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Operational *focus*

The operational publication for Post Office® branches

week **12**

12 - 18 June 2003

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There is no Operational Workaid due with this edition of Operational Focus.

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1.

Banking Services: Girobank plc Corporate Banking. All Post Office branches

Contributor: Steve Parsons

Inland Revenue Cashcheques ~ correct accounting procedure

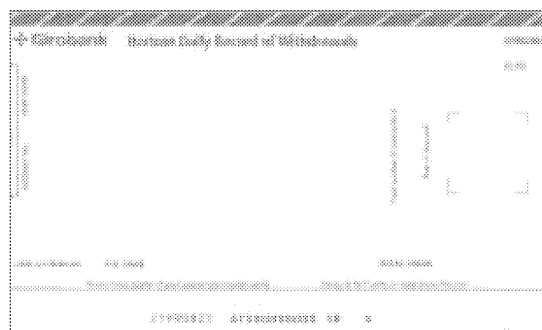
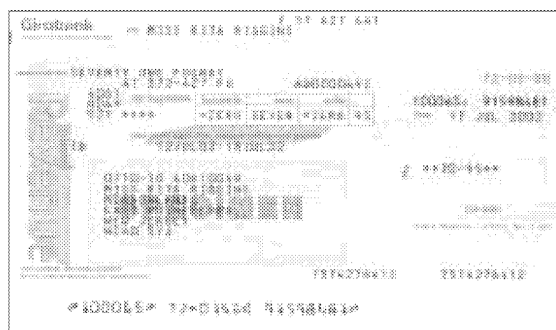
Operational Focus week 45, article 1 gave details of the new style Inland Revenue Cashcheques which were introduced on Saturday 1 February 2003.

Unfortunately a large percentage of these Cashcheques are being brought to account wrongly as DWP/SSA(NI) (Green/Violet) Girocheques. For example, 1,820 cheques were incorrectly brought to account in week 3.

For clarity, branches should summarise each type of cheque as follows:

Inland Revenue Cashcheques

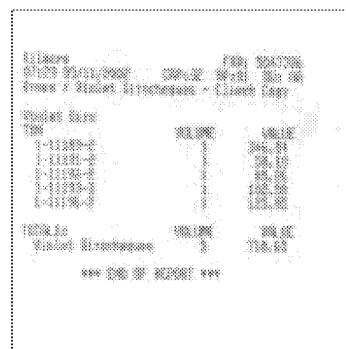
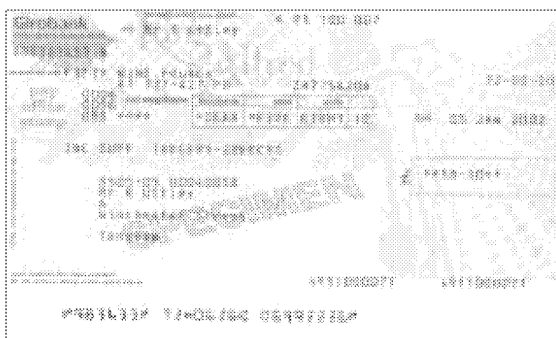
- Treat Inland Revenue Cashcheques as any other Corporate Cashcheques and account as a Girobank withdrawal
- The cheques are summarised on the Girobank Daily Record of Withdrawals (G9902MA) as normal.



For further information please see the Operations Manual, Girobank plc Corporate Banking booklet, Subsection 14 page 58.

DWP/SSA(NI) Girobank cheques

- Summarise DWP/SSA(NI) Girobank cheques on the Green/Violet Girocheque Horizon report



- Complete an ID Docket G6311 and place this in front of the vouchers
- Place the vouchers, the Horizon Counter Weekly Giro Report(s) and ID Docket (G6311) in the Green Striped Envelope G631 or G631a
- Place the envelope G631 or G631a in the Girobank Envelope and despatch as normal

Please remember: Do not account for the Inland Revenue Cashcheques as DWP Green Giros.

2.

Banking Services: Girobank plc Corporate Banking. All Post Office branches

Contributor: Steve Cole

Spirit Group Limited ~ change giving account number correction

Operational Focus week 10 article 1 informed branches that change required for Spirit Group Limited must be drawn against account number 101 5389 using a Change Giving Transfer form.

Unfortunately the Weekly Accounting section for this article quoted the wrong account number that should be used on the Weekly Change Giving Summary Form (P3872 for directly managed and franchised branches, P3873 for all other branches). This should be account number 101 5389, as per the rest of the article, and not 435 9720.

3.

Banking Services: on line banking - Post Office card account. All Post Office branches

Contributor: Lara Burkitt

Post Office® card account application form P6168 ~ entering the reference number correctly

We are currently experiencing some operational issues with Child Benefit customers incorrectly recording the reference number on their card account application form P6168.

One of the reasons for this is that the P6168 requests the customer's National Insurance number, whilst the Child Benefit Personal Invitation Document (PID) uses the customer's Child Benefit number as a reference number.

Counter procedure

To help us control this issue, please follow this procedure when a customer presents their PID at your branch and requests a Post Office® card account application form:

- Take the application form out of the 'Guide to your card account' booklet and write the reference number from the top of the PID into the space provided in Section 1 of the form, next to the words 'National Insurance number'.

Please note: The reference number on the PID will either be a Child Benefit number or a National Insurance number. National Insurance numbers have nine characters. Child Benefit numbers have ten characters. If the reference number is not in either of these formats then it is not a valid PID and must not be accepted. The customer must be referred to the Issuing Authority.

If the reference number on the PID is a National Insurance number:

- write all nine characters in the space provided on the application form.

If the reference number is a Child Benefit number:

- write the first nine characters only on the application form.
- Put the form back into the 'Guide to your card account' booklet and pass it to your customer along with their PID.

4. Bureau de Change pre order. All Post Office branches

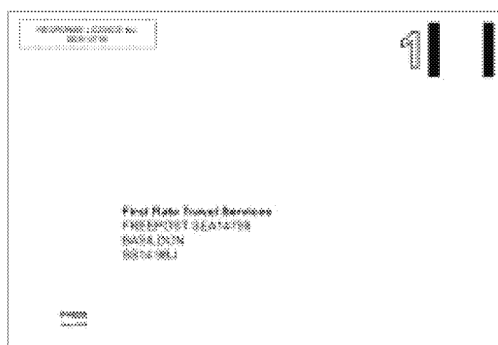
Contributor: Dave Boughtwood

New First Rate envelope (P4820) ~ change of address

The delivery address for pre-order Bureau de Change orders sent by post to First Rate Travel Services has changed.

All pre-order branches will shortly receive a supply of revised First Rate envelopes (P4820) with the new address printed on them.

These envelopes are only for pre-order Bureau de Change orders. **Do not** use these envelopes for Travel Insurance products.



In addition to the envelopes, a small supply of Cash Advance Vouchers (P4829) will also be supplied. This is because all branches **must** record the customer's debit card details when they have already paid for the order via Customer Direct Ordering and come to collect it.

Do not use any other vouchers for bureau credit/debit card transactions.

If you have not received the items by Monday 23 June please contact Royal Mail Logistics, Swindon on 0845 601 1022, selecting option 6.

On receipt of the revised envelopes, destroy locally any stocks of old envelopes with the following address held at your branch:

First Rate
FREEPOST NEA8798
SHEFFIELD
S26 6YX

Further supplies

Further supplies of the revised First Rate envelopes (P4820) are now available from Royal Mail Logistics, Swindon in units of 25.

5. Bureau de Change on-demand. Bureau de Change branches; MoneyGram branches

Contributor: Andy McEwan

New Halifax, Bank of Scotland counter cheque verification telephone number

With immediate effect, the telephone number for Halifax, Bank of Scotland (formerly Halifax Building Society) counter cheque verification has changed.

The new number is **GRO** and should be used when authorising building society cheques (drawn on the society) over £2000 when presented for Moneygram Send or Bureau de Change transactions. You should ignore the options given when ringing this number and you will be connected directly to an advisor.

6. Cash Account Balancing & Preparation. All Post Office branches

Contributor: Tim Vause

Changes to the Horizon Report screens

Following the introduction of the dedicated Inland Revenue Reports, as per article 9 in this week's issue of Operational Focus, changes were made to the positions of some of the icons in the Reports screens and a new screen, Other Office Weekly, was added. You were notified of these changes by Memoview, MBS200, on Wednesday 4 June 2003, before they were visible on Thursday 5 June 2003. This article clarifies the changes.

Counter Weekly screen

The Counter Weekly screen has changed as follows:

Old screen	New screen
F1 - P and A Weekly	F1 - Green Giro
F2 - Green Giro	F2 - POs Paid
F3 - POs Paid	F3 - Inland Revenue
F4 - Blank	F4 - P and A Weekly

Please note: All other functional keys in this screen remain unchanged.

Office Weekly screen

The Office Weekly screen has changed as follows:

Old screen	New screen
F2 - Rem In (P)	F2 - Inland Revenue
F3 - Rem Out (P)	F3 - IR P5589
F12 - Cash Flow	F12 - Blank
F16 - Blank	F16 - Other Office Wkly

Please note: All other functional keys in this screen remain unchanged.

Other Office Weekly screen

A new, Other Office Weekly screen, leading on from F16 in the Office Weekly screen, has been added as follows:

New screen

F1 - Rem In [P]
F2 - Rem Out [P]
F3 - Cash Flow

Reprints screen

The Reprints screen has changed as follows:

Old screen	New screen
F3 - P+A P2311MA	F3 - IR P5589
F4 - Counters Rev	F4 - P+A P2311MA
F6 - Blank	F6 - Counters Rev

Please note: All other functional keys in this screen remain unchanged.

By User screen

The By User screen has changed as follows:

Old screen	New screen
F1 - Blank	F1 - Inland Revenue

Please note: All other functional keys in this screen remain unchanged.

Counter Daily and Office Daily Reports screens

The Counter Daily and Office Daily reports screens have not changed.

Contributor: Steve Cole

AK Bank Account number ~ correction

The account number supplied by Girobank for AK Bank for the article published in Operational Focus week 10, article 5 is incorrect. The account number should read **512 0020** and not 512 0200.

Contributor: Steve Cole

Quarterly Summary for Home Care Stamps Sales ~
to be completed

The Quarterly Summary for Home Care Stamp Sales (P5082) will be distributed to all Home Care branches during Cash Account week 12 (commencing Thursday 12 June).

- All branches selling Home Care stamps, must complete and return the summary. Nil returns are required.
 - Please complete the Quarterly Summary (P5082) in duplicate.
 - Record all sales and stock movements from Cash Account week 1 up to the end of Cash Account week 13 (week ending Wednesday 25 June 2003).
 - Return it to Chesterfield in the brown pouch with your next Cash Account.
- Please **do not** send the Weekly Summary (P5083), as this form is for branch use only.

Contributor: Carol Cathro

Inland Revenue ~ New Automated Horizon Report for Inland Revenue order books

From Thursday 19 June 2003 Inland Revenue order book payment transactions must be summarised, using new dedicated reports, on the Horizon system.

Counter procedure

- To obtain the Counter or Stock Unit Weekly Report, with details of value and volume of each transaction type, select:
 - Reports (F2)
 - Counter Weekly (F5)
 - Inland Revenue (F3)

This report must be placed with the appropriate foils, in preparation for the weekly despatch, and secured with an elastic band.

[illegible]

Please note: There is also a By User report, which is available at F1 on the Reports Bu User screen

P5589

The Weekly Report P5589 is a two part report showing volumes and values of each transaction type.

The Client copy of the report must be placed in the Inland Revenue pouch SP276 with the appropriate foils.

- The 'office copy' must be attached to the Inland Revenue pouch and then placed in the brown one trip pouch to Chesterfield.

To obtain the P5589 select:

- Reports (F2)
- Office Weekly (F6)
- IR P5589 (F3)

Please note: A two part report is produced on the office printer.

Client Copy of the P5589

This copy must be date-stamped and signed, folded neatly and placed with the associated foils inside the Inland Revenue pouch number SP276.

Branch: WFTC Date: 12/12/19 Page: 1 of 1 Total: £188,207

Transaction Type	Volume	Value	Total
Inland Revenue	88	1	188,207
WFTC	00	0	0
DPTC	00	0	0
Total	88	1	188,207

Signed: [Signature] Date: 12/12/19

Office Copy of the P5589

This copy must be date-stamped and signed, and attached to the outside of the Inland Revenue pouch SP276 using an elastic band. Place the complete Inland Revenue pouch inside the brown one trip weekly pouch to Chesterfield.

Branch: WFTC Date: 12/12/19 Page: 1 of 1 Total: £188,207

Transaction Type	Volume	Value	Total
Inland Revenue	88	1	188,207
WFTC	00	0	0
DPTC	00	0	0
Total	88	1	188,207

Signed: [Signature] Date: 12/12/19

There are two other reports associated with this change.

Office Weekly Inland Revenue Report

The Office Weekly Inland Revenue report shows all stock unit cut-off reports for Inland Revenue and is for use within your branch. To produce this report select:

- Reports (F2)
- Office Weekly (F6)
- Inland Revenue (F2)

Reprint of the P5589

A reprint of P5589 is available (after the cash account has been produced). To produce this report select:

- Reports (F2)
- Reprints (F4)
- IR P5589 (F3)

Please remember: Do not send Inland Revenue Child Benefit Group DD, WFTC Group BB and DPTC Group CC documents to Lisahally.

10. MoneyGram: MoneyGram branches

Contributor: Roger Milne

MoneyGram ~ Multi-Currency service

MoneyGram are changing their processes so that their operators will be able to advise branches of the value of the Send transaction in the local currency of the destination country instead of just US dollars. This service, known as 'Multi-Currency', is being introduced on a gradual basis, depending upon the country of receipt.

With immediate effect if a MoneyGram operator advises you of the local currency figure during the send transaction:

- Write the following details in the Receive Information section of the MoneyGram Send Form (P5032):

- 1 Receive currency name
- 2 Exchange rate
- 3 Receive amount
- 4 Tick the 'No' box

Alternatively, if you are advised by MoneyGram that the receive amount will be in US Dollars, complete the following details:

- 1 Receive amount (under the USD box)
- 2 Tick the 'Yes' box

MoneyGram
Instant Money Transfer

AGENTS USE ONLY

Office Name Stamp _____
Date _____
MoneyGram Operator ID Number _____
(For Voice transactions only)

Amount Sent _____
Consumer Fee (amount in agent's currency) _____
Total to be Collected _____

For transactions requiring identification:
Sender's Identification _____ (Type of ID and number)
Issuing Jurisdiction _____
Date/Country _____

For transactions requiring additional information:
Sender's Occupation _____
Date of Birth _____
If sender is a US Citizen, social security no. _____

RECEIVE INFORMATION Only complete this once the transaction has been sent.

Receive currency 1 Egyptian Pounds
Exchange Rate 2 8.8
Receive amount 3 2,200
OR
US Currency USD
Receive Amount _____
Receive Country pays out in USD?
Yes ☐ No ☒ 4
(Exchange rate may apply)

REFERENCE NUMBER _____

For purpose of sending you further information about the transaction, please tick this box ☐

RECEIVE INFORMATION Only complete this once the transaction has been sent.

Receive currency _____
Exchange Rate _____
Receive amount _____
OR
US Currency USD
Receive Amount 1 \$500
Receive Country pays out in USD?
Yes ☒ 2 No ☐
(Exchange rate may apply)

REFERENCE NUMBER _____

For purpose of sending you further information about the transaction, please tick this box ☐

If the MoneyGram operator does not advise you of a local currency, or that the receive country pays out in US dollars, complete the Send form as detailed for the current transaction.

Please note: Full details of the MoneyGram transaction were published in Operational Focus Workaid (Week 11). The information detailed above was not included due to time constraints.

11. National Lottery. National Lottery non 'A' prefix branches

Contributor: Michael Newcombe

Instants new game ~ 500k game (181)

On Saturday 28 June 2003, Camelot will launch the following new Instants £3 Scratchcard game:

Please note: This game will only be available to branches that receive their stock directly from Camelot.

'A' prefix branches **will not** be able to order or receive this game from the NSSC, Hemel Hempstead.

Number	Game name	Pack size
181	£500k game	40 x £3 cards (£120)

Point of Sale material

Point of Sale material will be supplied by Camelot.

- If you do not receive your Point of Sale material contact the Camelot Retailer Hotline on **GRO**

All branches that order and receive their stock from Camelot

Distribution

You will receive an initial distribution from Camelot only if your sales levels warrant it.

Further supplies

- Order further supplies if required through Camelot Telesales on 0845 966 6768.

Receipt

When you receive your scratchcards:

- confirm that you have received them using your terminal
- place the scratchcards in a secure area.

Activation

- Do not activate packs of scratchcards before you need to sell them.
- Activate scratchcards through the terminal.
- Attach the activation slip to the last scratchcard in the pack for safe keeping

Please remember: When the game is withdrawn, returns to the National Secure Stock Centre (NSSC) will not be accepted without activation slips.

You may start to sell these scratchcards as soon as you receive them.

Whole packs of unactivated scratchcards will be collected by Securicor at Camelot game end.

Accounting

For full accounting instructions see:

- Balancing with Horizon booklet, National Lottery (Instants) Activations, page 36.
- Operations Manual, National Lottery On-line Offices booklet, Subsection 13, or National Lottery Instants Offices booklet, subsection 8.

12. National Lottery. National Lottery branches

Contributor: Michael Newcombe

Instants new game ~ Magic Money (180)

On Saturday 28 June 2003, Camelot will launch the following new Instants Scratchcard game:

Number	Game Name	Pack Size
180	Magic Money	200 x £1 cards (£200)

Please note: Point of Sale material will not be supplied by Camelot for this game.

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...continued from page 9

'A' Prefix branches

Distribution and further supplies

There will be **no** initial distribution.

These games will be available to order from Tuesday 1 July 2003.

- Order supplies from the NSSC, Hemel Hempstead on

GRO

Please remember: You do not have to stock all games, only order the new games if you have a space in your dispenser or if you are running low on an existing game.

You should not receive any scratchcards directly from Camelot, but if you do:

- do not activate the scratchcards
- retain and return to your Field Support Executive.

Receipt, Activation and Accounting

See Operational Focus, week 30 article 10 for full information.

All other branches

Distribution

You will receive an initial distribution from Camelot only if your sales levels warrant it.

Further supplies

- Order further supplies if required through Camelot Telesales on 0845 966 6768.

Receipt

When you receive your scratchcards:

- confirm that you have received them using your terminal
- place the scratchcards in a secure area.

Activation

- Do not activate packs of scratchcards before you need to sell them.
- Activate scratchcards through the terminal.
- Attach the activation slip to the last scratchcard in the pack for safe keeping.

Please remember: When the game is withdrawn, returns to the National Secure Stock Centre (NSSC) will not be accepted without activation slips.

You may start to sell these scratchcards as soon as you receive them.

Whole packs of unactivated scratchcards will be collected by Securicor at Camelot game end.

Accounting

For full accounting instructions see:

- Balancing with Horizon booklet, National Lottery (Instants) Activations, page 36.
- Operations Manual, National Lottery On-line Offices booklet, Subsection 13, or National Lottery Instants Offices booklet, subsection 8.

13. National Lottery. National Lottery branches

Contributor: Michael Newcombe

National Lottery Instants win Scratchcards ~ New Horizon icons screen layout changes

At present the Horizon icons for National Lottery Scratchcards have different numbered 'F' keys depending on which screen you enter. These are being changed to ensure consistency irrespective of which screen you are in.

The revised numbered icons will become visible in all screens from Thursday 12 June 2003 with the exception of the 'Serve Customer' screen where the icons will be visible from Saturday 28 June 2003 as follows:

- Instants £1 (F9)
- Instants £2 (F10)
- Instants £3 (F11)

14. Postal Services: Royal Mail National booklet 3. All Post Office branches

Contributor: Jas Panesar

Redirection application forms ~ new prices

Redirection fees increased in price on Thursday 8 May 2003, as part of the changes to Royal Mail tariffs. The new prices are shown in the table:

	1 month	3 months	6 months	12 months
Business Inland Redirections	£12.90	£21.60	£43.20	£64.80
Business International Redirections	£12.90	£28.10	£43.20	£64.80
Social Inland Redirections	£6.45	£14.05	£21.60	£32.40
Social International Redirections	£12.90	£28.10	£43.20	£64.80

Revised Redirection application forms P944, with the new prices, were distributed with the tariff literature.

Some customers may have collected an application form before this date and will present it with payment for the Redirection service. The old application form may be accepted but the new prices **must** be charged to all customers **without** exception.

Please remember: All Redirection application forms must be forwarded to the address advised to your office, on the day of acceptance at the counter.

If any customer wishes to complain about the tariff increase or any other aspect of the Redirection service, they should be advised to ring the Royal Mail Customer Service Centre on 08457 740 740. Customers should be encouraged to use this channel for any complaints. Alternatively, customers may write to Royal Mail at the address shown on the Redirection form in your branch. No postage is necessary.

For further information about the Redirection service counter transaction, see the Royal Mail National booklet 3, subsection 4.

15 Stores Ordering. All Operations Manual users

Contributor: Tracy Cox

Operations Manual ~ distribution of the Stores Ordering booklet

From Monday 16 June 2003, a revised copy of the Operations Manual booklet for Stores Ordering will be distributed to branches and other Operations Manual users.

Please note: This booklet was originally called Stock Ordering. The title has been changed as a result of feedback received from branches, and because the booklet **does not** include the NSSC stores information originally planned.

If you do not receive your booklet by Monday 30 June 2003, please contact Royal Mail Logistics, Swindon on 0845 601 1022 selecting option 6.

When you receive the new booklet:

- remove the earlier booklet (COMB 47/2) from the Volume 5 binder
- insert the new booklet (COMB 47/3) into the same place according to the running order on the binder cover
- destroy the earlier version in accordance with local instructions for paper disposal.

16. Miscellaneous - Local Schemes - Travel and Ticket. All SWIFT travel scheme branches

Contributor: Craig Skinner

SWIFT application forms ~ completing correctly

Nearly ten per cent of application forms that are submitted for this scheme are being rejected, due to the following:

- no date of birth
 - no proof of eligibility
 - no proof of address
 - no proof of disability
 - no Post Office date-stamp
- Please ensure that all application forms (LS240 - Feb 2003) are completed fully, as per the operating instructions you received when the scheme went live.

Please remember: All sections of the form must be completed except for the customer's telephone number which is optional.

Please **do not** write notes or comments on the application forms as these cannot be dealt with.

- Completed application forms must be despatched every Thursday morning by first class Recorded Delivery. Failure to do so will result in the return of the customer's travel Smart Card being delayed.

Caerphilly branches

- You must send completed application forms using the pre-paid envelope (LS234) to:



Rhondda branches

- You must send completed application forms using the pre-paid envelope (LS263) to:



Actions for week commencing Monday 16 June 2003

Please note that this table is unlikely to contain details of every action you will need to take during this week.

You will need to continue to read all relevant Operational Focus articles, and plan your actions in the same way you normally plan for changes (for example, using your Cash Account calendar each week to make a note of any actions notified in Operational Focus).

Product	Change	Actions	Date	Article ref
HRH Prince William of Wales special issue	Stamps and Presentation Packs	First day of sale	Tuesday 17 June	week 9, article 13
HRH Prince William of Wales special issue	First Day Envelopes	Withdraw from sale at close of business	Tuesday 17 June	week 9, article 13
Fun Fruit & Veg special issue		Return withdrawn stock (group 1 only)	Wednesday 18 June	week 48, article 6
Home Care stamps	Doncaster MBC scheme terminated	Last 'Rem out' date for obsolete stamps	Wednesday 18 June	week 4, article 11
Queen Mother £5 Memorial coin		Return to the NSSC (group 2 only)	During week ending Wednesday 18 June	week 8, article 4
National Savings & Investments	Account application forms	Destroy old application forms at close of business	Wednesday 18 June	week 9, article 1
National Savings & Investments	Account application forms	First day for using new application forms	Thursday 19 June	week 9, article 1

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