

CTO2020 July 2023

SECTION 10 End of Day Activities V4.0

End of day activities: Mail despatch

Mails Despatch Report

Before your mail items are collected, you need to print a Despatch Report for both Royal Mail and Parcelforce:

- From the 'Back Office' Home screen select 'Daily Accounting', then 'Mails Despatch'
- Under the 'Despatch' heading select 'Branch', then select either 'Royal Mail' or 'Parcelforce'
- Check the number of items on hand against the system figure, and select 'Cut Off' if correct
- Now under the 'Reports' heading select 'Despatch'
- The despatch screen will be displayed – select 'Print'
- The report will be printed on the A4 back office printer. When the report has printed, select 'Cut Off'. This will clear the despatch report for that collection
- You can reprint the report once it has been cut off by selecting the 'Despatch Report Reprint' option

Checking the Despatch Report

When the Despatch Report has printed correctly, it will print off two copies – one with barcodes and one without:

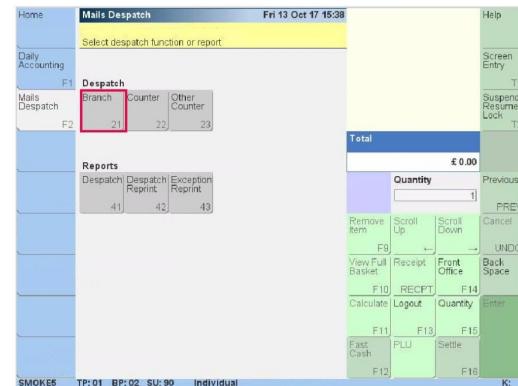
- The barcoded copy is placed in the pouch/bag along with the items when they are ready to despatch
- On the copy without barcodes, complete in words the number of sealed bags, pouches and loose items (see example opposite)
- The Branch Despatch Report without barcodes is then signed by the Collection Officer and kept in your branch as a record of the collection

Preparing Pouches/Bags

Place the barcoded Despatch Report and the Priority Service items in either:

- A Priority Services Pouch SS950
- A green Priority mail bag, if available (these can be requested from your local collections office)
- An ordinary mail bag (only if neither a pouch nor a green Priority bag is available)
- Tie and label the bag using a blue plastic seal SP1

Please note: Priority Services pouches and seals are available through the normal stock ordering process, via Branch Hub (or Horizon if not using Branch Hub).



Missing items: If the number of items does not match the system figure:

- Select 'Resolve'
- Scan each item
- Once all items are scanned an 'Exception Report' will display for each missing item
- Press 'Enter' to print the report if you are unable to locate the item
- Print the report and retain in branch for two years



If you use a Priority Services Pouch SS950 for the despatch:

- Check that the label on the inside of the pouch shows the address of your branch
- Seal the bag or pouch

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End of day activities: Daily accounting

At the end of every day, there are reports that need to be produced to account for all the product and service transactions you have completed that day. You will produce these reports and carry out these activities for every stock unit that has been active that day.

From the 'Home Screen' select 'Back Office' to complete the following reports:

1. Method of payment: Cheque report (Rem out and cut off)

Each day you need to rem out and despatch any cheques you have accepted as payment for goods and services:

- From the 'Back Office' screen select 'Cheques'
- Press 'Print' to print the report
- Check the report agrees with the number and value of cheques on hand and press 'Cut Off'. If the figures don't agree, see what to do in the red box opposite
- Rem out the cheques and 'Cut Off'
- Check that all cheques despatched have the related transaction information on the rear of the cheque and a clear branch date stamp
- Complete the relevant cheque Batch Control Voucher (BCV) and paperclip cheques behind the Batch Control Voucher. Please do not use staples
- Retain the cheque reports in branch for two years

Important:

BCVs are pre-printed with your branch details and are automatically replenished. Only use the BCVs printed for your branch. If you run out of BCVs contact the Branch Support Centre immediately.

When cheque figures don't agree:

- From 'Back Office', select 'Weekly Accounting' and then 'Adjust'
- Type in 'C' or scroll down to 'Cheques' and type in the correct amount and select 'Enter'
- Return to 'Back Office', 'Cheques' and complete step 1: Cheque report

Important: Any cheques and/or BCV which are not completed or submitted correctly will delay the value of the cheques being added to your branch accounts. Please despatch cheques daily Monday to Thursday and Saturday. **Please note:** Branches that do not open on a Saturday should despatch their envelope on a Friday.

- Branch date stamp (clear and legible)
- Sign to confirm the number of cheques and their value are correct
- Enter the total number of cheques being despatched
- Enter the date the cheques are despatched
- Enter the total value of the cheques attached to the BCV

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2. Partner bank: Cheque deposit report

Despatch all partner bank cheque deposit envelopes daily:

- From the 'Back Office' screen select 'Daily Accounting' then select 'Personal Banking Cheque Deposits'
- Press 'Print' to print report
- Check the report agrees with number of cheque deposit envelopes on hand and press 'Cut Off'
- Complete the Cheque Deposit Envelope Batch Control Voucher using the additional spaces for any bank not listed
- Paperclip the cheque deposit envelopes behind the Batch Control Voucher before placing in the despatch pouch
- Retain the cheque deposit reports in branch for two years

- Branch date stamp (clear and legible)
- Sign to confirm the number of cheque envelopes despatched
- Enter the date the cheque envelopes are being despatched
- Enter the total number of cheque envelopes being despatched
- Enter the number of cheque envelopes for each bank. Add any partner banks not listed

Bank			
1	Co-op/smile		
2	Lloyds Bank		
3	Barclays		
4	cahoot		
5	HSBC first direct/ M&S Bank		
6	Bank of Ireland		
7	Clydesdale Bank		
8	Halifax		
9	TSB Bank		
10	Yorkshire Bank		
11	CAF Bank		

3. Despatch to the Processing Centre

The following items should also be despatched in the orange and white pouch each day, if you have received any:

- Cheques with completed BCV (pink)
- Cheque deposit envelopes with completed BCV (yellow)
- Seal the pouch so that the flap does not cover or go beyond the perforated line. Have it ready for your mail collection time and hand it to the Royal Mail Collecting Officer for despatch to our Processing Centre

Remember:

- Cheques or cheque deposit envelopes accepted after the completion of the end of day reports should be kept secure and despatched the next working day
- Despatch all partner bank cheque deposit envelopes Monday to Thursday and on Saturday
- Any branch closed on Saturday should despatch on Friday
- Only cheques/cheque deposits (with their completed BCVs) can be placed in the orange and white pouch

In Northern Ireland: use envelope MISC 1381 for Danske cheque deposits and seal in the Danske Cheque Deposit Despatch pouch MISC 1380, and then put it in the 1st Class parcel bag daily.



Important: Despatch the orange and white pouch daily to prevent delays to cheque processing. Please check Horizon Help for up to date Orange and White pouch stock codes.
For full details go to Horizon Help: 'Banking & Financial Services', 'Banking Services', 'Accounting & Despatch', 'Daily Accounting & Despatch'

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4. Declare cash on hand

Every stock unit accessed during the day needs an accurate cash declaration completed as close to (but not after) 7pm.

Complete an accurate cash declaration at the end of your working day or as close to (but not after) 7pm if you work later than 7pm. See Section 14 Cash Management for full details.

- From the 'Back Office' screen select 'Cash', then 'New declaration' and press 'Enter'
- Now count your cash and enter the amounts. **Note:** press 'TAB' to move to the next line and 'Page Down' when at the bottom of the screen
- Once you have entered all the cash you have on hand (including anything that may be in the Rollercash safe) press 'Enter'
- For Individual Stock Units: The system will automatically display any cash discrepancy
- For Shared Stock Units: It is recommended that you compare your cash declaration with the system derived figure, select 'Variance (66)' to view any differences that may occur. It is easier to rectify any discrepancy on a daily basis

5. Detaching from your stock unit (individual stock units only)

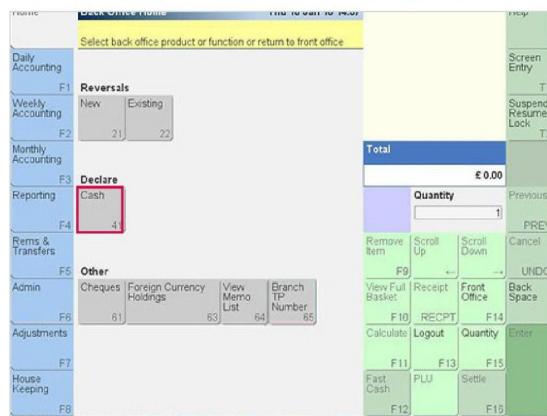
If you work in a branch where you use an individual stock unit, you should detach yourself from the stock unit and attach yourself to 'DEF' before logging out:

- From the 'Back Office' Home screen, select 'Admin'
- Select 'Attach User'
- Use the down arrow until you find your Username, select your Username and press 'Enter'
- On the next screen select the default stock unit 'DEF' and press 'Enter'
- An on-screen message will confirm you have successfully attached to 'DEF' now press 'Enter'
- You are now detached from your stock unit

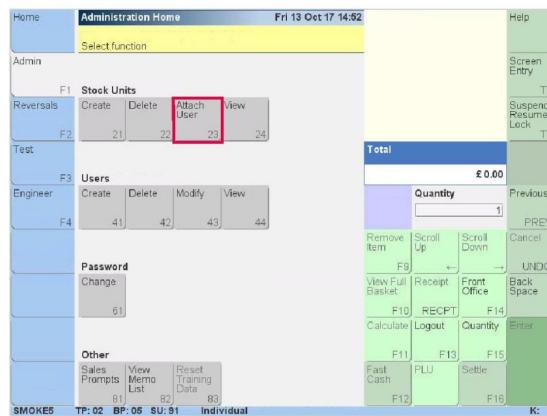
6. Log out

- Select 'Logout' and press 'Enter' – you have now logged out

Top Tip! Always complete a cash declaration at the start and end of your working day and remember to lock your screen when you're not serving customers or when you leave your counter



Important: If you find a discrepancy during a cash declaration, before contacting the Branch Support Centre for support, you will need to have completed a Trial Balance. You can follow the steps to complete this in Section 11 Weekly Accounting.



Strategic Partner branches: You should also follow the daily accounting processes and procedures issued by your company.