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Operational Training & Development
Delivering Operational Excellence

POST OFFICE

Back Office

1 day course for Postmasters and anyone responsible for running a branch

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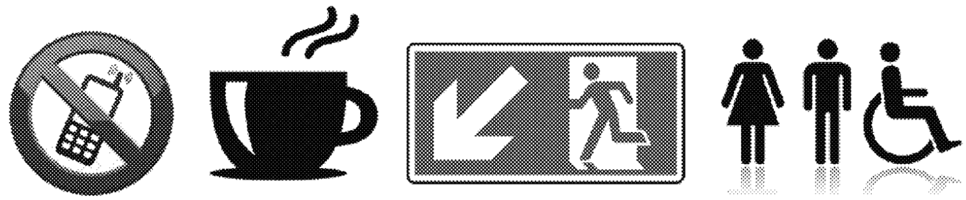
Domestics



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Introduction

- Name
- What is your role in Post Office?
- 1 thing you hope to get out of today
- Icebreaker question

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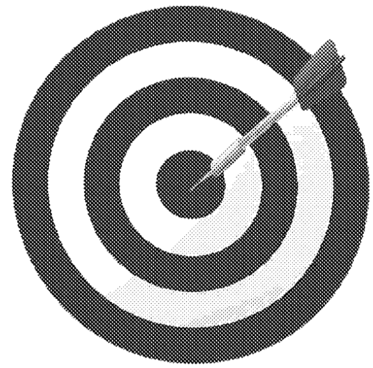
Objectives

By the end of today you will be able to:

- Complete travel and basic transactions using the Horizon Online system and paired practise scenarios
- Complete daily, weekly & monthly accounting activities using the Horizon Online system
- Recognise the importance of good cash management in your branch
- Complete a remittance using the Horizon Online system
- Recall at least two useful Horizon reports that may help you find discrepancies



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Getting started

- Smart ID – new assistants and annual compliance
- Log into Horizon Online
- Transaction Acknowledgments
- Physical security

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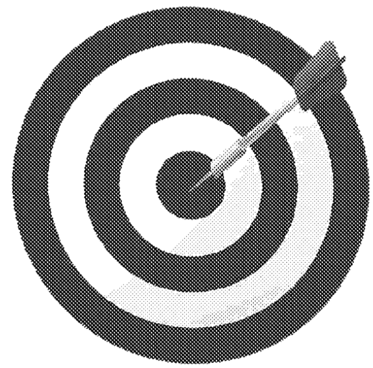
Travel money and basic transactions

Objective

By the end of this session, you will be able to:

- Complete travel money and basic transactions using the Horizon Online system and paired practise scenarios



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Time to practise

- Travel Money
- Travel Money Card
- Basic transactions
- Transaction reversals

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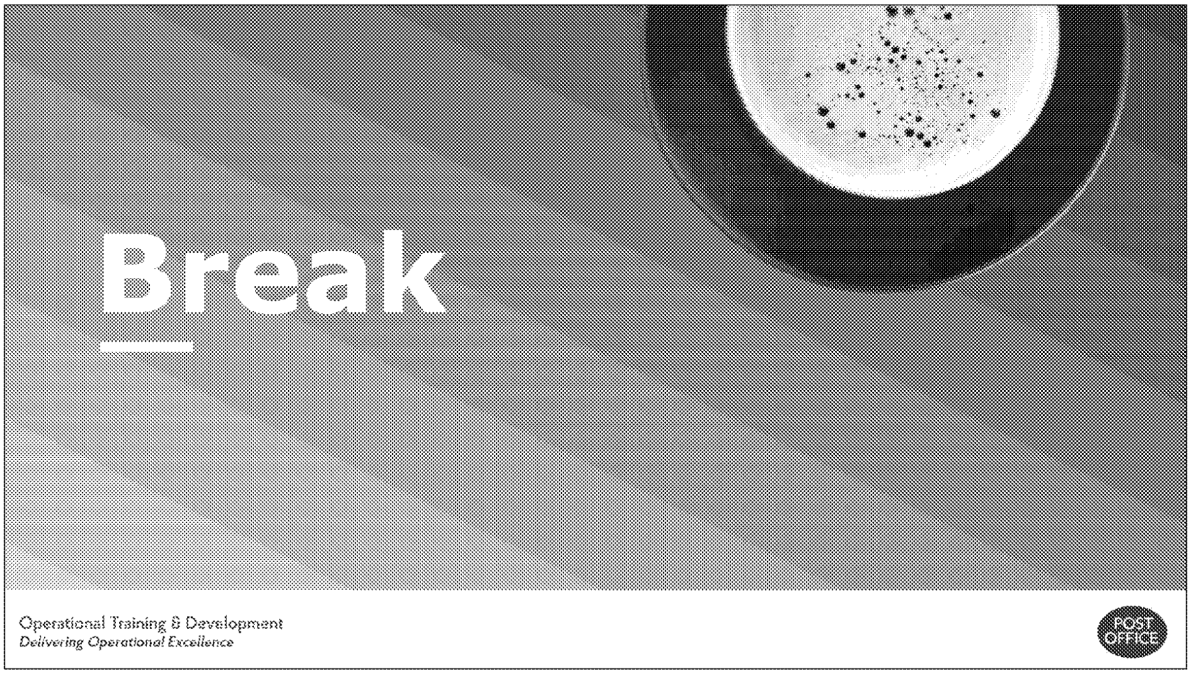

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Daily accounting

Objective

By the end of this session, you will be able to:

- Complete daily accounting activities using the Horizon Online system
- Recognise the importance of good cash management in your branch

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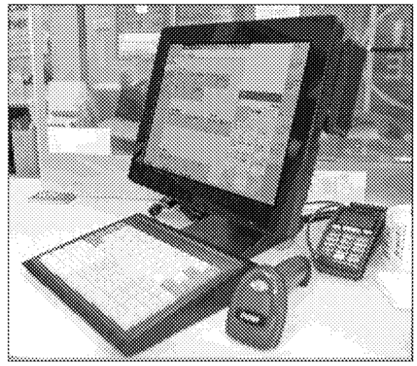
Daily accounting

- End of day reports
- Cash declaration

Remember! There are other activities you need to complete daily. What are they?



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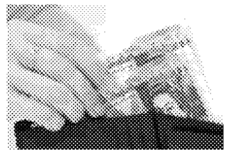
Cash Management

Cash IN

Cash remittances

Payments for products and services

Banking deposits



Cash OUT

Cash remittances

Payments for products and services

Banking withdrawals

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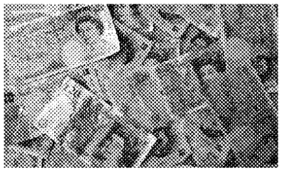
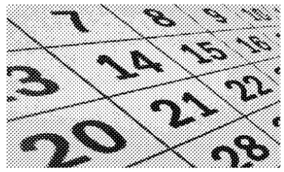
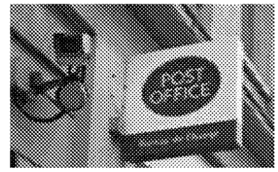
Successful Cash Management



The right amount



At the right time



In the right place

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Cash Management & Planned Orders

- When and how often should cash declarations be made?
- What's meant by stock units accessed during the day?
- What happens if you don't declare the cash for all stock units accessed today?
- What are the implications of not declaring cash accurately?
- What are the implications of holding too much cash?
- What tool on Horizon do we use to manage our cash?
- How do we amend a planned order for cash?

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Balance Period (BP) balance

Objective

By the end of this session you will be able to:

- Complete a Balance Period (BP) balance using the Horizon Online system

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What is a Balance Period (BP)?

- What is meant by the term Balance Period?
- How often can you rollover into a new Balance Period?
- What advantage is there to completing a regular Balance Period?

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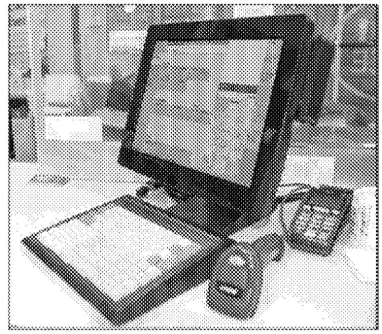
Weekly balancing

- Daily reports
- Weekly reports
- Check Stock on hand
- Declare stamps
- Declare currency
- Declare cash



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Lunch

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Hangman

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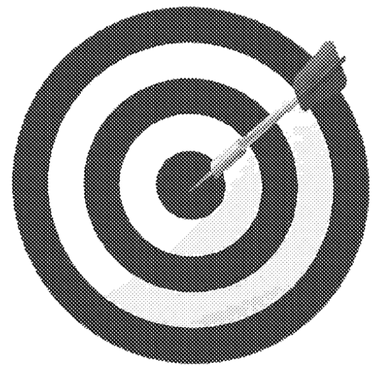
Remittances and monthly accounting

Objective

By the end of this session you will be able to:

- Complete a remittance using the Horizon Online system
- Recall at least two useful Horizon reports that may help you find discrepancies
- Complete a Trading Period (TP) balance using the Horizon Online system



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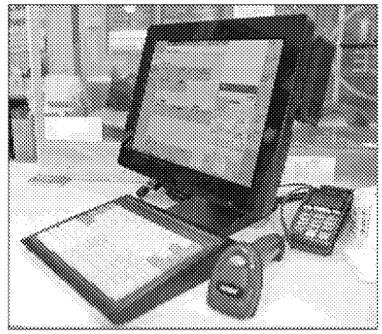
Remittances

- What is a remittance?
- What are the types of remittance?
- After accepting a remittance, what do you need to remember to do?



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Monthly accounting

- What is a Trading Period (TP)?
- Discrepancies
- Useful reports

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What is a Trading Period (TP)?

What you do daily	+	What you do weekly (BP)	+	What you do each month (TP)
Daily reports Cash declaration		Check stock Stamp declaration Balance		Postage labels Suspense account Trading statement

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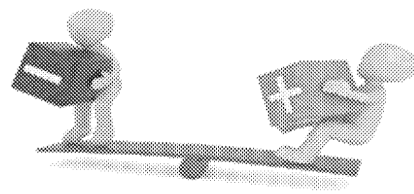
Discrepancies

If you find a discrepancy:

- What you should and should not do if you discover a discrepancy
- Managing frequent discrepancies

Horizon Recovery Guide:

- What should you do if Horizon Online freezes or becomes disconnected from the data centre?



Trading Period - Settle Discrepancies

There are several options at the end of the Trading Period to 'make good' or settle any discrepancies:

Make Good Cash	Settle Centrally	Settle Centrally & Dispute the Discrepancy	Assign to Nominee
physically add or remove the amount of cash to achieve a nil balance	for discrepancies over £150, discrepancy will be settled between you and Post Office	discrepancies suspended to allow time for further investigation and/or transaction corrections	similar to 'settle centrally', but only for branches within a retail chain

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Useful reports

- Rems in / Rems out reports
- Suspense account
- Transaction log

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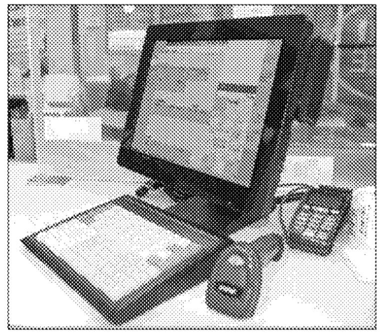
Time to practise

- Travel Money
- Travel Money Card
- Basic Transactions



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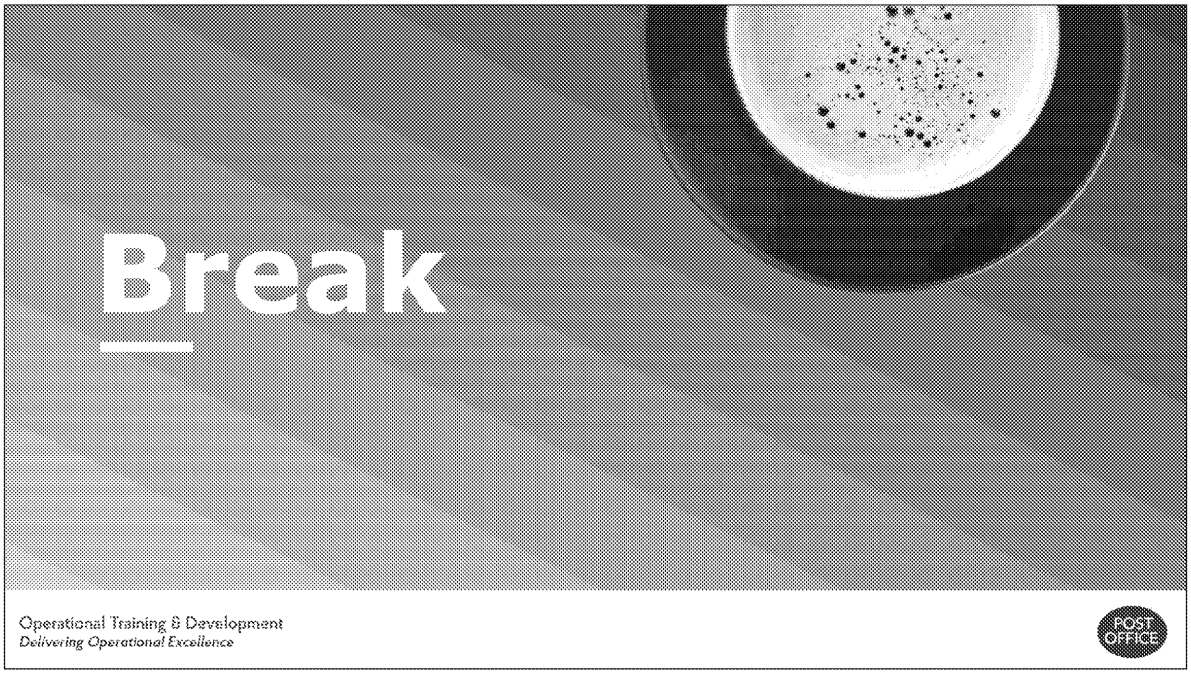

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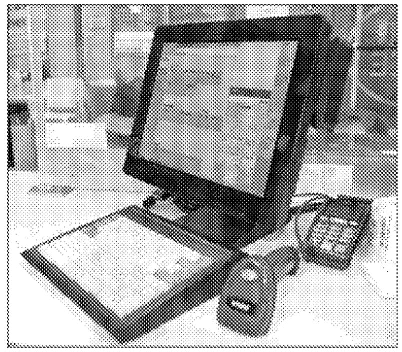
Observation: TP balance

Complete the Trading Period (TP) balance using the Operational Training Guide

- Daily reports
- Weekly reports
- Declarations
- Postage labels
- Suspense account
- Trading statement



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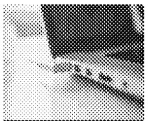
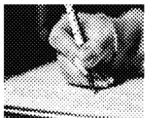
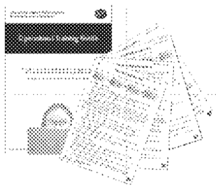
Your Post Office Learner Journey



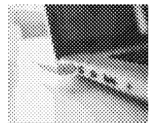
Online Learning



Classroom

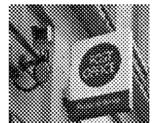


Assessment videos



More Online Learning:

ATM
Lottery
Mthly Branch Balance



In-Branch Support:

On-Site Trainer

Business Support Manager

Area Manager

Customer Experience University

Distance Learning Packs

Branch Hub

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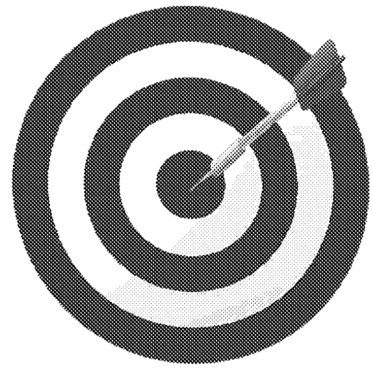

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Thank you

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