

Fujitsu Services **Bureau Rate Board Technical Installation Training Guide** **Ref:** **IM/MAN/023**
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Abstract: This document provides the technical information which will be required for engineers to perform the installation of Bureau Rate Boards

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	03/07/03	Initial draft	
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0.2 Review Details

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0.3 Associated Documents

Reference	Version		Date	Source	
AS/REP/013		Rate Board Cables			
IM/MAN/024		Bureau Rate Board Maintenance Guide			
BP/DES/003		Counter Hardware Design Specification			

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

0.4 Abbreviations/Definitions

Abbreviation	Definition
FMC	Forde Money Changer
NIET	Network Implementation & Equipment Team
FRES	First Rate Exchange Services
FJS	Fujitsu Services
POL	Post Office Limited
HNG-X	Horizon Next Generation (Fujitsu definition)

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HOL	Horizon Online (POL definition)
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0.5 Changes in this Version

Version	Changes
0.1	None – first issue
0.2	Changes following comments. Removal of Maintenance instructions, which will now form a separate document, IM/MAN/024.
0.3	Changes following comments
1.0	Final changes following comments, ready for v1.0 issue For Approval
2.0	Changes to shutdown process following pilot site install
2.1	Correction within Section 10, to remove duplication of Riposte Status Check
3.0	No changes from v2.1 - Issued For Approval.
3.1	General updates for HNG-X

0.6 Changes Expected

Changes
None

0.7Table of content

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1 Introduction

This document defines the procedure that should be undertaken by engineers when attending a Branch in order to connect a Rate Board to a Horizon counter. The procedure described within this document is mandatory, and in order to perform the installation effectively, it is assumed that every engineer will be familiar with the use of a standard Windows PC, and will understand how a standard PC and its peripheral devices are connected together.

2 Background

Previously all on demand Bureau de Change transactions were carried out via the Forde Money Changer (FMC). The Forde Money Changers have all been replaced

It was decided to transfer all Bureau de Change transactions at on demand Branches to the Horizon platform.

First Rate Travel Services provide Rate Boards to selected Branches. Some Branches will have more than one Rate Board. Horizon on Line (HNG-X) will not support daisy-chaining of Rate Boards, therefore in Branches where more than one Rate Board is present, each will be connected to a separate Horizon Counter Position.

Once on HNGX, Bureau de Change will support one model of Rate Boards currently in use in Branches, i.e.:

- DB7

It is Post Office Ltd's responsibility to manage and carry out the installation of Rate Boards. The Network Implementation & Equipment Team (NIET) will be the Post Office team that controls the physical rollout of Rate Boards into Branches on behalf of Post Office Ltd. They will manage the contractors required to carry out the work. At this point in time it is expected that Romec will undertake the installation work, whilst the on-going maintenance of Rate Boards will be contracted to an alternative supplier. First Rate Exchange Services (FRES) will be responsible to Post Office Ltd for managing the maintenance of Rate Boards.

3 Cabling

The Rate Board referred to in Section 2 can be connected to any Horizon Counter Position in Branches using the same interface. Currently Branches that have Rate Boards all have cables from the Rate Board that terminate in a 3 pin DIN male plug (the “Segment 2” see figure 1). The DB7 model Rate Board uses an additional cable (the “Segment 1” cable) to connect the Segment 2 cable to the Rate Board. The Segment 2 cables are identical for all types of Rate Board.

When the FMC was replaced by an Horizon Counter Position, the 3 pin DIN male plug will be disconnected from the FMC end, and an additional length of cable was used to connect the Horizon counter’s Specialix IO/8 RJ12 to this 3 pin DIN male plug. This new length of cable is described in detail in the CCD entitled “*Rate Board Cables*” (AS/REP/013), and will be referred to in this document as the “Segment 3” cable.

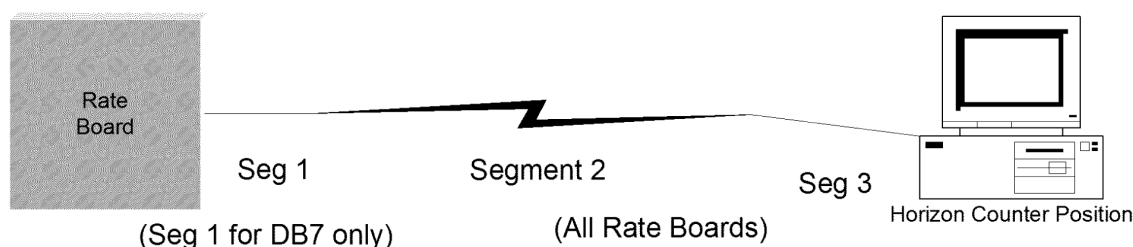


Figure 1

- The *Segment 1* cable is used to plug directly into the rate board. This cable is required for the DB7 models only.
- The *Segment 2* cable connects directly to the end of the Segment 1 cable for DB7 models.
- The *Segment 3* cable connects the Horizon Counter Position to the Segment 2 cable.

These cables are defined in detail in the Contract Controlled Document entitled “*Rate Board Cables*” (AS/REP/013).

4 Scope

This document describes:

- The steps involved in connecting a Rate Board to the Horizon system, and configuring & testing a Rate Board at a standard fixed Horizon Counter Position.
- All currently foreseeable problem scenarios, and how to deal with them.

This document does not cover the infrastructure aspects of the installation, such as installing the physical Rate Board within a Branch, drilling holes or laying cables.

5 Multi Rate Board Branches

Some Branches may have more than one Rate Board installed. When the Rate Boards are connected to Horizon, 'daisy-chaining' will not be possible, and therefore each Rate Board will need to be connected to separate Horizon Counter Positions.

Connections between the Rate Boards should have been removed, and cabling must be routed through the Branch to allow for connection to dedicated Horizon Counter Positions. This activity is outside the scope of this document.

6 Preparation

Each Rate Board will be installed in the Branch, mounted in the appropriate position, with the Segment 1 cable attached to Rate Board. The Rate Board should be functioning correctly.

Post Office Ltd shall provide the mains power to Rate Boards from circuits that are separate from the dedicated Horizon power circuit.

Materials required in order to perform the connection of the Rate Board to a Horizon Counter are this installation document, a Segment 3 cable of appropriate length (plus spare), and any additional data cabling required where daisy-chained Rate Boards need to be connected direct to Horizon Counter Positions.

At any stage during the procedure, if a problem occurs such as an error message on the monitor or the Rate Board, make a note of the message, and refer to section 13, the Fault Finding Guide, to see if there is a resolution provided.

If a problem occurs which cannot be resolved using the Fault Finding Guide, or by calling the Horizon System Helpdesk, then the Horizon System Helpdesk will arrange for a Fujitsu Services' engineer to attend the site to resolve the problem at a later time in accordance with the procedures detailed in Section 13 and 14 of this document. The Fujitsu Services' engineer will remain on site to assist the Branch Manager in testing the Rate Board after resolving the fault. Post Office Ltd will ensure co-operation of the Branch Manager to facilitate timely closure of these calls. If the Fujitsu Services' engineer finds that there is not a problem with the Horizon Counter Position a call will be raised with the FRES contracted maintenance engineers who will correct the fault and complete the connection of the Rate Board in accordance with the CCD entitled "*Bureau Rate Board Maintenance Guide*", (IM/MAN/024).

If for any reason the touchscreen is not working at a Horizon Counter Position, the procedure described in this document can be performed by using the keyboard instead. In general, the message displays indicate on each button which key to press to perform the function. The default action is usually performed by pressing the 'Enter' key (indicated by a ↵ symbol), while other actions usually require the use of a Function key (eg. 'F1'). The keyboard layout is shown in Figure 2 below:-

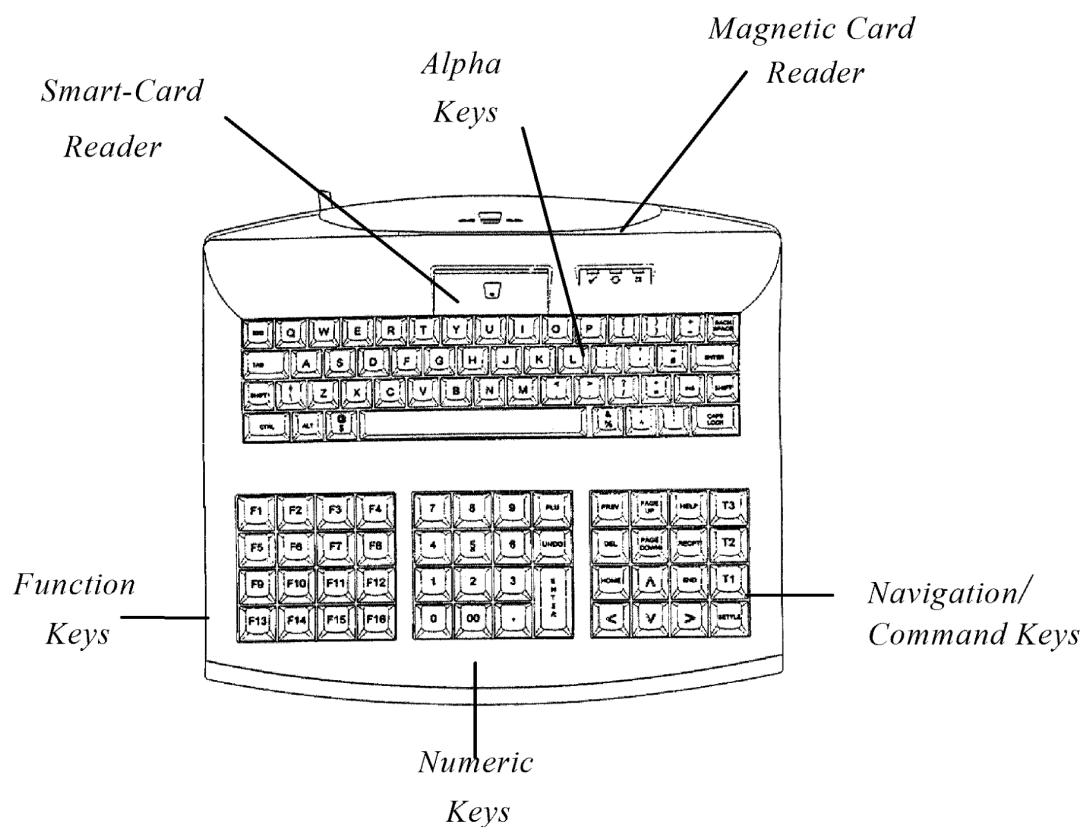


Figure 2 The Horizon Keyboard

7 Default Bureau Rates Report

The first step of the installation process is to disable the defaulted Bureau Rates Report Print on all counters (see Section 7.1 for details of how to do this). Later in the installation process, a Report Print will be set up on the Horizon Counter Position which will be driving the Rate Board within the Branch.

7.1 Deselecting The Default Bureau Rates Report Print

If the Branch Manager should log into each counter and deselect the default bureau rates report. This not only assists the installation but has a cost saving and “Eco” benefit not producing unnecessary paperwork. This function is also available to an engineer with a Global User password but should only be attempted by the engineer with the Post Office Managers approval. De-selection can also help stop vibration sensitive alarms being triggered overnight.

From the main menu select Back office F14. Admin F2 and then F4 Engineer (Blue icons at left hand side of screen)

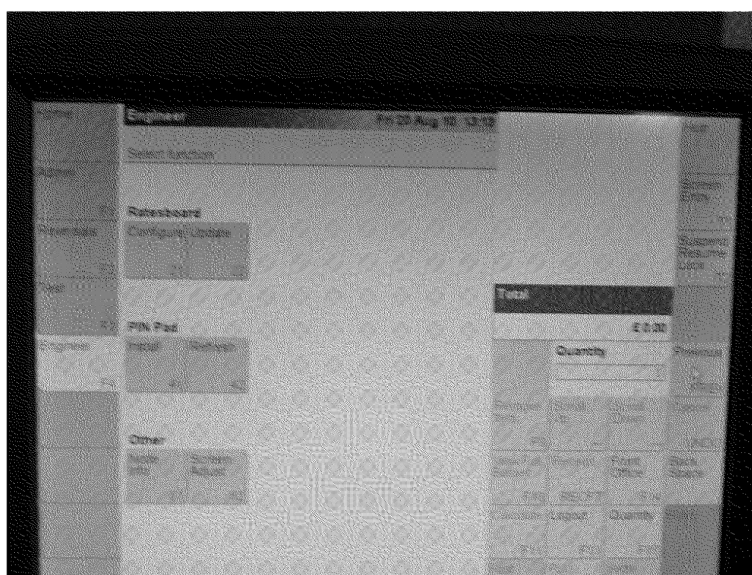


Figure 3

- 1) The Branch Manager should touch the 'Configure Rate Board' icon which will prompt the first of the Rate Board configuration screens. The Branch Manager will first be asked to input the number of rows on the Rate Board, see figure 4.

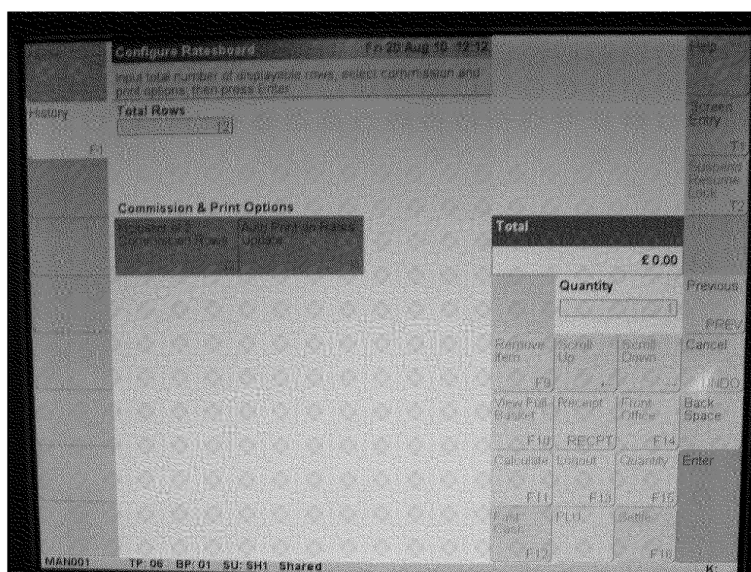


Figure 4

- 2) The screen will display a defaulted figure of 12 in the 'Number of Rows' field, as shown above in 4. As no Rate Board is connected to this counter, the Branch Manager should disregard the question and simply select the icon (or press enter on the keyboard). The Branch Manager will then be asked whether the last 2 rows should be reserved as commission lines, see figure 4 above
- 3) As no Rate Board is connected to this counter, the Branch Manager should disregard this question and simply select 'Yes'. The Branch Manager will then be asked whether to automatically print a report on rates update, figure 4 above
- 4) The Branch Manager must deselect icon or keyboard 34. Currency selection screen will then be displayed, figure 5.

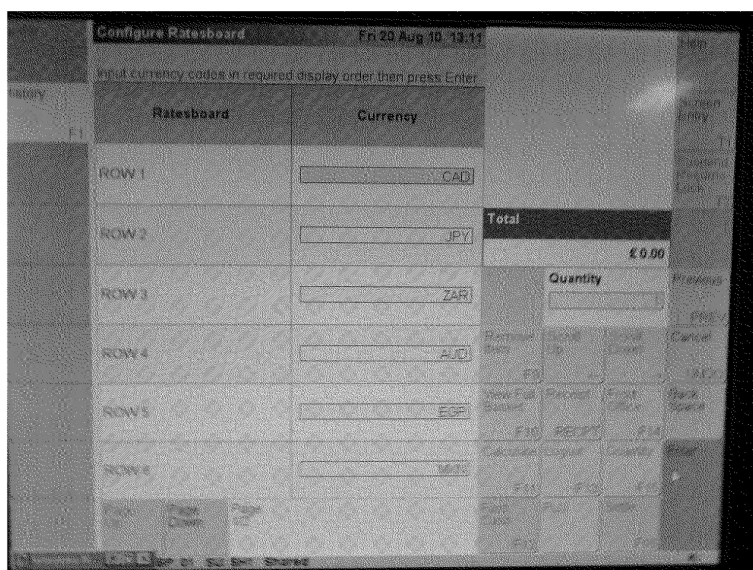


Figure 5

- 6) As no Rate Board is connected to this counter, the Branch Manager should disregard the information displayed and simply descend through the rows in the 'Rate Board Order' by selecting the icon (or pressing 'Enter' on the keyboard). Please be aware that to configure all 12 rows the HNGX display only shows 6 rows. Navigation to rows 7 to 12 can be obtained using "Page down" and "Page up" to return to rows 1 to 6

Upon passing the final Currency Code, HNGX will navigate back to the engineer screen, see figure 4 above

The default Bureau Rates Report print is now disabled on the counters. Touch the 'Front Office' icon to navigate back to the Home Page. Follow the instructions in the next section to ensure that the Branch is communicating correctly with the Datacentres before moving on to Section 9, *Shutting Down The Rate board Counter*.

8 Performing Network Test

After following the above instructions the manager should be logged off a counter and should touch the grey screen. At the first screen (Figure 6) they should touch System Diagnostics icon

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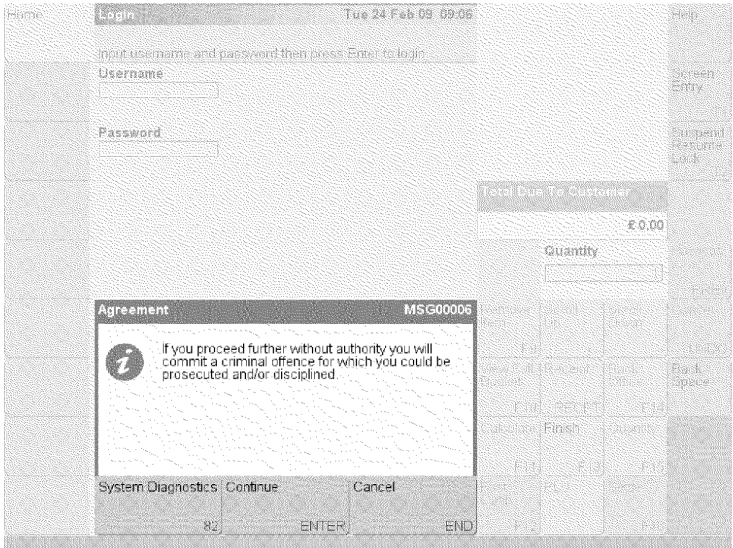


Figure 6

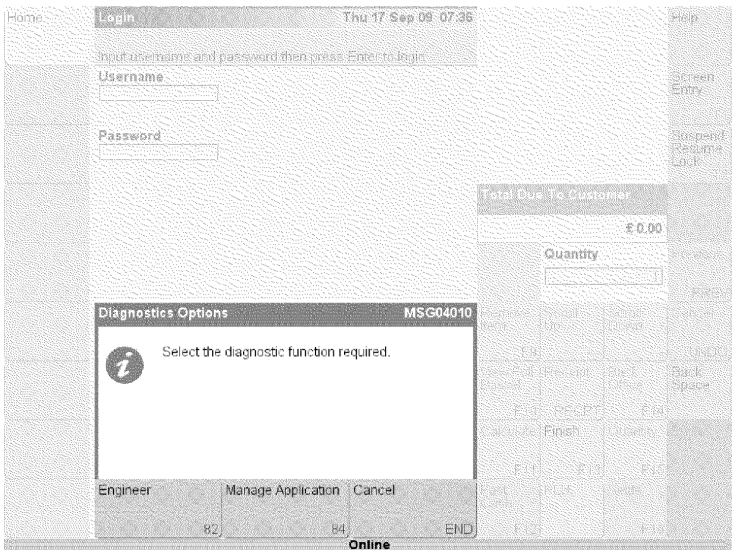


Figure 7

From this starting position, the Branch Manager should follow these instructions in order to perform a *Network test*:

- 1) The Branch Manager should select the 'Engineer' (82) icon. The engineer screen will now be displayed (See figure 8).

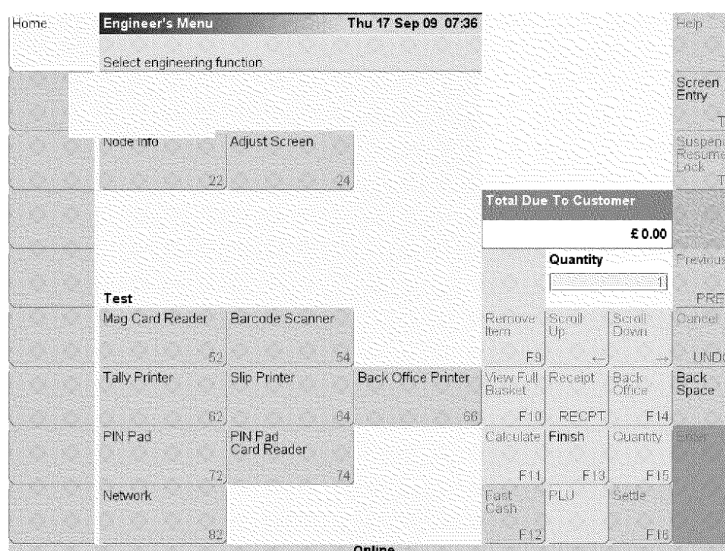


Figure 8

- 2) The Branch Manager should select the 'Network' (82) icon. HNG-X will then display the Current Status screen (See figure 9 below)

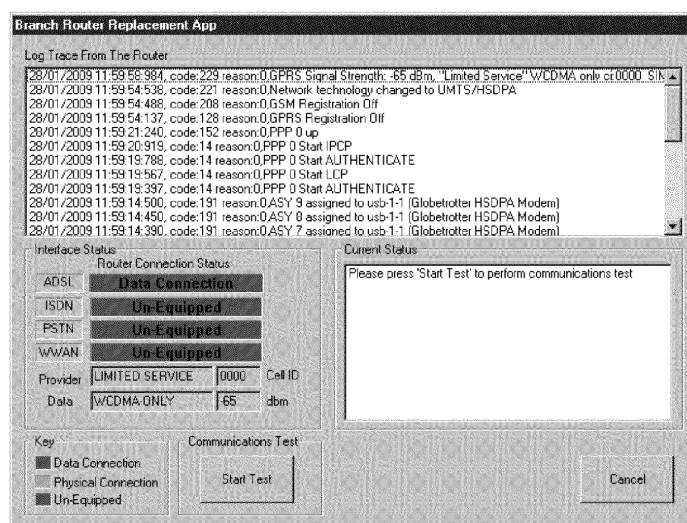


Figure 9

Please note this is for an HNGX system with ADSL comms

- 3) Ideally, the engineer should confirm that the system is communicating with start test. If the comms icon is green this is not completely necessary but is a confirmation that comms are present
- 4) If the system fails to “ping” this must be resolved before continuing.
- 5) The Branch Manager will now need to log onto the Horizon Counter Position to which the Rate Board will be attached in order to begin the shut down procedure (See Section 9).

9 Shutting Down the Rate Board Counter

The engineer should confirm with the Branch Manager which Horizon Counter Position is to be connected to the Rate Board. If the Branch has a dedicated Bureau position, the Rate Board should be connected to the Horizon Counter PC at this position. Otherwise whichever counter is nearest to where First Rate have terminated the Segment 2 cable.

Before connecting or disconnecting a Rate Board (or any other peripherals) from a Counter Position, the engineer must ensure that the Counter Position is shut down and powered off. The shut down procedure is the responsibility of the Branch Manager, however the engineer should follow the following instructions as part of this activity.

- 1) Before asking the Branch Manager to power off the Counter Position to which the Rate Board will be connected, check with the Branch Manager that HNGX is working properly at that Counter Position – if there is a problem with this, this should be resolved before attempting to connect a Rate Board at that counter – if necessary, contact the Horizon System Helpdesk (see *Section 15, Contacting the Horizon System Helpdesk*). If the error cannot be resolved whilst the engineer is on-site, the Rate Board should instead be connected to the next nearest functioning counter.
- 2) Shutting down a Horizon counter. Log out of the counter and return to the “grey” screen. Touch the screen and then touch System Diagnostics (82). When the display below (see Figure 10) appears touch Manage Application.

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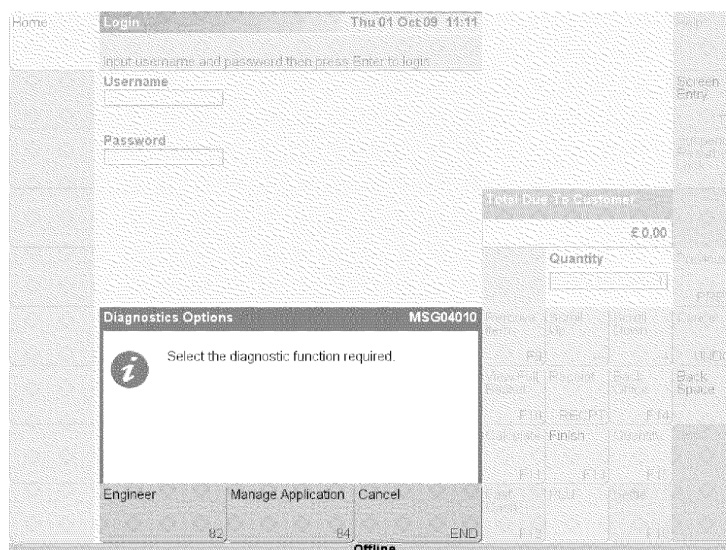


Figure 10

When the display changes to below (Figure 11) press Shutdown (84).

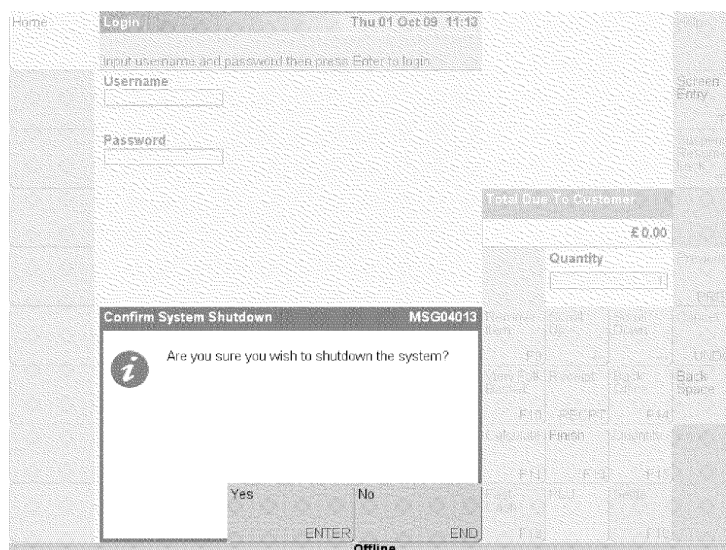


Figure 11

The system will now shut down and is ready for rateboard connection.

10 Existing Connections

The existing peripherals are connected as follows:-

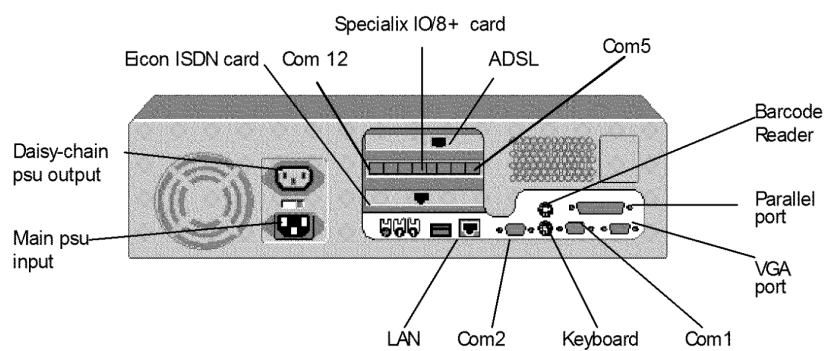


Figure 12

Details of the Specialix Card:-

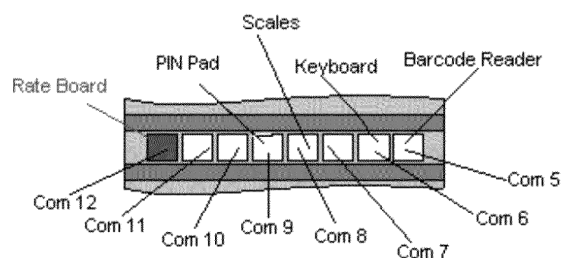


Figure 13

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Branch Router

The branch router is connected to the counter via the LAN cable either directly or via the hub

LAN Cable

There will be a LAN cable connected to the LAN socket marked in Figure 18 above, linking this counter to the branch router and other counter(s) in the Post Office Branch.

Touch Screen Monitor

The monitor has three connections - the 9-Pin female plug is connected to COM1, the VGA cable is connected to the VGA port, and the mains lead is connected to the female end of the PIN Pad's 'Y' shaped power cable. Note that these connections are the same for both types of flat screen monitors.

Keyboard

The keyboard has two connections - the mini-DIN connector is connected to the keyboard socket, and the RJ12 connector is connected to COM6 (2nd socket from the right of the Specialix Card).

Bar Code Reader

The bar code reader has two connections - the mini-DIN connector is connected to the mouse port, and the RJ12 connector is connected to COM5 (1st socket from the right of the Specialix Card).

Receipt and Slip Printer

The 9-PIN female cable from the Epson printer is connected to COM2. The mains lead is connected to a mains socket.

BackOffice Printer *(connected to counter position 1)*

The Back Office printer is connected to the parallel port. The mains lead is connected to a mains socket.

Electronic Weigh Scales

If present, these are connected to COM8 (4th socket from the right of the Specialix Card).

PIN Pad

The PIN Pad has three connections. The RJ12 connector is connected to COM9 (5th socket from the right of the Specialix Card). The plug end of the 'Y' shaped power lead is connected

to the daisy-chain PSU output, and the socket end connects to the mains lead trailing from the touchscreen monitor.

ADSL & ISDN Cards

These may be fitted but have no function in HNGX

10 Connecting the Rate Board to a Horizon Counter

Once the Counter Position to which the Rate Board is to be connected has been shut down, the Rate Board connection can commence.

- 1) Move the PC into a position where the connections at the rear are accessible, taking care not to drag the existing connections out of their sockets. If any cable becomes disconnected, use the information given in Section 11 to reconnect it to the correct socket.
- 2) Connect the segment 3 cable to the segment 2 cable. Take the segment 3 cable, and connect the female 3-pin DIN plug (Figure 14) to the male 3-pin DIN plug at the end of the Segment 2 cable.
- 3)



Figure 14 The Female 3 pin din plug



3 Pole

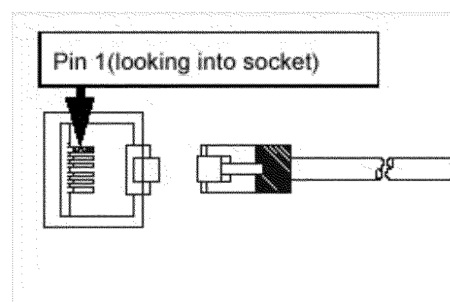


Figure 15 – the RJ 12 plug

- 4) To connect the Rate Board to the Horizon Counter Position, take the segment 3 cable which should now be connected to the Rate Board via the segment 2 cable (see Figure 1 and connect the trailing RJ12 plug to **COM12** on the Specialix card at the rear of the base unit (as shown previously in figure 19. Ensure that this plug 'clicks' home securely. NB:- Do not try to connect the RJ12 plug to any other COM port on the Specialix Card – this will not work.

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- 5) Move the PC back to its original position, ensuring that all cables remain securely attached (in the instance of any cables becoming detached during this process, please replace these connections with reference to Section 11 of this document, *Existing Connections*).

11 Powering on the Counter and Testing the Rate Board

Once the Rate Board is connected the Horizon Counter Position can be powered on once again. This process is the responsibility of the Branch Manager, who should power on and log into the counter following standard procedures, and navigate to the Desktop - see figure 16 below

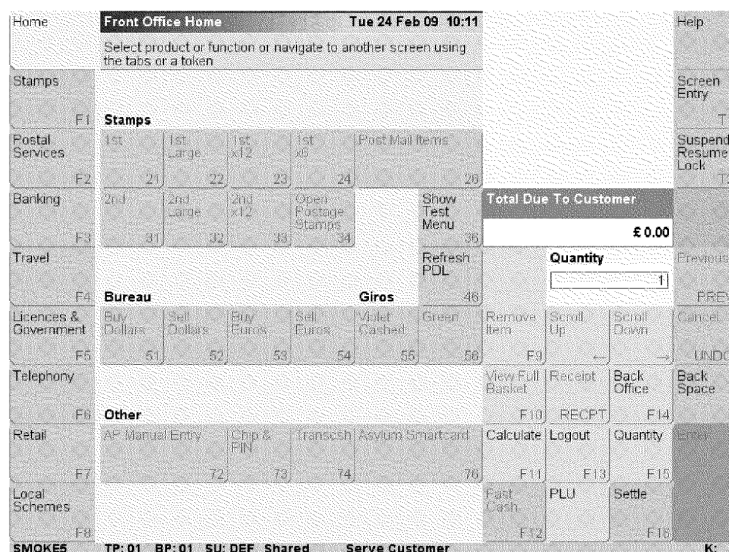


Figure 16

- 5) From the Desktop, the Branch Manager should touch the 'Back Office' icon. Then "Engineer" The screen below will now be displayed (see Figure 17 below)

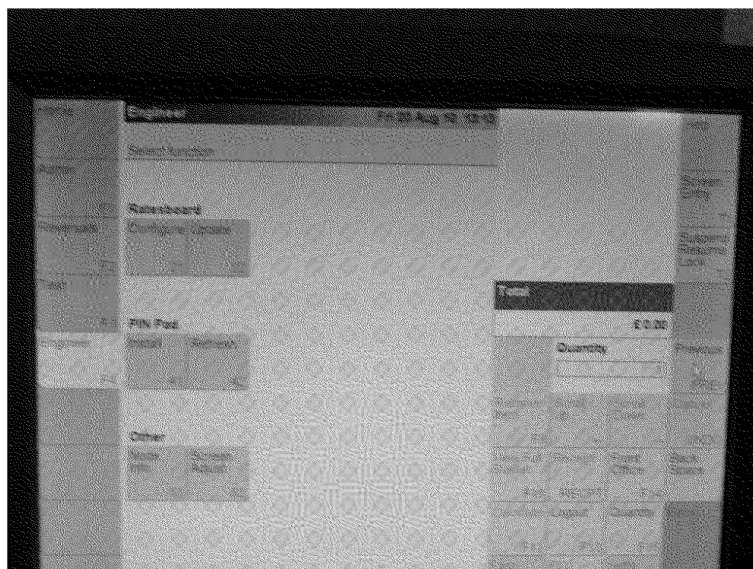


Figure 17

- 6) The Branch Manager should touch the 'Configure' icon- keyboard 21 under Ratesboard to commence the Rate Board configuration process. The Branch Manager will first be asked to input the number of rows on the Rate Board connected to the Counter Position (See Figure 18 below)

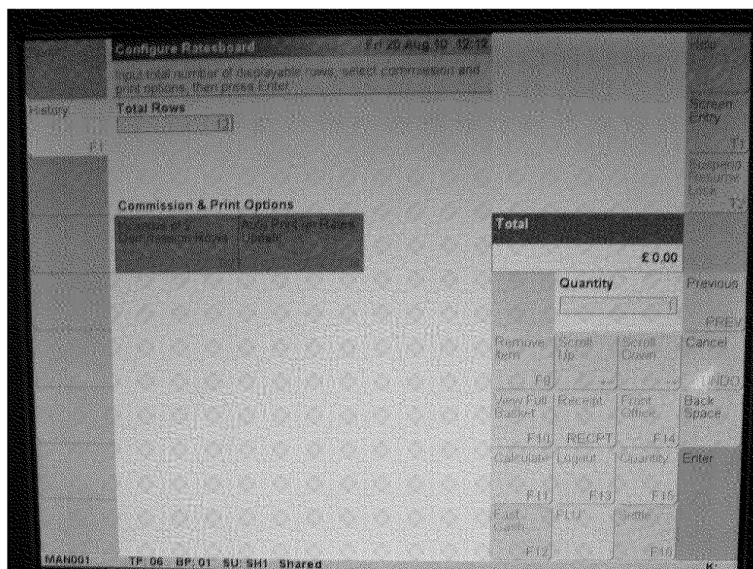


Figure 18

- 7) The Branch Manager should enter the number of rows to correspond with the number of rows on the Rate Board attached to the Counter Position. If the default of 12 is incorrect, remove this entry using the 'back space' button on the keyboard or by touching the Total Rows icon on the screen, then use the number pad to enter the correct number of rows and press 'Enter' on the keyboard. Under Commission and Print Options the manager should decide if the last 2 rows should be reserved as commission lines (See Figure 18 above). Touch the icon or keyboard 32.
- 8) The Branch Manager will then be also be asked whether to "Auto Print on Rates Update, (see figure 18 above).
- 9) After making the appropriate selection, the currency selection screen will be displayed (See Figure 19 below).

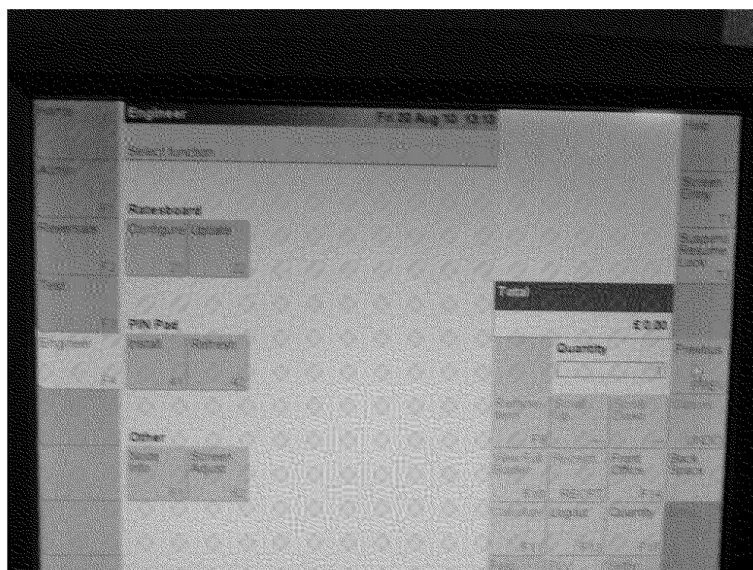


Figure 20

- 11) The Branch Manager should touch the 'Update' icon (22). After a few seconds, you will be navigated back to the engineer screen (Figure 20 above)
- 12) The Branch Manager should now print off a Bureau Rates report and check that the Rate Board is displaying the correct rates.
- 13) If the Rate Board is not displaying correctly (i.e. the displayed rates do not match the printed rates), please refer to section 13, the Fault Finding Guide.

Otherwise, this marks the end of the Installation Process. Touch the 'Front Office' icon on the screen to be navigated back to the Home Page. The Branch Manager can now log off the Horizon Counter Position, or resume normal activity.

NB:- If there is another Rate Board within the Branch, it should be attached to another Counter Position following the same process as above.

12 Timescales

Typical timings for the stages of the process are as follows:-

- **Time to shut down and power off the counter, starting from the Horizon On Line login screen**
2 minutes.
- **Time to connect Rate Board to the Counter Position**
5-10 minutes.
- **Time to power up the counter and reach the login screen**
10 minutes. If this stage takes longer than 15 minutes, contact the Horizon System Helpdesk.
- **Time to log on and test the Rate Board**
10 minutes.

13 Fault Finding Guide

Although the procedure is straightforward, there are a number of problems that might occur.

Problem	Resolution
15.1 After logging on, the 'Configure' and 'Update' icons are not displayed.	The software may not have been correctly deployed to the counter. Advise the Branch Manager to contact the Horizon System Helpdesk (See Section 15).
15.2 The 'Configure' and 'Update' icons are present, but do not respond when touched.	The required Reference Data may not have been delivered to the counter. Advise the Branch Manager to contact the Horizon System Help Desk (See Section 15).
15.3 Upon pressing the 'Update' icon, the message "Rates cannot be updated, Rates have expired" is displayed.	The required Reference Data may not have been delivered to the counter. Advise the Branch Manager to contact the Horizon System Help Desk (See Section 15).
15.4 The 'Configure' and 'Update' icons appear to be working, but Rates are incorrectly displayed on the Rate Board (i.e. they do not match the printed Bureau Rates Report)	The Rate Board configuration may not have been completed correctly. Repeat steps 6-17 of Section 10. If the Rate Board still does not display correctly, there may be a problem with the cables, the counter, or the Rate Board. Refer to the resolution procedure detailed in Section 14.
15.5 The relevant 'Configure Rate Board' and 'Refresh Rates' icons appear to be working, but no Rates are displaying on the Rate Board	There may be a problem with the cables, the counter, or the Rate Board. Refer to the resolution procedure detailed in Section 14.
15.7 After running the 'Network' test on the Counter Position to which the Rate Board will be attached, the message "Ping Test Failed" is displayed.	There may be a problem with the Horizon Counter Position. Advise the Branch Manager to contact the Horizon System Helpdesk (see Section 15).

14 Error Resolution Procedure

This section describes the procedure that the engineer should follow in order to resolve install errors when the Counter Position appears not to drive the Rate Board.

- 1) The engineer should ensure that the cables connecting the Horizon Counter Position to the Rate Board are securely and correctly connected and retest the Rate Board by pressing the 'Update' icon. If upon retesting the Rate Board the problem is resolved, this marks the end of the installation process. Otherwise:
- 2) The engineer should replace the Segment 3 cable with a spare Segment 3 cable and retest the Rate Board by pressing the 'Refresh Rates' icon. If upon retesting the Rate Board the problem is resolved, this marks the end of the installation process. Otherwise:
- 3) The engineer should connect the Rate Board to the next closest counter and repeat the installation process. If upon retesting the Rate Board the problem is resolved, the engineer should leave the Rate Board attached to the functioning counter, and advise the Branch Manager to raise a call the Horizon System Helpdesk on the faulty counter (see Section 15, *Contacting The Horizon System Helpdesk*). This marks the end of the installation process. Otherwise:
- 4) If it still fails the engineer should leave the Rate Board connected to the Counter Position, and arrange for FRTS contracted maintenance engineers to visit the site to correct the possible Rate Board/Cabling fault. The FRES contracted maintenance engineers should follow the procedure detailed in the CCD entitled "*Bureau Rate Board Maintenance Guide*" (IM/MAN/024), to correct the fault and complete the installation process.

NB:- You should *not* attempt to connect the Rate Board to any COM Port other than COM12 – this will not work.

15 Contacting the Horizon System Helpdesk

If a problem is experienced while closing down or powering up the Horizon Counter Position, or while configuring or testing the Rate Board, which cannot be resolved using the Fault Finding Guide, then it will be necessary for the Branch Manager to contact the Horizon System Helpdesk, being sure to take a note of the Call Reference Number which will be provided. The Horizon System Helpdesk will advise the Branch Manager of the next steps as appropriate, and the Branch Manager should ensure that a Call Reference Number is provided in order that the call can be followed up, and that evidence of the call is properly logged.

Note that the Horizon System Helpdesk is available to deal with technical issues only; it cannot assist with physical or infrastructure problems, or deal with administrative issues.

The Horizon System Helpdesk telephone number is:-

GRO

Option 2 should be selected.

Please have the following information ready before making the call:-

- 1) Post Office name.
- 2) FAD Code.
- 3) Counter number.
- 4) Stage reached in the installation procedure.
- 5) Any message displayed on the monitor.
- 6) Any message shown on the Rate Board display

16 APPENDIX A – Bureau Currency Codes

The following table provides a full list of currencies along with their three letter codes, required for configuration of the Bureau Rate Boards.

Currency Name	Bureau Currency Code
Argentine	Peso
Australian	AUD Dollar
Bahamian Dollar	BSD
Bahrain Dinar	BHD
Bangladesh Taka	BDT
Barbados Dollar	BBD
Belize Dollar	BZD
Bermuda Dollar	BMD
Botswana Pula	BWP
Brazilian Real	BRL
Brunei Ringgit	BND
Bulgarian Lev	BGN
Canadian Dollar	CAD
Cayman Island	Dollar KYD
Chilean Peso	CLP
Chinese Yuan	CNY
Colombian Peso	COP
Costa Rica Colones	CRC
Croatian Kuna	HRK
Cypriot Pound	CYP
Czech Republic	Koruna CZK
Danish Krone	DKK
Dominican Rep	Peso DOP
East Caribbean	Dollar XCD
Egyptian Pound	EGP
Estonian Kroon	EEK
Euro	EUR 5
Fiji Dollar	FIJ
French Polynesian	Franc XPF
Guatemala Quetzal	GTQ
Hong Kong Dollar	HKD
Hungarian Forint	HUF
Icelandic Krona	ISK
Indonesian Rupiah	IDR

Israeli Shekels	ILS
Jamaican Dollar	JMD
Japanese Yen	JPY
Jordanian Dinar	JOD
Kenyan Shilling	KES
Kuwait Dinar	KWD
Latvian Lat	LVL
Lebanese Livres	LBP
Lithuanian Litas	LTL
Malaysian Ringgit	MYR
Maltese Pound	MTL
Mauritius Rupee	MUR
Mexican New Peso	MXN
Namibia Dollar	NAD
New Zealand	Dollar NZD
Norwegian Krone	NOK
Omani Rial	OMR
Pakistan Rupee	PKR
Papua Kina	PGK
Peru Nuevo	PEN
Philippine Piso	PHP
Polish Zloty	PLN
Qatar Riyal	QAR
Romanian Lei	(New) RON
Russian Ruble	RUB
Saudi Riyal	SAR
Seychelle Rupee	SCR
Singapore Dollar	SGD
Slovakian Korun	SKK
Slovenian Tolar	SIT
South African	Rand ZAR
South Korean Won	KRW
Sri Lanka Rupee	LKR
Swedish Krona	SEK
Swiss Franc	CHF
Taiwan Yuan	TWD
Thailand Baht	THB
Trinidad & Tobago	Dollar TTD, USA Dollar USD
Turkish Lira (New)	TRY
UAE Dirham	AED
Uruguay Peso	UYU