

Back Office

Useful reports

Transaction Log

This report is a list of all transactions and transfers completed in the branch in date and time order. The log can show data going back up to 60 days from the present day regardless of Balance Period or Trading Period.

The log can be used to look at all transactions on a given time or day, or you can enter specific criteria to filter the data into a shorter report. For example, you could check transactions over a certain value in a specific stock unit.

- From Horizon 'Back Office', select 'Reporting', then 'Transaction Log'
- Select any specific criteria you want to check
- Print or preview

Rems in/out reports

These reports can be used to make sure all incoming remts have been accepted correctly and that all outgoing remts have been despatched correctly. You can also check that all stock coming in from, or out to the Automated Distribution Centre (ADC) has been input correctly.

- From Horizon 'Back Office', select 'Reporting', then 'Reporting Rems'
- Select either 'Weekly Remittance IN' or 'Weekly Remittance OUT'
- Print or preview

Suspense account

The suspense account is a holding area for cash, stock or transaction values that have still to be cleared from your branch accounts. The suspense account report can be used to check for transaction corrections and rem shortages and surpluses.

- From Horizon 'Back Office', select 'Monthly Accounting', then 'Monthly Accounting Office'
- Select 'Suspense Account'
- Print or preview

Transaction Log Glossary

DD	–	Declaration Discrepancy (+ or -)
ER	–	Existing Reversal
HD	–	Review or Dispute
HK	–	Housekeeping
RIAD	–	Rem in ADC
RISP	–	Reverse Pouch
ROAD	–	Rem out to ADC
ROSP	–	Rem Out to Pouches
RV	–	Reversal/Refund
SA	–	Stock Adjustment (+ or -)
SC	–	Serve Customer
TA	–	Transaction Acknowledgement
TI	–	Transfer In
TO	–	Transfer Out

Top tip! Daily cash declarations and weekly balancing will help you to narrow down the time frame when searching for a discrepancy. You can use the glossary (above) to help you identify different transactions on the Transaction Log.

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Transaction reversals

Mobile Top-Up (E-Voucher)

A reversal has to take place within 10 minutes of settling the transaction and only if the customer has not used the credit.

Automated Payment reversal (e.g. barcoded or magnetic swipe card bill payments and Postal Orders)

Transactions cannot be reversed after your end of day cut-off. If the customer paid by cheque and it has been despatched you should **not** reverse the transaction. Please only reverse transactions using the original Horizon receipt.

1	Back Office – Reversals – Existing
2	Enter 'Session ID' from the original Horizon receipt and press 'Enter'
3	If session ID has been accepted, enter the original transaction date and press 'Enter'
4	Select the transaction to be reversed from the list and press 'Enter'. <div>Important: Please remember to select the transaction and not the method of payment otherwise the reversal won't work</div>
5	When the green message box appears, press 'Continue' to confirm the reversal
6	Select 'Settle' and then the appropriate method of payment. This should be the same as the payment type used to settle the original transaction
7	A blue message box will pop up confirming the data stored for reversal. Press 'Close' and three receipts will be printed – Give the first one to the customer and keep the other two with the original receipt in the drawer – Return to the Horizon 'Home Screen' and if needed, process the transaction again Note: If you are reversing a Postal Order, follow the Spoilt Postal Orders process on the next page

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Transaction reversals continued

Spoilt Postal Orders

1	Complete the full Automated Payment reversal process as shown on the previous page
2	Return to the 'Home Screen' and scan the barcode on the Postal Order. If it won't scan, input the barcode numbers manually via the 'AP Manual Entry' button on the 'Home Screen'
3	Select the 'Spoilt Postal Order' option and press 'Continue'
4	Insert the Postal Order into the printer and press 'Continue'
5	The printer will print 'Spoiled Postal Order' on the Postal Order and print a receipt Note: By spoiling a Postal Order, the volume of Postal Orders stock will reduce by one
6	Attach the receipt to the spoilt Postal Order and keep it in your branch for two years

Spoilt labels

1	If you physically have the label, you can spoil it by selecting 'Postal Services' on the 'Home Screen', then 'Spoilt Labels'
2	<p>Select the relevant carrier and enter the Royal Mail code – this is the first character of the VAT code which is circled in the image below:</p> <div>  <div> <p>Important: For Parcelforce Value/Economy, you will need to use this Spoilt Label process, because a Royal Mail label is printed for these services. For all other Parcelforce services, please turn to the next page for the correct process.</p> </div> </div>
3	If applicable, Horizon might prompt you for the second character of the VAT code
4	Enter the value of the postage label to be spoilt and press 'Enter' to confirm the details on the screen are correct
5	<p>You will be prompted to write 'SPOILT' across the label – attach this to the Horizon receipt that will print off and store them both in your branch for two years</p> <p>Note: Spoilt labels should be checked against the Postage Labels report when you complete your monthly Trading Period (TP) balance, then stored separately from other reports for two years in the event of them being audited</p>
6	Select 'Fast Cash' to settle the basket

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Post Office – Operational training guide

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Transaction reversals continued

Parcelforce postage reversals

Parcelforce Express services (inland and international) can be removed from the basket before the transaction is settled, by pressing 'Remove Item'. For Parcelforce Express transactions that have been settled, follow the instructions below:

1	From the 'Front Office Home Screen' select PLU
2	Input the PLU number for the required service, as shown in the table below If the PLU number is not shown for the label you require press 'PLU List' and select the service from the list displayed Press 'Enter'
3	Input the value of the transactions being reversed and press 'Enter'. The reversal transaction will be added to the basket For contract items only zero value will be allowed
4	Press 'Fast Cash' to complete the reversal
5	Retain all receipts including the original customer receipt (where applicable) with your branch paperwork for two years Remember to remove any Parcelforce labels that have been applied to an item

List of Parcelforce PLU numbers

Retail customers	PLU number	Contract customers	PLU number
Express 9	5954	Express 9	6696
Express 10	6193	Express 10	6700
Express AM	6194	Express AM	6699
Express 24	6195	Express 24	6697
Express 48	6196	Express 48	6701
Express 48 Large	43047	Euro Priority Home	30360
Global Priority	6197	Euro Priority Business	30362
Global Express (additional collection branch)	30744	Global Priority	30358
Global Express (all other branches)	30746	Global Priority PayPal	20218
Ireland Express	6198	Ireland Express	6703
Sunday Express	39209	Global Value	30364

Remember! For Parcelforce Worldwide Global Value and Global Economy services, you will need to complete the spoilt labels process (see previous page).

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