

CTO2015 July 2023

SECTION 5 Automated Payments V4.0

Automated payments

Barcoded bill payment

When a customer presents you with their barcoded slip:

- From the Horizon 'Home Screen' scan the barcode
- Details relating to the bill will appear on your screen
- Confirm/enter the amount the customer wishes to pay (if applicable, amend the fee)
- Press 'Settle' and accept the payment from the customer
- Staple the receipt to the payment slip and hand to the customer

Magnetic stripe card bill payment

When a customer presents you with a magnetic stripe card:

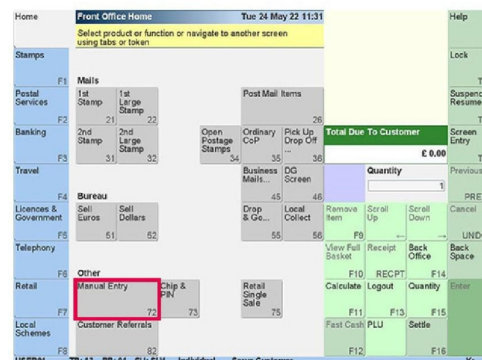
- Swipe the card through the Horizon magnetic card reader attached to the monitor (indicated by the red arrow on the picture)
- Details relating to the bill will appear on your screen
- Enter the amount the customer wishes to pay
- Press 'Settle' and accept the payment from the customer
- Hand the receipt and bill payment card to the customer



Manual entry for bill payments and Payout vouchers

If a customer's barcode won't scan or the magnetic stripe card does not work when swiped, or when presented with a Payout voucher as a text message:

- From the 'Home Screen' select 'Manual Entry'
- Select 'Barcode' or 'Magnetic Stripe Card'
- Enter the 'Barcode' or 'Magnetic Stripe Card' number
- Details relating to the bill or Payout will appear on your screen
- For bill payments, please enter the amount the customer wishes to pay
- Press 'Settle' and accept payment from the customer
- Hand the receipt and any other items to the customer



Remember: Any fees associated with the customer's bill should be paid in cash.

The contents of this document are classified Post Office INTERNAL. Disclosing, copying, distributing the information contained within this document to any third-party not working on behalf of Post Office and for the purpose intended, is not permitted.

Operational Training & Development
Delivering Operational Excellence



Post Office – Operational training guide

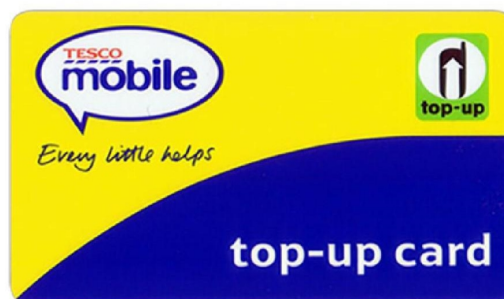
SECTION 5 Automated Payments V4.0

CTO2015 July 2023

E Top-Up

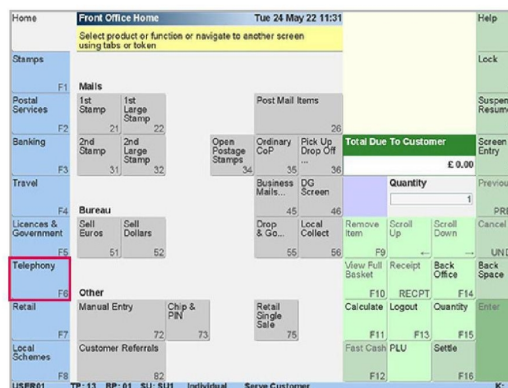
E Top-Up is an instant top-up swipe card that is linked to a mobile phone. When a customer wishes to buy a Mobile phone E Top-Up:

- Ask the customer for their E Top-Up card
- Confirm the top-up value and accept payment from the customer
- From the 'Home Screen' swipe the E Top-Up card through the Horizon magnetic card reader
- Horizon will show the options available. Select the value the customer has asked for and press 'Enter'
- Remove the receipt from the printer
- Select 'Settle' and complete the transaction
- Hand the customer their E Top-Up card and receipt

**Selling E-Vouchers**

When a customer wishes to buy a mobile phone E-Voucher or digital E-Voucher, such as XBOX, Amazon, Spotify:

- Confirm the E-Voucher type with the customer
- From the 'Home Screen' select 'Telephony'
- If the voucher you need is not displayed on this screen select 'Other E-Vouchers'
- Advise the customer of the values available for the voucher they have asked for
- Obtain payment from the customer
- Select the voucher value that the customer wants and press 'Enter'
- Remove the voucher from the printer; do not hand it over to the customer yet
- Select 'Settle' and complete the transaction
- Hand the customer their voucher and their receipt

**Reversing E Top-Ups and E-Vouchers**

- An E Top-Up completed using a top-up card can't be reversed
- E-Vouchers (but not all E-Vouchers) may be reversed within 10 minutes. See section 13 on how to reverse an E-Voucher

Important: Once payment has been completed for a digital e-voucher, any request for a refund needs to be directed to the brand themselves (for example, XBOX, Amazon, Spotify, Google Play). See Horizon Help for the contact details for digital e-voucher brands.

The contents of this document are classified Post Office INTERNAL. Disclosing, copying, distributing the information contained within this document to any third-party not working on behalf of Post Office and for the purpose intended, is not permitted.