

	Activity	PO Local Closure Workaid	Planned/ Unplanned
1	Planning	<p>For PO Funded Contact Debt Recovery team [GRO] [GRO] [GRO] to ascertain if any outstanding debt is to be recovered on closure of the branch. Contact Retail Cash Management on [GRO] to confirm CIT collection times if not known. Confirm that the ACC has been disabled by contacting the Network Support Admin Team on [GRO] or Post Line [GRO] at least 5 days before date of closure. If the date of closure is less than 5 days away contact the Reference Data Service on [GRO] or Post Line [GRO] [GRO]</p> <p>For Operator self funded contact duty holder Louise Wilkins on [GRO] [GRO] Current Agents Accounting Team [GRO] [GRO]</p> <p>The cash will be returned to the operator using the Horizon System utilising the Operator cash Out Icon</p> <p>Ensure spare Closure Pack is carried to office Closure (P242 Final Cash Account, P344 Transfer Report, P301 Non disclosure statement) <i>Best practice, to always carry spare Closure Pack, and items listed in Appendix L, with you.</i></p> <p>Contact Supply Chain to ensure they have been advised of the closure. (This is a double check as we have been experiencing problems through Supply Chain not being notified of a closure) Contacts Rebecca L Portch Landline: [GRO] Postline: [GRO] Mobile: [GRO] Mobex: [GRO] Andrew Keighley Landline: [GRO] Postline: [GRO] Email: Cash Management Support Mail In</p>	<p>Planned/ Unplanned</p> <p>Planned/Unplanned</p>
2	Planning	Contact the branch at least 5 working days prior to closure and confirm	Planned

		<p>receipt of closure letter.</p> <p>Discuss the Pre Closure Activities list (attached to closure letter sent to branch) to ensure the branch is preparing for closure. Post Closure Activities list can be found in Appendix D Closure Letter.</p> <p>Ensure the branch has some one-trip rem pouches and other items as listed in Appendix L.</p> <p>If there are any unresolved items e.g. Cash In Pouches or Remittance discrepancies (cash) please contact the appropriate team below to confirm they are proper to be held & if so to arrange a Transactional Correction to be sent to the branch prior to closure.</p> <p>Lynne McMeekin (PL): <input type="text" value="GRO"/> or <input type="text" value="GRO"/>, Clive Burton (PL) <input type="text" value="GRO"/> or <input type="text" value="GRO"/></p> <p>Dave Lancashire (PL): <input type="text" value="GRO"/> or <input type="text" value="GRO"/></p>	
3	Planning	<p>Agree audit attendance time with the outgoing Operator considering:</p> <ol style="list-style-type: none"> For PO Local self funded If BDC and stock is to be returned using Shared Service confirm the collection time so audit attendance can be aligned. Please refer to appendix I for instructions on how to return by Shared Service. Ask the outgoing Operator to confirm with the Postman that a collection is planned from the branch on the day of our visit or following day depending on our attendance time. 	Planned
4	On site	<p>On arrival, ask the Operator for the Pre Closure Activity list and the closure pack.</p> <p>Confirm what activities have taken place in preparation for closure.</p>	Planned
5	Logging On To Horizon	<p>Ask the Operator/Manager to add you to Horizon On Line with Manager access.</p> <p>If there is a problem in arranging for you to be logged on use your Global User Account sign on to Horizon – unplanned closures only</p>	Planned/ Unplanned
6	Rem Verification	<p>Contact Network Support Admin Team on either postline <input type="text" value="GRO"/> or STD <input type="text" value="GRO"/> to confirm the inward and outward rems and Outstanding Debt.</p>	Planned
7	Asset Verification	<p>Ensure that cash and stock is recorded correctly on Horizon.</p> <p>Cash and stock to be checked against the Office snapshot/Trial Balance.</p> <p>Discrepancies to be resolved prior to remitting out all cash and stock or returning cash to the Operator</p>	Planned/ Unplanned

8	Postage labels	<p>Print postage labels for final Archiving Boxes (If not already printed by Operator) Use RM Standard Parcel and claim amount as official postage. Any official postage used please email peter.b.jackson GRO using the Record of Official Postage in Appendix L</p>	Planned
9	Royal Mail & Parcelforce items	<p>Any mail items awaiting collection by customers need to be returned to the appropriate depot. For PFWW Convenient Delivery items use the RDM contact list in Appendix E. For Royal Mail Local Collect items contact NBSC (option 2, option 3) and ask for the contact number of the appropriate Royal Mail Delivery Office. Horizon process in Appendix E Ensure that the Mails Closure Notice (Appendix E) is completed and displayed in a prominent position for customers to see.</p>	Unplanned
10	Pay station	<p>Upon closure of a branch to the public, the Paystation must be removed from service at the same time that the branch closes irrespective of whether or not the retail side remains open. The Paystation must remain plugged-in to facilitate the download of data. You will need to ensure that there are no outstanding barcode summaries by undertaking the following process At time of closure, you must check the Horizon TA records to assess the last TA's received in branch Report for Outstanding & Processed TA's is available via Office Daily Reports. To ensure you account for any transactions taken after the final TA. Print off from the PayStation terminal an unseen Batch Control Summary report using the following path ADMIN, Enter, Reports Menu, Enter, unseen batch Control summary report enters YES. The terminal will produce a report detailing all outstanding batch control summaries. These must be reprinted using the following path Admin, Enter, Print BCS, enter. At this point, enter the batch ID number from the unseen BCS report. The BCS will then print out and this must be kept for association with TA that will appear the following day. . Check the Receipt Number of the Batch Control Summary (BCS) follows the last number recorded on the Outstanding & Processed TA report</p> <ul style="list-style-type: none"> This will tell you how much cash to secure from the retail side of the 	<p>Unplanned</p> <p>Planned</p> <p>Unplanned</p>

- branch and place this in the PO account. (Any cash discrepancy will be accounted as a final account surplus as per normal practise against the outgoing sub-postmaster) Enter this amount into 'Housekeeping', and under the heading 'emergency transactions', 'receipts (23).

The amount identified as outstanding from the terminal print offs will be entered into the emergency suspense account for this to be accounted for in Horizon.

Ensure you e-mail P&BA on the day of the transfer

dawn.wall [GRO] and louise.s.wilkins [GRO]) or contact them on [GRO]). They will need to know the amount that has been entered into emergency suspense, and where known the re-opening date for the branch.

Overnight this data will populate the relevant POLSAP accounts, and a TA will be created awaiting the branch re-opening.

When the branch re-opens either you or the branch must accept the TA's. (If the branch never re-opens or does not re-open within 40 days an alternative process will need to be followed by P&BA)

This will cause a cash discrepancy, which will relate to the outstanding balance in Horizon which would equate to the amount in transfer suspense. Either you or the branch must redeem this figure from the emergency suspense this will ensure both Horizon and POLSAP balance.

If there were any difficulties encountered during this process or the discrepancy between the figures in suspense occur please contact Finance Service Centre (Paul Lebeter x [GRO] or [GRO] [GRO])

For business as usual closures, follow the process detailed above for unplanned closures.. The pay station terminal can then be disconnected from the power supply and telephone line the terminal is packed up ready for collection and that the Postmaster is aware of the collection. On a planned closure it should have been organised for INGENICO to carry this out. The Postmaster should have received a phone call from INGENICO confirming the collection details. If the Postmaster cannot confirm this the Auditor must contact PROPERTY PROJECTS on [GRO] to arrange

Paystation, Post & Go & National Lottery

collection of terminal. DHL will come to collect the Paystation, so ensure it is parceled up ready for collection, The Postmaster should be instructed to contact the NBSC if the terminal is not collected on the due date
At unplanned closures and the branch is to be defunded the terminal must be packed up and returned by Special Delivery to Ingenico UK, Lock 13, Ridge Way Donibristle Ind Pk, Dalgety Bay, Fife, KY11 9JU . Email baljit.a.singh@GRO within 24 hours, with branch details and the Special Delivery number. Keep the S/D receipt with branch paperwork.
If the branch is to be re-opened then disconnect the terminal and place in the safe. If it is impractical to have the PayStation in the safe then look to see if it can be locked away securely elsewhere such as a coin cabinet and establish that you have all the keys. If this is not feasible then a secure site such as a local Crown Branch or CTO. If required contact your Line Manager.

If you locate other red or old grey PayStation on-site, return to Ingenico at the above address, informing Baljit Singh as before.

- If the PayStation is not on site contact Baljit A Singh on GRO
- Where a branch has Paystation, Post & Go & National Lottery follow the EASE process
 - This will tell the auditor how much cash to secure from the retail side of the branch and place this in the PO account. (Any cash discrepancy will be accounted as a final account deficit as per normal practice against the outgoing sub-postmaster
 - The amount identified as outstanding from the terminal print offs will be entered into the emergency suspense account for this to be accounted for in Horizon.
 - Auditor to e- mail P&BA on that day, dawn.walsh@GRO and louise.s.wilkins@GRO or on (GRO) the amount that has been entered into emergency suspense, and where known the re-opening date for the branch.
 - Overnight this data will populate the relevant POLSAP accounts, and a TA will be created awaiting the branch re-opening.

When the branch re-opens / transfer completed the branch would accept

		the TA's. (If the branch never re-opens or does not re-open within 40 days an alternative process will need to be followed by P&BA)	
11	TC's and Debt recovery	Bring any outstanding Transactional Corrections to account and discuss how the agent will make good any losses. Credit/Debit card payments can be accepted by calling Current Agents Accounting Team on GRO GRO GRO debit/credit card payments can be offered if before 5pm Monday to Friday.	Planned/ Unplanned
12	Rems to BDC	BDC currency should be returned using horizon print out and in purple pouch marked Currency. Please refer to appendix E for instructions on how to return by Shared Service	Planned/ Unplanned
13	Cash Rems	PO Funded Branches. Rem out all the notes on hand and seal in grey pouches enclosing the Horizon print out ensuring that you keep to the pouch limits for the branch. P6097 and scan prior to sealing. (If ACC is disabled and the grey pouch bar-code cannot be used affix a coin bar code label to the grey pouch and use this). Coin bags should be remitted out and bar code label P6097 affixed to the back of the coin return advice. For PO Local Self Funded Branches, the cash is to be returned to the Operator and reported on the Horizon System utilising the Operator cash Out Icon.	Planned/ Unplanned Planned/ Unplanned
14	Stock Rems to ADC All Instant Lottery tickets Activated Instant Lottery Tickets Unactivated Instant Lottery Tickets Winning Tickets	Rem out all stock on hand and seal in Green Stock pouches enclosing the Horizon receipt. For temporary closures and relocations please see Appendix H. (for National Lottery, Postal Orders and POCA please see below) PLEASE NOTE MVL DISC'S ARE REMMED OUT ON HORIZON BUT DESTROYED LOCALLY. Check all Scratchcards against the Lottery Matrix to verify the Scratchcards that are current. The Lottery Matrix is found EASE – Audits – Audit Process Manual – Chapter 3 Performing A Branch Audit. – Scroll down on this page to Lottery Guides. All out of date Scratchcards are the responsibility of the Sub-Postmaster. All activated Instant Lottery tickets are to be remmed out and returned with the activation slips in Green Stock Pouches. If activation slips are not on hand contact the Helpline to confirm that all activated cards on hand are within the final return date. Any obsolete tickets are not to be returned and	Planned Unplanned

	<p>NL Cheque Books</p> <p>Postal Orders</p> <p>POCA</p>	<p>the shortage is to be made good.</p> <p>Unactivated Packs are to be verified by confirming they agree with the Unactivated Pack Summary and Individual Pack Status reports obtained from the Camelot Terminal. The Pack numbers are then to be recorded on the National Lottery Return Ticket Form, (WH 1), and returned by special delivery to Kim Kelly, Returns Department, Camelot PLC, The Kestrel Centre Unit, 44 Salthouse Road, Brackmills Trading Estate, Northampton, NN4 7EX. Please refer to appendix E for instructions on how to return by Shared Service. Please email Jane Adcock</p> <p>GRO GRO with the guaranteed delivery tracking number</p> <p>Winning tickets and scratchcards and the validation tickets are to be archived and despatched to Iron Mountain</p> <p>VOID all NL cheques by striking through each one using a black marker pen then return them to the Secure Stock Centre for destroying.</p> <p>On HOL scan the cheques barcode and select to Spoil Cheque.</p> <p>Complete 2 copies of the Destruction Certificate</p> <p>One to go with cheques to Secure Stock Centre</p> <p>One to be archived with other paperwork and sent to Iron Mountain..</p> <p>Rem out all sealed packs of 250 x Postal Orders. All open packs of Postal Orders must be destroyed. Adjust stock accordingly. Complete the Destruction Certificate (Appendix C) and store with other documents being despatched to Iron Mountain.</p> <p>All POCA cards at the branch have to be destroyed.</p> <p>Prior to destruction - Complete the Card Destruction Log P6187 and store with other documents being despatched to Iron Mountain. (The form should be held in the branch. Copy in Appendix M). Then enter onto Horizon - Front Office, F3 Banking, 66 Card Management, 26 Report Withdrawn card, Swipe card, Apply reason, Apply reason other: PO closure</p>	
15	CIT same day	<p>Prepare collection before the CIT branch arrives. On arrival of CIT, handover the pouches obtaining a signature for them on the collection receipt. Retain one of the collection slips and file with the closure documentation. You can only complete a Final Trading Statement once the CIT collection is complete</p>	Planned/ Unplanned
	CIT next day	<p>Prepare collection and obtain 3 pouch collection slips. Keep the collection</p>	Planned/

		receipt with the pouches ready for despatch the following day. To remove the amounts from Suspense you will need to roll over the stock unit.	Unplanned
16	Despatch of Rem pouches	If CIT are not attending ON the same day and the Operator will be despatching the pouches, transfer the pouches to the outgoing Operator using the reverse of one of the Pouch Collection receipts from Horizon. Write this statement on the reverse of the receipt, I confirm receipt of the pouches listed overleaf. I will secure the pouches in the safe and despatch as agreed signed by the outgoing Operator and the FTM. Bring the signed statement away with you and leave a self-addressed envelope on hand so the Operator can send you the despatch note once complete. PLEASE NOTE FOR UNPLANNED CLOSURES WE SHOULD DEAL WITH THE DESPATCH DIRECTLY OR AGREE DESPATCH WITH CONTRACTS & SERVICE TEAM.	Planned/ Unplanned
17	Reconciliations	Complete all the reconciliation's and despatch the weekly pouches Chesterfield and Girobank as per the Counter Operations manuals.	Planned/ Unplanned
18	Final Account Offices In The Network Transformation Programme	Proceed to complete the Trading Statement and prepare P242 final trading statement. Ensure that the outgoing Operator signs the P242, as well as the NFSA. If there is an amount is suspense, note the reason for the suspense item. Enclose in an envelope and post by Special Delivery to Dawn Wall, Current Agents Accounting Team. No1 Future Walk, Chesterfield, S49 1PF. Please note that for late account items over £1k, a copy of the report should be sent to Dawn Wall. If there is a final account deficiency/surplus on the day of the Audit that the agent cannot make good, then please make a call to Ann Bailey at Finance Service Centre (<input type="text" value="GRO"/> <input type="text" value="GRO"/>) to advise of the amount of the deficiency/surplus.	Planned/ Unplanned Planned
19	Advise Supply Chain	Advise Supply Chain initially by phone and followed by email confirmation immediately it is made aware a branch is closed as a result of audit or any other reason where the closure will be for more than 24 hours. This will make sure cash, bureau or stock are not dispatched. Recovery of any items dispatched as a result of no or late notification of closure will be the Networks responsibility if it is found that Network was at fault. Any loses incurred as a result will be investigated and a decision made on individual case merits.	Unplanned/Temporary

		<p>Branch closure escalation contacts:- Rebecca L Portch Landline: [GRO] Postline: [GRO] Mobile: [GRO] Mobex: [GRO] Andrew Keighley Landline: [GRO] Postline: [GRO]</p> <p>Email: Cash Management Support Mail In</p>	
20	Safe Keys	<p>For temporary closure where no defund is to occur ensure all safe keys are handed over. If only 1 key produced make enquiries as to the whereabouts of the second key. If satisfied ensure appropriate steps are taken to have a second key obtained ready for the re-opening. If not satisfied with response contact the Contracts Advisor for instructions. If a Contract Advisor is not available contact your team leader.</p> <p>Do not forget to change the alarm codes. For further information:- EASE – Training On-Site – Security - SPSO Alarm 2000 User Guide or Contact ROMEK service on [GRO] for advice.</p>	Temporary
21	Datestamps	<p>A manual copy of the RECORD OF DATESTAMPS DESPATCHED FOR DESTRUCTION (Appendix J) to be completed and stored with other documents being despatched to Iron Mountain.</p> <p>Self Inking Datestamps. Complete the appropriate form in Appendix J. Enclose this with the Self Inking Datestamp(s) and send by Special Delivery to Andy Warmer. COLOP UK. Clifton House. 32 Lower Essex Street. Birmingham. B5 6SN. Tel: [GRO]</p> <p>Send an electronic copy of the form to chris.c.edwards [GRO]</p> <p>The parcel datestamp should be destroyed locally by removing the rubber and cut in 4.</p> <p>Travel insurance policy pads should be destroyed locally.</p> <p>Date stamps should be secured in the locked safe and arrangements made with the Network Support Contracts Admin Team in Leeds for the storage of the keys.</p> <p>Note: Only where the FTM has concerns regarding the security of the safe, or where no safe exists, then the datestamp head or self inking datestamp should be returned, with any branch keys and alarms codes, to the Network</p>	<p>Planned</p> <p>Unplanned/ Temporary/ Planned</p>

		Support Contracts Admin Team in Leeds.	
22	Investigation support	Procedure to be followed on closures following suspensions. Contact should be made with the investigators to confirm what/if any accounting documents they require. These should be taken off site if requested by the investigators.	Unplanned
23	MI notification	For closures where pouches left with Operator contact the relevant Admin Team (see number 5) whilst ON SITE to confirm the following: Branch name, FAD code, Type of closure - Suspension/BAU, deficiency/surplus in final account, date of closure, Pouch numbers and contents i.e. cash or stock and amount of cash enclosed in pouch, Cash Centre and Coin Centre that deal, Permanent or Temporary closure, rem pouches despatched or not and date of collection?	Planned/ Unplanned
24	National Lottery branches	Contact Camelot retailer hotline on [GRO] and select option 3. Inform them that the branch is closed and no further transactions are to take place under the current retailer number. Email jane.s.adcock [GRO] with the details of the office and the type of closure. If lottery is being retained then a new retailer number will be issued. Verify unactivated scratchcards to print out from lottery terminal. Unactivated packs to be returned to Camelot by Special Delivery and postage claimed on Official Postage. The address is at the bottom of this page in "What goes where and how?" A WH1 form should be completed (4 copies). This should have been sent to the branch by Camelot. A copy of this is in Appendix M. (Suggest you print 4 copies before attending closure.)	Unplanned/Planned
25	Retention of documentation	File paperwork locally for 60 days. If there were issues on closure or if there was a suspension please retain the paperwork in accordance with the Retention of paperwork policy.	Planned/ Unplanned
26	Post Audit activities	Save and password protect the P32 in the correct format e.g. SUSPENSION 023323 010105.xls and email to P32 file generic email address.	Unplanned due to suspension.

What goes where and how?

Old accounting records via RM Standard Parcel - Royal Mail Account, Iron Mountain Records Management, Norman Road, Pickardy Manor Way, Belvedere, KENT DA17 6JY

Metal Datestamp via Special delivery - Mrs Sarah Howard. Post Office Ltd. Network Admin Support. 2nd Floor. The Markets PO. 6 / 16
New York Street. LEEDS. LS2 7DZ

Self inking datestamp via Special delivery - Andy Warmer. COLOP UK. Clifton House. 32 Lower Essex Street. Birmingham. B5 6SN. Tel:

GRO

Unactivated Instants via Special delivery – Kim Kelly, Returns Department, Camelot PLC, The Kestrel Centre Unit, 44 Salthouse Road,
Brackmills Trading Estate, Northampton, NN4 7EX

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