



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

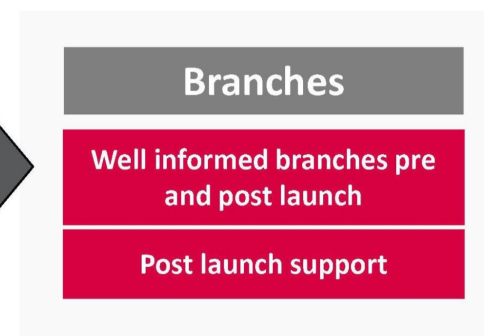
Complete

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.

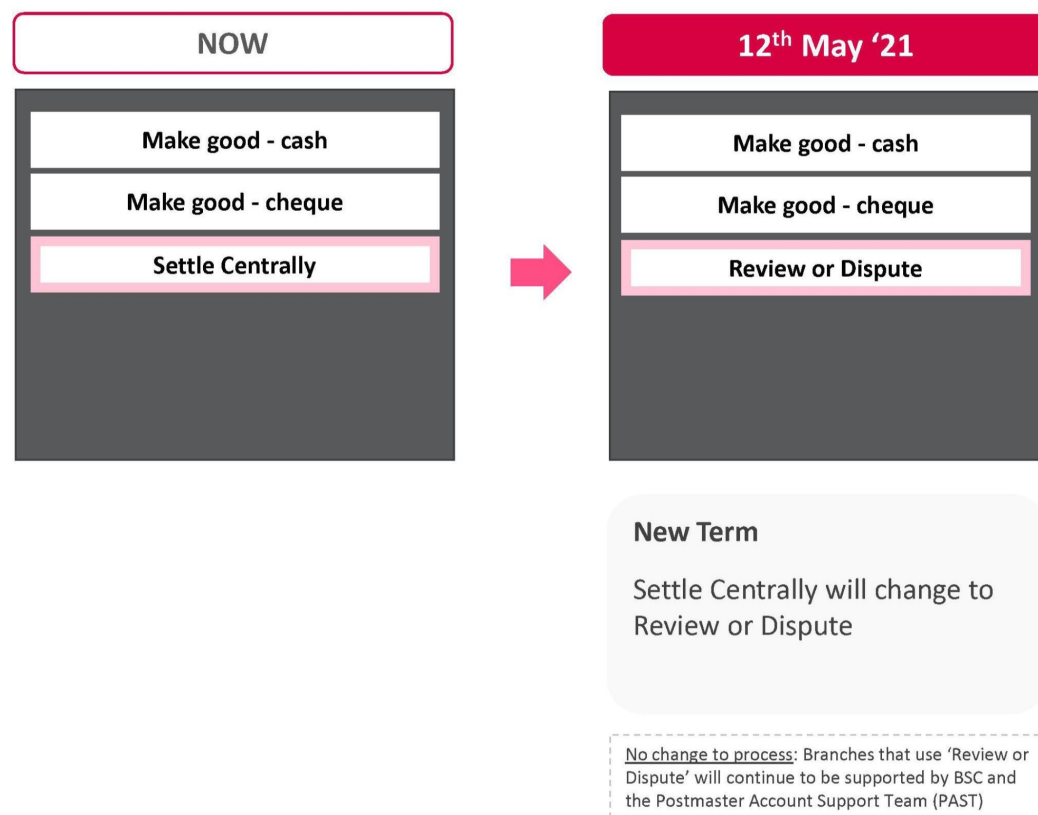
NFSP (6th May) BUF Engagement (6th May)	
Pre Launch Comms	Post Launch Comms
Branch Focus (6th May) Link to article	Branch Focus (13th May)
WhatsApp message via 94 Area Manager managed platforms (w/c 10 th May)	WhatsApp message via 94 Area Manager managed platforms (w/c 10 th May)
Facebook page message 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)	



Appendix

Change

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



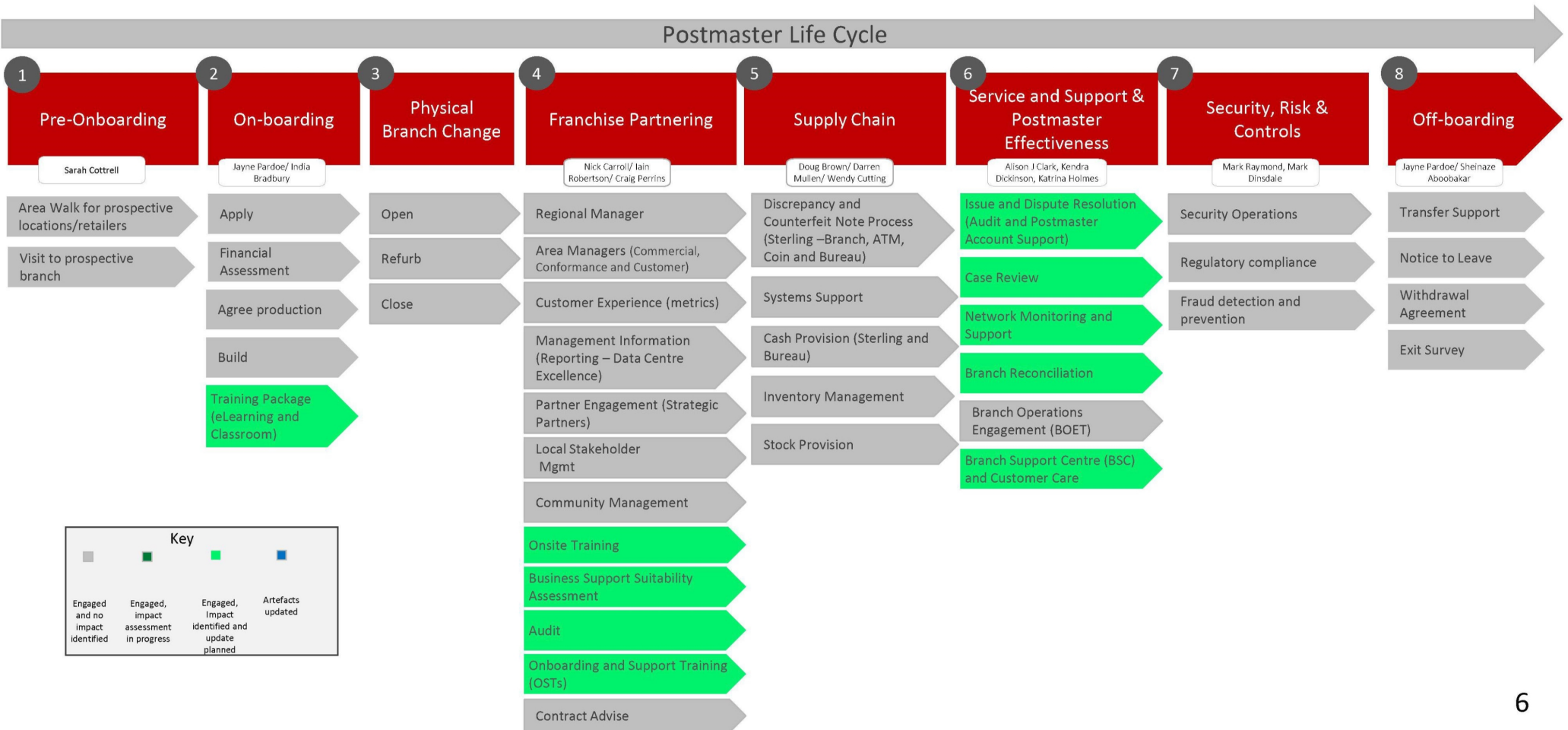
Current 'Settle Centrally' definition will be replaced with a new definition for 'Review or Dispute'.

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.

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	<p>Two areas were updated with £150 Limit Removal Change where the full sentence that mention the limit were removed.</p> <p>Six areas have been scheduled in for change (includes change of term and change of description).</p> <p>To be updated by 13th May</p>	<p>This has now been scheduled in for change. Change includes change of term and change of description.</p> <p>To be updated 13th May</p>	<p>Full list of impacted materials and scheduled change is available in Appendix (Materials Changed).</p>	<p>Impacted Knowledge Articles scheduled to be updated 13th May.</p>

*Details of updated made are in Appendix

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.	133	https://poluk.sharepoint.com/sites/POA003/HNGonline/HNG%20online/HNG_help/other/btsb/btsb11a.aspx	Scheduled

HOH

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 - Cash	All branches except National Multiples	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.

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

Change Definition

HOH

3

4

Change Term

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

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.

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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
<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 (not for PO Local) ● Settle Centrally

Change Term

- 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

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

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

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=80bb9a2db231c10c3509e85f3961989

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 of **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

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.

Change

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=80bb9aa2db231c10c3509e85f3961989

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

Replace 'settled centrally' with:

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

Materials Changed

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	Section 12 MONTHLY ACCOUNTING V1.2 Apr 2021	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	03 Full Balancing Guide V2.1 April 2021	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

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.

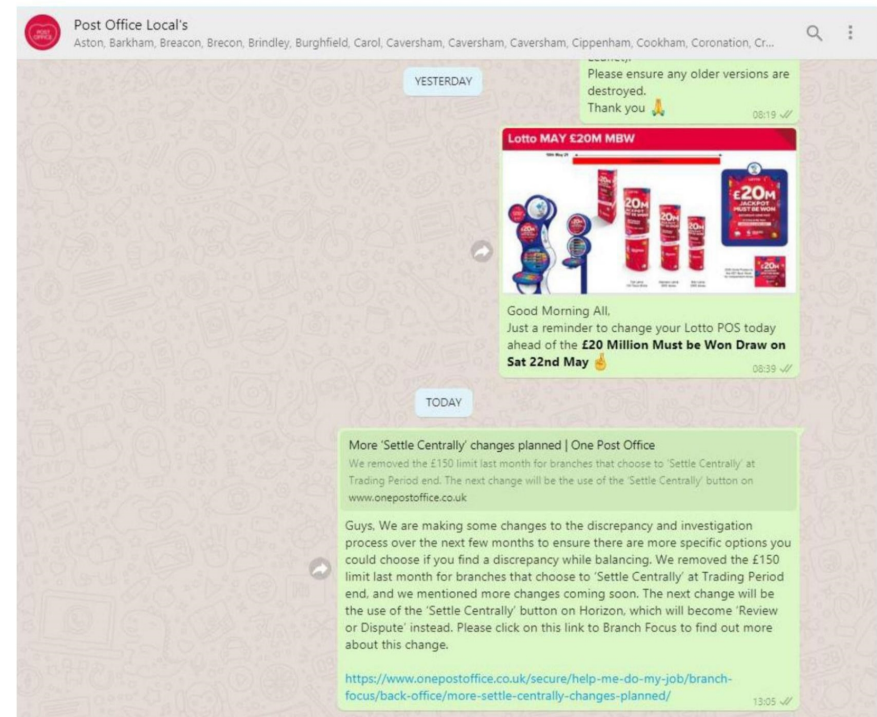
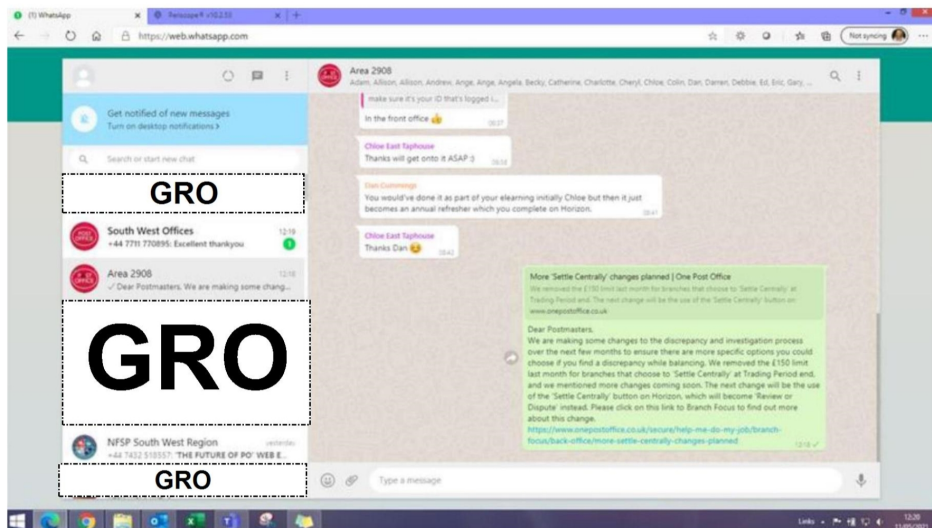
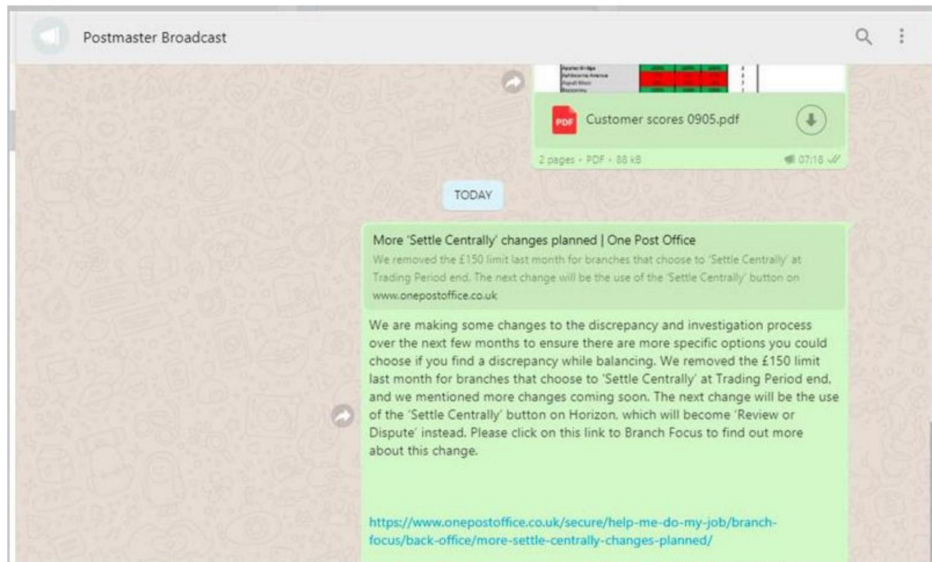
A new triage process and investigation review committee will be introduced as part of the changes. This will help information to flow more easily between the relevant teams involved in an investigation, reducing duplication such as asking Postmasters for repeat information. We'll also offer Postmasters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

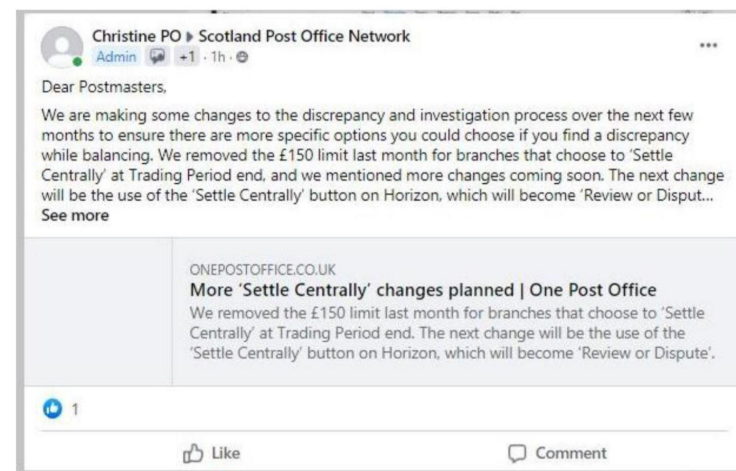
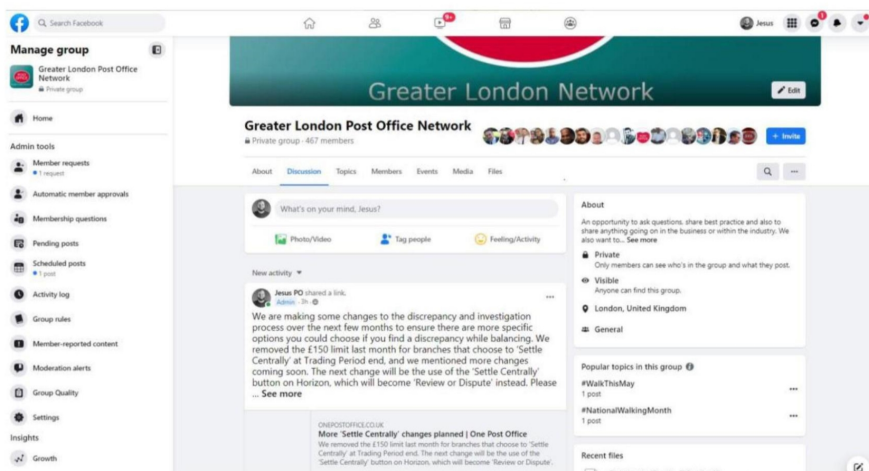
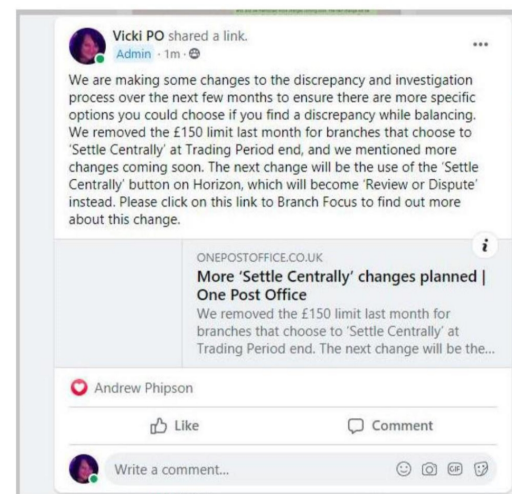
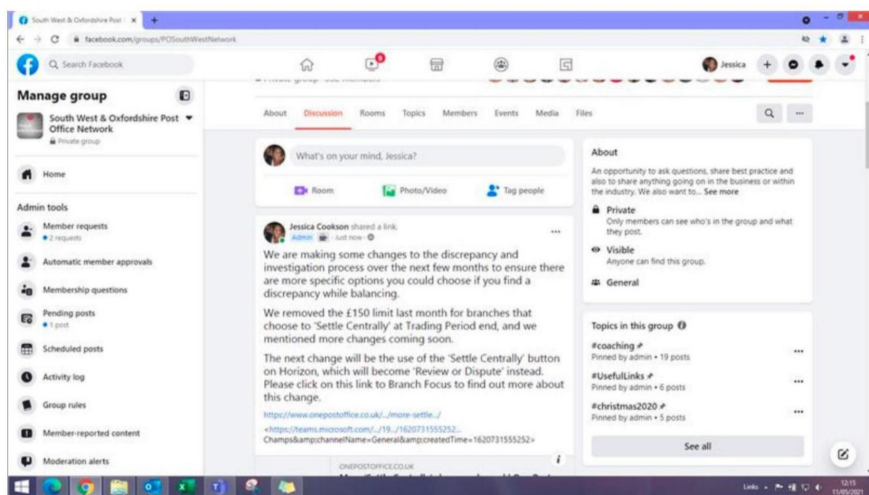
Further changes planned

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



Training Needs Analysis

Teams and Platforms impacted?

Identified Teams and Impact

Impacted Platforms

Network
Provision Leads

Vetting Team

Auditors

Network
Monitoring and
Network Support

IT Service Desk
(ITDSD)

Onboarding
Support
Advisers

Agent
Remuneration

Contract
Advisors

Branch
Reconciliation
including
Disputes Team

CViT

Business
Support
Managers

Area Managers

Security

Branch
Operations
Engagement
Team

Cash Mgt.
Call Handlers
Bristol

Onsite Trainers

Branch Support
Centre Advisers

Postmaster
Account Support
Team

Directly Manage
Branches
(DMBs)

Multiples

Horizon
Online Help

Branch Hub

Knowledge
Centre and
Knowledge
Articles

Classroom
Training

Impact Assessment and Training Needs Analysis

Impact Assessment

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	

Change Background

Key Findings

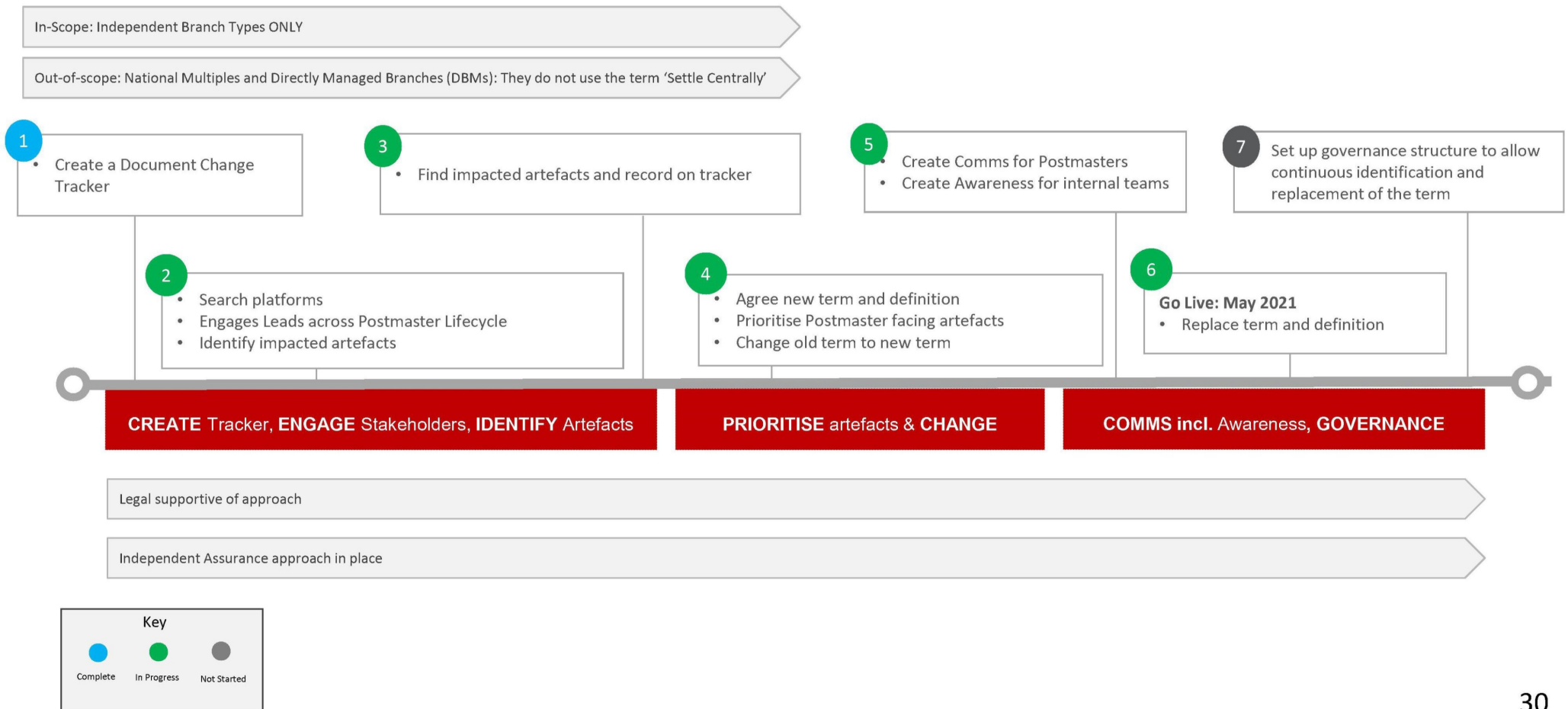
Within the HNG-A counter application the term is seen in two related contexts:

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'



Tracker

Tracker

S/N	Business Area using the Artifact	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
1	Network Monitoring and Support	Audio	Holberry and Bursley work and	High	Alison J Clark	TBC	Knowledge Centre	David Johnson	Internal			Tim Pickers			
2	Network Monitoring and Support	Audio	Phonetic 24 Performance 2 (work and)	High	Alison J Clark	TBC	Knowledge Centre	David Johnson	Internal			Tim Pickers			
3	Network Monitoring and Support	Audio	AV13.113	High	Alison J Clark	TBC	Knowledge Centre	David Johnson	Internal			Tim Pickers			
4	Network Monitoring and Support	Audio	Extra Audio Report	High	Alison J Clark	TBC	Knowledge Centre	David Johnson	Internal			Tim Pickers			
5	Network Monitoring and Support	Audio	Audio Report	High	Alison J Clark	TBC	Knowledge Centre	David Johnson	Internal			Tim Pickers			
6	Network Monitoring and Support	Audio	POL Jargon Buster	High	Alison J Clark	TBC	Knowledge Centre	TBC	Internal	Not sure, I think this is supplied by a partner		Tim Pickers			
7	Network Monitoring and Support	Audio	Postmaster Support Guide	High	Alison J Clark	TBC	Knowledge Centre	TBC	Internal	Not sure, I think this is supplied by a partner		Tim Pickers			
8	Network Monitoring and Support	Audio	Acc Guide V3 October 2018	High	Alison J Clark	TBC	Knowledge Centre	David Johnson	Internal			Tim Pickers			
9	Network Monitoring and Support	Audio	Full Balancing Guide V2.0 August 2020	High	Alison J Clark	TBC	Retail Operations Knowledge Centre	TBC	Internal	Trainer		Tim Pickers			
10	Network Monitoring and Support	Accounting	Support Account V2.1 August 2020	High	Alison J Clark	TBC	Retail Operations Knowledge Centre	TBC	Internal	Trainer		Tim Pickers			
11	Network Monitoring and Support	Audio	8077 Presentation V2.0 Nov 2020	Withdrawn	Alison J Clark	TBC	Withdrawn 84/04/21	N/A				Tim Pickers			
12	Network Monitoring and Support	Audio	8077 Expense notes V2.0 Nov 2020	Withdrawn	Alison J Clark	TBC	Withdrawn 88/03/21	N/A				Tim Pickers			
13	Network Monitoring and Support	Accounting	Monthly Accounting V1.1 Dec 2020	High	Alison J Clark	TBC	Retail Operations Knowledge Centre	TBC	Internal	Trainer		Tim Pickers			
14	Network Monitoring and Support	Audio	back office V1.1 Dec 2020	High	Alison J Clark	TBC	Retail Operations Knowledge Centre	TBC	Internal	Trainer		Tim Pickers			
15	Classroom Training	Trainer Notes	NVQ Trainer Notes V2.1 Dec 2020 New Style Notes	Withdrawn	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
16	Classroom Training	Accounting	V2 Monthly Accounting V3.1 Dec 2020 88	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
17	Classroom Training	Trainer Notes	8077 Presentation V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
18	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
19	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
20	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
21	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
22	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
23	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
24	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
25	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
26	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
27	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
28	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
29	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
30	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
31	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
32	Classroom Training	Accounting	Support Account V2.1 Apr 2021	High	Alison J Clark	TBC	Withdrawn 84/04/21	N/A							
33	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
34	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
35	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
36	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
37	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
38	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
39	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
40	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
41	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
42	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
43	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
44	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
45	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
46	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
47	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
48	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
49	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
50	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
51	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
52	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
53	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
54	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
55	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							
56	Business Support Managers	Intervention - Request	Individual Intervention Request Form V8 5/09/21	High	Alison J Clark	TBC	Withdrawn 20/11/20	N/A							

- **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 (Why?)	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	GRO	Diebold Nixdorf	Robert Mitchell
2	Brand Team	Brand Team	Other	Email	Brand specific	General questions for using the Post Office Trademark/Approvals.		Richard Taylor	Simon Marshall
3	Brand Protection	Brand Team	Other	Email	Brand specific	Concerns or incident reporting for local cases of others misusing the Post Office brand - including any concerns for online/digital fraud such as emails pertaining to be from Post Office or non-official Post Office websites (scams)		Richard Taylor	Simon Marshall
4	AEI (THALES)	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 Pagstation (MICROS)	Commercial	Other	ITDSD IVR	Payments (Pagstation)	Pagstation used for British Gas, Bill Payments & 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 can include changes to products or processes.	https://www.onepostoffice.co.uk/securehelp-me-do-my-job/branch-focus/ http://poluk.sharepoint.com/sites/POA003/HNGonline/HNG520online/HNG_Help/other/operational-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 articles), 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. - Recognizing the appeals policy hasn't been finalized 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

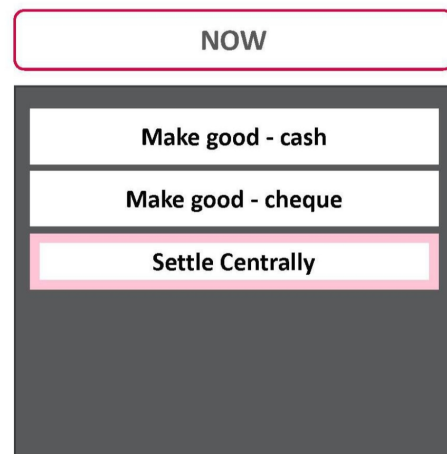
- **79 Postmaster Contact Points** under review.
- **Impact on Horizon Online Help and Branch Hub** identified and change scheduled.

Long Term/Strategic Solution - View

Changes on Horizon

We are replacing the term Settle Centrally

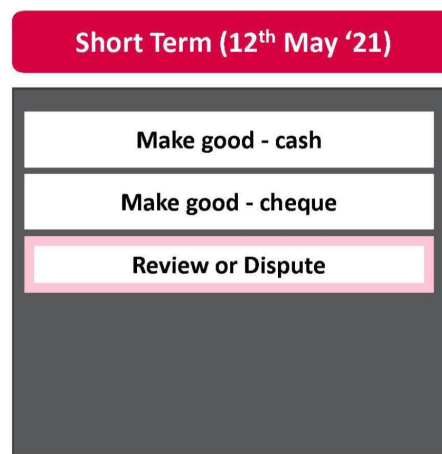
We are creating clear routes for investigation on Horizon



Problem:

No button to show route for Branch to dispute a discrepancy

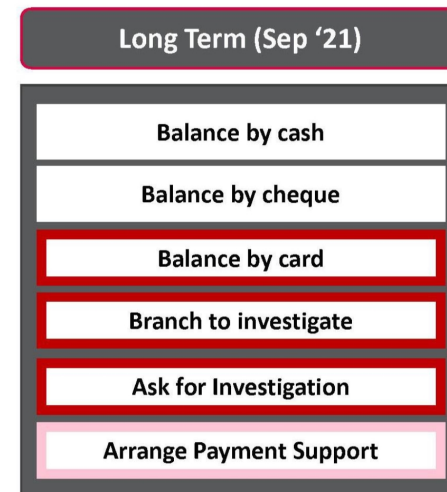
Current process: Branches that use the 'Settle Centrally' account are currently supported by the Postmaster Account Support Team (PAST)



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 it's 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 vise 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

Discrepancy Identified		MSG00???
	<p>A discrepancy of £-20.00 has been identified.</p> <p>Press Details to process discrepancy now or Press Continue to process discrepancy later.</p>	
<input type="button" value="Details"/>		<input type="button" value="Continue"/>

- 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.

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

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						
	Contact Name (max 10 characters)						Lock
F1	<input type="text"/>						T1
	Email or Phone Number (max 15 characters)						Suspend
F2	<input type="text"/>						Resume
	Awaiting TC	More Time Needed	Expect corresp'ng entry				Screen Entry
F3	31	32	33	34	35	36	T3
	Total					£0.00	
F4	Quantity						Previous
							PREV
F5	Remove Item	Scroll Up	Scroll Down				Cancel
	F9	←	→				UNDO
F6	View Full Basket	Receipt	Front Office				Back Space
	F10	RECPT	F14				
F7	Calculate	Logout	Quantity				Enter
	F11	F13	F15				
F8	Fast Cash	PLU	Settle				
	F12		F16				

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:

Discrepancy Stored		MSG00???
	<p>The discrepancy has been moved to 'Under Post Office Investigation'</p> <p>The reference number for the investigation is nnnnnn.</p>	
		Continue

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						Help
	Please enter the following information						
	Contact Name (max 10 characters)						Lock
F1	<input type="text"/>						T1
	Email or Phone Number (max 15 characters)						Suspend
F2	<input type="text"/>						Resume
	Unkown	Disputed					Total
F3	Discrep'cy						£0.00
	31	32	33	34	35	36	
F4							Previous
							PREV
F5							Cancel
							UNDO
F6							Back
							Space
F7							Enter
F8							
<USER> TP: 50 BP: 01 SU: AA Individual K:							

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:

Discrepancy Stored MSG00???	
	The discrepancy has been moved to 'Under Post Office Investigation'
	The reference number for the investigation is nnnnnn.
<input type="button" value="Continue"/>	

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.

Home	Housekeeping										Fri 26 Mar 21 09:16										Help																																							
	Select Function																																																											
Daily Accounting																					Lock																																							
F1	Emergency Transactions										Suspense										T1																																							
Weekly Accounting	Payment	Pay Redeemd	Receipt	Receipt Redeemd	Clear Local Gain	Clear Local Loss									Suspend				Resume																																									
F2	21	22	23	24	25	26									T2																																													
Monthly Accounting											Total										Screen Entry																																							
F3	Corrections										Official Use										£0.00										T3																													
Reporting	Process Transaction Corrections										Stamps										Investigation										Quantity										Previous																			
F4	42										43										46																				PREV																			
Rems & Transfers											Transaction Acknowledgements										Remove Item										Scroll Up										Scroll Down										Cancel									
F5	Local Expense																				F9										←										→										UNDO									
Admin	Goodwill	Local Purchase	Obsolete Stock	Manage Stock Unit Associations	Process									View Full Basket				Receipt				Front Office				Back Space																																		
F6	61	62	63	65				66				F10				RECPT				F14																																								
Adjustments																					Calculate										Logout										Quantity										Enter									
F7	Other																				F11										F13										F15																			
House Keeping	Petty Cash Voucher Loss																				Fast Cash										PLU										Settle																			
F8	82																				F12																				F16																			
<USER>										TP: 50 BP: 01 SU: AA Individual																				K:																														

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	
F1		SU	Date/Time	User	Ref	Amount	Loss/ Gain	Product	Type	T2	
		21	AAA	17/03/21 15:37:09	JKU201	123456	£-20.00	Loss	Cash	Branch	Suspend 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									

Page
Up

Page
Down

Page
1/1

Line
Up

Line
Down

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

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.

Home		Discrepancy Detail		Thu 25 Mar 21 18:57		Help	
Select Processing option							
Stock Unit		Amount				Lock	
AAA		£-20.00				T1	
Date/Time		Loss/Gain				Suspend	
17/03/2021 15:37:09		Loss				Resume	
						T2	
User		Product		Total		Screen Entry	
JKU201		Cash		£0.00		T3	
Reference		Investigation Type				Previous	
123456		Branch				PREV	
Settlement Options				Remove Item	Scroll Up	Scroll Down	Cancel
				F9	←	→	UNDO
51	Make Good Cash			View Full Basket	Receipt	Front Office	Back Space
52	Make Good Cheque			F10	RECPT	F14	UNDO
61	Undertake Branch Investigation			Calculate	Logout	Quantity	Enter
62	Request Post Office Investigation			F11	F13	F15	
71	Request Structured Repayment			Fast Cash	PLU	Settle	
				F12		F16	
F8							
<USER> TP: 50 BP: 01 SU: AA Individual K:							

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.

Home	Post Office Investigation Thu 25 Mar 21 11:00						Help
	Please enter the following information						Lock
F1	Contact Name (max 10 characters)						T1
	<input type="text"/>						Suspend
F2	Email or Phone Number (max 15 characters)						Resume
	<input type="text"/>						T2
F3	Unkown	Disputed					Total
	Discrep'cy						£0.00
	31	32	33	34	35	36	T3
F4							Previous
							PREV
F5							Cancel
							UNDO
F6							View Full Basket
							Receipt
F7							Front Office
							Back Space
F8							Calculate
							Logout
							Quantity
							Enter
							Fast Cash
							PLU
							Settle
							F12
							F16
<USER> TP: 50 BP: 01 SU: AA Individual K:							

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:

Discrepancy Stored MSG00???	
 The discrepancy has been moved to ‘Under Post Office Investigation’ The reference number for the investigation is nnnnnn.	
Continue	

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.

Home	Discrepancy Detail			Thu 25 Mar 21 18:52			Help
Select Processing option							
Product Name		Discrepancy		Gain/Loss			
Cash		£20.00		Loss			
				Total			
				£0.00			
Settlement Options				Quantity		Previous	
51	Make Good Cash			Remove Item	Scroll Up	Scroll Down	Cancel
52	Make Good Cheque			F9	←	→	UNDO
61	Undertake Branch Investigation			View Full Basket	Receipt	Front Office	Back Space
62	Request Post Office Investigation			F10	RECPT	F14	UNDO
71	Request Structured Repayment			Calculate	Logout	Quantity	Enter
				F11	F13	F15	
				Fast Cash	PLU	Settle	
				F12		F16	
<USER> TP: 50 BP: 01 SU: AA Individual K:							

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.*