

Message

From: Andrew Winn [andrew.winn@GRO]
Sent: 28/03/2012 07:14:06
To: Cathy X Macdonald [cathy.x.macdonald@GRO]
CC: Eleanor Kimberley [eleanor.kimberley@GRO]
Subject: FW: Rolling Loss report
Attachments: image001.gif; image002.gif; image003.gif; image004.jpg

From: Ibrahim Kizildag
Sent: 27 March 2012 16:56
To: Andrew Winn
Subject: RE: Rolling Loss report

Hi Andrew;

Please see online help instructions as below ;

Resolving branch discrepancies

It is your responsibility to resolve branch discrepancies.

- If you believe a Transaction Correction is needed to resolve the discrepancy you should contact the appropriate department in P&BA via the NBSC on GRO

Checking for discrepancies

Individual stock units

When completing your stock unit balance, you can check for discrepancies between your declarations for postage and cash and the system derived figures for the same things.

Please note: The stock declaration facility is unavailable for individual stock units.

- From the Back Office menu select:
 - Stock Balancing
 - Other Discrepancies

Individual stock units

If the system displays a list of discrepancies:

- Make a note of the discrepancies
- Press Enter
- Make adjustments to your postage or cash as required

Declaring your
postage
(Individual)

See
Also
F1

- Make adjustments to your postage or cash as required

Declaring your postage
(Shared) **See Also F2**

- Adjusting/declaring your stock

Adjusting/
declaring your stock **See Also F3**

- If there are no discrepancies, select Continue.
- If there are discrepancies, you will need to confirm them, the next page shows you how to do this

Where discrepancies are identified, Horizon Online will request Gain/Loss confirmation and will determine if any of the Gains or Losses has breached the threshold for that product.

If any threshold breaches are found, Horizon Online will show a screen displaying the products which require a reason to be applied.

- For each product, press the apply reason button on the corresponding row.

A new screen will be displayed showing 5 reasons with the ones available enabled for selection.

- Select the correct reason by pressing the select reason button on the corresponding row.
- This will take you back to the previous screen, continue to apply a reason for each row (using Page Up / Page Down as necessary if there is more than 1 page).

When each product has had a reason applied, the enter button will be enabled.

- Press Enter to confirm the reasons applied and continue with the Balance Stock Unit process.

Please note: Horizon Online will not allow you to proceed until you have applied a reason against each and every discrepancy listed. If you select cancel before applying a reason the system will end the balancing process and return you to the Back Office menu screen.

Kind Regards
Ibrahim Kizildag
NBSC Team Manager
Dearne House
Cortonwood Drive
Barnsley
S73 0UF
Telephone Number:
Post Line:

GRO

GRO

From: Andrew Winn
Sent: 26 March 2012 09:11

To: Ibrahim Kizildag
Cc: Eleanor Kimberley; Cathy X Macdonald
Subject: RE: Rolling Loss report

Hi Ibrahim

I can't see anything that would support the suggestion at the beginning of the e mail below. This is all I have found under HOL, Branch trading, All SUs & Local suspense. This just provide the options. Is there anything that provides advice on what to do?

Cheers
Andy

Branch Trading: balancing and despatch of documents - Balancing a stock unit

Settling Local Suspense (Page 1 of 1) btsb76 v1.0

Settling Local Suspense for the branch: option1('Cannot rollover' screen)

Please note: You must have Manager/Supervisor access to carry out this function:

- Select 'Settle Local Suspense' on the 'Cannot Rollover' screen to display the variety of options for your type of branch, as follows:

Crown Offices	Post Office insured franchise branches	All other branches
<ul style="list-style-type: none">• Make Good - Cash• Write off to P&L	<ul style="list-style-type: none">• Assign to Nominee	<ul style="list-style-type: none">• Make Good - Cash• Make Good - Cheque• Settle Centrally

Please note: The 'Settle Centrally' option will only be available if the discrepancy is £150 or over.

- Select the option on the screen you want to select, or use Page Up or Page Down to select the required option
- Press Enter to process the selected option, clear the Local Suspense total and rollover the stock unit.
- Select Confirm
- Select Continue

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Done Trusted sites

start Inbox - H... FW: Rolling... RE: Rolling... Z-Merge... F:\Brand... BSM Inside... Branch Tra... 09:07 Monday 26/03/2012

From: Cathy X Macdonald
Sent: 26 March 2012 08:43
To: Andrew Winn
Cc: Eleanor Kimberley
Subject: FW: Rolling Loss report

Andy

Would you be able to tell us what is held on Remedy re advice to pmrs who have a discrep at Branch Trading – do they advise to settle to cash ?

Thanks
Cathy

Fraud & Conformance Manager
No 1 Future Walk
West Bars
Chesterfield
S49 1PF

GRO

From: John Breeden
Sent: 25 March 2012 20:40
To: Cathy X Macdonald
Subject: RE: Rolling Loss report

Cathy,

Further to your email below could you confirm if any checks have been made of the NBSC scripts when they are contacted by SPMRs regarding losses.

The reason for asking is when we contact SPMRs to discuss rolling losses they are indicating that the advice provided was not to settle centrally but to settle to cash. I realise occasionally SPMR's remember what they did believing this was the advice provided ie they settled to cash despite being told to settle centrally but a number of the losses on this report should have been settled centrally and think it would be worth checking the knowledge based used by the Helpline to ensure it is correct.

I am sure we have discussed this before – can you let me know how this progresses please.

Thanks

John

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From: Cathy X Macdonald
Sent: 13 March 2012 09:34
To: John Breeden
Cc: Ian Crookes; Eleanor Kimberley
Subject: Rolling Loss report

John

As discussed yesterday I've gone through the Rolling loss process with Ian and Eleanor

Ian normally escalates branches where we suspect rolling losses or are unable to contact postmasters to discuss values over £500 which have not been settled centrally at Branch Trading.

Eleanor then escalates to the relevant Contract Advisor

Eleanor then summarises the escalations into a report for you and Lin. The feedback I'm getting from Eleanor and Ian is that the action taken by Contract Advisors forms a key part in reducing losses / catching them early. I've seen a number of audit requests forwarded by Contract Advisors which identify losses and suspensions where we've escalated 'Rolling losses'

Going forward I propose the following

- Escalations will only be made for branches having 3 or more losses over £500 over 3 Branch Trading Periods that have not been settled centrally or by cheque
- Any single losses over £1k we will use our discretion before escalating to Contracts
- The report continues to be provided to you and Lin summarising escalations.
- Review after Period 2 to see if process working better for both areas

Hope the above is ok , please let me know if you want any further changes

Thanks
Cathy
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GRO