CTO2025 May 2023   SECTION 15 Postal Orders V4.0

Postal Orders

Postal Orders are sold and encashed at all Post Office branches. The value of a single Postal Order can be between 50p and £250. Although Postal Orders do not show a value until they have been processed through Horizon, they should be treated as secure stock and stored securely at all times. Cash is the only acceptable method of payment.

Selling a Postal Order

- Ask the customer the value required and confirm with them that it is a cash only transaction and that there is an additional fee payable
- Obtain a blank Postal Order from your stock
- From the 'Home Screen' scan the barcode on the back of the Postal Order, and select 'Sell Postal Order'
- Input the value the customer has requested and advise them of the total amount payable (including the fee)
- Follow all on-screen prompts confirming the details with the customer at each stage

Printing the Postal Order

- Insert the scanned Postal Order into the slip input slot on the printer, making sure it is face up with the Queen's head on the left hand side. Ensure the right hand side of the Postal Order is against the right hand side of the slot
- Select 'Print'
- Check that the Postal Order has printed correctly
- Press 'Settle' and accept the cash payment
- Hand the customer the Postal Order and the customer receipt. Place the second copy of the receipt in your stock unit
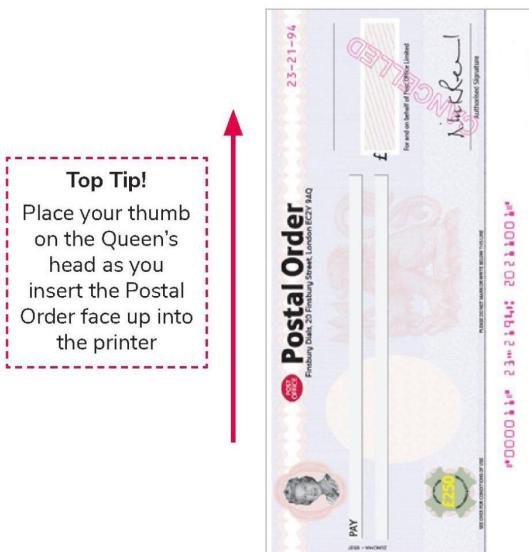
Top Tip!

Place your thumb on the Queen's head as you insert the Postal Order face up into the printer

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Post Office – Operational training guide

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Postal Orders
(Continued)

Encashing a Postal Order

When a customer wishes to encash a Postal Order:

- Ask them to sign the back of the Postal Order, check the signature against the payee's name on the front, and check it hasn't been altered or defaced
- If you have any suspicions, request ID from the customer. If you are still suspicious, refuse the transaction and call Grapevine.
- From the 'Home Screen', scan the barcode on the back of the Postal Order, and select 'Encash Postal Order'
- Check the value on the screen matches the value on the Postal Order and select 'Yes'
- Settle the transaction, and hand the customer the cash value as well as the first printed receipt
- Date-stamp the Postal Order, attach the branch receipt and retain in branch for two years

Please note: Where a Postal Order is made payable to a company, on encashment the customer needs to produce evidence to show that they are an authorised agent of that company; for example, a letter on headed company stationery, a company ID card, or a cheque book bearing the company's name.

What to do if a Postal Order is no longer required

If a Postal Order has been printed but is not required, e.g., a customer may realise they don't have enough money, you will need to cancel the Postal Order:

- Settle the transaction to cash and retain the Postal Order and receipt
- The Postal Order will need to be 'Spoilt' and then 'Reversed'. You can view these steps in Section 13 Back Office of this guide, or on Horizon Help

Please note: A Postal Order transaction can only be reversed the same day it was sold, and the customer will need to present their receipt.
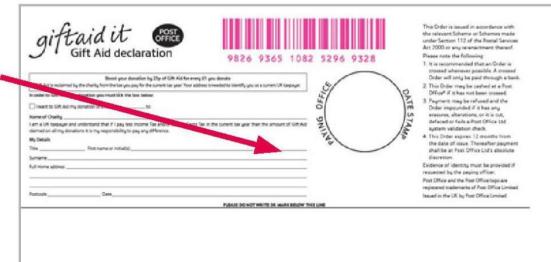
Support if something goes wrong

If the value of the Postal Order doesn't match the value shown on Horizon, do not continue with the encashment transaction, and contact the Branch Support Centre for support.

Remember: If the Postal Order presented is 'Crossed', advise the customer that it needs to be paid into their bank account. Postal Orders can be paid in at a Post Office using the Cheque Deposit service (a preprinted paying-in slip is required), or by visiting their local bank branch.

Important: If a Postal Order needs to be spoiled and reversed, complete both the 'Spoil' and 'Reverse' processes before 7pm on the same day the Postal Order was produced.

- If both processes are not completed before 7pm, the Postal Order fee cannot be returned
- If the 7pm cut off is missed, contact the Branch Support Centre. A Transaction Correction for the face value of the Postal Order can be issued, however the fee will not be refunded

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