

Replacing the term ‘Settle Centrally’

Business Change Update



Drafted by Vanessa Okafor
12/05/2021

Business Change Overview

1

Impact Assessment

- ✓ Team Impact Assessment
- ✓ Platforms Impact Assessment
- ✓ Identification on impacted artefacts
- ✓ Agree new button name and 'wordings' for change

3

Training

- ✓ Training Needs Analysis
- ✓ Training Approach Agreement
- ✓ Team Awareness Design and sign-off
- ✓ Pre Go-Live Awareness Rollout
- ✓ Post Go- Live Awareness Rollout **(13/05)**

2

Communication

- ✓ Comms Approach Agreed
- ✓ Comms design and Sign-off
- ✓ Pre Go Live Comms
- Post Go Live Comms **(13/05)**

4

Platform and Artefacts Changes

- Knowledge-based Articles **(13/05)**
- Knowledge Centre materials **(13/05)**
- Horizon Online Help **(13/05)**
- Branch Hub **(13/05)**

5

Business Readiness Assessment (BRA)

- ✓ Issue BRA pack
- Gating Forum **(12/05)**

Key

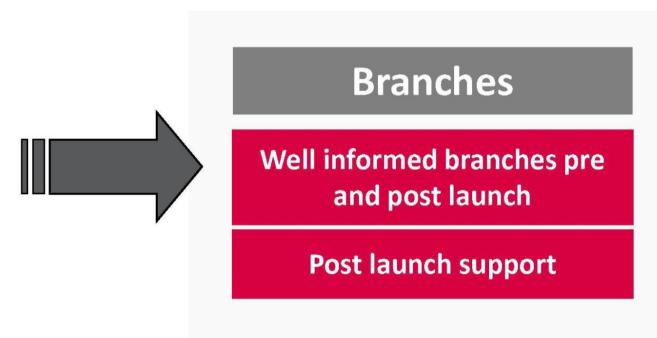
Complete

In Progress

Agreed Communication Channels and Team Awareness

Guidance provided to Postmasters pre and post launch to explain what the new term means and any changes to the processes
Team Awareness sent out to all impacted Post Office teams.

NFSP (6 th May) BUF Engagement (6 th May)	
Pre Launch Comms	Post Launch Comms
Branch Focus (6th May) Link to article	Branch Focus (13th May) ●
WhatsApp message via 94 Area Manager managed platforms (w/c 10 th May)	WhatsApp message via 94 Area Manager managed platforms (w/c 10 th May) ●
Facebook page message via Area Managers (w/c 10 th May)	Facebook page message via Area Managers (w/c 10 th May) ●
Rollout Team Awareness via Team Leads (10 th May)	Rollout Team Awareness via Team Leads (10 th May) ●
Telephone Support via BSc and PAST (From 13 th May)	●
Postmaster Email (Amanda's Email) (13 th or 14 th May)	



- Scheduled
- In progress
- Complete

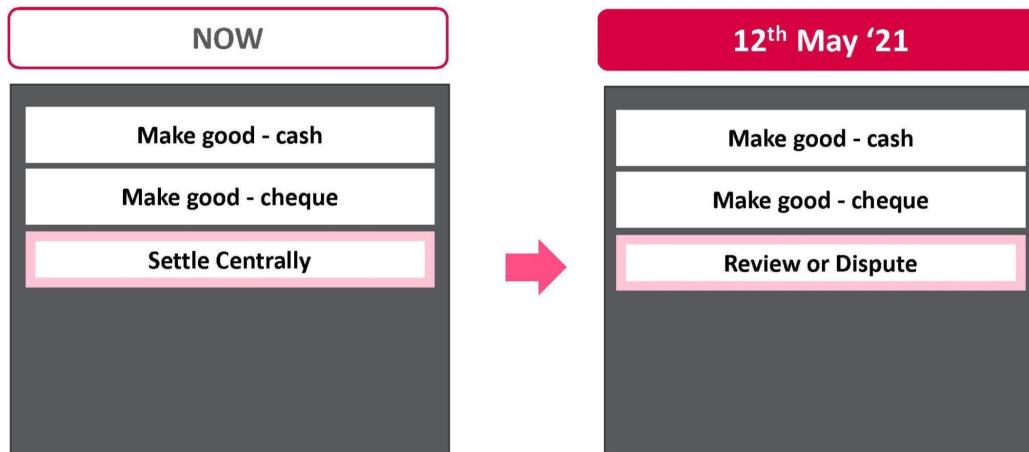
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Appendix

POL-BSFF-104-0000019_0003

Change

SHORT TERM: We are replacing the term Settle Centrally and changing the definition for the new term
(Reviewed by Legal and Comms)



New Term

Settle Centrally will change to
Review or Dispute

No change to process: Branches that use 'Review or Dispute' will continue to be supported by BSC and the Postmaster Account Support Team (PAST)

Current 'Settle Centrally' definition will be replaced with a new definition for 'Review or Dispute'.

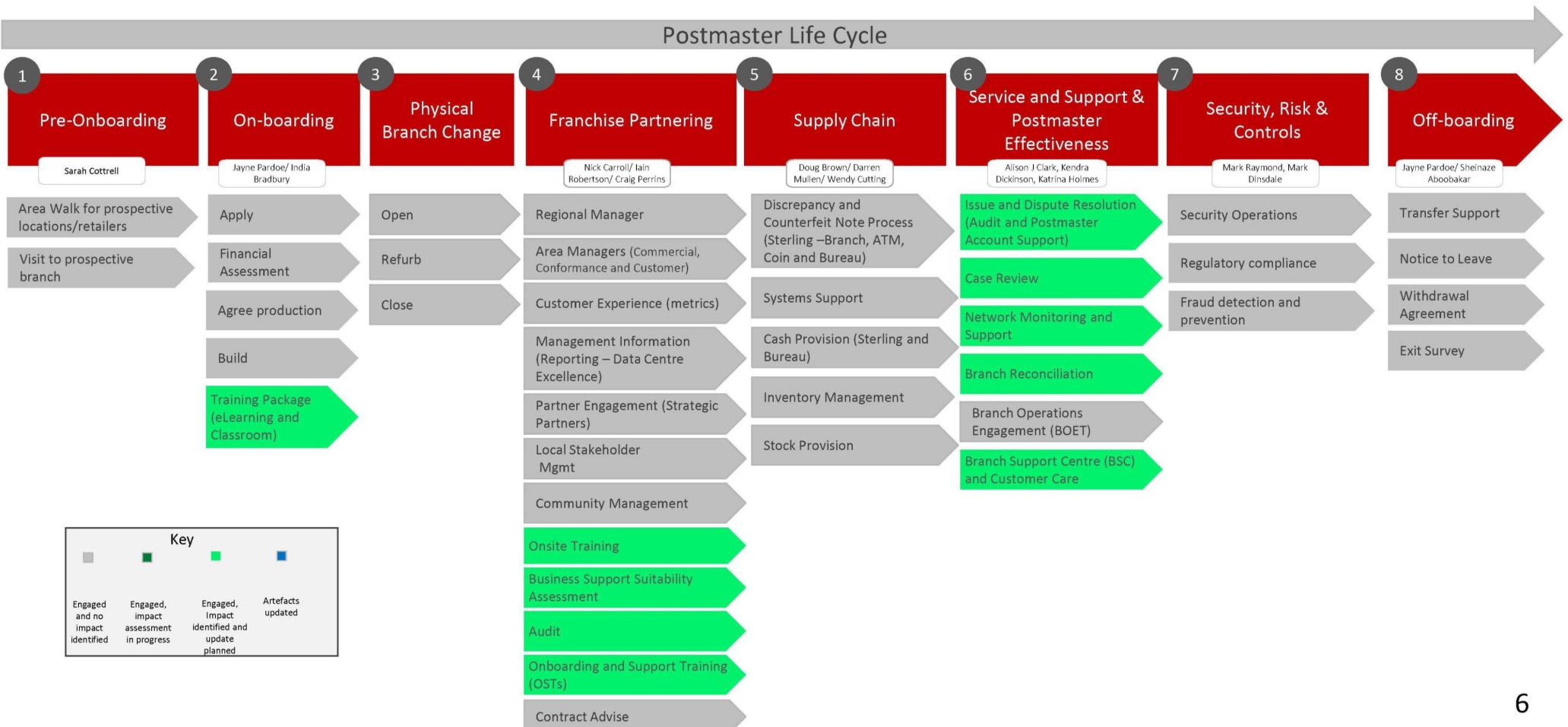
After choosing Review or Dispute, the discrepancy amount moves into a centralised holding account at the end of the trading period, awaiting payment to Post Office, Transaction Correction, dispute or further investigation.

If you choose Review or Dispute please call the Branch Support Centre on **GRO** to let us know what you would like to do with the amount moved, as they will be able to provide support and assistance. If you forget to call us or are too busy, don't worry as we will contact you.

Wordings pulled together by Investigation Team workstream
(This is now undergoing Comms approval)

Review of Impacted Artefacts

Post Office Teams were engaged and Platforms were reviewed to assess artefacts/materials impacted by change



Findings and Outcome

Platforms were assessed and artefacts/materials were reviewed for impact

Finding	HOH	Branch Hub	Knowledge Centre	Knowledge Articles
	Eight areas were identified as impacted, where the term, 'Settle Centrally' was mentioned.	The Branch Support Guide within Branch Hub makes reference to Settle Centrally.	Nine unique documents were identified as impacted including materials for Classroom Training, Onsite Training and Operational Training documents.	There aren't many articles that refer to settle centrally – in fact there are only 4 that are active – 2 have been archived.
Outcome	Two areas were updated with £150 Limit Removal Change where the full sentence that mention the limit were removed. Six areas have been scheduled in for change (includes change of term and change of description). To be updated by 13 th May	This has now been scheduled in for change. Change includes change of term and change of description. To be updated 13 th May	Full list of impacted materials and scheduled change is available in Appendix (Materials Changed).	Impacted Knowledge Articles scheduled to be updated 13 th May.

*Details of updated made are in Appendix

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Platform Changes: HOH

Horizon Online Help (HOH) – Areas that make reference to 'Settle Centrally'

	File name	Text extract	Page	Link	Status
1	btsb\btsb02_03d.htm	Settle Centrally #	17	https://poluk.sharepoint.com/sites/POA003/HNGonline/HNG%20online/HNG_help/other/btsb/btsb02_03d.aspx	Scheduled
2	btsb\btsb02_03d.htm	...branch has a loss or a gain and you choose to Settle Centrally it means you accept the loss or gain (unless you...	17	https://poluk.sharepoint.com/sites/POA003/HNGonline/HNG%20online/HNG_help/other/btsb/btsb02_03d.aspx	Scheduled
3	btsb\btsb02_19a.htm	This will allow you to use the 'Settle Centrally' option and continue the branch rollover process...	78	https://poluk.sharepoint.com/sites/POA003/HNGonline/HNG%20online/HNG_help/other/btsb/btsb02_19a.aspx	Scheduled
4	btsb\btsb02_19a.htm	...if a Transaction Correction is not issued, the 'Settle Centrally' option will be activated and funds recovered...	78	https://poluk.sharepoint.com/sites/POA003/HNGonline/HNG%20online/HNG_help/other/btsb/btsb02_19a.aspx	Scheduled
5	btsb\btsb02_19a.htm	Please note: The 'Settle Centrally' option is only available in the case of discrepancies over £150	78	https://poluk.sharepoint.com/sites/POA003/HNGonline/HNG%20online/HNG_help/other/btsb/btsb02_19a.aspx	£150 Limit change: done
6	btsb\btsb02_19b3.htm	Settle Centrally	82	https://poluk.sharepoint.com/sites/POA003/HNGonline/HNG%20online/HNG_help/other/btsb/btsb02_19b3.aspx	Scheduled
7	btsb\btsb02_19b3.htm	Please note: The 'Settle Centrally' option will only be available if the discrepancy is £150 or over.	82	https://poluk.sharepoint.com/sites/POA003/HNGonline/HNG%20online/HNG_help/other/btsb/btsb02_19b3.aspx	£150 Limit change: done
8	btsb\btsb11a.htm	...are happy to resolve the discrepancy yourself or settle centrally while a more in-depth investigation takes place.	13 3	https://poluk.sharepoint.com/sites/POA003/HNGonline/HNG%20online/HNG_help/other/btsb/btsb11a.aspx	Scheduled

HOH

1 2

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

Processing any outstanding Transaction Corrections - (Page 5 of 9)

btsb02_03d v1.0

Accept Now (All branches except National Multiples)

When this option is selected, it leads to further settlement options available to your branch. These vary according to your branch type and are shown in the table below:

Option	Type of branch(es) applicable	Reason for selection
Make Good - All branches except National Multiples Cash		Use this option if you are using cash to account for a Transaction Correction, or if the instructions accompanying the Transaction Correction advise you to accept this option. Please remember: You may need to physically add or remove the cash from your stock, or redeem from Rem Suspense to reflect this change, otherwise the discrepancy will remain in your accounts.
Make Good - Cheque	All branches except Crown branches and PO Locals (though the option may be shown) & National Multiples	Use this option if you are using a cheque to account for a Transaction Correction. Please remember: The cheque must be despatched in your next daily despatch.
Settle Centrally #	All branches except Crown Offices and National Multiples	If your branch has a loss or a gain and you choose to Settle Centrally it means you accept the loss or gain (unless you follow the dispute process). Horizon recognises that the cash discrepancy has not been rectified, and transfers the loss or gain to your customer account. This is managed by Product and Branch Accounting (P&BA) who will start the debt recovery process to recover the outstanding amounts.

New Definition:

After choosing Review or Dispute, the discrepancy amount moves into a centralised holding account at the end of the trading period, awaiting payment to Post Office, Transaction Correction, dispute or further investigation.

If you choose Review or Dispute please call the Branch Support Centre on **GRO** to let us know what you would like to do with the amount moved, as they will be able to provide support and assistance. If you forget to call us or are too busy, don't worry as we will contact you.

Change
Term

Change
Definition

New Term:
Replace 'Settle
Centrally' with
'Review or Dispute'

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

Transferring and clearing Local Suspense - (Page 1 of 2)

btsb02_19a v1.0

Individual and shared stock units

When each stock unit is rolled over to the next Branch Trading Period the value of any unresolved discrepancy is transferred to Local Suspense. The last stock unit to balance must clear Local Suspense to a zero balance otherwise the Horizon Online™ system will not allow the balance and rollover into the next Branch Trading Period to continue.

Please remember: You will also need to ensure that any inactive stock units and the 'Out of Hours' stock unit, if applicable, are also rolled over before producing a Branch Trading Statement.

You must also ensure that one stock unit is left until last to rollover as transfer to Local Suspense may not take place if the last two or more stock units are rolled over to the next Branch Trading Period at the same time.

If you can explain the reason for any part of the value that you are holding in your Local Suspense and you are expecting to receive a Transaction Correction to correct it, you should notify the BSC, who will advise about any imminent decision to issue a Transaction Correction.

This will allow you to use the 'Settle Centrally' option and continue the branch rollover process without your remuneration being affected. However if a Transaction Correction is not issued, the 'Settle Centrally' option will be activated and funds recovered from remuneration.

Change Term

New Term:

Replace 'Settle Centrally' with
'Review or Dispute'

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

Settling Local Suspense (Page 1 of 1) btsb02_19b3 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
● Make Good - Cash ● Write off to P&L	● Assign to Nominee	● Make Good - Cash ● Make Good - Cheque (not for PO Local) ● Settle Centrally

● 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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New Term:
Replace 'Settle Centrally' with 'Review or Dispute'

HOH

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Branch support guides

Branch Discrepancies and Transaction Corrections - (Page 2 of 3)

btsb11a v1.0

What if the reason for the discrepancy can't be found?

If the reason for the discrepancy can't be found when you first contact us, we will escalate to a dedicated Branch Support Case Handler who can investigate this.

They will:

- Check several systems in detail to try and establish the reason for the discrepancy.
- Aim to complete their investigation within two weeks.
- Talk you through the results in detail.
- Arrange extra support and/or training for you, if required.
- Following this call your Case Handler will discuss whether you are happy to resolve the discrepancy yourself or settle centrally while a more in-depth investigation takes place.
- Confirm that while the discrepancy is being investigated you won't be asked to repay the amount.

If the Branch Support Case Handler cannot find the reason for the discrepancy, the Contract Investigation and Resolution Team (CIRT) will investigate further.

What can I do if I would like an explanation to be reviewed?

If you have further questions about the discrepancy once an explanation has been given to you, please let your Branch Support Team contact know. The CIRT will then review the explanation given.

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← **Change Term**

Replace 'settle centrally' with:
place in centralised holding
account using the '**Review or
Dispute**' option.

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Changes: Branch Hub

Branch Hub

We are replacing 'Settle Centrally' with 'Review or Dispute' and redefining what this means to the postmaster to use that option.



https://postoffice.service-now.com/bh?id=kb_article&sys_id=80bbb9a2a2db231c10c3509e85f3961989

CHANGE TO:

Review or Dispute (All branches except DMB's and National Multiples)

After choosing Review or Dispute, the discrepancy amount moves into a centralised holding account at the end of the trading period, awaiting payment to Post Office, Transaction Correction, dispute or further investigation.

If you choose Review or Dispute please call the Branch Support Centre or **GRO** to let us know what you would like to do with the amount moved, as they will be able to provide support and assistance. If you forget to call us or are too busy, don't worry as we will contact you.

Settlement Options

W/O to P&L (Write Off to Profit and Loss) (DMB's only)

If the value of the TC is over the value that is expected to be settled themselves, unless the correction states that the 'Make Good' option should be selected.

Ass Nominee (Assign Nominee) (National Multiples only)

National multiple branches must use the 'Assign to Nominee' unless the 'Seek Evidence' is selected.

Stock WO (Write Off) (All branches)

Non-accounting data corrections (if incorrect quantities of transactions have been claimed, they can be adjusted).

Cancel (All branches)

If you have previously selected a Transaction Correction previously but did not complete it.

Accept Now (All branches except National Multiples)

If this option is selected, further settlement options become available. The options vary according to your branch type and are detailed below.

· Make Good Cash (All branches except National Multiples)

If you are using cash to account for a Transaction Correction, or if the instructions accompanying the Transaction Correction advise you to use this option.

Please note: You will need to physically add or remove the cash from your stock unit, and possibly redeem the amount from the suspense account (if it was used) otherwise the discrepancy will remain in your accounts.

· Make Good

Cheque (All branches except DMB's (though the option may be shown) & National Multiples)

If you are using a cheque to account for a Transaction Correction.

· Settle Centrally (All branches except DMB's and National Multiples)

If your branch has a loss or a gain and you choose to Settle Centrally it means you accept the loss or gain (unless you follow the dispute

Change

process). Horizon recognises that the cash discrepancy has not been rectified, and transfers the loss or gain to your central account. The account will be put into credit or the debt recovery process will start to recover the outstanding amount.

Change

· Seek Evidence

Where evidence is required for the TC you may be asked to provide this or it may be provided to you.

Unsuccessful processing of a Transaction Correction

The Horizon process includes a check to see whether Transaction Corrections fail due to discrepancies between the validation of the transaction at the counter and the values held within the Transaction Correction message.

If this type of failure occurs, the system displays a failed warning message with an instruction to contact the BSC or **GRO** quoting the reference number given by Horizon. The Transaction Correction is removed from your list of outstanding Transaction Corrections.

Who can I contact if I need help with understanding a Transaction Correction?

Please call the number shown on the Transaction Correction notification.

Disputing a Transaction Correction

Please call our Transaction Correction Disputes Team or **GRO** or contact them at **GRO**. They will:

- Acknowledge your dispute in writing within three working days.
- Discuss whether the Transaction Correction should be settled centrally or whether a compensating Transaction Correction should be arranged. While the dispute is being investigated, you won't be asked to repay the amount.
- Fully investigate your case, contacting relevant teams and using several systems.
- Send you the results of the investigation with any evidence found to support the findings within 10 working days
- Arrange extra support and/or training for you, if required.

Branch Hub

We are replacing 'Settle Centrally' with 'Review or Dispute' and redefining what this means to the postmaster to use that option.



Disputing a Transaction Correction
Please call our Transaction Correction Disputes Team on GRO or contact them at GRO They will:

- Acknowledge your dispute in writing within three working days.
- Discuss whether the Transaction Correction should be **settled centrally** or whether a compensating Transaction Correction should be arranged. While the dispute is being investigated, you won't be asked to repay the amount.
- Fully investigate your case, contacting relevant teams and using several systems.
- Send you the results of the investigation with any evidence found to support the findings within 10 working days
- Arrange extra support and/or training for you, if required.

Change

https://postoffice.service-now.com/bh?id=kb_article&sys_id=80bb9aa2db231c10c3509e85f3961989

Replace 'settled centrally' with:

'placed in centralised holding account using 'Review or Dispute option'

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Materials Changed

POL-BSFF-104-0000019_0016

Materials scheduled for change

Over 140 materials were reviewed and sorted into duplicates, withdrawn or impacted. 9 unique operational and Postmaster facing documents were identified as impacted. Several parts of these documents were updated to reflect new term and description.

S/N	Document Title	Function (Area) making the change	Was	Changed to...	Paragraph Referenced	Change Owner	Checked?	Status
1	Robbery and Burglary work aid.	Network Monitoring and Support	The cash figure can be settled centrally if required.	The cash figured can be settled using the 'Review or Dispute' option if required.	Section 9 Loss Accounting Self-Funded branches	David Johnson/ David Nolan	Yes	Scheduled to go live 13/05
2a	Chapter 02 Performing a branch audit.	Network Monitoring and Support	This will create an increased variance in the Lottery Stock Unit which is then Settled Centrally when the branch completes their Branch Trading Statement	This will create an increased variance in the Lottery Stock Unit which is then Assigned to Nominee when the branch completes their Branch Trading Statement	8.3.5	David Johnson/ David Nolan	Yes	Scheduled to go live 13/05
2b	Chapter 02 Performing a branch audit.	Network Monitoring and Support	all discrepancies should be Settled Centrally using the Global ID	all discrepancies should be settled into centralised holding account using the Global ID	9.3	David Johnson/ David Nolan	Yes	Scheduled to go live 13/05
2c	Chapter 02 Performing a branch audit.	Network Monitoring and Support	They will also be able to advise on amounts previously settled centrally to the Postmaster's account.	They will be able to advise on the amounts previously placed in centralised holding account with the 'Review or Dispute' option.	Transfer from a Retailer Funded (Self-Funded) to Post Office Funded Branch (Page 32)	David Johnson/ David Nolan	Yes	Scheduled to go live 13/05
4	Extra Audit Report	Network Monitoring and Support	Ref (3)	Ref (3)		David Johnson/ David Nolan	Yes	Scheduled to go live 13/05

Materials scheduled for change

S/N	Document Title	Function (Area) making the change	Was	Changed to...	Paragraph Referenced	Change Owner	Checked ?	Status
5	Audit Report	Network Monitoring and Support	Ref (3)	Ref (3)		David Johnson/ David Nolan	Yes	Scheduled to go live 13/05
8	<u>Section 12</u> <u>MONTHLY</u> <u>ACCOUNTING</u> <u>V1.2 Apr</u> <u>2021</u>	Classroom Training	2. Settle centrally You can select this option... return to balance. The discrepancy amount moves into a centralised holding account at the end of the trading period, pending payment to Post Office, transaction correction, dispute or further investigation	2. Review or Dispute You can select this option... return to balance. The discrepancy amount will move into a centralised holding account at the end of the trading period, awaiting dispute, further investigation, a transaction correction or payment to Post Office. If you choose Review or Dispute, please call the Branch Support Centre to let them know what you would like to do with the amount moved, as they will be able to provide support and assistance. If you forget to call then they will contact you.	2. Settle centrally	Renzo D'Andrea	Yes	Scheduled to go live 13/05
9	<u>03 Full</u> <u>Balancing</u> <u>Guide V2.1</u> <u>April 2021</u>	Onsite Training	Before: references to Settle Centrally After: Amended to Review and Dispute	At the end of the Trading Period the discrepancy settlement screen appears on the last stock unit to Roll Over into the next TP. If you consider that the settlement figure is incorrect or if you require Post Office to conduct an investigation into the discrepancy, you may dispute the discrepancy settlement figure by contacting the Branch Support Centre on GRO . You will be advised to process the discrepancy using the 'Review or Dispute' option and a block will be put on any recovery actions whilst an investigation is carried out. If you agree with the discrepancy amount and understand the cause, you may settle the amount in branch by Cash or Cheque or use the 'Review or Dispute' option. After choosing Review or Dispute, the discrepancy amount moves into a centralised holding account at the end of the trading period, awaiting payment to Post Office, Transaction Correction, dispute or further investigation. If you choose Review or Dispute please call the Branch Support Centre on GRO to let us know what you would like to do with the amount moved, as they will be able to provide support and assistance. If you forget to call us or are too busy, don't worry as we will contact you.	Several paragraphs bottom of page 2	Daniel Cummins	Yes	Scheduled to go live 13/05

Materials scheduled for change

S/N	Document Title	Function (Area) making the change	Was	Changed to...	Paragraph Referenced	Change Owner	Checked ?	Status
10	Intervention Request Form V3.1 Jan 2021	Onboarding	Settle Centrally queries	Dispute and Review queries		Liam Taylor	Yes	Scheduled to go live 13/05
11	Suspense Account v3.2 April 2021	Onsite Training		<ul style="list-style-type: none"> Review or Dispute – After choosing Review or Dispute, the discrepancy amount moves into a centralised holding account at the end of the trading period, awaiting payment to Post Office, Transaction Correction, dispute or further investigation. <p>If you can explain the reason for any discrepancy in your Local Suspense, for instance, you are expecting to receive a TC to correct it, you should notify the BSC, who will advise in relation to the issuance of a TC, and issue you with a reference number. The 'Review or Dispute' option should be used and continue the branch rollover process.</p> <p>The 'Review or Dispute' option moves the discrepancy amount into your centralised holding account to await the TC. However, if a TC is not issued and the 'Review or Dispute' option has been activated then, unless you have queried or disputed the discrepancy with the BSC, the Agent Account Team will be in touch to discuss the discrepancy with you.</p>	Bullet points and several paragraphs bottom of page 3	Daniel Cummins	Yes	Scheduled to go live 13/05
16	Branch Support guides - Oct 2019	Branch Hub	<p>Settle Centrally (All branches except DMB's and National Multiples)</p> <p>If your branch has a loss or gain and you choose to Settle Centrally, it means you accept the loss or gain (unless you follow the dispute process). Horizon recognises that the cash discrepancy has not been rectified and transfers the loss or gain to your central account. The account will be put into credit or debit recovery process will start to recover the outstanding amount</p>	<p>Review or Dispute (All branches except DMB's and National Multiples)</p> <p>After choosing Review or Dispute, the discrepancy amount moves into a centralised holding account at the end of the trading period, awaiting payment to Post Office, Transaction Correction, dispute or further investigation.</p> <p>If you choose Review or Dispute please call the Branch Support Centre on GRO to let us know what you would like to do with the amount moved, as they will be able to provide support and assistance. If you forget to call us or are too busy, don't worry as we will contact you.</p>	Settlement Options	Robin Seston	Yes	Scheduled to go live 13/05

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Team Awareness & Comms

More 'Settle Centrally' changes planned

1

What are we doing?

We removed the £150 limit last month for branches that choose to 'Settle Centrally' at Trading Period end, and we mentioned more changes coming soon.

The next change will be the use of the 'Settle Centrally' button on Horizon, which will become 'Review or Dispute' instead and is due to change in the next few weeks.

Once it's in place, Postmasters will then see the 'Review or Dispute' option instead of 'Settle Centrally' for a discrepancy when they carry out their Trading Period end balance. They will still see the options to settle to cash or to cheque as well.

2

What happens when Postmasters use 'Review or Dispute' option?

After choosing 'Review or Dispute' button, the discrepancy amount will move into a centralised holding account awaiting dispute, further investigation, Transaction Correction or payment to Post Office.

3

Date

Change is scheduled to launch overnight on 12th May 2021.

4

Audience

This change is only for Independent Branches and will not apply to Directly Managed or Strategic Partner branches, which don't Settle Centrally or to cash.

Changes to investigations process

The investigation process will also change so related discrepancies should be resolved quicker in future, with better communication, clear understanding of where the discrepancy is in the investigation process and when we aim to have it resolved.

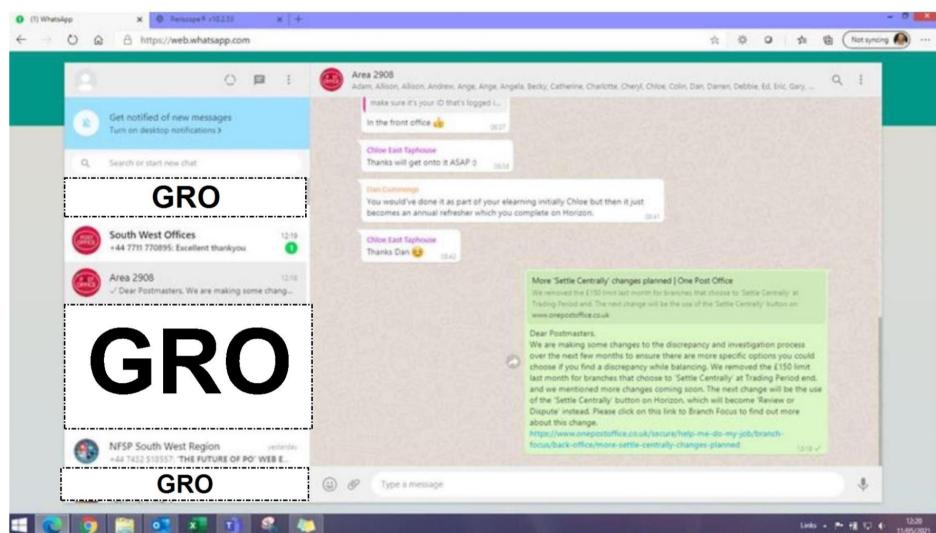
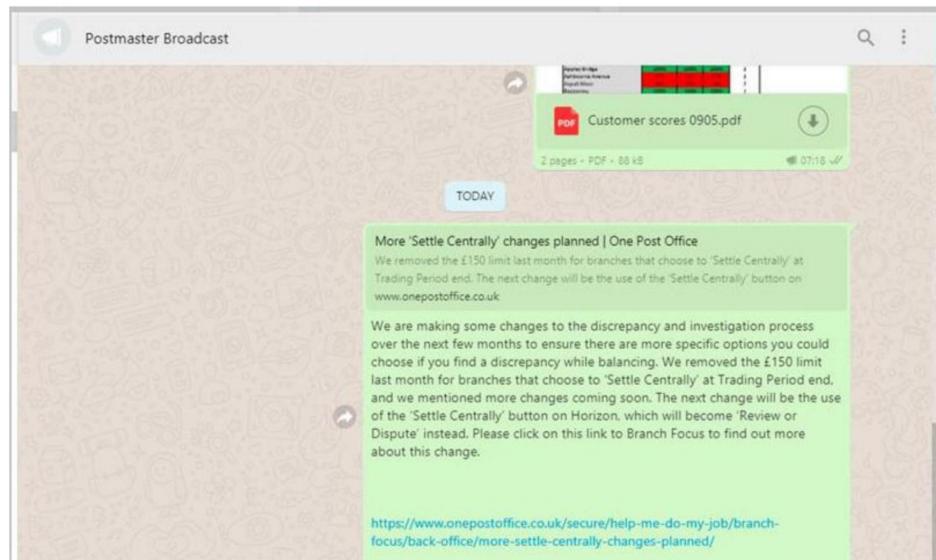
Postmasters should still call the Branch Support Centre or **GRO** if they use the Review or Dispute button, as they do now for Settle Centrally. Branch Support Centre can provide support to help resolve the discrepancy.

A new triage process and investigation review committee will be introduced as part of the changes. This will help information to flow more easily between the relevant teams involved in an investigation, reducing duplication such as asking Postmasters for repeat information. We'll also offer Postmasters an investigation report.

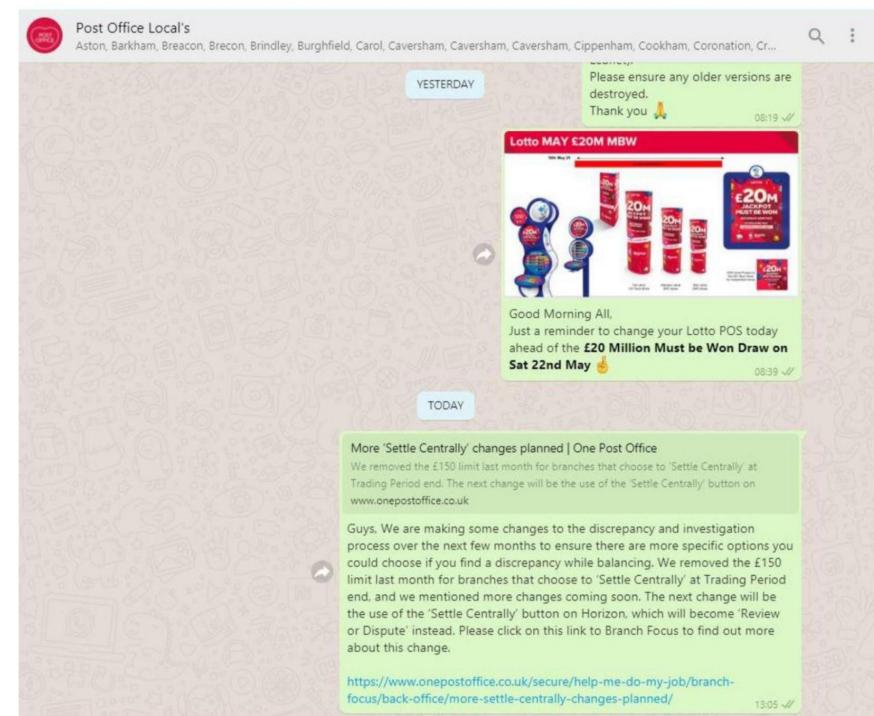
Whichever option they choose to settle a discrepancy at the end of the Trading Period, they will still be able to contact the Branch Support Centre for support to investigate the discrepancy or to dispute it.

Further changes planned

We're working on further changes, including replacing the single Review or Dispute button with several more specific options. This will give the Postmaster more time to investigate a discrepancy in branch or to ask us to investigate it if they wish. We're working with Postmasters to develop these longer-term changes, currently due to be introduced in the autumn.



Pre Launch What's App Message



Pre Launch Facebook Message

About

An opportunity to ask questions, share best practice and also to share anything going on in the business or within the industry. We also want to... See more

Private
Only members can see who's in the group and what they post.

Visible
Anyone can find this group.

General

Topics in this group

- #coaching
- #UsefulLinks
- #christmas2020

[See all](#)

Vicki PO shared a link.
Admin · 1m · [...](#)

We are making some changes to the discrepancy and investigation process over the next few months to ensure there are more specific options you could choose if you find a discrepancy while balancing. We removed the £150 limit last month for branches that choose to 'Settle Centrally' at Trading Period end, and we mentioned more changes coming soon. The next change will be the use of the 'Settle Centrally' button on Horizon, which will become 'Review or Dispute' instead. Please click on this link to Branch Focus to find out more about this change.

ONEPOSTOFFICE.CO.UK
More 'Settle Centrally' changes planned | One Post Office
We removed the £150 limit last month for branches that choose to 'Settle Centrally' at Trading Period end. The next change will be the...

Andrew Phipson

Like **Comment**

Write a comment...

About

An opportunity to ask questions, share best practice and also to share anything going on in the business or within the industry. We also want to... See more

Private
Only members can see who's in the group and what they post.

Visible
Anyone can find this group.

General

Topics in this group

- #WalkThisMay
- #NationalWalkingMonth

[See all](#)

Christine PO shared a link.
Admin · 1 · 1h · [...](#)

Dear Postmasters,

We are making some changes to the discrepancy and investigation process over the next few months to ensure there are more specific options you could choose if you find a discrepancy while balancing. We removed the £150 limit last month for branches that choose to 'Settle Centrally' at Trading Period end, and we mentioned more changes coming soon. The next change will be the use of the 'Settle Centrally' button on Horizon, which will become 'Review or Dispute'... See more

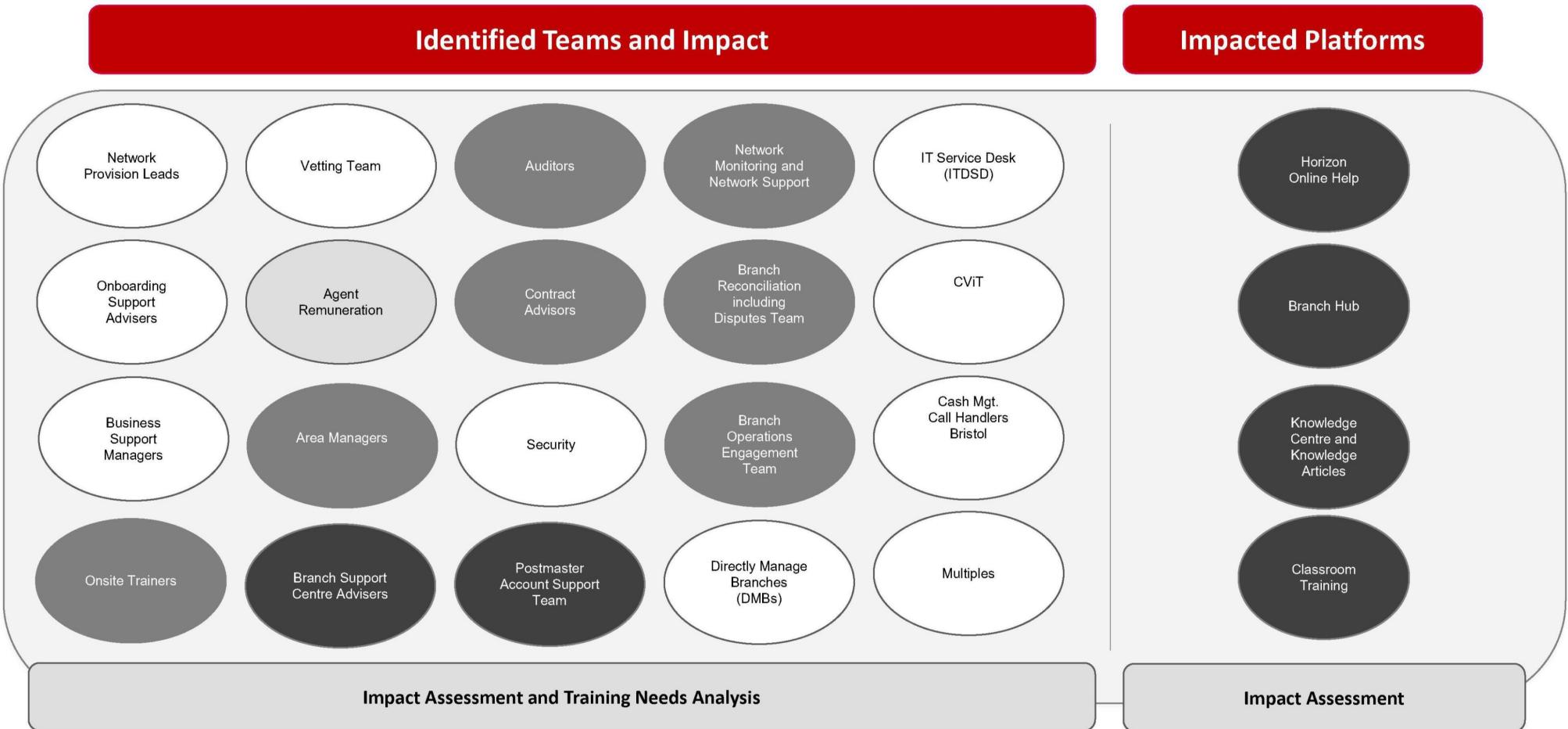
ONEPOSTOFFICE.CO.UK
More 'Settle Centrally' changes planned | One Post Office
We removed the £150 limit last month for branches that choose to 'Settle Centrally' at Trading Period end. The next change will be the use of the 'Settle Centrally' button on Horizon, which will become 'Review or Dispute'.

Like **Comment**

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Training Needs Analysis

Teams and Platforms impacted?



Settle Centrally - Full Impact Assessment and Training Needs Analysis

Change Planned	Job Titles/ High Level Impact Assessment / Level of Training Required N - No Impact, Low - Low Impact, H - High Impact																							
	Platform Impact	Team Impact	Team Titles	Network Provision Leads	Onboarding Support Advisers (Caseworkers)	Business Support Managers	Onsite Trainers	Vetting Team (merging into Onboarding Support Advisers)	Agent Remuneration	Quality Assurance and Training Leads	Area Managers	Branch Support Centre Advisers	Auditors	Contract Advisors	Security	Postmaster/Account Support Team	Network Monitoring and Network Support	Branch Reconciliation and Disputes Team	Branch Operations Engagement Team	Directly Managed Branches	ITDSD	CVIT	Cash Mgt. Call Handlers Bristol	Multiples
Short Term Solution - Investigate Button	Yes	Yes		N	L	L	H	N	L	H	H	H	H	L	N	H	H	H	H	N	N	N	N	N
D - Detailed Training G- General Awareness N - No Training																								
Short Term Solution - Investigate Button			G	G	G	D	G	G	D	D	D	D	D	D	D	D	D	D	N	G	G	G	N	

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Change Background

POL-BSFF-104-0000019_0027

Key Findings

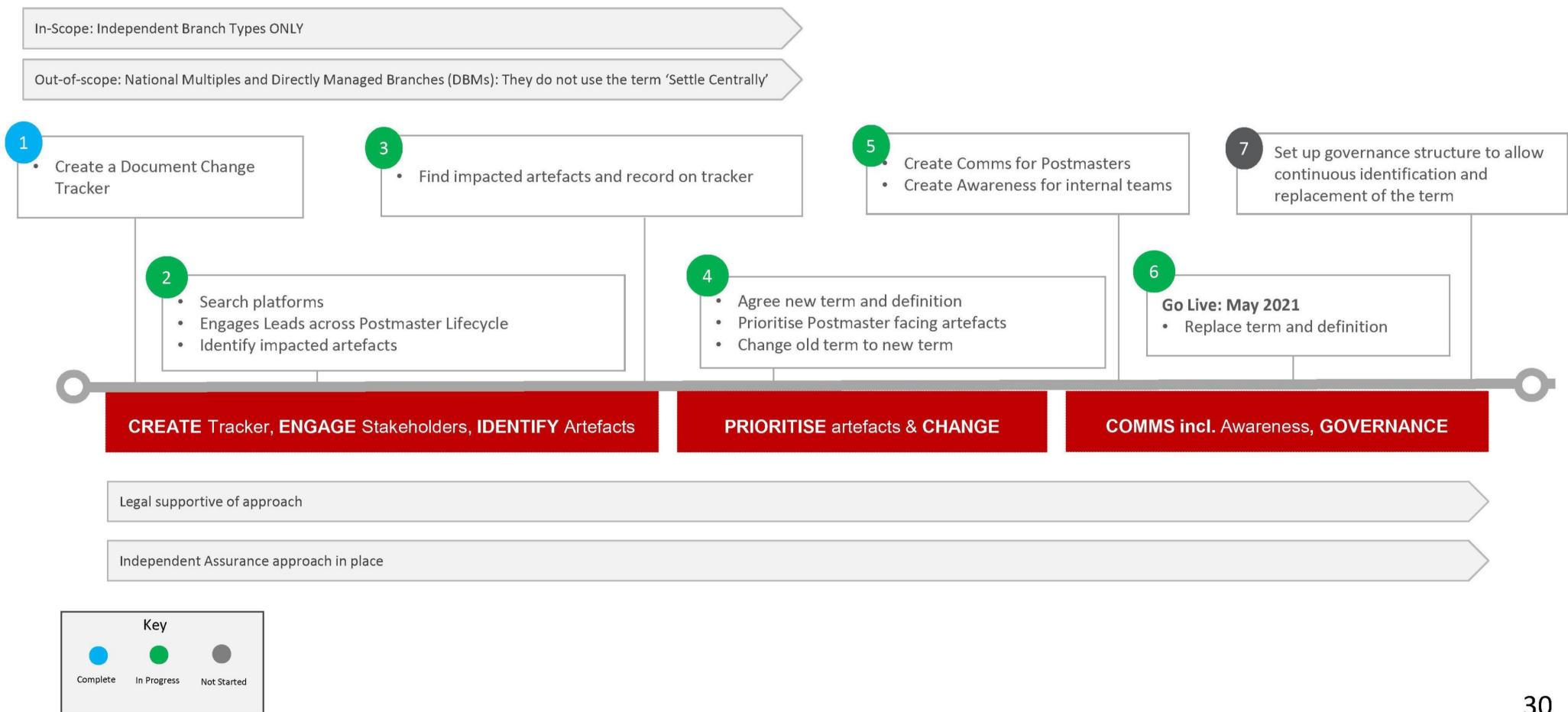
Within the HNG-A counter application the term is seen in two related contexts:

1. When rolling over the last stock unit in a branch to a new trading period and there are discrepancies in local suspense.
2. When accepting Transaction Corrections.

Especially for (1) above, Postmasters may be 'Settling Centrally' because they want a discrepancy investigated. However, the definition contained within the Horizon Help documentation reads as follows:

"If your branch has a loss or a gain and you choose to Settle Centrally it means you accept the loss or gain (unless you follow the dispute process). Horizon recognises that the cash discrepancy has not been rectified and transfers the loss or gain to your customer account."

Approach: Identification and Replacement of the term, 'Settle Centrally'



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Tracker

POL-BSFF-104-0000019_0030

Tracker

S/N	Business Area using the Artfact	Document Category	Document Title (Including name, version)	Priority	Owner	Last Modification to Document by?	Platform stored on	New edit to be done by:	Is Document Internal/ External (received by Postmaster)	If external, who sends document to postmaster:	Document Author	Accountable Exec Owner	Doc Detail	Edit Date	Status
3	Network Monitoring and Support	Audit	Industry and Border wall aud.	high	Allison J Clark	TBC	Knowledge Centre	David Johnson	internal			Tim Perkins			
4	Network Monitoring and Support	Audit	Chapter 02 Performing a border audit...	high	Allison J Clark	TBC	Knowledge Centre	David Johnson	internal			Tim Perkins			
5	Network Monitoring and Support	Audit	ANS 1.1.1.1	high	Allison J Clark	TBC	Knowledge Centre	David Johnson	internal			Tim Perkins			
6	Network Monitoring and Support	Audit	External Audit Report	high	Allison J Clark	TBC	Knowledge Centre	David Johnson	internal			Tim Perkins			
7	Network Monitoring and Support	Audit	Audit Report	high	Allison J Clark	TBC	Knowledge Centre	David Johnson	internal			Tim Perkins			
8	Network Monitoring and Support	Audit	ANS Guide V1.0 October 2018	high	Allison J Clark	TBC	Knowledge Centre	David Johnson	internal			Tim Perkins			
9	Network Monitoring and Support	Audit	Full Balancing Guide V2.0 August 2020	high	Allison J Clark	TBC	Virtual Operations Knowledge Centre	TBC	External			Tim Perkins			
10	Network Monitoring and Support	Accounting	Nonaccrue Account V1.1 August 2020	high	Allison J Clark	TBC	Virtual Operations Knowledge Centre	TBC	External			Tim Perkins			
11	Network Monitoring and Support	Audit	ANSI Interpretation V2.0 Nov 2020	withdrawn	Allison J Clark	TBC	Virtual Operations Knowledge Centre	Withdrawn 14/06/21	external			Tim Perkins			
12	Network Monitoring and Support	Audit	ANSI Traces matrix V2.1 Dec 2020	withdrawn	Allison J Clark	TBC	Virtual Operations Knowledge Centre	Withdrawn 14/05/21	external			Tim Perkins			
13	Network Monitoring and Support	Accounting	Monthly Accounting V1.1 Dec 2020	high	Allison J Clark	TBC	Virtual Operations Knowledge Centre	TBC	External			Tim Perkins			
14	Network Monitoring and Support	Audit	Back office V1.3 Dec2020	high	Allison J Clark	TBC	Virtual Operations Knowledge Centre	TBC	External			Tim Perkins			
15	Classroom Training	Trainer Notes	ANSV Trainer Notes V2.1 Dec 2020 New Style Notes	withdrawn	Allison Langard	TBC	Withdrawn 14/04/21	n/a							
16	Classroom Training	Accounting	12 Month Accounting V1.1 Dec 2020	withdrawn	Allison Langard	TBC	Withdrawn 14/04/21	n/a							
17	Classroom Training	Trainer Notes	ANSV Trainer Notes V2.1 Dec 2020 New Style Notes	withdrawn	Allison Langard	TBC	Withdrawn 14/04/21	n/a							
18	Classroom Training	Accounting	ANSV 12 MONTH ACCOUNTING V1.3 Dec 2020	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
19	Classroom Training	Accounting	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
20	Classroom Training	Accounting	ANSV 12 Month Accounting V2.1 Dec 2021	high	Liam Taylor	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
21	Classroom Training	Accounting	ANSV Account v2.1 April 2021	high	Liam Taylor	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
22	Classroom Training	Trainer Notes	ANSV Presentation V2.1 April 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
23	Classroom Training	Trainer Notes	ANSV 12 Month Accounting V1.1 Dec 2020	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
24	Classroom Training	Accounting	ANSV 12 MONTH ACCOUNTING V1.3 Dec 2020	withdrawn	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
25	Classroom Training	Trainer Notes	ANSV 12 Month Accounting V1.3 Dec 2020	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
26	Classroom Training	Trainer Notes	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
27	Classroom Training	Intervention Request	Intervention Request Form V1.1 Dec 2021 - Survey Way ISO 9001:2015	high	Jam Taylor	Virtual Operations	Knowledge Centre	Karen Aestens	internal						
28	Classroom Training	Intervention Request	Intervention Request Form V1.1 Dec 2021	high	Jam Taylor	Virtual Operations	Knowledge Centre	Karen Aestens	internal						
29	Classroom Training	Intervention Request	Intervention Request Form V1.1 Dec 2021	high	Jam Taylor	Virtual Operations	Knowledge Centre	Karen Aestens	internal						
30	Classroom Training	Trainer Notes	ANSV 12 MONTH ACCOUNTING V1.3 Dec 2020	withdrawn	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
31	Classroom Training	Handout	ANSV 12 Month Accounting V1.3 Dec 2020	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
32	Classroom Training	Intervention Request	Intervention Request Form V2.0 April - Fiducial	high	Liam Taylor	Virtual Operations	Knowledge Centre	Christine Morris	internal			Tim Perkins			
33	Business Support Managers	Intervention Request	Intervention Request Form V2.0 April - Fiducial	high	Neil J Jenkins	Virtual Operations	Knowledge Centre	Christine Morris	internal			Tim Perkins			
34	Business Support Managers	Intervention Request	Intervention Request Form V2.0 April - Fiducial	high	Neil J Jenkins	Virtual Operations	Knowledge Centre	Christine Morris	internal			Tim Perkins			
35	Business Support Managers	Intervention Request	Intervention Request Form V2.0 April - Fiducial	high	Neil J Jenkins	Virtual Operations	Knowledge Centre	Christine Morris	internal			Tim Perkins			
36	Business Support Managers	Intervention Request	Intervention Request Form V2.0 April - Fiducial	high	Neil J Jenkins	Virtual Operations	Knowledge Centre	Christine Morris	internal			Tim Perkins			
37	Business Support Managers	Intervention Request	Intervention Request Form V2.0 April - Fiducial	high	Neil J Jenkins	Virtual Operations	Knowledge Centre	Christine Morris	internal			Tim Perkins			
38	Business Support Managers	Intervention Request	Intervention Request Form V2.0 April - Fiducial	high	Neil J Jenkins	Virtual Operations	Knowledge Centre	Christine Morris	internal			Tim Perkins			
39	Business Support Managers	Intervention Request	Intervention Request Form V2.0 April - Fiducial	high	Neil J Jenkins	Virtual Operations	Knowledge Centre	Christine Morris	internal			Tim Perkins			
40	Business Support Managers	Intervention Request	Intervention Request Form V2.0 April - Fiducial	high	Neil J Jenkins	Virtual Operations	Knowledge Centre	Christine Morris	internal			Tim Perkins			
41	Classroom Training	Classroom Training	Day 1 Learning notes - Administration and Accounting Day 1	withdrawn	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
42	Classroom Training	Classroom Training	Day 1 Learning notes - Administration and Accounting Day 1	withdrawn	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
43	Classroom Training	Classroom Training	ANSV 12 Month Accounting V1.3 Dec 2020	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
44	Classroom Training	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
45	Classroom Training	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal			Tim Perkins			
46	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal							
47	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal							
48	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal							
49	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal							
50	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal							
51	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal							
52	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal							
53	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal							
54	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal							
55	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal							
56	Classroom Training	ANSV 12 Month Accounting V2.1 Dec 2021	high	Allison Langard	Virtual Operations	Knowledge Centre	David J Anderson	internal							

- **139 documents identified via Knowledge Centre search and team engagement.**
- Documents under review to identify 'duplicates', 'withdrawn', and 'active' documents in readiness for change
- Tracker Link: [Click here](#)

Other Postmaster Contact Points

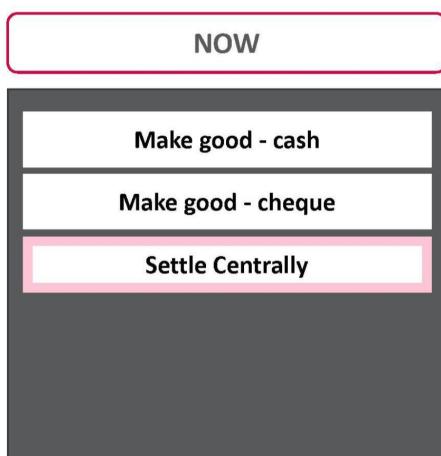
S/N	Contact Point Type	Team	Listed in PSG/Other	Channel (Helpline, Email, Website-System etc)	Reason Summary	Reason	Phone Number or URL	Senior Stakeholder Owner	Senior Stakeholder (Project Contact)
1	Bank of Ireland ATM Helpdesk	ATM	Helpline Listed in PSG	Helpline	ATM issues	ATM issues		Diebold Nixdorf	Robert Mitchell
2	Brand Team	Brand Team	Other	Email	Brand specific	General questions or incident reporting for legal cases of others misusing the Post Office brand – including any concerns for online/digital fraud such as emails purporting to be from Post Office or non-official Post Office websites (scams)	GRO	Richard Taylor	Simon Marshall
3	Brand Protection	Brand Team	Other	Email	Brand specific			Richard Taylor	Simon Marshall
4	AEI (TALENS)	Client Services	Other	ITDSD/IVR	Client Services	AEI	ITDSD/IVR	Charles Brown	Charles Brown
5	Self Service Kiosk (NCR)	Client Services	Other	ITDSD/IVR	Self Service Kiosk	Self Service Kiosk	ITDSD/IVR	TBC	TBC
6	Payments	Commercial	Other	ITDSD/IVR	Payments (Paystation)	Paystation used for British Gas, Bill Payments if Horizon office is shut.	ITDSD/IVR	Simon Lambert	Simon Lambert
7	Branch Focus	Communications	Other	Email	Weekly Update	Branch Focus is a weekly update to Postmasters and branch teams via email to give them all operational updates for information or action. Also published weekly on Horizon Help. Details also include changes to products or processes.	https://www.onepostoffice.co.uk/seu/re/help-me-do-my-job/branch-focus/ https://poluk.sharepoint.com/sites/POL00448060/HNGOnline/HNG2Online/HNG_Help/other/op-erational-updates/index.aspx	Alice Cookson	Jonathan Knox
8	Weekly Comms Email	Communications	Other	Email	Weekly Comms Email	The weekly email we send out to postmasters goes out from Amanda Jones and is sent on a Thursday or Friday	NA	Alice Cookson	Jonathan Knox
9	Memoviews	Communications	Other	Horizon System	Memoviews	Memoviews flash up on every branch terminal for emergency updates. These are used for time-critical customer impacting communications for selected branches (Helpline being unavailable, Supply Chain issues, 2 minutes silence).	NA	Alice Cookson	Jonathan Knox
10	Postmaster Question inbox	Communications	Other	Email	Postmaster Question inbox	For Postmaster Questions	GRO	Alice Cookson	Jonathan Knox
11	One Website	Communications	Other	Website	One Website	One website hosts topical news stories (Postmaster recognition, new agreement with Royal Mail article), Branch Focus, Training Materials (Compliance Workbooks, Training Catalogue), Marketing assets (Digital screens, Social Media) and Microsites (Covid, Brexit, Postmaster Consultation)	http://www.onepostoffice.co.uk/	Alice Cookson	Jonathan Knox
12	Contracts Team (CIRT)	Contract Investigation and Reconciliation Team	Other	Email	Contracts Team (CIRT)	The Contract Advisors manage the contractual relationship with agency postmasters and are available to discuss any questions relating to the postmaster's contract. - Recognising the appeals policy hasn't been finalised yet (not that we've had cause to use it recently) an appeals manager would have direct contact with a Postmaster, although there is no set appeals manager so it would be very hard to give a contact point for your purposes.	GRO	Andy Kingham	David Southall

- 79 Postmaster Contact Points** under review.
- Impact on Horizon Online Help and Branch Hub** identified and change scheduled.

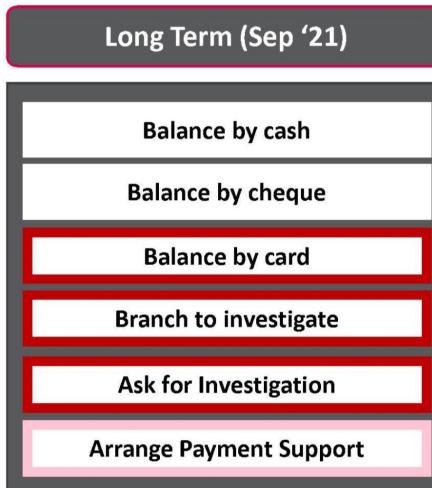
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Long Term/Strategic Solution - View

Changes on Horizon



We are replacing the term Settle Centrally



Problem:

No button to show route for Branch to dispute a discrepancy

Current process: Branches that use the 'Settle Centrally' account are currently supported by the Postmaster Account Support Team (PAST)

Short Term:

Settle Centrally button name will be changed to 'Review or Dispute'

No change to process: Branches that use 'Review or Dispute' will continue to be supported by the Postmaster Account Support Team (PAST)

Long Term:

- Two new routes will allow Branch to either investigate a discrepancy or ask Post Office to investigate
- Review or Dispute will be replaced with 'Arrange Payment Support'
- Card Payment will be included

Process Change: A new Investigation Team is being set up. There will be clear hand-over from Branch to Post Office and clear SLAs. (Video explanation with real Postmaster required)



Horizon Changes: Postmaster Vs. Branch Employee authority

	Postmaster	Postmaster's Employee (Manager, Supervisor, Clerk)
Branch Investigation	<ul style="list-style-type: none">• Has ability to request Branch Investigation• Must be notified (via email) by Post Office once case is created in Dynamics for discrepancy.• Must be notified (via email) by Post Office once case is resolved and closed.	<ul style="list-style-type: none">• Has ability to request Branch Investigation, carry out investigation and close investigation
Post Office Investigation	<ul style="list-style-type: none">• Has ability to request Post Office Investigation• Must be notified (via email) by Post Office once case is created in Dynamics for discrepancy• Must be notified (via email) by Post Office once case is resolved and closed.	<ul style="list-style-type: none">• Has ability to request Branch Investigation, carry out investigation and close investigation

High Level Requirements



Requirement ID	Journey	Raised By	Branch Type	Category	Requirement Text	MoSCoW	Systems Impacted	Comments
BR_INV_01	View a discrepancy	Vanessa Okafor	Independent	Functional	Ability for Branch to see list of individual outstanding discrepancies at any time	Must	Horizon	
BR_INV_02	View a discrepancy	Vanessa Okafor	Independent	Functional	Ability to choose a discrepancy from the list and action the particular discrepancy	Must	Horizon	
BR_INV_03	View a discrepancy	Vanessa Okafor	Independent	Functional	Ability for Branch to see combined discrepancies at the end of the month, if they choose	Must	Horizon	
BR_INV_04	Investigate/ Dispute a Discrepancy	Vanessa Okafor	Independent	Functional	Ability for Branch to choose an option on Horizon that allows Branch to ask for more time to investigate a discrepancy at the time a discrepancy occurs	Must	Horizon	
BR_INV_05	Investigate/ Dispute a Discrepancy	Vanessa Okafor	Independent	Functional	Ability for Branch to choose an option on Horizon that allows Branch to request Post Office to Investigate a discrepancy	Must	Horizon	Delay parameter to be included. Decision to use or not will sit with the business
BR_INV_06	Investigate/ Dispute a Discrepancy	Vanessa Okafor	Independent	Functional	Ability for Branch to move from Branch Investigation to Post Office investigation	Must	Horizon	
BR_INV_07	Resolve a discrepancy	Vanessa Okafor	Independent	Functional	Ability for Branch to resolve outstanding discrepancies at any time using 'Outstanding Discrepancy List' to resolve an individual discrepancy	Must	Horizon	This covers ability to resolve weekly
BR_INV_08	Resolve multiple discrepancies	Vanessa Okafor	Independent	Functional	Ability for Branch to choose a select number of discrepancies and resolve the selected discrepancies in one way	Must	Horizon	
BR_INV_09	Discrepancy Notification	Vanessa Okafor	Independent	Functional	Ability for Postmaster to be notified by email immediately a case is created in Dynamics for a new discrepancy	Must	Dynamics	37



High Level Requirements

Requirement ID	Journey	Raised By	Branch Type	Category	Requirement Text	MoSCoW	Systems Impacted
BR_INV_10	Discrepancy Notification	Vanessa Okafor	Independent	Functional	Ability for Postmaster to be notified by email when a discrepancy investigation is closed in Dynamics	Must	Dynamics
BR_INV_11	Discrepancy Tracking	Vanessa Okafor	Independent	Functional	Ability for Post Office and Postmaster to track a case through its life cycle (through a unique identifier)	Must	Horizon, Dynamics
BR_INV_12	Transaction Correction Processing	Vanessa Okafor	Independent	Functional	Ability for Branch to settle a Transaction Correction by choosing 'Make Good', Card Clearance or Arrange Payments	Must	Horizon, CFS
BR_INV_13	Reporting	Vanessa Okafor	Independent	Functional	Ability for Branch to see the updated terminologies on required reports	Must	Horizon, TBC
BR_INV_14	Investigate/ Dispute a Discrepancy	Vanessa Okafor	Independent	Functional	Ability for Branch to delay 'Post Office investigate' at the time when the discrepancy occurs (by creating a new parameter but perhaps set the parameter to zero) which means it can't be used but feature is available for the future.	Must	Horizon, CFS, Dynamics
BR_INV_15	Discrepancy investigation	Vanessa Okafor	Independent	Functional	Ability to pass required information/evidence to Dynamics after selecting the option 'Branch to Investigate'	Must	Horizon, Dynamics
BR_INV_16	Discrepancy investigation	Vanessa Okafor	Independent	Functional	Ability to pass required information/evidence to Dynamics after selecting the option 'Post Office Investigate'	Must	Horizon, Dynamics
BR_INV_17	Investigate/ Dispute a Discrepancy	Vanessa Okafor	Independent	Functional	Ability for Branch to move from Post Office investigation to Branch Investigation and vice versa	Must	Horizon
PROJECT_INV_01	Phased Rollout	Vanessa Okafor	Independent	Functional	Ability to do a phased rollout during launch.	Must	Horizon
POL_INV_01	Discrepancy investigation	Fleur Langley Knight	Independent	Functional	The Postmaster is presented with a 'pop up' box with checks to be made on the discrepancy before moving on.	Must	Horizon
POL_INV_02	Discrepancy investigation	Fleur Langley Knight	Independent	Functional	The Postmaster to have the ability to input data to support their dispute and allow POL to investigate	Must	Horizon
POL_INV_03	Discrepancy investigation	Fleur Langley Knight	Independent	Functional	To have the data input from POL_INV_01 in Horizon to be sent in a file down route to Dynamics	Must	Horizon, Dynamics
POL_INV_04	Discrepancy investigation	Fleur Langley Knight	Independent	Functional	Dynamics to set up a case in the Investigations workflow based on the data file received from Horizon as POL_INV_01	Must	Dynamics

When a **discrepancy occurs**, the following screen will be displayed



- Click '**Detail**' to show further details of the discrepancy and options available to process the discrepancy
- Click '**Continue**' to move forward for now. The discrepancy will be added into a 'discrepancy pending' list to be addressed later.

NB:

Possible reasons for a discrepancy to occur:

- Cash or Stock Declarations
- Remittance shortage or surplus
- Foreign Currency Re-valuation
- Stock Adjustment

If you press '**Details**', a screen similar to the one below will be displayed. This will show discrepancy information and the options available to process the discrepancy.

Discrepancy Detail			Fri 26 Mar 21 11:47		Help	
Select Processing option						
Product Name		Discrepancy	Gain/Loss		Lock	
Cash		£20.00	Loss		T1	
Total					Suspend Resume	
£0.00					T2	
Quantity					Screen Entry	
Settlement Options					Previous	
51 Make Good Cash 52 Make Good Cheque 61 Undertake Branch Investigation 62 Request Post Office Investigation 71 Request Structured Repayment					PREV	
Remove Item		Scroll Up	Scroll Down	Cancel		
F9		←	→	UNDO		
View Full Basket		Receipt	Front Office	Back Space		
F10		RECPT	F14	UNDO		
Calculate		Logout	Quantity	Enter		
F11		F13	F15			
Fast Cash		PLU	Settle	F16		
F12						

Make Good Cash and **Make Good Cheque** will allow the discrepancy to be accepted and made good.

Undertake Branch investigation and Request Post Office investigation will allow the discrepancy to be investigated.

Request Structured Repayment will allow the discrepancy to be accepted and moved into the Postmaster Account.

Note: You can also cancel out of this screen without selecting an option. This will take you back to the Home Screen.

When selecting 'Undertake Branch Investigation' you will get the following screen asking for more information:

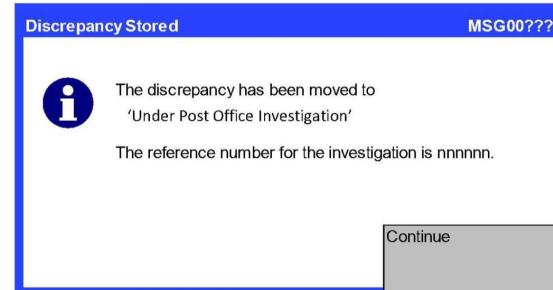
Home	Branch Investigation						Wed 24 Mar 21 15:47		Help
	Please enter the following information								
F1	Contact Name (max 10 characters)							Lock	
F2	Email or Phone Number (max 15 characters)							Suspend	
F3	Awaiting TC	More Time Needed	Expect corresp'ng entry				Total	Resume	
	31	32	33	34	35	36	£0.00	T2	
F4	Quantity						Screen		
F5	Remove Item	Scroll Up	Scroll Down	Cancel	PREV				
F6	F9	←	→	UNDO					
F7	View Full Basket	Receipt	Front Office	Back Space					
F8	F10	RECPT	F14						
	Calculate	Logout	Quantity	Enter					
	F11	F13	F15						
	Fast Cash	PLU	Settle	F16					
	F12								

You may be required to:

- Key in required details,
- Select the reason for the Branch Investigation

Then press 'Enter'.

'Enter' once pressed will display the box below:



Please Note:

- Contact Name cannot be more than 10 characters long.
- Email address cannot be more than 15 characters.
- Reasons drop down list to be confirmed.

When selecting 'Request Post Office Investigation' you will get the following screen asking for more information:

Home **Post Office Investigation** Thu 25 Mar 21 11:00

Please enter the following information

Contact Name (max 10 characters)
Email or Phone Number (max 15 characters)

Unkown Discrep'cy	Disputed					
31	32	33	34	35	36	

Total £0.00

	Quantity	
Remove Item F9	Scroll Up ←	Scroll Down →
View Full Basket F10	Receipt RECPT	Front Office F14
Calculate F11	Logout F13	Quantity F15
Fast Cash F12	PLU	Settle F16

Help
Lock
T1
Suspend
Resume
T2
Screen
Entry
T3
Previous
PREV
Cancel
UNDO
Back Space
Continue

K:

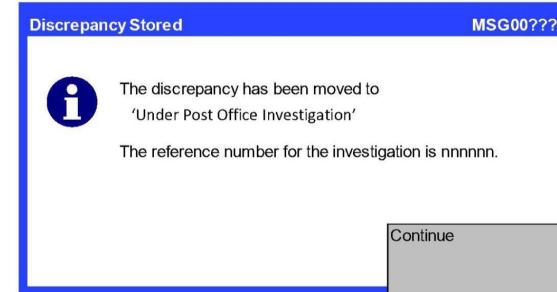
<USER> TP: 50 BP: 01 SU: AA Individual

You may be required to:

- Key in required details,
- Select the reason for the Branch Investigation

Then press 'Enter'.

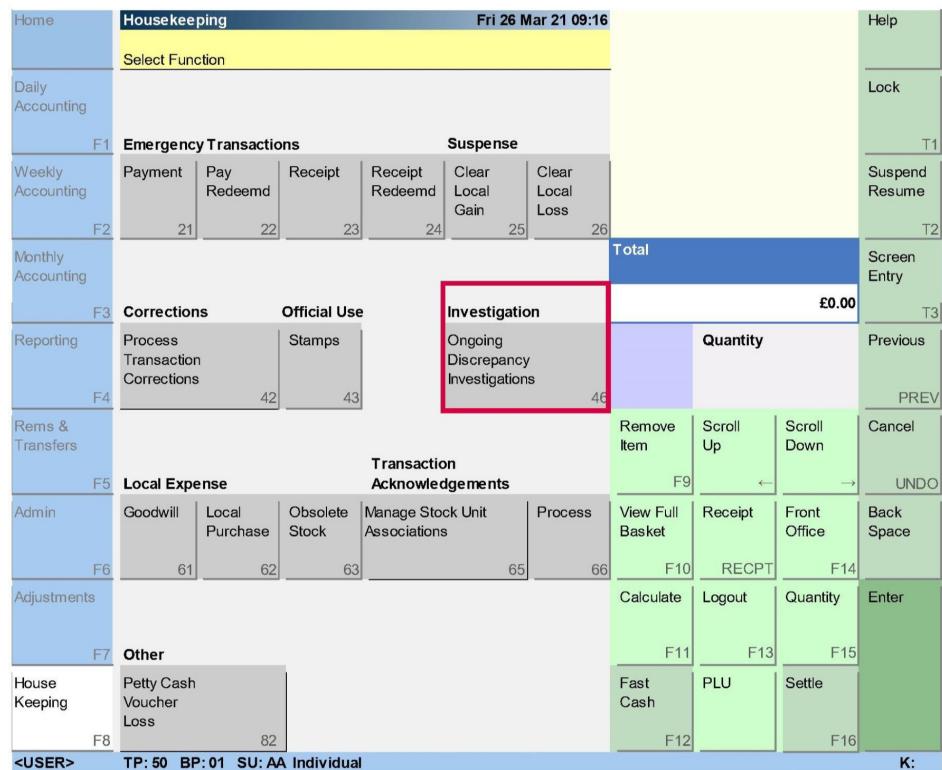
'Enter' once pressed will display the box below:



Please Note:

- Contact Name cannot be more than 10 characters long.
- Email address cannot be more than 15 characters.
- Reasons drop down list to be confirmed.

At any time the Postmaster will be able to access a screen to see discrepancies that are under investigation. This will be done by pressing the '**Ongoing Discrepancy Investigations**' button on the Housekeeping screen.



The following screen will display **list of all outstanding discrepancies** and their current state.

Home	Outstanding Discrepancy Investigations								Thu 25 Mar 21 17:48	Help
History	Select discrepancy to process								Lock	Lock
F1	SU	Date/Time	User	Ref	Amount	Loss/ Gain	Product	Type	Suspend	T2
	21	AAA	17/03/21 15:37:09	JKU201	123456	£-20.00	Loss	Cash	Branch	Resume
	22	ATM	20/03/21 11:06:16	PW7T01	123123	£10.00	Gain	Stamps	Post Office	T2
	31	AAA	20/03/21 17:30:21	JKU201	144444	£-45.00	Loss	Rem Surplus	New	Screen
										Entry
										T3
										Previous
										PREV
										Cancel
										UNDO
										Back
										Space
										UNDO
										Enter
										K:
Page Up		Page Down		Page 1/1		Line Up	Line Down			
<USER> TP: 50 BP: 01 SU: AA Individual										

Details of the initial discrepancy will be displayed:

- The Stock Unit
- The Date and time of the discrepancy
- The User ID creating the discrepancy
- The unique discrepancy reference
- The amount of the discrepancy
- Whether the discrepancy is a loss or gain
- The product the discrepancy is against
- The type of investigation that is being held, where 'New' means that an investigation has not been instigated.

You can then highlight the discrepancy you would like to review and press 'Enter'.

Selecting a discrepancy that is under 'Branch Investigation' will display the following screen.

Discrepancy Detail		Thu 25 Mar 21 18:57	Help	
Select Processing option				Lock
Stock Unit	Amount	AAA	£-20.00	T1
Date/Time	Loss/Gain	17/03/2021 15:37:09	Loss	T2
User	Product	Total		Screen Entry
JKU201	Cash	£0.00		T3
Reference	Investigation Type	Quantity		Previous
123456	Branch			PREV/
Settlement Options <ul style="list-style-type: none"> 51 Make Good Cash 52 Make Good Cheque 61 Undertake Branch Investigation 62 Request Post Office Investigation 71 Request Structured Repayment 				Remove Item F9
				Scroll Up ←
				Scroll Down →
				Cancel UND F16
				View Full Basket F10
				Receipt RECPT F13
				Front Office F14
				Back Space UND F15
				Calculate F11
				Logout F12
				Quantity Enter F16
				Fast Cash PLU Settle

You will then get options to be able to process the discrepancy.

Please Note:

- 'Undertake Branch Investigation' is greyed out because it is active. i.e. It is the status of the discrepancy.
- If you choose to move the discrepancy to 'Request Post Office Investigation', screen will be display to input required details.
- Managers and Supervisors only will be able to request for Investigation.
- There will be agreed SLA by which Branch should complete Branch Investigation.
- Discrepancies under investigation by Post Office will be resolved in collaboration with Postmaster. There will be no passing back to the Branch.

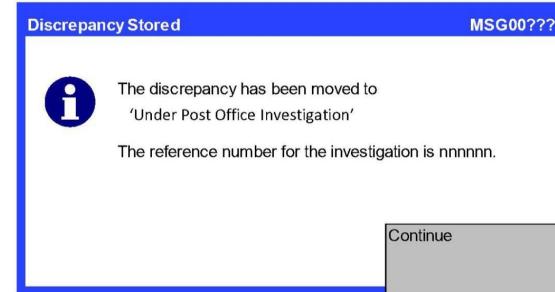
Selecting a discrepancy that is under 'Request Post Office Investigation' will display the following screen.

You may be required to:

- Key in required details,
- Select the reason for the Branch Investigation

Then press 'Enter'.

'Enter' once pressed will display the box below:



Please Note:

- Contact Name cannot be more than 10 characters long.
- Email address cannot be more than 15 characters.
- Reasons drop down list to be confirmed.

Selecting the 'New' Discrepancy will take you to the initial Discrepancy Detail screen.

Discrepancy Detail			Thu 25 Mar 21 18:52	Help
Select Processing option				Lock
Product Name	Discrepancy	Gain/Loss		T1
Cash	£20.00	Loss		Suspend
			Total	Resume
			£0.00	T2
			Quantity	Screen
				Entry
				T3
Settlement Options			Previous	
51 Make Good Cash			PREV	
52 Make Good Cheque			Cancel	
61 Undertake Branch Investigation			UND0	
62 Request Post Office Investigation			Back Space	
71 Request Structured Repayment			F10	UND0
			View Full Basket	Front Office
			Receipt	Back Space
			Calculate	UND0
			Logout	Enter
			Quantity	
			F11	F15
			Fast Cash	PLU
			F12	Settle
			F13	F16
			F14	K:

<USER> TP: 50 BP: 01 SU: AA Individual

Make Good Cash and Make Good Cheque will allow the discrepancy to be accepted and made good.

Undertake Branch investigation and Request Post Office investigation will allow the discrepancy to be investigated

Request Structured Repayment will allow the discrepancy to be accepted and moved into the Postmaster Account.

Note: You can also cancel out of this screen without selecting an option. This will take you back to the Home Screen.