

Cash and Stock Management

Cash declarations

Cash declarations are important because at 7pm each evening the information is taken from Horizon and the daily cash usage for the branch is calculated. This daily information is then used by the cash management system to forecast the next Planned Order for your branch.

Having accurate daily figures allows Post Office to see how much cash is needed day by day, by denomination and then make sure they supply the right amount of cash, in the right denominations, to your branch or tell you how much cash you should send back.

The Horizon working day runs from 7pm, when the cash declaration figures are taken, to 7pm the next working day, when the figures are taken again.

Here is a list of the key things to remember about completing cash declarations in your branch.

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| 1 | <p>Make an accurate cash declaration as close to (but not after) 7pm every day for every stock unit that has been accessed that day.</p> <p>It's important because if one stock unit is not declared on time, the system shows that the whole branch declaration is incomplete and the branch figures cannot be taken from Horizon into the cash management system.</p> |
| 2 | <p>What's meant by every stock unit that has been accessed that day? It includes:</p> <ul style="list-style-type: none"> • All stock units you have completed work in that day • A stock unit you attached to by mistake – even though no transactions were done • A stock unit you accessed to complete a transfer or stock only transaction, even if no cash was moved • A stock unit that has no cash in it – a zero cash declaration is still needed • A stock unit that you only use for Transaction Acknowledgments • A stock unit used for other accounting, often called, 'OOH' meaning 'Out of Hours' • A dormant stock unit that has been accessed that day |
| 3 | <p>It's best practice to always complete a cash declaration at the end of your working day, even if you have made an accurate declaration for the 7pm cut-off. Here's why:</p> <p>If you complete a cash declaration at 5pm today and carry on serving until 6pm, Horizon will accept the 5pm declaration as today's figure for that stock unit. However, if you don't use that stock unit tomorrow, and you fail to make another cash declaration for that stock unit, then tomorrow the whole branch declaration will fail. This is because Horizon looks to see if any transaction has been made by a stock unit since the last declaration. If it has, then Horizon is expecting a cash declaration from that stock unit. The branch declaration will fail every day until a new declaration is made.</p> |
| 4 | <p>If your branch is open after 7pm:</p> <ul style="list-style-type: none"> • Make sure every stock unit has completed an accurate cash declaration as close to (but not after) 7pm. You can then continue to serve until your branch closes • At the end of your working day, if the stock unit won't be used before 7pm the next day, complete another cash declaration |
| 5 | <p>If someone logs back into a stock unit after a cash declaration has been done, the system identifies them as a new user and wants to know what business has been conducted. As a result you need to complete another cash declaration, even if no transactions or cash movements were made.</p> |
| 6 | <p>If the Horizon system times out while completing a cash declaration, the user will need to log back in and make a new cash declaration.</p> |

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Cash Management

Cash declarations continued

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| | On a balance day each stock unit should complete a daily and a weekly cash declaration. On any other day each stock unit should only complete a daily cash declaration. |
| 7 | Completion of the weekly cash declaration on a non-balance day will adversely affect the reporting. For example, if you have a stock unit which is balancing on a Tuesday and will not be used again until Friday, please make sure that the daily cash declaration is completed as well as the weekly declaration. |
| 8 | If you have an inactive stock unit, you'll need to make a zero cash declaration before you can roll it into the next Trading Period, then you can close it down and make it inactive. |
| 9 | Once an inactive stock unit has been rolled into a new Trading Period and remained untouched, you can delete it. Remember! If anyone attaches to an inactive stock unit, it should have a daily cash declaration made before being closed and declared inactive again. |
| 10 | If Transaction Acknowledgements are linked to a stock unit that is not typically used every day, you will have to log in and complete a cash declaration every day in that stock unit. The value of any cash in pouches awaiting collection is automatically added to a cash declaration. Try to make up any cash in pouches prior to declaring cash. If you do prepare cash pouches after your cash declaration, re-declare your cash and don't include the cash pouches in the figures. |

Planned orders

The Planned Orders report is available at a branch level.

It provides advanced notification of the content and proposed delivery date of your next cash remittance in.

It also provides notification of how much cash needs to be returned if you are holding too much.

You can use the information on this report to let the Cash Centre know of any alteration you require.

To print the Planned Orders report

- Go to 'Back Office', 'Reporting', 'Reporting Rems', and then 'Planned Orders'
- Select the line in the picklist for the Planned Order that you want to print
- 'Planned Orders' – 'Office Copy Print'
- Press 'Enter'

To change a Planned Order

If you need to change your planned order, call the Cash Management team on GRO

Also contact them for:

- Cash enquiries
- Special requests for a cash delivery on a non-scheduled service day
- If you need to discuss changing business patterns

Please note: Large increases to planned orders and special requests will be passed to the Support Team for clarification. These calls will take slightly longer so make sure you know what you want to order before you telephone. This will help them process your request efficiently.



Cash Management

Counterfeit notes

Neither Post Office, Bank of England nor the Scottish and Irish issuing banks can reimburse for any UK counterfeit notes that have been accepted at the counter.

Key security features

All genuine notes have a number of security features you can look out for. Here are some common security features of polymer notes from all UK issuing banks, with some example images:

| Holographic foil | Clear window | Ultraviolet image | Raised print |
|--|---|--|---|
| Specific areas of the banknotes incorporate a pattern which is highlighted when the note is moved around.  Royal Bank of Scotland £20 | Each family of notes has its own see-through feature and clear window design that you can look through.  Bank of England £20 | When observed under UV light, there are areas of the banknotes which appear as glowing colours.  Clydesdale Bank £20 | Raised print can be felt with the fingertips across each banknote. This also assists the visually impaired.  Danske Bank £10 |

What to do with counterfeit notes

If your customer has handed you a counterfeit note:

- Do not hand it back to your customer. It should be taken out of circulation
- Complete a P1091 Miscellaneous receipt (available to order on Branch Hub) if your customer requires one
- Obtain an incident number from the Branch Support Centre

The counterfeit note needs to be included with your next remittance, but not as part of the remittance total. To ensure the cash centre can easily identify the notes as impounded:

- Complete a 'Counterfeit Notes or Discrepancies Found in Banknote Envelopes' form P6005
- Place the note in an envelope and mark the envelope 'Forged' or 'Counterfeit', then attach the envelope to the P6005 form
- Send the note and the completed P6005 form on your next cash remittance service day

Remember: Key security features for UK polymer notes and paper notes are available on Horizon Help. You will also find further guidance on the process for dealing with counterfeit notes, including if you suspect a counterfeit note is in a cash remittance, or if you suspect a customer is deliberately trying to pass off counterfeit notes.

Key points when completing a P6005 form:

- If the note is impounded only on suspicion that it is counterfeit, additionally completing section 2 of the P6005 form means the customer can be reimbursed if the note is found to be genuine
- Recording a description of the customer presenting the note can be useful if there is a police follow up

Stock Management

Ordering the correct amount of stock

Please order all your value and non-value stock either via Branch Hub or Horizon. This should be your first port of call when ordering stock.

You only need to hold 8-12 weeks' worth of stock in branch. Holding surplus stock means you have more to count and manage, and is also a security risk.

To work out how much stock you need to order, check how much you have sold over the previous 8-12 weeks, and compare it to what you are currently holding. To do this you will need to print a Sales Report and an Office Snapshot report.

To print a Sales Report:

- From the Back Office Home Screen select 'Reporting', 'Reporting Office', 'Sales'
- Input the date range from and to (the dates are inclusive), select 'Print' and the sales report will print

To print an Office Snapshot:

- From the Back Office Home Screen select 'Reporting', 'Reporting Office', 'Office Snapshot'
- Select 'Print'

Important: Please make yourself aware of your order day and cut off times.

Correcting a stock remittance error

If you have not remitted in enough of an item, you can simply add the number required to correct it:

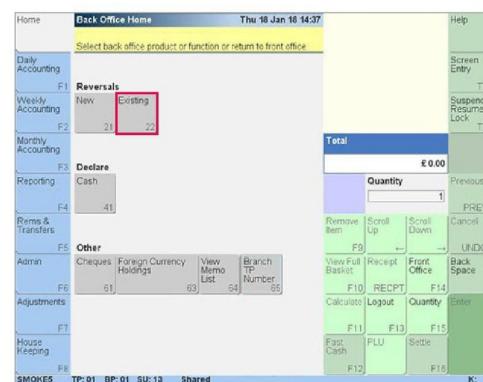
- From the Back Office Home Screen, select 'Rems & Transfers', 'In from ADC' and remit in the extra quantity required
- Settle the transaction and attach the Horizon receipt to the original pick list

If you have remitted in too many of an item, or an incorrect item, you will need to reverse the remittance and add the correct number/item:

- From the Back Office Home Screen, select 'Reversals - Existing'
- Input the Session ID and the date of the transaction (you can find these on the Horizon stock remittance receipt)
- Select the item that you need to correct and complete the reversal on the item/s
- Settle the transaction and attach the receipts to the original pick list
- Remit in the correct item/quantity

Top tips for stock management

- When inputting your stock remittance on Horizon, check the quantities you have entered on the screen match the physical quantities of stock received, before settling the transaction
- Staple the Horizon stock remittance receipt to the pick list and store with your weekly paperwork
- Return all surplus stock to the National Stock Centre (the Rem work aid is available on Branch Hub)
- Check Branch Focus each week for any planned stock product withdrawals. Not returning stock which has been withdrawn could result in a cash discrepancy
- Is your planned delivery of special issue stamps too big? Contact Branch Support Centre to amend this
- Keep a local calendar for recording planned special stamp issues and planned stamp withdrawals
- Please sell stamps using the correct Horizon buttons
- Count your stock on hand each week
- For support on resolving issues linked to obsolete stock, contact the Branch Support Centre



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