand over any money**)

POL00089733



Example 1 *continued*

- Re-attach yourself to stock unit ZZZ and declare stamps and cash as nil
- Complete a trial balance on stock unit ZZZ
- Stock unit ZZZ will show a loss discrepancy of £18 and a gain discrepancy of £18, giving you a net discrepancy of zero
- When the stock unit balance is completed for stock unit AA it will show a loss discrepancy of £18 and a gain discrepancy of £18, giving you a net discrepancy of zero
- The net discrepancy of zero is carried forward to CAP 21

### Example 2 - Extra Rod Licence transaction recorded on the system

Stock unit AA balanced and rolled over to CAP 20 showing a loss discrepancy of £18 in CAP 19.

Whilst checking the Rod Licence weekly sales summary form P4678 against the office snapshot you discover that stock unit AA has overstated their rod licences by one transaction amounting to £18.

### To correct the error create / attach yourself to stock unit ZZZ

- Reverse a Rod Licence transaction for £18 and settle for cash
- Declare stamps and cash as nil
- Complete a trial balance on stock unit ZZZ - showing a gain discrepancy of £18 - and roll over the stock unit to CAP 20
- The gain (£18) in stock unit ZZZ compensates for the loss (£18) in stock unit AA
- Complete the office cash account and roll over to CAP20
- In CAP 20 - attach yourself to stock unit AA and 'transfer out' £18 cash to stock unit ZZZ (**do not physically hand over any money**)
- In CAP 20 attach yourself to stock unit ZZZ and complete the 'transfer in' of £18 cash from stock unit AA (**do not physically hand over any money**)
- Complete a trial balance on stock unit ZZZ declaring stamps and cash as nil
- Stock unit ZZZ will show a loss discrepancy of £18 and a gain discrepancy of £18, giving you a net discrepancy of zero
- When the stock unit balance is completed for stock unit AA it will show a loss discrepancy of £18 and a gain discrepancy of £18, giving you a net discrepancy of zero
- The net discrepancy of zero is carried forward to CAP 21

POL00089733



# Out Of Hours Procedures

## 'Out Of Hours' transactions

Out of hours refers to post office transactions which occur outside of the agreed post office opening hours, such as before the post office opens, during the lunchtime period or after the post office closes for the day.

The procedure for dealing with transactions on the Horizon system which are performed out of hours will depend on whether you have obtained permission to access the post office area outside the agreed post office hours. If you are unsure check with your RNM.

A separate stock unit should be created to deal with all out of hours transactions. For ease of use and to assist in balancing and cash account preparation, Lottery transactions should be performed using the out of hours stock unit, including those transactions which occur during normal post office hours of business.

- Create the stock unit following the normal procedure, using the stock ID called 'OOH' (Out Of Hours) see Horizon System, User Guide, General Administration booklet, Stock unit administration, Creating a stock unit, subsection 15, page 51.

## National Lottery transactions, including 'Out Of Hours' Lottery transactions

For ease of use and to assist in balancing and cash account preparation, all Lottery transactions should be performed using the out of hours stock unit (OOH), including those transactions which occur during normal post office hours of business.

### Dealing with lottery transactions accepted on days other than the day of the office balance

**Step 1** **Perform Lottery transactions, including any out of hours Lottery transactions on the Lottery on-line terminal**

**Step 2** **At the end of the day print the following summaries from the on-line terminal:**

- On-line summary
- Instants summary
- Dome tickets summary
- Thunderball summary

**Step 3** **Using the National Lottery prize payments summary calculate the total of prize payments made by cheque for the day**

- Print the Instants summary from the GVT
- Calculate the value of Instants sales for the day (a separate total of £1 and £2 scratch cards is required)

The total value of Instants sales = the total value of activated Scratch Cards on hand at the start of day, plus any activated during the day, less activated cards on hand at the end of the day

POL00089733



## Out of hours procedures *continued*

**Step 4** **Using the OOH stock unit, enter the total value of the on-line sales transactions, Thunderball transactions and Dome ticket transactions under the 'Nat Lot Game' option**

* From the desktop menu select:
  - Transactions (F1)
  - Serve customer (F1)
  - Other products (F13)
  - Leisure (F6)
  - Nat Lot Game (F5) (note - each total can be entered separately)

**Step 5** **Enter the total value of prize payments made by cheque onto the Horizon system, using the OOH stock unit**

* From the desktop menu select:
  - Serve customer (F1)
  - Other products (F13)
  - Leisure (F6)
  - National Lottery Cheque Prize (F6) / National lottery Cheque Bal (enter twice to make value = zero)

**Step 6** **Deduct the total of prize payments made by cheque from the grand total of prize payments shown on the 'on line summary' and the 'instants summary' report This will provide the total of cash prizes paid during the day**

* Enter the total of cash prize payments onto Horizon, using the OOH stock unit
* From the desktop menu select:
  - Transactions (F1)
  - Serve customers (F1)
  - Other products (F13)
  - Leisure (F6)
  - National Lottery cash prize (F4)

**Step 7** **Transfer cash to Counter Stock Unit**

* From the desktop menu select:
  - Transactions (F1)
  - Transfers (F2)
  - Transfer out (F2)

For information on activating / de-activating Instants, see the Remittances and Transfers section in this guide.

POL00089733



## Out of hours procedures *continued*

### Dealing with lottery transactions accepted on the day of the office balance

Stock unit "OOH" must not be balanced and rolled into the next Cash Account Period, until all Lottery transactions have been recorded on the Horizon system. This stock unit can be balanced on the morning after the balance (usually Thursday morning).

- On balance day: Balance all stock units except the 'OOH' stock unit. Roll all stock units except the OOH stock unit into the next Cash Account Period, as normal. (See Horizon System User Guide, Balancing booklet, All stock units, Guide to balancing and Cash Account production, subsection 3, page 9)

Once these stock units have been rolled into the next Cash Account Period, they will be available for use on the next working day, even if the Cash Account has not been produced.

- The 'OOH' stock unit must be kept in the current Cash Account Period (CAP) for the purpose of recording the out of hours transactions
- After the Lottery cut-off, follow the procedure for dealing with Lottery transactions at the end of the day ('Dealing with transactions accepted on days other than the day of the office balance')
- When all other 'Out Of Hours' transactions have been entered into the 'OOH' stock unit, balance the OOH stock unit and roll into the next CAP, as normal (see 'Out of hours' transactions')
- Proceed with the Cash Account (See Horizon System User Guide, Balancing booklet, All stock units, Guide to balancing and Cash Account production, subsection 3, page 9)

## APS transactions

Any APS transactions conducted on the Horizon system must be included in the current Office Cash Account (CAP).

- For ease of use, for APS transactions conducted out of hours use the "OOH" stock unit on balance day
- Offices using APT imprinter for magnetic card transactions may enter the transactions on the Horizon System the following day after the office cash account has been completed

## Smart Card transactions

These cannot be conducted without access to the Horizon system

POL00089733

# **Section 5:** Glossary of terms

POL00089733



# Section 5: Glossary of terms

Listed here are the definitions for some of the new terms that you may not be familiar with. For detailed explanations, please refer to the relevant booklet in the Horizon system user guide

| | |
|---|---|
| **'cut-off'** | You may know 'cut-off' to mean the time at which you start to prepare your daily despatch for the postman. You will still need to complete daily summaries for the daily despatch and also produce Counter Daily Reports from the Horizon system.<br>There is now a Horizon 'cut-off'. Once you are happy that a report is correct you need to carry out a report 'cut-off'. This totals the report and resets the figures in the Horizon System for the next report to zero.<br>Any further transactions that you do after the report 'cut-off' will appear on the next report.<br>If you do not 'cut-off' after completing the report further transactions will just be added onto it and both the old and new transactions will appear on the next report produced. |
| **Log on** | At the beginning of each day you will have to tell the Horizon system that you wish to start the day's business. You do this by **logging on**. You will be required to enter your User Name and Password. You will also be required to **Log on** after any time that you have logged out. |
| **Log out** | When you want to leave the office for the day, or for a period of time likely to exceed 15 minutes, you must **Log out** of the Horizon system. |
| **Method Of Payment (MOP)** | The method by which a customer pays for a transaction is referred to as a **Method Of Payment or MOP**. As well as Cash and Cheque payments, this would also include payments such as Savings Stamps and Girobank Transfers.<br>**You must enter the exact Method Of Payment received into the Horizon system or errors may occur.** |
| **Remittances and Transfers** | A **remittance** is where cash, cheques and stock come into or go out of the office.<br>A **transfer** is movement of cash, cheques and stock within the same office. Transfers will only be used if you have multiply stocks in your office and will not apply to most small offices. |
| **Reversals** | A **reversal** is a transaction which is performed when it is necessary to correct a mistake or to provide a refund to a customer. A **reversal** does not result in existing transaction information being amended or deleted from the system. It does, however, create new information which compensates and corrects the original transaction. |

POL00089733



## Glossary of terms *continued*

| | |
|---|---|
| **Rollover** | The Horizon system will automatically carry forward the balance brought forward figure of the Cash Account and is known as the **rollover**. A rollover is also completed after a stock unit balance and again the system carries forward the balance brought forward for the stock unit automatically.<br>During rollover the system also changes the Cash Account Period i.e. From week 10 to week 11, etc. |
| **Sales Stack** | An on screen display lists the product/s sold to the customer and is referred to as the **Sales Stack**. At the bottom of the Sales Stack a total of the amount to be taken from or paid out to the customer is displayed. |
| **Session** | A **session** is one or a group of transactions being performed on the Horizon System.<br>A transaction reference number is given to each part of a session that is performed on the Horizon system including the way the customer has paid.<br>Transaction reference numbers are sometimes used to locate a transaction when it has been entered incorrectly and needs to be reversed. |
| **Stock Unit Balance** | At least one **Stock Unit Balance** must be produced for every stock unit for each Cash Account week. If required a stock unit can be balanced more than once during each Cash Account Period. |
| **Suspense Account** | The **Suspense Account** is the Horizon term for unclaimed payments and uncharged receipts plus authorised shortages. |
| **Transaction Log** | The **Transaction Log** holds information about all transactions entered into the Horizon system at your office and is used when you need to query a transaction. The Horizon system can produce reports from the **Transaction Log** on any transaction completed within the last thirty five days. |

POL00089733

# Section 1: Daily Reports

| Name of report | Type of report | Where to despatch manual forms | Procedure for Horizon reports | Other information | Page |
|---|---|---|---|---|---|
| Council Tax Schemes | Counter Daily | Local council | Retain 2 years in office | N/A | 2 |
| Rent Schemes | Counter Daily | Local council | Retain 2 years in office | N/A | 4 |
| Alliance & Leicester Girobank Deposits | Counter Daily | Summary G 4631 to Girobank | Retain 2 years in office | N/A | 6 |
| Alliance & Leicester Girobank Withdrawals | Counter Daily | Summary G 4632 to Girobank | Retain 2 years in office | N/A | 6 |
| Alliance & Leicester Girobank reports | Office Daily | N/A | Can be destroyed | To aid outlets | 7 |
| British Telecom | Counter Daily | BCV to processing centre | Retain 2 years in office | Office Daily Report can be produced to aid outlets | 8 |
| TV Licensing | Counter Daily | BCV to processing centre | Retain 2 years in office | Manual Summary P5065 2 years | 10 |
| UKPA | Counter Daily | P5035 (yellow copy) to passport office | Retain 2 years in office | Despatch Summary P5035 (white copy) at end of week to Chesterfield | 12 |
| Cheque Listing (all offices except N.Ireland) | Counter Daily | BCV to processing centre | Retain 2 years in office | Ensure cheques have been 'remitted out' to correct destination | 14 |
| Cheque Listing (N.Ireland offices only) | Counter Daily | P884MA<br>Selected offices: send to Bank of Ireland<br>Other offices: send to Distribution Centre | Retain 2 years in office | Ensure cheques have been 'remitted out' to correct destination | 14 |
| APS Transactions | Counter Daily | N/A | Retain 2 years in office | N/A | 16 |
| Daily Cash Declaration | Counter Daily | N/A | Retain 2 years in office | Can be used to complete end of week ONCH 1 form or P4105 | 17 |
| National Savings Bank | Counter Daily | NSA53MA and NSA56MA to NSB Glasgow | Can be destroyed | NSA54MA at end of C.A. week despatch to NSB Glasgow | 18 |
| National Savings Bank | Office Daily | NSA53MA and NSA56MA to NSB Glasgow | Can be destroyed | NSA54MA at end of C.A. week despatch to NSB Glasgow | 20 |
| Cashing Other Banks Cheques (all offices except N.Ireland) | Counter Daily | BCV to processing centre | Retain 2 years in office | Do not rem out these cheques | 21 |
| Cashing Other Banks Cheques (N.Ireland offices only) | Counter Daily | P884MA and P3888<br>Selected offices: send to Bank of Ireland<br>Other offices: send to Distribution Centre | Retain 2 years in office | Rem out these cheques | 22 |
| Transfers | System receipt | N/A | Retain 2 years in office | System receipt is produced once the transfer is completed | 24 |
| Remittances | System receipt | N/A | Retain 2 years in office | System receipt is produced once the remittance is completed | 25 |

POL00089733

# Section 2: Weekly Reports

| Name of report | Type of report | Where to despatch manual forms | Procedure for Horizon reports | Other information | Page |
|---|---|---|---|---|---|
| Cash Flow | Office Weekly | P4105 or ONCH1 To Local Cash Management team | Destroy | Can be used for the completion of P4105 or ONCH1 form at the end of the week | 30 |
| Counter Revenue | Office Weekly | N/A | To Chesterfield | This is only mandatory for branch offices | 31 |
| DVLA V10 | Counter Weekly | V594 & V570 to DVLA Swansea | Can be destroyed | Complete and despatch at the end of week | 32 |
| DVLA V11 | Counter Weekly | V595 & V570 to DVLA Swansea | Can be destroyed | Complete and despatch at the end of week | 33 |
| Green Giros | Counter Weekly | ID docket to Girobank | To Girobank | Complete and despatch at the end of week | 35 |
| Pension & Allowances | Counter Weekly | N/A | Counter Weekly Reports to Lisahally | Despatch at the end of week | 37 |
| Pension & Allowances | Office Weekly | N/A | P2311MA to Chesterfield | Make sure Counter Weekly report bundles agree with report | 38 |
| Pension & Allowances | Office Weekly | N/A | P2311MA(b) to Lisahally | | 38 |
| Milk Tokens | Manual | To Lisahally | N/A | Complete and despatch at the end of week | 40 |
| Redeemed Stamps Weekly | Office Weekly | N/A(BO only need to complete the reverse of P3731MA) | To Chesterfield | Ensure that envelope totals have been entered manually and despatch at the end of week | 42 |
| Postal Orders Paid | Counter Weekly | P492 or P490 & P2037 to Chesterfield | Destroy | Complete and despatch at the end of week | 44 |
| Suspense Account | Office Weekly | N/A | Retain for 2 years in office | | 47 |
| Transfer Reconciliation | Office Weekly | N/A | Destroy | | 48 |
| Remittance Summary | Counter Weekly | N/A | Destroy | | 49 |

POL00089733

# Section 3: Balancing and Suspense Account

**Activities which can be done before close of business on Balance Day**

- Complete Counter Daily Reports - see Section 1
- Summarise large volume products during balance day such as pensions and allowances, green giros etc.
- Prepare despatch forms and envelopes

**Step by step:**

1 Complete Counter Daily Reports (of transactions taken after cut-off)

2 Complete Weekly Reports – see Section 2

3 Print OBCS Stoplist

4 Post figures to the Suspense Account

5 Record non-accounting data (Table 10g) and parcel traffic (Table 12)

6 Produce stock unit Balance Snapshot and carefully check figures

7 Declare Stamps

8 Adjust Stock

9 Declare Cash

10 View discrepancies

11 Ensure shared stock unit users are logged off

12 Produce Trial Balance report

13 Roll stock units over into next CAP or Balance Period – apart from OOH stock unit

14 Print office snapshot report – optional

15 Print all mandatory Office Weekly reports – see Section 2

16 Complete all other outstanding manual Summaries

17 Balance and rollover OOH stock unit

18 Produce Trial Cash Account report

19 Errors found after Stock Unit(s) Rollover

20 Produce final Cash Account

21 Check office rollover into next CAP

22 Despatch Cash Account and Summaries

23 Extending the Cash Account period

**DO NOT MAKE MANUAL AMENDMENTS TO THE CASH ACCOUNT AS CHESTERFIELD RECEIVE AN ELECTRONIC VERSION**