

Fujitsu Services **CSR+ ELECTRONIC POINT OF SALE SERVICE: Processes and Procedures Description** **Ref:** CS/PRO/095
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Abstract: This document describes the processes and procedures required to provide the Electronic Point of Sale Service at post office counters

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0.0 Document Control

0.1. Document History

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0.2 Approval Authorities

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0.3 Associated Documents

Reference	Version	Title	Source
CS/DES/016		Electronic Point of Sale Service Design	PVCS
CR/FSP/0004		Service Architecture Design Document	PVCS
CS/PRO/090		CSR+ Access Control and User Administration PPD	PVCS
CS/PRO/091		CSR+ Automated Payment Service PPD	PVCS
CS/PRO/092		CSR+ Horizon System Helpdesk PPD	PVCS
CS/PRO/093		CSR+ Introduction PPD	PVCS
CS/PRO/094		CSR+ Order Book Control Service PPD	PVCS
CS/PRO/096		CSR+ Logistics Feeder Service PPD	PVCS
CS/PRO/097		CSR+ Operating Environment PPD	PVCS
NB/PRO/001		Network Banking Service PPD	PVCS
NB/SPE/013		Debit Card Project Counter Dialogue – Activity & Screen Flows	PVCS
PA/STR/013		ICL Pathway Core System Release Plus Contents Description	PVCS
SD/DES/005		Horizon OPS Reports and Receipts – Post Office Account Horizon Office Platform Service	PVCS
SD/DOC/009		Horizon OPS Desktop Messages and Help Text	PVCS
SD/SPE/016		Horizon OPS Menu Hierarchy	PVCS

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

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SAP ADS	SAP Advanced Distribution Service
SSO	Security Stores Office
SU	Stock Unit
SSU	Shared Stock Unit
TP	Transaction Processing

0.5 Changes in this Version

Removal of the term ‘Pathway’.
Correction to changes arising from withdrawal of CP3138/CCN884 Postal Orders Paid – Office Weekly Report:
 Changes affect *Section 9.1 Report description:*
Counter daily section:
 Reinstatement of ‘Postal orders paid’.
Counter weekly section:
 Reinstatement of ‘Postal orders encashed’.

(Changes to all preceding versions of the EPOSS PPD are listed in Section 17.)

0.6 Changes Expected

Changes
CP3357 Changes to Debit Card Stack Total Calculation
CP3086/CCN856 Improvements to Transaction Log
CP3361/CCN 1038 Horizon Summary reports for Inland Revenue

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1 Purpose

This PPD describes the processes and procedures at post office counters in respect of the Electronic Point of Sale Service (EPOSS), in accordance with Fujitsu Services Core System Release Plus (CSR+).

This PPD provides a description of all the processes involved in order to enable the contractual agreement of procedures and to be a source from which authors can develop the further user documentation needed.

2 Scope

This PPD describes the following EPOSS processes and procedures:

- Stock unit administration
- Transactions
- Reversals
- Transfers
- Remittances
- Reports
- End of day processing
- Stock unit balancing
- Office balancing and completing the Cash Account
- Suspense accounts
- Fallback procedures
- Recovery procedures

This PPD is one of a set of PPDs provided for CSR+. The way in which the set fits together is described in the CSR+ Introduction PPD [Ref. CS/PRO/093].

The use of the counter and office hardware and the software is described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].

Access to menus in the hierarchy depends upon the user's role. Users' access rights to functions and procedures are described in the Horizon OPS Menu Hierarchy:Release 2 [Ref. SD/SPE/016].

The facilities provided by the Logistics Feeder Service (LFS) (with the exception of the procedure to perform remittances out to the Automated Distribution Centre which is described in *Section 8 Remittances*) are described in the CSR+ LFS PPD [Ref. CS/PRO/096].

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The screen messages described in this PPD are summarised and suffixed with a cross-reference in the form:

[Message *Collection:ObjectName*]

where *Collection* is the Collection name and *ObjectName* is the ObjectName within this collection (or for hard-coded messages, the context and caption of the message). These relate to an entry in Horizon OPS Desktop Messages and Help Text [Ref. SD/DOC/009] that defines the text of the message.

The Horizon System Helpdesk calls described in this PPD are cross-referenced to the calls described in the CSR+ Horizon System Helpdesk PPD [Ref. CS/PRO/092] as follows: 'Telephone the Horizon System Helpdesk [HSH call *Type:Problem*]' where *Type* is the call type and *Problem* is the problem within this type, for example Call Hardware:counter printer fault. (Note that these cross-references are provided solely to assist PPD reviewers; the call references are not relevant to the helpdesk callers.)

3 Overview

The EPOS Service (EPOSS) covers all non-OBCS, LFS and APS transactions carried out at post office outlets. EPOSS is the branch automation infrastructure that supports serving customers, outlet administration and accounting.

The design of EPOSS ensures that accounting integrity is maintained within the post office. Integrity is enforced by ensuring that all counter service and administration transactions which involve changes to the value of stock or cash in the post office are double-entry. That is to say, each individual transaction must be accompanied by an equal and opposite transaction to maintain a consistent balance in the account.

4 Stock unit administration

The system allows the following two methods of working:

- Individual clerk accountability
Allows a single clerk to be accountable for a single stock unit (individual stock unit).
- Shared accountability
Allows several clerks to share a stock unit either serially or concurrently. Each clerk is responsible for the stock and cash in the portion of the stock unit that they use in a particular balance period. Accounting for the portion of the stock unit is performed by the last clerk responsible for that stock unit before the end of the balancing period.

4.1 Support for individual clerk accountability

This method of working is enforced by ensuring that any single stock unit is attached to only one clerk at a time. In this environment, stock units are marked as individual (see *Section 4.3.4.2 Creating a stock unit procedure*). Any clerk can be attached to any stock unit in an office, provided that no other clerk is currently using the stock unit. If an attempt is made to attach to an individual stock unit which already has a

user attached, the attachment is refused (see *Section 4.3.5.2 Attaching a user to a stock unit procedure*).

If, at any time, a user is created and not attached to a stock unit, at logon the system automatically attaches the user to the default stock unit which allows use of a limited set of functions only (see *Section 4.3.2 The default stock unit*).

4.2 Support for team working

The system supports team working by sharing stock units (allowing several users to be attached to the same stock unit at the same time). In this environment, stock units are marked as shared (see *Section 4.3.4.2 Creating a stock unit procedure*.)

4.3 Stock units

The clerk must be attached to a serving stock unit in order to transact post office business. The stock unit is used in order to assign cash and stock (both value and non-value) to an identifiable unit. All recorded transactions are stamped with the stock unit ID for the purposes of balancing and to enable sales to be traced to a specific user. A user can be attached to one stock unit only at any one time.

4.3.1 Stock unit types

The system supports two types of stock unit, individual stock units and shared stock units. When a stock unit is created, it must be declared as being either an individual or a shared stock unit.

- **Individual stock units**
An individual stock unit supports one user only at any one time. The single user therefore has individual accountability.
- **Shared stock units**
It may be helpful to liken a shared stock unit to a number of drawers from which users share stock.
A shared stock unit supports several users (more than one user can be attached to it at the same time). When sharing a stock unit, each user can be responsible for the declaration of cash and stock representing their proportion of the total for the stock unit. (In practice, only one person will be responsible for declaring the entire contents of the stock unit.)

4.3.2 The default stock unit

A user must be attached to a serving stock unit in order to use the Serve Customer functions. If the user is not attached to a serving stock unit at the time of logon, the system attaches them to the default stock unit.

The default stock unit is a system-maintained holding area that allows the user to log on but cannot be used for carrying out transactions.

Users attached to the default stock unit are allowed access to a limited set of functions. They are excluded from transacting post office business relating to cash and stock, balancing functions and Cash Account functions. Administrative functions (such as

creating new users) are available if the user has manager level privileges. If a user who is attached to the default stock unit tries to perform functions that are not available, the system displays a message saying that the user is currently attached to the default stock unit and that many functions will be unavailable in this session unless the user is assigned a stock unit [Message EPOSS:MSG17].

4.3.3 Stock unit procedures

The following processes and procedures are described:

- Creating a stock unit.
- Attaching a user to a stock unit.
- Viewing stock unit details.
- Viewing users attached to stock units.
- Viewing stock units attached to users.
- Deleting a stock unit.

4.3.4 Creating a stock unit

4.3.4.1 Creating a stock unit description

This function allows new stock units to be added to the system. Once a stock unit is created it operates in the current office CAP.

System rules:

- The user creating the stock unit must have manager or emergency manager level access.
- Each stock unit must be given a stock unit identifier. The identifier must consist of one, two or three alphanumeric characters (with no spaces).
- If a stock unit has been deleted, another stock unit cannot be created using the same stock unit identifier.
- Stock unit identifiers must be unique in the post office.
- A stock unit must be declared to be either individual or shared. An individual stock unit supports one user; a shared stock unit supports several users.
- Once created, a stock unit's type (individual or shared) may not be modified.
- Stock units are created with the same CAP as the office.
- Stock units cannot be created when office balancing is in progress. Stock unit creation is barred as soon as a user in the office selects the Office Balancing menu.

4.3.4.2 Creating a stock unit procedure

The procedure to create a stock unit is as follows:

Step 1. From the Desktop, select the Administration option, the Stock Unit option, then the Create option.

(The system displays the Stock Unit ID screen.)

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EXCEPTION A: If another user has selected the Office Balancing menu, the Create option is barred with a No Entry sign. If you select the option, the system displays a message saying that the button cannot be pressed while the no-entry sign is displayed:

- Select the Tick option.
- This ends the procedure.

Step 2. Enter a Stock Unit ID.

(A minimum of one and a maximum of three alphanumeric characters with no spaces.)

Step 3. Select the Tick option.

(The system displays the Stock Unit Type screen.)

Step 4. Select the appropriate stock unit type (shared or individual).

(The stock unit type cannot be changed once the stock unit has been created.)

Step 5. Has the stock unit been created?

SCENARIO A: If the stock unit has been created, the system displays the Created OK screen and a message saying that the stock unit has been created and indicating whether it is a shared or an individual stock unit [Message EPOSS:MSG22]:

- Select the Tick option.
(The system displays the Stock Unit menu.)

EXCEPTION A: If the Stock Unit ID already exists, the system displays a message saying that the stock unit could not be created [Message EPOSS:MSG21] :

- Select the Tick option.
(The system displays the Stock Unit menu.)
- Proceed to step 1 and repeat the procedure using a different stock unit ID.

4.3.4.2 Creating a stock unit procedure (contd)

EXCEPTION B: If a Stock Unit ID containing spaces has been entered, the system displays a message saying that you cannot create a stock unit using spaces to identify it [Message EPOSS:MSG219]:

- Select the Tick option.
(The system displays the Stock Unit menu.)
- Proceed to step 1 and repeat the procedure using a stock unit ID containing no spaces.

EXCEPTION C: If a Stock Unit ID is entered that has existed but the stock unit to which that ID belonged has been deleted, the system displays a message saying that the stock unit cannot be created [Message EPOSS:MSG21]:

- Select the Tick option.
(The system displays the Stock Unit menu.)
- Proceed to step 1 and repeat the procedure using a different stock unit ID.

4.3.5 Attaching a user to a stock unit

4.3.5.1 Attaching a user to a stock unit description

Before a user can undertake counter transactions, they must be attached to a serving stock unit. Until a user has been attached to a specific stock unit, the system attaches them to the default stock unit when they first log on.

System rules:

- An individual stock unit can have only one user attached at any one time. Attachment of a user is prevented if there is already another user attached (whether that user is logged on to the system or not).
- A user may have only one attachment to a stock unit. Any previous attachment is dropped.
- The user may not be logged on elsewhere. If an attempt is made to attach a user who is logged on elsewhere, the attachment request is refused.
- Users are always attached to a stock unit. When they are not attached to a serving stock unit, they are attached to the default stock unit (this limits the functions available to the user).
- There is no detach function. The equivalent is to attach to the default stock unit.
- If the selected stock unit is a shared stock unit that is in the process of being balanced, the attachment will not be permitted.

4.3.5.2 Attaching a user to a stock unit procedure

The procedure to attach a new user to a stock unit or an existing user to a different stock unit is as follows:

Step 1. From the Desktop select the Administration option then the Stock Unit option.

(The system displays the Stock Unit menu.)

Step 2. Decide whether you want to view stock unit, user or attachment details.

SCENARIO A: If you do not want to view stock unit, user or attachment details prior to attachment:

- Proceed to step 3.

SCENARIO B: If you want to view stock unit details prior to attachment:

- Follow the procedure outlined in *Section 4.3.6 Viewing stock unit details procedure.*
- Proceed to step 3.

SCENARIO C: If you want to view user details prior to attachment:

- Follow the procedure outlined in *Section 4.3.8.2 Viewing stock units attached to users procedure.*
- Proceed to step 3.

SCENARIO D: If you want to view attachment details prior to attachment:

- Follow the procedure outlined in *Section 4.3.7.2 Viewing users attached to stock units procedure.*
- Proceed to step 3.

Step 3. Select the Attach option.

(The system displays the Stock Unit Selection screen that lists all available stock units and indicates whether they are shared or individual.)

SCENARIO A: If the list of stock units extends over several pages:

- Scroll down to reveal stock units lower down the list.
- Proceed to step 4.

Step 4. Select the appropriate stock unit from the list.

Step 5. Select the Tick option.

(The system displays the User Selection screen which lists all users and shows the stock unit to which each user is attached.)

4.3.5.2 Attaching a user to a stock unit procedure (contd)

SCENARIO A: If the list of users extends over several pages:

- Scroll down to reveal users lower down the list.
- Proceed to step 6.

Step 6. Select the user to be attached to the selected stock unit.

Step 7. Select the Tick option.

Step 8. Has the user been attached to the selected stock unit?

SCENARIO A: If the attachment is permissible, the system displays the Attached OK screen and a message saying that the user you have selected has been successfully attached to the stock unit that you have selected [Message EPOSS:MSG25].

EXCEPTION A: If the attachment is not permissible as the selected stock unit is an individual stock unit and already has a user attached, the system displays the Could Not Attach screen and a message saying that the user could not be attached to the selected stock unit as the stock unit is not shareable and already has a user attached [Message EPOSS:MSG39] :

- Select the Tick option.
(The system displays the Stock Unit menu.)
- This ends the procedure.

EXCEPTION B: If the attachment is not permissible as the selected stock unit is a shared stock unit and is in the process of being balanced, the system displays the Could Not Attach screen and a message saying that the user could not be attached to the selected stock unit [Message EPOSS:MSG24]:

- Select the Tick option.
(The system displays the Stock Unit menu.)
- This ends the procedure.

EXCEPTION C: If the attachment is not permissible as the user is logged on elsewhere, the system displays the Could Not Attach screen and a message saying that the user could not be attached to the selected stock unit [Message EPOSS:MSG24]:

- Select the Tick option.
(The system displays the Stock Unit menu.)
- This ends the procedure.

4.3.6 Viewing stock unit details

4.3.6.1 Viewing stock unit details description

This function allows a user to view all the stock units on the system. For each stock unit the system displays details of the stock unit ID, its type (individual or shared), current Cash Account Period (CAP) and Balance Period (BP) and at which terminal (if appropriate) the stock unit is being used.

System rule:

- The default stock unit is always present.

4.3.6.2 Viewing stock unit details procedure

The procedure to view stock unit details is as follows:

Step 1. From the Desktop, select the Administration option, the Stock Unit option, then the View Stock Units option.

(The system displays the Stock Unit Selection screen. Each line in the list represents a single stock unit. The selected stock unit is highlighted. Note: if there are no stock units set up, the default stock unit only is displayed.)

Step 2. Select the stock unit for which you want to view details and select the Tick option.

(The system displays the Stock Unit Detail screen showing the stock unit ID, type (individual or shared), the CAP and the terminal at which the stock unit is being used.)

SCENARIO A: If the list of stock units extends over several pages:

- Scroll through the list to reveal further stock units.
- Select the stock unit that you want to view.
- Proceed to step 3.

EXCEPTION A: If there are no users attached to the selected stock unit, the system displays a message saying that there are no users attached to stock unit nn [Message EPOSS:MSG32]:

- Select the Tick option.
(The system displays the Stock Unit menu.)

Proceed as follows:

SCENARIO A.1: If you wish to view another stock unit's details:

- Select the View Stock Units option.
- Proceed to step 2 and repeat the procedure.

4.3.6.2 Viewing stock unit details procedure

SCENARIO A.2: If you do not wish to view another stock unit's details:

- This ends the procedure.

Step 3. When you have finished viewing stock unit details, select the Tick option.

(The system displays the Administration Stock Unit menu.)

4.3.7 Viewing users attached to stock units

4.3.7.1 Viewing users attached to stock units description

This function allows a user to view all current users on the system and their attachment to stock units. The system displays a list of the current users, the ID of the stock unit to which they are attached, its type (individual or shared) the node ID and the CAP and BP in which they are operating.

Users who have been attached to a stock unit are displayed as being attached to that stock unit whether they have logged on or not. Users not attached to live stock units and who have logged on to the system, are shown as being attached to the default stock unit (see *Section 4.3.2 The default stock unit*). Users not attached to live stock units and who have not logged on to the system, are displayed with the stock unit field blank.

4.3.7.2 Viewing users attached to stock units procedure

The procedure to view attachments of users to stock units is as follows:

Step 1. From the Desktop, select the Administration option, the Stock Unit option, then the View Attachments option.

(The system displays the Stock Unit Selection screen.)

SCENARIO A: If the list of stock units extends over several pages:

- Scroll through the list to reveal further stock units.
- Proceed to step 2.

Step 2. Select the stock unit for which you want to view attachments and select the Tick option.

SCENARIO A: If there are users attached to the stock unit:

- The system displays the Users of Stock Unit *nm* screen.
- When you have finished viewing users, select the Tick option. The system displays the Stock Unit menu.

SCENARIO B: If there are no users attached to the stock unit, the system displays a message saying that there are no users attached to the selected stock unit [Message EPOSS:MSG32]:

4.3.7.2 Viewing users attached to stock units procedure (contd)

- Select the Tick option.
(The system displays the Stock Unit Selection screen.)
SCENARIO B.1: If you want to view attachments for another stock unit:
- Select the appropriate stock unit from the list.
SCENARIO B.2: If you do not want to view any more attachments:
- Select the Tick option. The system displays the Stock Unit menu.
- This ends the procedure.

4.3.8 Viewing stock units attached to users

4.3.8.1 Viewing stock units attached to users description

This function allows the user to see a list of all current users on the system and the stock units to which they are attached. Users who have been attached to a stock unit are displayed as being attached to that stock unit whether they have logged on or not. Users not attached to live stock units and who have logged on to the system, are shown as being attached to the default stock unit (see *Section 4.3.2 The default stock unit*). Users not attached to live stock units and who have not logged on to the system, are displayed with the stock unit field blank.

4.3.8.2 Viewing stock units attached to users procedure

The procedure to view stock units attached to users is as follows:

Step 1. From the Desktop, select the Administration option, the Stock Unit option then the View Users option.

(The system displays the Current Users screen showing the list of users in alphabetical order. The stock unit to which a user is attached is shown to the right of the username.)

Step 2. Proceed as follows:

SCENARIO A: If the list of users extends over several pages:

- Scroll through the list to reveal further users.
- Proceed to step 3.

Step 3. When you have finished viewing users, select the Tick option.

(The system displays the Stock Unit menu.)

4.3.9 Deleting a stock unit

4.3.9.1 Deleting a stock unit description

This procedure allows stock units to be deleted from the system. When a stock unit is deleted, an event is written to the message store to record the deletion. This is part of the audit trail and is sent to Transaction Processing (TP); no specific report is provided.

System rules:

- The default stock unit may not be deleted.
- A stock unit cannot be deleted if a user or users are attached to it. (If users are attached to a stock unit that is to be deleted, they must be attached to other stock units or to the default stock unit before the stock unit can be deleted).
- A stock unit cannot be deleted if there have been accounting transactions in the current CAP for this stock unit.
- A stock unit may be deleted only if it is in the same CAP as the office CAP.
- A stock unit cannot be deleted unless the total value of stock and cash in that stock unit is zero (not negative).
- A stock unit cannot be deleted if a transfer out has been made to it (unless the transfer out has been reversed).
- A stock unit cannot be deleted if any node is disconnected.
- Once a stock unit has been deleted, another stock unit cannot be created using the same stock unit ID as the deleted stock unit.

Business rule:

- A stock unit should not be deleted until two CAPs have passed since it was last used. (If a stock unit is deleted before two CAPs have passed, transaction log data will be lost.)

4.3.9.2 Deleting a stock unit procedure

The procedure to delete a stock unit is as follows:

Step 1. From the Desktop, select the Administration option, the Stock Unit option, then the Delete option.

(The system displays the Stock Unit Selection screen.)

Step 2. Select the stock unit that you want to delete.

(The row containing the selected stock unit is highlighted.)

SCENARIO A: If the list of stock units extends over several pages:

- Scroll through the list to reveal further stock units.
- Select the stock unit that you want to delete.
- Proceed to step 3.

Step 3. Select the Tick option.

Step 4. Has the stock unit been deleted?

SCENARIO A: If the stock unit can be deleted, the system displays the Deleted OK screen and a message saying that the selected stock unit has been successfully deleted [Message EPOSS:MSG28]:

4.3.9.2 Deleting a stock unit procedure (contd)

- Select the Tick option.
(The system displays the Stock Unit menu.)
- This ends the procedure.

EXCEPTION A: If the stock unit has been rolled out of the current Office CAP, the system displays a message saying that the stock unit could not be deleted [Message EPOSS:MSG230]:

- Select the Tick option.
(The system displays the Stock Unit menu.)
- This ends the procedure.

EXCEPTION B: If the stock unit has been used in the current CAP, the system displays a message saying that the stock unit could not be deleted as it has been used in the current CAP [Message EPOSS:MSG40]:

- Select the Tick option.
(The system displays the Stock Unit menu.)
- This ends the procedure.

EXCEPTION C: If the stock unit has one or more users attached, the system displays a message saying that the stock unit could not be deleted as one or more users are still attached and telling you to detach all users and try again [Message EPOSS:MSG42]:

- Select the Tick option.
(The system displays the Stock Unit menu.)
- This ends the procedure.

EXCEPTION D: If the stock unit still contains some stock or cash, the system displays a message telling you that you cannot delete the stock unit as it still contains some stock and cash [Message EPOSS:MSG144]:

- Select the Tick option.
(The system displays the Stock Unit menu.)
- This ends the procedure.

EXCEPTION E: If you have selected the default stock unit, the system displays a message saying that you cannot delete the default stock unit [Message EPOSS:MSG218]:

- Select the Tick option.
(The system displays the Stock Unit menu.)
- This ends the procedure.

4.3.9.2 Deleting a stock unit procedure (contd)

EXCEPTION F: If there are transfers outstanding, the system displays a message saying that you cannot delete the stock unit as there are pending transfers outstanding to/from this stock unit [Message EPOSS:MSG23]:

- Select the Tick option.
(The system displays the Stock Unit menu.)
- This ends the procedure.

5 Transactions overview

The transactions available to users include:

- Serve Customer (see *Section 5.1*).
- Reversals (see *Section 6*).
- Transfers (see *Section 7*).
- Remittances (see *Section 8*).

5.1 Serve Customer

The Serve Customer function is used to log transactions between the customer and the clerk. Transactions record volume, value and additional information relating to the business transacted.

Transactions take place within a 'customer session'. Customer service transactions are services or products provided by the counter clerk to the customer. The products range from simple fixed price items (such as stamps), to complex open value transactions like the payment of benefits.

5.1.1 Stock unit status display

In order to use the Serve Customer functions, the user must be attached to a serving stock unit. The stock unit status display (which is shown in the stack estate area of the Transactions screen) shows the stock unit Id, the current user name and the current CAP and BP. The display also shows whether the stock unit is being shared with other users (that is, team balancing is in place) or is an individual stock unit.

5.1.2 'Top Ten' transactions (Serve Customer menu)

A limited set of the most frequently used transactions is available on the top level of the Serve Customer menu for rapid selection by the counter clerk.

5.1.3 Other transactions

Those transactions not on the 'Top Ten' menu are automatically invoked by the occurrence of an appropriate event such as a magnetic card swipe, bar-code reader invocation or by navigation through the menu hierarchy. The structure of the menu hierarchy is detailed in the Horizon OPS Menu Hierarchy: Release 2 [Ref. SD/SPE/016].

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5.1.4 Customer session

A customer session comprises the set of transactions undertaken for the same customer at one visit to the counter. The Desktop displays an on-screen customer session log (referred to as the stack) and a running balance for settlement.

5.1.5 Customer session log (stack)

The customer session log (stack) shows all the transactions within the customer session, although only the last three transactions plus the running balance are visible on the normal desktop display. For information on navigating the transactions in the stack, see the CSR+ Operating Environment PPD [Ref. CS/PRO/097].

5.1.6 Starting a customer session

A new customer session starts when the user invokes the first transaction for a new customer following the end of the last customer session or when they re-enter the Serve Customer menu following conduct of any other system activities.

5.1.7 Ending a customer session

A customer session ends when the user selects the Finish option (displaying the customer session total) on the stack. If the balance of the session is not at zero, they are offered the Settlement menu containing various Methods of Payment (MoPs), see *Section 5.1.17 Methods of Payment*. Once payment has been made and the session balance is at zero, EPOSS transactions are committed to the system's message store and the system returns to the ready state for the start of a new customer session.

5.1.8 Performing further transactions once the customer session total is displayed in the stack

As soon as a transaction is put on the stack the session total is displayed in the stack. The user can always add another transaction to the stack if they want to, regardless of what the session total is and whether they are in the settlement menu or not.

If the user is in the settlement menu, they can add another settlement transaction by selecting it; if they want to add a further non-settlement transaction, they will need to navigate to the product that they wish to select. (Within the settlement menu, the user can also select a further non-settlement product via the PLU key on the keyboard or by selecting the Desktop or Previous option, the Functions option then the PLU list option.)

5.1.9 Settling a customer session

A customer session is settled when MoPs are accepted to reduce the amount outstanding to zero.

The allowable methods of payment for settlement are dependent upon the actual transactions in the session log. When the settlement function is invoked, the system presents the user with a list of available MoPs. The system enforces POL rules determining which MoPs can be used to settle particular transactions. For example, it may not be acceptable for redeemed savings stamps to be used to settle a customer session, which did not contain a transaction for the product to which the savings stamps relate.

5.1.10 Committing a customer session

A customer session is committed once all transactions within it have been written to the transaction journal. Normally, transactions are not committed electronically until the customer session is completed. However, some transactions mandate settlement and commitment as a set.

All EPOSS transactions fall into the category of those not committed until the customer session is completed; this means that EPOSS transactions remain uncommitted to the message store while they are still visible on the stack.

5.1.11 Product quantity and value rules

The system enforces quantity and value rules for products as described in *Section 5.1.11.1 Product quantity rules* and *Section 5.1.11.2 Product value rules*.

5.1.11.1 Product quantity rules

If the sale of a product requires the entry of account details, the user cannot select the quantity function as the product can only be sold one at a time. The default quantity is 1.

If the user selects the Quantity function for a product which requires the entry of account details, the system displays a message saying that the product can only be sold one at a time as it requires the input of additional data [Message EPOSS:MSG72].

If the user enters a quantity that is outside the minimum and maximum quantity for the product (as defined in reference data), the system displays a message saying that the quantity entered is outside the allowed range of *mm* Min and *mm* Max [Message EPOSS:MSG11].

The allowable quantity range is between 1 and 99,999. The field size prevents the user from entering a quantity that is greater than 99,999.

5.1.11.2 Product value rules

On value entry screens, the system enforces the user to enter a value that is within pre-defined limits for the selected product. If they enter an incorrect value, the system displays an appropriate error message. The user must select the Tick option to acknowledge the error message and re-display the Value screen, delete the entered value (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]) and re-enter the correct value.

If the user enters a value that is less than the price of a single item, the system displays the Value too low screen and a message saying that the value you have entered is less than the price of a single item [Message EPOSS:MSG5].

If the user enters a value that is an incorrect multiple of an item's unit price, the system displays the Incorrect Multiple screen and a message saying that the value must be a multiple of or equal to the unit price [Message EPOSS:MSG61].

If the user enters a value that is not a whole multiple of a product's retail price (as defined in reference data), the system displays a message saying that the value entered was not an expected multiple and that the value should be a multiple of *mm* [Message EPOSS:MSG192].

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If the user enters a value that is not a multiple of the product multiple value (as defined in reference data), the system displays a message saying that the product can only be sold in multiples of *mm* [Message EPOSS:MSG13].

If the user enters a value that is outside the allowed range, the system displays a Value too large or Value too small message saying that the value is outside the allowed range and must be within the range of minimum value *mm* and maximum value *mm* [Message EPOSS:MSG12].

5.1.12 Voiding a transaction

A transaction can be voided (cancelled) within a customer session providing that the customer session has not been committed and that the reference data supporting the product allows that product to be voided. Some products (such as AP products for which the system automatically produces a receipt) are defined in reference data as being non-voidable. With such products, the user must complete the transaction and then reverse it (see *Section 6.1.1 Reversal procedures*) if the product is defined as being reversible.

To void a transaction, the user selects the Bin option and then selects the transaction in the stack that they want to void. For further information on voiding a transaction see the CSR+ Operating Environment PPD [Ref. CS/PRO/097].

If the user tries to void a non-voidable product, the system displays a message saying that voiding is not allowed [Message EPOSS:MSG73].

5.1.13 Abandoning a customer session

A customer session can be abandoned (if the transactions in the session have not been committed) by voiding each transaction in the session as described above.

5.1.14 Suspending and resuming a session

If a user has started a transaction or customer session, they can suspend the session temporarily if they want to start another transaction or customer session. See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on suspending and resuming a session.

5.1.15 Transferring a session to another counter position

The user can transfer their current session to another counter position by logging on at another terminal. When they log on at the new terminal, they are automatically logged off from their original terminal and the session that they were working on is displayed on the new terminal. See the CSR+ ACUA PPD [Ref. CS/PRO/090] for information on session mobility.

5.1.16 Selling products and services

Individual products may be sold using:

- Buttons (see *Section 5.1.16.4*).
- Tokens (see *Section 5.1.16.5*).
- PLU number and PLU list (see *Section 5.1.16.6 Selling products using PLU numbers*).
- Picklists (see *Section 5.1.16.8*).

This section also contains information on selling zero value products (see *Section 5.1.16.9*), selling products using the Quantity function (see *Section 5.1.16.10*) and selling products using Shopping mode (see *Section 5.1.16.11*).

5.1.16.1 **Fixed and open priced products**

Products may be defined in reference data as being either fixed price or open price.

- **Fixed price products**

An example of a fixed price product is a first class stamp. If a fixed price item is sold, the system looks up the price and no further interaction with the clerk is required. The transaction total value is calculated from Quantity * Unit price = Total sale value. A button representing the sale and displaying the quantity and total sale price is displayed in the stack. The value of the stack total button is incremented in line with the total value of the sale.

- **Open price products**

An example of an open price product is a Girobank deposit. If a product is designated in the POL-supplied reference data as an open price product, the system displays a data entry script to the clerk. This prompts the clerk to enter the unit price of the product and the transaction value is calculated from Quantity * Unit price = Total sale value. The system checks to see whether the unit price entered is within the range allowed for the selected product and, if it is not, warns the user that the amount they have entered is not acceptable. Once an acceptable amount has been entered, a button representing the sale and displaying the quantity and total sale price is displayed in the stack. The value of the stack total button is incremented in line with the total value of the sale.

5.1.16.2 **Local products**

Local products are not necessarily sold in all post offices. They are grouped under one or more buttons accessed via the menu hierarchy. Selection of one of these buttons (for example, for a local travel scheme) results in the system displaying a list of available products that can be sold in the post office. If the product list cannot be displayed (because no products have been found or the product group is not in use), the system displays a message saying that there are no products [Message EPOSS:MSG231].

5.1.16.3 **Linked products**

Where the POL-supplied reference data indicates that the sale of one product must be accompanied by the sale of another product (for example, some Transcash transactions and postal order purchases where there is a fee + the price of the transaction) the system identifies the linked transaction and carries out an automatic secondary transaction for the linked product. Where the linked product has a default or open price, the user is prompted for the entry of the unit price and any other necessary additional data as for normal product sales.

5.1.16.4 **Selling products using buttons**

To sell products designated on the system by a specific button, the user selects the button from the appropriate menu. For example, to sell a first class stamp, they select the first class stamp button and the system displays the transaction and related price in the stack.

5.1.16.5 Selling products using tokens

The user can sell certain products by causing the system to ‘read’ a customer-supplied token. Customer-supplied tokens include:

- Bar-coded order books (OBCS).
- APS magnetic cards, smart cards, bar-coded tokens or bills.

The processing of the data entry parts of these product transactions is usually performed by an application written specifically for those products (for example, an APS magnetic card is processed by the Automated Payment Service (APS) software). The transaction messages produced by these automated products are added to the stack in the same way as other EPOSS transactions and are treated in all other respects (settlement, for example) as though they had been generated by EPOSS.

5.1.16.6 Selling products using PLU numbers

All products sold over the counter are allocated Product Look Up (PLU) numbers in the POL-supplied reference data. The PLU number is the unique number assigned to an item and used to select that product. However, not all products are transactable by PLU. POL provides a list of products which may be selected by PLU; not all available products are on this list.

To sell a PLU product, the user can use the PLU Number option and enter the required product number directly rather than having to select the transaction type from the menu hierarchy.

For information on using the PLU number function, see the CSR+ Operating Environment PPD [Ref. CS/PRO/097].

5.1.16.7 Selling products using the PLU list

If the user wants to sell a product by its PLU number but does not know the number to use, they can use the PLU list option. This option displays the PLU picklist which lists all products that can be transacted by PLU. They can then select the product from the list.

For information on using the PLU list function, see the CSR+ Operating Environment PPD [Ref. CS/PRO/097].

5.1.16.8 Selling products using picklists

Products not necessarily sold in all post offices are grouped under one or more buttons that the user can access via the menu hierarchy. When the user selects one of these buttons (for example, for local travel schemes) the system displays a list of available products that can be sold in the post office. The user selects a product from the list and the transaction processing continues in the same way as for fixed or open price products selected directly from menu buttons. If the product list cannot be displayed (because no products have been found or the product group is not in use), the system displays a message saying that there are no products [Message EPOSS:MSG231].

5.1.16.9 Selling zero value products

Zero value products can be 'sold'. Examples of these types of product are milk tokens or E111 forms. For such products, the price is set to zero. The system records a transaction of the current quantity (default 1) but for a value of '0.00'. These transactions are stored and accounted for exactly as for other products.

5.1.16.10 Selling products using the Quantity function

The default quantity applied by the system to product sales is '1'. If the user wants to vary the transaction quantity, they can do so by selecting the Quantity option and entering an alternative value or by selecting the Quantity function from the Functions menu.

Note: the user can also vary the quantity by typing the required number on the keyboard prior to selecting a product for sale. For example, if they want to sell ten first class stamps, they can type the number 10, select the First Class Stamp option and the system displays the value of ten first class stamps in the stack.

System rules:

- The user may vary the quantity by entering the quantity using the keyboard. If a two digit quantity is required, the two digits must be typed within two seconds of each other otherwise the second digit will set the quantity.
- The quantity function cannot be used for products requiring the input of additional data; such products can only be transacted singly.
- The quantity entered must be within the range of minimum and maximum quantity for the product.
- The quantity entered must be within the range of 1 and 99,999.

For detailed information on using the Quantity function, see the CSR+ Operating Environment PPD [Ref. CS/PRO/097].

5.1.16.11 Selling products using shopping mode

Shopping mode is used when a customer wants to spend a certain amount of money on a particular fixed price product.

System rules:

- The product must be fixed price and any linked products must also be fixed price. If the user tries to use price shopping for an open priced product, the system displays a message saying that you cannot use price shopping for this product as price shopping can only be used for products with a fixed price [Message EPOSS:MSG4]. (If there is a linked product, the total price of the two products is used in all subsequent equations.)
- The value entered must be greater than or equal to the product's retail price. If the value entered is a whole multiple of the product's retail price, the user is presented with the Tick (Accept) option allowing them to accept the quantity displayed. If the value entered is not a whole multiple of the product's retail price, the system calculates the largest quantity of the product that can be bought for the amount that has been entered and displays the relevant quantity and a message saying that

the customer can buy another item for an extra £*n.mmp* [Message EPOSS:MSG7]. The user is given the option of either selecting the Accept option to accept the quantity displayed, or of selecting the One More option to buy one more of the product.

- Shopping mode is not valid for scales transactions.

For detailed information on using shopping mode, see the CSR+ Operating Environment PPD [Ref. CS/PRO/097].

5.1.17 Methods of Payment

When the settlement function is invoked, the system presents the user with a list of available Methods of Payment (MoPs). The MoPs include:

- Cash.
- Cash (Fast)
- Cheque.
- Cheque (Fast).
- POL cheque (Available as a PLU selected product only. Example use would be when a nursing home is cashing benefits for its residents).
- Unpaid Cheque.
- Encashed OB cheque to CRU.
- Voucher to CRU.
- Giro transfer.
- Debit Card.
- Any other items identified as valid MoPs in the POL-supplied reference data (for example, savings stamps and vouchers).

5.1.17.1 Fast MoPs

If the user selects one of the Fast MoPs (Cash (Fast), Cheque (Fast) or Debit Card), the total outstanding balance of the customer session is deemed to have been settled by this MoP (taking into account whether the balance was due to the customer or to be collected by the clerk). The customer session balance is reduced to zero and the session ended.

Note: the Cheque (Fast) and Debit Card MoPs will not settle the session if there is a balance due to the customer.

5.1.17.2 Other MoPs

If the user selects other methods of payment, the system invites them to enter the amount of the balance being tendered for the selected MoP. The entered value is deducted from the amount outstanding for the customer session and the total displayed at the bottom of the stack adjusted accordingly. The user can continue selecting further MoPs and entering volumes or values as appropriate. When all the appropriate MoPs have been entered, if the session total is reduced to zero, the user can complete the

session by selecting the Finish option. If the value is not at zero there is still a further payment to be made (this may take the form of change for the customer if the entered values exceed the session balance).

5.1.1.3 Mandatory inclusive preconditions for MoPs

Certain MoPs are acceptable only if an associated product exists in the transaction stack at the time of commitment. The relationships between products and MoPs are defined in POL-supplied reference data.

5.2 General transaction procedures

The following processes and procedures are described:

- Using the Horizon system to calculate postage rates using the weight obtained from the scales.
- Performing a payment transaction.
- Performing a receipt transaction.
- Performing pre-purchase transactions.
- Local schemes transactions and end of day accounting for local schemes.
- Recording lost postal order fees.
- Settling a transaction.
- Recording payment during a customer session.
- Printing an optional receipt and re-printing a receipt.

5.2.1 Using the Horizon system to calculate postage rates using the weight obtained from the scales

When a customer requires a weight-related mail service, the system provides the facility for the user to read the weight directly from a connected electronic scale. The electronic scales used are the Avery D104 (maximum 6 kg).

Note: if an item weighs more than 6 kg (up to a maximum of 30 kg), the user can weigh the item using a manual scale then enter the weight manually on Horizon and the system will calculate postage amounts.

The user places the item on the scales and selects the appropriate destination (for example, Inland, a country-specific option or the 'Pick by Country' option) the system interrogates the scales port twice to obtain the weight of the item. If the item being weighed is removed from the scales before the second interrogation takes place, the system displays a message advising the user that the weight has changed and asking them if they wish to continue the transaction using the original weight [Message EPOSS:MSG326].

When the user begins a scales transaction the system can detect whether there are electronic scales attached to that counter. If the counter has scales attached but they are out of service/have become disconnected, the system displays a message telling the user that the scales are unavailable and that there was an error communicating with the scales [Message EPOSS:MSG141]. It prompts them to enter the weight (obtained from any other scales in the post office) manually (via the screen or keyboard). Once the user has acknowledged this message, the system displays the Weight screen to allow them user to enter the weight manually. If the user is performing a scales transaction at a counter that does not have scales attached, the system immediately displays the Weight screen. The user always has the option of entering the weight manually.

Once the user has entered the weight, the system displays the services available for the selected destination (for example, Small Packet, Surface Letter or Air Mail) and prompts them to select the required service. The system calculates the total value of the service(s) and gives the user a selection of options on the final scales selection screen. They are given the option to specify the quantity of items of the same type (see *Section 5.2.4.2 Using the scales change quantity option procedure*), to enter any pre-paid amount, to select additional services (for example, Inland Recorded) or to abandon the procedure (see *Section 5.2.5.2 Using the scales options for additional services, pre-paid or abandon procedure*). The user also has the option to print a postage label (used in place of postage stamps) on the counter printer's slip printer (see *Section 5.2.6.2 Using the scales option to print postage labels, underpaid labels and home shopping labels procedure*).

The resulting sale of stamps (after taking pre-paid amounts into consideration) is posted to the General Stamps product. The relevant 1st, 2nd or General Stamps transactions are added to the stack.

Notes:

- If the user selects either the Postage Label or the Underpaid Label option from the final scales selection screen, a postage label transaction is added to the stack. (The Underpaid Label option is available for International services only.)
- Shopping mode is not valid for scales transactions. If the user attempts to select shopping mode, the system displays a message saying that quantity shopping is not valid for scales products [Message EPOSS:MSG205].

System rules:

- If the item's weight exceeds the maximum for the scale (6 kg), the system can still calculate the postage if the user enters the weight manually (up to a maximum weight of 30 kg).
- The weight input must be less than or equal to the maximum weight for the selected mail service.
- A customer may not purchase duplicate additional services for an item.
- The quantity of items (of the same type) may be specified. The resulting sale of stamps (additional postage required x quantity) is posted to the General Stamps product. The relevant 1st, 2nd or General Stamps transactions are added to the stack.

5.2.2 Using scales to mail an inland item

5.2.2.1 Using scales to mail an inland item procedure

The procedure for using the scales to sell postage for an inland item is as follows:

Step 1. Ask the customer to place the item on the scales.

SCENARIO A: If the item is too heavy for the scales:

- Ask the customer to place the item on the **parcel** scales.
- Provide the necessary stamps.
- This ends the transaction.

Step 2. From the Desktop, select the Transactions option, the Serve Customer option, the Other Products option then the Scales option.

(The system displays the Scales menu.)

EXCEPTION A: If the item has not been placed on the scales, the system displays a message saying that there is no weight currently registered on the scales and asking you to place the package on the scales and touch OK to continue [Message EPOSS:MSG325]:

5.2.2.1 Using scales to mail an inland item procedure (contd)

Proceed as follows:

SCENARIO A.1: If you wish to allow the system to register the item's weight:

- Place the item on the scales.
- Select the Tick option.
- Proceed to step 3.

SCENARIO A.2: If you wish to enter the item's weight manually:

- Select the Cross option.
(The system displays the Weight screen.)
- Enter the weight in grammes.
- Select the Tick option.
- Proceed to step 3.

Step 3. Select the Inland option.

Step 4. Is the item's weight displayed on the screen?

(The weight will be displayed on the screen only in offices with electronic scales connected to the Horizon system.)

SCENARIO A: If the item's weight is displayed on the screen:

- Proceed to step 5.

SCENARIO B: If the counter has electronic scales connected to the Horizon system but there is an error communicating with the scales, the system displays a message saying that the scales are unavailable and that continuing will allow you to enter the weight manually [Message EPOSS:MSG141].

- Select the Tick option.
(The system displays the Weight screen.)
 - Weigh the item using a manual scale.
 - Note the weight of the item shown on the scales.
 - Enter the weight in grammes.
 - Select the Tick option.
 - Proceed to step 5.

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5.2.2.1 Using scales to mail an inland item procedure (contd)

SCENARIO B.1: If the scales are not working and you are unable to deal with the fault:

- Report the scales fault as soon as possible to your normal electronic scales fault contact.
- Proceed to step 5.

SCENARIO C: If the counter does not have electronic scales connected to the Horizon system, the system displays the Weight screen:

- Weigh the item using a manual scale.
- Note the weight of the item shown on the scales.
- Enter the weight in grammes.
- Select the Tick option.
- Proceed to step 5.

Step 5. Ask the customer which service they require.
(The system displays a picklist of available services.)

Step 6. Is the required service displayed?

SCENARIO A: If the required service is displayed:

- Proceed to step 7.

SCENARIO B: If the required service is not displayed:

- Locate the required service (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist).
- Proceed to step 7.

Step 7. Select the required service then select the Tick option.

EXCEPTION A: If the item is too heavy for the service, the right hand column of the picklist displays the words 'Too Heavy':

- Advise the customer that the item is too heavy for the service.
- Select another service.
- Proceed to step 8.

SCENARIO A.1: If you select a service for which the picklist displays the words 'Too Heavy', the system displays a message saying that the current item is too heavy for the selected service and asking the user to advise the customer and select an alternative service [Message EPOSS:MSG14]:

5.2.2.1 Using scales to mail an inland item procedure (contd)

- Select the Tick option.
(The system displays the Scales menu.)
- Repeat the procedure from step 3.

Step 8. Ascertain whether the customer requires any other options.

SCENARIO A: If the customer does not require any other options:

- Proceed to step 9.

SCENARIO B: If the customer wants to mail several items of similar weight:

- See Section 5.2.4. Using the scales change quantity option procedure.

SCENARIO C: If the customer requires additional services:

- See Section 5.2.5 Using the scales options for additional services, pre-paid or abandon procedure.

SCENARIO D: If there is a pre-paid postage amount already on the item:

- See Section 5.2.5 Using the scales options for additional services, pre-paid or abandon procedure.

SCENARIO E: If you wish to abandon the scales transaction:

- See Section 5.2.5 Using the scales options for additional services, pre-paid or abandon procedure.

Step 9. Do you want to print a postage label to be used in place of postage stamps?

SCENARIO A: If you want to use the postage label facility to print a label to be used in place of postage stamps or to print a label for a Home Shopping item (capturing the item's weight):

- See Section 5.2.6 Using the scales option to print postage labels

SCENARIO B: If you do not want to use the postage label facility to print a label to be used in place of postage stamps:

- Proceed to step 10.

Step 10. Select the Tick option to complete the transaction.

(The system displays the transaction type and amount in the stack.)

EXCEPTION A: If you have removed the item from the scales during the transaction, the system displays a message saying that the weight has changed for this scales transaction and asking you if you wish to continue the transaction using the original weight specified [Message EPOSS:MSG326:

5.2.2.1 Using scales to mail an inland item procedure (contd)

Proceed as follows:

SCENARIO A.1: If you wish to continue with the transaction:

- Select the Tick option.
(The transaction for the original weight is displayed in the stack.)
- Proceed to step 11.

SCENARIO A.2: If you do not wish to continue with the transaction:

- Select the Cross option.
(The system displays the Scales menu.)
- This ends the procedure.

Step 11. Are the correct transaction type and amount displayed in the stack?

SCENARIO A: If the correct transaction type and amount are displayed in the stack:

- Proceed to step 12.

SCENARIO B: If the correct transaction type and amount are not displayed in the stack:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Repeat this procedure starting from step 2

Step 12. Does the customer require any more transactions?

SCENARIO A: If the customer requires a further transaction:

- See the relevant procedure.

SCENARIO B: If the customer does not require any further transactions:

- Settle the transaction (see Section 5.2.13.2. *Settling transactions in a customer session procedure.*)

Step 13. If necessary, provide the customer with the required stamps from the till to affix to the item.

5.2.3 Using scales to mail an overseas item

5.2.3.1 Using scales to mail an overseas item description

The Horizon system will not warn the user if a specific service to a country is not available. Refer to the Instant Guide to Postal Services booklet to check service availability.

5.2.3.2 Using scales to mail an overseas item procedure

The procedure for using the scales to sell postage for an overseas item is as follows:

Step 1. Ask the customer to place the item on the scales.

Step 2. Is the item too heavy for the scales?

SCENARIO A: If the item is not too heavy for the scales:

- Proceed to step 3.

SCENARIO B: If the item is too heavy for the scales:

- Ask the customer to place the item on the **parcel** scales.
- Calculate the stamps required from the relevant service guide.
- Sell the necessary stamps.
- This ends the transaction.

Step 3. From the Desktop, select the Transactions option, the Serve Customer option, the Other Products option then the Scales option.

(The system displays the Scales menu.)

EXCEPTION A: If the item has not been placed on the scales, the system displays a message saying that there is no weight currently registered on the scales and asking you to place the package on the scales and touch OK to continue [Message EPOSS:MSG325]:

Proceed as follows:

SCENARIO A.1: If you wish to allow the system to register the item's weight:

- Place the item on the scales.
- Select the Tick option.
- Proceed to step 3.

SCENARIO A.2: If you wish to enter the item's weight manually:

- Select the Cross option.
(The system displays the Weight screen.)
- Enter the weight in grammes.

5.2.3.2 Using scales to mail an overseas item procedure (contd)

- Select the Tick option.
- Proceed to step 3.

Step 4. Ask the customer for the item's destination country.

Step 5. Does the Scales menu display the appropriate country-specific option for the item's destination country?

SCENARIO A: If the menu does display the appropriate option for the destination country:

- Select the option.
- Proceed to step 10.

SCENARIO B: If the menu does not display the appropriate option for the destination country:

- Proceed to step 6.

Step 6. Select the Pick by Country option.

Step 7. Is the required country displayed?

SCENARIO A: If the required country is displayed:

- Proceed to step 8.

SCENARIO B: If the required country is not displayed:

- Locate the required country (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist).
- Proceed to step 8.

Step 8. Select the required country.
(The selected country is highlighted.)

Step 9. Select the Tick option.

Step 10. Is the item's weight displayed on the screen?

(The weight will be displayed on the screen only in offices with electronic scales connected to the Horizon system.)

SCENARIO A: If the item's weight is displayed on the screen:

- Proceed to step 11.

SCENARIO B: If the counter has electronic scales connected to the Horizon system but there is an error communicating with the scales, the system displays a message saying that the scales are unavailable and that continuing will allow you to enter the weight manually [Message EPOSS:MSG141].

5.2.3.2 Using scales to mail an overseas item procedure (contd)

- Select the Tick option.
(The system displays the Weight screen.)
 - Weigh the item using a manual scale.
 - Note the weight of the item shown on the scales.
 - Enter the weight in grammes.
 - Select the Tick option.
 - Proceed to step 5.
- *SCENARIO B.1: If the scales are not working and you are unable to deal with the fault:*
- Report the scales fault as soon as possible to your normal electronic scales fault contact.
- Proceed to step 5.

SCENARIO C: If the counter does not have electronic scales connected to the Horizon system, the system displays the Weight screen:

- Weigh the item using a manual scale.
- Note the weight of the item shown on the scales.
- Enter the weight in grammes.
- Select the Tick option.

Step 11. Ask the customer which basic service is required.

(The basic services in the picklist vary according to the destination selected.)

Step 12. Is the required service displayed?

SCENARIO A: If the required service is displayed:

- Proceed to step 13.

SCENARIO B: If the required service is not displayed:

- Locate the required service (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist).
- Proceed to step 13.

Step 13. Select the required service then select the Tick option.

EXCEPTION A: If the item is too heavy for the service, the right hand column of the picklist displays the words 'Too Heavy':

- Advise the customer that the item is too heavy for the service.
- Select another service.
- Proceed to step 14.

5.2.3.2 Using scales to mail an overseas item procedure (contd)

SCENARIO A.1: If you select a service for which the picklist displays the words 'Too Heavy', the system displays a message saying that the current item is too heavy for the selected service and asking you to advise the customer and select an alternative service [MSG:EPOSS:MSG14]:

- Select the Tick option.
(The system displays the Scales menu.)
- Select the Inland option and select another service.

Step 14. Ask whether the customer requires any other options.

SCENARIO A: If the customer does not require any other options:

- Proceed to step 15.

SCENARIO B: If the customer wants to mail several items of similar weight:

- See Section 5.2.4 Using the scales change quantity option procedure.

SCENARIO C: If the customer requires additional services, there is a pre-paid amount or you wish to abandon the transaction:

- See Section 5.2.5 Using the scales options for additional services, pre-paid or abandon procedure.

Step 15. Do you want to print a postage label to be used in place of postage stamps?

SCENARIO A: If you want to use the postage label facility to print a label to be used in place of postage stamps or to print an underpaid label for an item of mail returned to sender owing to insufficient postage:

- See Section 5.2.6 Using the scales option to print postage labels

SCENARIO B: If you do not want to use the postage label facility to print a label to be used in place of postage stamps:

- Proceed to step 16.

Step 16. Select the Tick option to complete the transaction.

Step 17. Does the customer require any further transactions?

SCENARIO A: If the customer does not require further transactions:

- Proceed to step 18.

SCENARIO B: If the customer does require further transactions:

- Refer to the relevant procedure.

5.2.3.2 Using scales to mail an overseas item procedure (contd)

Step 18. Are the correct transaction type and amount displayed in the stack?

SCENARIO A: If the correct transaction type and amount are displayed in the stack:

- Proceed to step 19.

SCENARIO B: If the correct transaction type and amount are not displayed in the stack:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Repeat this procedure starting from step 2

EXCEPTION A: If you have removed the item from the scales during the transaction, the system displays a message saying that the weight has changed for this scales transaction and asking you if you wish to continue the transaction using the original weight specified [Message EPOSS:MSG326]:

Proceed as follows:

SCENARIO A.1: If you wish to continue with the transaction:

- Select the Tick option.
(The transaction for the original weight is displayed in the stack.)
- Proceed to step 19.

SCENARIO A.2: If you do not wish to continue with the transaction:

- Select the Cross option.
(The system displays the Scales menu.)
- This ends the procedure.

Step 19. Settle the transaction (see Section 5.2.13.2. Settling transactions in a customer session procedure.)

Step 21. If necessary, provide the customer with the required stamps from the till to affix to the item or items.

5.2.4 Using the scales change quantity option

5.2.4.1 Using the scales change quantity option description

This procedure is used when a customer wants to mail a number of items of an identical weight or in the same weight band. The user can select the Change Quantity option at any point on the mail item screen to change the quantity. (If they select the Bin option followed by the Quantity option, the quantity reverts to one.)

5.2.4.2 Using the scales change quantity option procedure

The procedure to use when a customer wants to mail a number of items of similar weight is as follows:

Step 1. Weigh each item on the scales.

Step 2. Decide how many items of an identical weight or of the same weight band there are.

Step 3. Select the Change Qty option.

(The system displays a message saying that changing to a multiple quantity will multiply each pre-paid amount or additional service by the indicated quantity [Message EPOSS:MSG16].)

Step 4. Select the Tick option.

Step 5. Enter the quantity.

Step 6. Select the Tick option.

Step 7. Does the customer want to use additional services, is there a pre-paid amount or do you wish to abandon the transaction?

SCENARIO A: If you do not require any of these options:

- Proceed to step 8.

SCENARIO B: If you do require any of these options:

- See Section 5.2.5.2 Using the scales options for additional services, pre-paid or abandon procedure.
- This ends the procedure.

Step 8. Select the Tick option.

Step 9. Is the correct transaction type and amount displayed in the stack?

SCENARIO A: If the transaction is correct:

- Proceed to step 10.

SCENARIO B: If the transaction is not correct:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).

5.2.4.2 Using the scales change quantity option procedure (contd)

EXCEPTION A: If you have removed the item from the scales during the transaction, the system displays a message saying that the weight has changed for this scales transaction and asking you if you wish to continue the transaction using the original weight specified [Message EPOSS:MSG326]:

Proceed as follows:

SCENARIO A.1: If you wish to continue with the transaction:

- Select the Tick option.
(The transaction for the original weight is displayed in the stack.)
- Proceed to step 10.

SCENARIO A.2: If you do not wish to continue with the transaction:

- Select the Cross option.
(The system displays the Scales menu.)
- This ends the procedure.

Step 10. Are further transactions required?

SCENARIO A: If no further transactions are required:

- Proceed to step 11.

SCENARIO B: If further transactions are required:

- Refer to the relevant procedure.

Step 11. Settle the transaction (see Section 5.2.13.2. Settling transactions in a customer session procedure.)

Step 12. Provide the customer with the required stamps from the till to affix to the items.

5.2.5 Using the scales options for additional services, pre-paid or abandon

5.2.5.1 Using the scales options for additional services, pre-paid or abandon description

This procedure is used when a customer mailing an inland or overseas item requires an additional service (such as Inland Recorded) or has pre-paid an amount of postage, or if the customer does not want to proceed with the transaction.

System rules:

- The system does not warn the user if a specific service to a country is not available. They should refer to the Instant Guide to Postal Services booklet to check service availability.
- The system does not warn the user that if a quantity greater than one is selected, any Additional Services options selected will be applied to all items.
- If an amount pre-paid is in excess of the value that is required, a value of 0.00 is posted to the stack, regardless of any amount overpaid.

5.2.5.2 Using the scales options for additional services, pre-paid or abandon procedure

The procedure to use the scales options for additional services, pre-paid or abandon procedure is as follows:

Step 1. Does the customer require an additional service (for example, Inland Recorded)?

SCENARIO A: If the customer does not require an additional service:

- Proceed to step 9.

SCENARIO B: If the customer does require an additional service:

- Proceed to step 2.

Step 2. Select the Additional Services option.

(The system displays the Additional Services selection menu.)

Step 3. Ask the customer which service they require.

Step 4. Is the required service displayed?

SCENARIO A: If the required service is displayed:

- Proceed to step 5.

SCENARIO B: If the required service is not displayed:

- Locate the required service (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist).
- Proceed to step 5.

Step 5. Select the required service.

(The selected service is highlighted.)

Step 6. Select the Tick option.

EXCEPTION A: If there are no additional services available for the service, the system displays a message saying that there are no additional services available [Message EPOSS:MSG203]:

- Select the Tick option.
- Proceed to step 9.

EXCEPTION B: If the same additional service has been selected for a second time the system displays a message saying that you have already selected this additional service [Message EPOSS:MSG162]:

- Select the Tick option.
- Proceed to step 7.

5.2.5.2 Using the scales options for additional services, pre-paid or abandon procedure (contd)**Step 7. Have you selected the correct additional service?**

SCENARIO A: If the correct service has been selected:

- Proceed to step 8.

SCENARIO B: If the correct service has not been selected:

- Select the Bin option.
- Select the Additional Services option.
(The system deletes all additional services for the item.)
- Repeat the procedure from step 1.

Step 8. Does the customer require further additional services?

SCENARIO A: If the customer does not require further additional services:

- Proceed to step 9.

SCENARIO B: If the customer does require further additional services:

- Proceed to step 3.

Step 9. Has the customer pre-paid an amount, for example, the item has a stamp or franking impression attached?

(If the quantity of items is greater than one, the system assumes that the amount prepaid is on each item.)

SCENARIO A: If there is no pre-paid amount:

- Proceed to step 11.

SCENARIO B: If an amount has been pre-paid:

- Select the Pre-Paid option.
- Enter the amount that has been pre-paid.
(If there is more than one pre-paid amount, you can enter the amounts separately and the system will total them for you.)
- Select the Tick option.

Step 10. Has the pre-paid amount been entered correctly?

SCENARIO A: If the amount has been entered correctly:

- Proceed to step 11.

SCENARIO B: If the amount has not been entered correctly:

- Select the Bin option.
- Select the Pre-Paid option.
(The system deletes the entered pre-paid amount.)

5.2.5.2 Using the scales options for additional services, pre-paid or abandon procedure (contd)

- Proceed to step 9.

Step 11. Does the customer want to proceed with the transaction?

SCENARIO A: If the customer wants to proceed with the transaction:

- Proceed to step 12.

SCENARIO B: If the customer does not want to proceed with the transaction:

- Select the Abandon option to abandon the transaction.
(The system returns you to the Scales menu without committing the transaction.)

Step 12. Select the Tick option.

Step 13. Is the correct transaction type and amount displayed in the stack?

SCENARIO A: If the transaction is correct:

- Proceed to step 14.

SCENARIO B: If the transaction is not correct:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).

EXCEPTION A: If you have removed the item from the scales during the transaction, the system displays a message saying that the weight has changed for this scales transaction and asking you if you wish to continue the transaction using the original weight specified:

Proceed as follows:

SCENARIO A.1: If you wish to continue with the transaction:

- Select the Tick option.
(The transaction for the original weight is displayed in the stack.)
- Proceed to step 14.

SCENARIO A.2: If you do not wish to continue with the transaction:

- Select the Cross option.
(The system displays the Scales menu.)
- This ends the procedure.

Step 14. Does the customer require any further transactions?

SCENARIO A: If the customer does not require further transactions:

- Proceed to step 15.

5.2.5.2 Using the scales options for additional services, pre-paid or abandon procedure (contd)

SCENARIO B: If the customer does require further transactions:

- Refer to the relevant procedure.

Step 15. Settle the transaction (see *Section 5.2.13.2. Settling transactions in a customer session procedure.*)

Step 16. If necessary, provide the customer with the required stamps from the till drawer to affix to the item.

5.2.6 Using the scales option to print postage labels, underpaid labels and home shopping labels

5.2.6.1 Using the scales option to print postage labels, underpaid labels and home shopping labels description

This procedure is used when the clerk wishes to print an adhesive label to affix to an item being posted (in place of postage stamps). The label is printed on the counter printer's slip printer.

Two postage label options (Postage Label and Underpaid Label) are displayed on the final scales selection screen.

For standard transactions, the clerk selects the Postage Label option and the system prints a label showing the relevant postage amount. However, if the clerk needs to print a postage label for the postage amount outstanding on an underpaid international item, they perform a normal scales transaction for the item, enter the amount of postage already on the item as a pre-paid amount (as described in *Section 5.2.5.2 Using the scales options for additional services, pre-paid or abandon procedure*) then select the Underpaid Label option to print a label for the amount of postage still outstanding on the underpaid item.

For Home Shopping transactions, where the customer is returning an item with a pre-paid label affixed, the clerk selects the Home Shopping option from the Scales menu and performs the transaction in the normal way (as described in *Section 5.2.2.1 Using scales to mail an inland item procedure*). When the final scales selection screen is displayed, the clerk selects the Postage Label option and the system prints a zero value label showing the weight of the item rather than the postage amount.

System rules:

- Postage labels transactions are non-voidable (cannot be removed from the stack via the Bin option) and non-reversible.
- A message is written to the system's message store at the time that a postage label transaction is placed on the stack. If the print of the label fails or the label is spoiled, a postage label transaction is placed on the stack, along with a rejected product transaction. The clerk can then select the Postage Label or Underpaid Label option again and a new label will be printed (with its own unique reference number).
- When a session includes a postage labels transaction, the counter printer automatically prints a session receipt that incorporates a certificate of posting.

- Quantity functionality is not implemented. If, when the user enters the final scales selection screen, the quantity is greater than one (or they subsequently change the quantity by selecting the Change Qty option) the Postage Label or Underpaid Label option is disabled.
- All confirmed and rejected labels are shown on the Office Weekly Postage Labels report.
- The Postage Label and Underpaid Label options and Office Weekly Postage Labels report are not available in Training Mode.

5.2.6.2 Using the scales option to print postage labels, underpaid labels and home shopping labels procedure

The procedure to print postage labels, underpaid labels and home shopping labels is as follows:

Step 1. Undertake the scales transaction to the final scales selection screen
(as described in *Section 5.2.2.1 Using scales to mail an inland item procedure* or *Section 5.2.3.2 Using scales to mail an overseas item procedure*).

Step 2. Has the customer pre-paid an amount, for example, the item has a stamp or franking impression attached?

SCENARIO A: If an amount has been pre-paid:

- Select the Pre-Paid option.
- Enter the amount that has been pre-paid.
(If there is more than one amount, you can enter the amounts separately and the system will total them for you.)
- Select the Tick option.
- Proceed to step 3.

SCENARIO B: If there is no pre-paid amount:

- Proceed to step 4.

Step 3. Has the pre-paid amount been entered correctly?

SCENARIO A: If the amount has been entered correctly:

- Proceed to step 4.

SCENARIO B: If the amount has not been entered correctly:

- Select the Bin option.
- Select the Pre-Paid option.
(The system deletes the entered pre-paid amount.)
- Proceed to step 2.

Step 4. Do you want to produce a postage label to be used in place of postage stamps?

SCENARIO A: If you do want to produce a postage label to be used in place of postage stamps:

- Select the Postage Label option.
(The system displays a message asking you to insert the postage label into the slip printer and select OK to continue [Message EPOSS:MSG724].)

5.2.6.2 Using the scales option to print postage labels, underpaid labels and home shopping labels procedure (contd)

- Proceed to step 7.

SCENARIO B: If you do not want to produce a postage label to be used in place of postage stamps:

- Proceed to step 5.

Step 5. Do you want to produce an underpaid label for the amount of postage outstanding on an item of international mail?

SCENARIO A: If you do want to produce an underpaid label for the amount of postage outstanding on an item of international mail:

- Select the Underpaid Label option.
(The system displays a message asking you to insert the postage label into the slip printer and select OK to continue [Message EPOSS:MSG724].)
- Proceed to step 7.

SCENARIO B: If you do not want to produce an underpaid label for the amount of postage outstanding on an item of international mail:

- Proceed to step 6.

Step 6. Do you want to produce a label showing the item's weight for a home shopping transaction?

SCENARIO A: If you do want to produce an underpaid label for the amount of postage outstanding on an item of international mail:

- Select the Postage Label option.
(The system displays a message asking you to insert the postage label into the slip printer and select OK to continue [Message EPOSS:MSG724].)
- Proceed to step 7.

SCENARIO B: If you do not want to produce an underpaid label for the amount of postage outstanding on an item of international mail:

- Proceed to step 7.

Step 7. Do you want to proceed?

SCENARIO A: If you want to proceed:

- Insert the Postage Label slip into the counter printer's slip printer.
(If a label has already been printed on one half of the slip, turn the slip through 180° before inserting it into the slip printer.)

5.2.6.2 Using the scales option to print postage labels, underpaid labels and home shopping labels procedure (contd)

- Select the Tick option.
(The system displays a message telling you to wait while the label is being printed [Message EPOSS:MSG722]. It then prints the label and displays a message asking whether the label printed correctly [Message EPOSS:MSG723].)

- Proceed to step 8.

SCENARIO B: If you do not want to proceed:

- Select the Cross option.
(The system displays the final scales selection screen.)

Step 8. Remove the label from the printer and check whether it has been printed correctly.

SCENARIO A: If the label has printed correctly:

- Select the Tick option.
(The system displays the scales menu with the postage label transaction in the stack.)

- Proceed to step 9.

SCENARIO B: If the label has not printed correctly:

- Select the Cross option.
(The system displays the final scales selection screen.)

- Retain the unused label in the drawer.

- Proceed to step 4.

EXCEPTION A: If the printer is off line, or you have not inserted a label into the slip printer (or the label is not inserted correctly), the system displays a printer error message saying that the printer is currently off line and asking you to check the printer [Message EPOSS:MSG180]:

- Check that the printer is switched on.
- Check that there is a label in the slip printer and that it is correctly inserted.
- Select the Tick option.
(The system prints the label and displays a message asking whether the label printed correctly [Message EPOSS:MSG 723].)

- Proceed to step 9.

EXCEPTION A.1: If, after three attempts, the printer still will not print the label:

5.2.6.2 Using the scales option to print postage labels, underpaid labels and home shopping labels procedure (contd)

- Select the Cross option.
(The system displays the final scales selection screen.)
- Proceed to step 9.

EXCEPTION B: If a printer error occurs during production of the label, the system displays a warning message asking you to check the label before proceeding to see whether a complete label has been produced [Message EPOSS:MSG732]:

Proceed as follows:

SCENARIO B.1: If a complete label has been produced:

- Select the Tick option.
(The system displays the scales menu with the postage label transaction in the stack.)
- Proceed to step 9.

SCENARIO B.2: If a complete label has not been produced:

- Select the Cross option.
(The system displays the final scales selection screen. The original and the rejected postage label transactions are shown in the stack.)
- Check the printer.
- Proceed to step 4.

Step 9. Does the customer require any further transactions?

SCENARIO A: If the customer does not require further transactions:

- Proceed to step 10.

SCENARIO B: If the customer does require further transactions:

- Refer to the relevant procedure(s).

Step 10. Select the Finish option.

(The system displays the Settlement screen.)

Step 11. Settle the transaction (see *Section 5.2.13.2 Settling transactions in a customer session procedure*).

The counter printer prints a session receipt. At the bottom of the receipt there is a proof of posting section.

5.2.6.2 Using the scales option to print postage labels, underpaid labels and home shopping labels procedure (contd)

Step 12. Did you succeed in printing a label?

SCENARIO A: If you did succeed in printing a label:

- Ask the customer to hand you the item.
- Affix the label to the item.
- Proceed to step 13.

SCENARIO B: If you did not succeed in printing a label:

- Provide the customer with the required stamps from the till drawer to affix to the item.
- Ask the customer to hand you the item.
- Proceed to step 13.

Step 13. On the customer receipt, fill in the proof of posting information for the item(s) for which postage label transaction(s) were performed in the session. (Building name or number and postcode.)

Step 14. Hand the customer their receipt and any change due to them.

5.2.7 Performing a payment transaction

5.2.7.1 Performing a payment transaction description

This procedure is used when the user wants to perform a transaction that by itself would result in payments to the customer, for example, Green GIROs, NSB withdrawals, Co-op cheque encashment.

System rules:

- Certain products (for example, Girobank withdrawals) must be entered individually and in these cases the default volume of one cannot be amended.
- The system enforces the entry of account and value details where entry of additional data is required for the product.

5.2.7.2 Performing a payment transaction procedure

The procedure to perform a payment transaction is as follows:

Step 1. From the Desktop, select the Transactions option then the Serve Customer option.

Step 2. Does the customer have more than one identical item of the same value?

SCENARIO A: If the customer does not have more than one item:

- Proceed to step 3.

SCENARIO B: If the customer does have more than one item:

- Enter the number of items either by typing in the number on the keyboard or by using the Quantity option.
- Proceed to step 3.

Step 3. Does the screen display the item that the customer requires?

SCENARIO A: If the item is displayed:

- Select the item.
- Proceed to step 4.

SCENARIO B: If the item is not displayed:

- Select the appropriate menu options until the item is displayed.
- Select the item.
- Proceed to step 4.

EXCEPTION A: If you specified a quantity and the product can only be sold one at a time:

- The system displays a message saying that the product can only be sold one at a time as it requires the input of additional data [Message EPOSS:MSG72].
- Select the Tick option.
- Proceed to step 1.

Step 4. Does the system display a picklist?

SCENARIO A: If a picklist is not displayed:

- Proceed to step 5.

SCENARIO B: If a picklist is displayed:

- Select the required transaction type from the picklist (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist).

5.2.7.2 Performing a payment transaction procedure (contd)

- Proceed to step 5.

Step 5. Does the transaction require the entry of account details?

SCENARIO A: If account details are not required:

- Proceed to step 6.

SCENARIO B: If account details are required, the system displays the Account details screen on which you must enter the account details:

- Enter the account details.
- Proceed to step 6.

Step 6. Does the transaction require the entry of value details?

SCENARIO A: If the transaction does not require the entry of value details:

- Proceed to step 7.

SCENARIO B: If the transaction does require the entry of value details, the system displays the Enter Value screen:

- Enter the value of the transaction.
- Select the Tick option.
- Proceed to step 7.

Step 7. Does the customer require further transactions?

SCENARIO A: If the customer does not require further transactions:

- Proceed to step 8.

SCENARIO B: If the customer requires further transactions:

- Refer to the relevant procedure.

Step 8. Are the correct transaction type and amount displayed in the stack?

SCENARIO A: If the transaction is correct:

- Proceed to step 9.

SCENARIO B: If the transaction is not correct:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Proceed to step 1 and repeat the transaction.

Step 9. Settle the session (see *Section 5.2.13.2 Settling transactions in a customer session procedure*).

5.2.8 Performing a receipt transaction

5.2.8.1 Performing a receipt transaction description

This procedure is used when the user wants to perform a transaction that by itself would result in payments from the customer, for example, MVL licence, TV licence, Alliance and Leicester GIRO deposit, Insurance or Smart Card.

System rules:

- Certain products (for example, Girobank deposits) must be entered individually; in these cases the default volume of one cannot be amended.
- The system enforces the entry of account and value details where entry of additional data is required for the product.

5.2.8.2 Performing a receipt transaction procedure

The procedure to perform a receipt transaction is as follows:

Step 1. From the Desktop, select the Transactions option then the Serve Customer option.

Step 2. Does the customer have more than one identical item of the same value?

SCENARIO A: If the customer does not have more than one item:

- Proceed to step 3.

SCENARIO B: If the customer does have more than one item:

- Enter the number of items either by typing in the number on the keyboard or by using the Quantity function.
- Proceed to step 3.

Step 3. Does the screen display the item that the customer requires?

SCENARIO A: If the item is displayed:

- Select the item.
- Proceed to step 4.

SCENARIO B: If the item is not displayed:

- Select the appropriate menu options until the item is displayed.
- Select the item.
- Proceed to step 4.

EXCEPTION A: If you specified a quantity and the product can only be sold one at a time:

- The system displays a message saying that the product can only be sold one at a time as it requires the input of additional data [Message EPOSS:MSG72].

5.2.8.2 Performing a receipt transaction procedure (contd)

- Select the Tick option.
- Proceed to step 1.

Step 4. Does the system display a picklist?

SCENARIO A: If a picklist is not displayed:

- Proceed to step 5.

SCENARIO B: If a picklist is displayed:

- Select the required transaction type from the picklist (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist).
- Proceed to step 5.

Step 5. Does the transaction require the entry of account details?

SCENARIO A: If account details are not required:

- Proceed to step 6.

SCENARIO B: If account details are required, the system displays the Account details screen:

- Enter the account details.
- Proceed to step 6.

Step 6. Does the transaction require the entry of value details?

(Note: where the product or service has an associated charge (for example, the fee for processing a child's passport) you should enter the net value receipt only as the system automatically adds any associated charges.)

SCENARIO A: If value details are not required:

- Proceed to step 7.

SCENARIO B: If value details are required, the system displays the Enter Value screen:

- Enter the transaction value details.
- Proceed to step 7.

EXCEPTION A: If you have entered an invalid value for the product, the system displays a message saying that the value that you have entered is outside the allowed range [Message EPOSS:MSG12]

- Select the Tick option.
- Re-enter the value.

5.2.8.2 Performing a receipt transaction procedure (contd)

Step 7. Is there a fee to be collected:

SCENARIO A: If there is not a fee to be collected:

- Proceed to step 9.

SCENARIO B: If there is a fee to be collected, the system displays the Enter fee screen:

- Proceed to step 8.

Step 8. Is the default fee displayed on the Enter fee screen correct?

SCENARIO A: If the displayed default fee is correct:

- Select the Tick option.
- Proceed to step 9.

SCENARIO B: If the displayed default fee is not correct:

- Select the Cross option to delete the displayed amount.
- Enter the correct amount.
- Select the Tick option
- Proceed to step 9.

Step 9. Does the customer require further transactions?

SCENARIO A: If the customer does not require further transactions:

- Proceed to step 10.

SCENARIO B: If the customer requires further transactions:

- Refer to the relevant procedure.

Step 10. Are the correct transaction type and amount displayed in the stack?

SCENARIO A: If the transaction is correct:

- Proceed to step 11.

SCENARIO B: If the transaction is not correct:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Proceed to step 1 and repeat the transaction.

Step 11. Settle the transaction.

(See Section 5.2.13.2 Settling transactions in a customer session procedure).

5.2.9 Performing a pre-purchase transaction

These procedures are used when the user needs to deal with pre-purchase transactions when a customer pays for a product or service which cannot be supplied to them at the time that the transaction takes place, and when the customer returns for their product or service.

5.2.9.1 Performing a pre-purchase transaction when customer pays for services description

This procedure is used when a customer pays for a service or product that cannot be supplied to them at the time when the transaction takes place. An example of when this might happen is if the customer has tendered an unauthorised cheque and the post office needs to wait for the cheque to be cleared.

System rules:

- When the user selects the Pre Purchase option, the value of the transaction is posted to the suspense account (uncharged receipts). Pre-purchase transactions are always settled to cash. If the customer has tendered a cheque, then the user should adjust stock accordingly (to account for the increase in cheque holdings).
- When the customer returns for their service or product and the user selects the Pre Purchase redemption option, the value of the transaction is removed from the suspense account (uncharged receipts).

5.2.9.2 Performing a pre-purchase transaction when customer pays for services procedure

The procedure when the customer pays for the currently unavailable service or product is as follows:

Step 1. From the Desktop, select the Transactions option, the Housekeeping option then the Pre Purchase option.

Step 2. Enter the value of the service or product.

Step 3. Select the Tick option.

Step 4. Select the Finish option.

(The system displays the Housekeeping menu.)

(When you enter the transaction, the system cash holding levels will automatically be increased. If the customer has paid by any other method, you will have to adjust your stock (see *Section 11.1.6.2 Adjusting stock procedure*.)

Step 5. Inform the customer of the collection date for the service or product.

Step 6. Issue the customer with a receipt on the miscellaneous receipt form P1091LCB. The receipt must contain details of the stock unit ID of the stock unit holding the pre-purchase transaction.

Step 7. Tell the customer to bring the receipt with them when they come in to collect the service or product.

5.2.9.3 Performing a pre-purchase transaction when customer receives service procedure

The procedure when the customer returns for their service or product is as follows:

- Step 1. Ask the customer for the receipt and check the stock unit ID shown on the receipt.**
- Step 2. From the Desktop, select the Transactions option, the Housekeeping option then the Pre Purchase Redemption option.**
- Step 4. Enter the value of the transaction.**
- Step 4. Select the Tick option.**
- Step 5. Select the Finish option.**
(The transaction is automatically settled to cash.)
- Step 6. Record the product/service and its settlement on the system.**

5.2.10 Local Schemes transactions

5.2.10.1 Local Schemes transactions description

The following procedures are used when a customer wishes to purchase a voucher or permit for a Local Scheme or to make a payment towards a Local Scheme.

5.2.10.2 Local Schemes transactions procedure

The procedure to carry out a Local Scheme transaction is as follows:

Step 1. Check whether the customer has the correct documents available.

SCENARIO A: If the customer does have the correct documents:

- Proceed to step 2.

SCENARIO B: If the customer does not have the correct documents:

- Return the documents to the customer.
- Advise them to return later with the correct documents.
- This ends the procedure.

Step 2. From the Desktop, select the Transactions option, the Serve Customer option then the Local Schemes option.

(The system displays the Local Schemes menu.)

Step 3. Check whether the customer requires more than one voucher or permit of the same type.

SCENARIO A: If the customer does not require more than one item:

- Proceed to step 4.

SCENARIO B: If the customer does require more than one item:

- Select the quantity that the customer requires.
- Proceed to step 4.

Step 4. Select the appropriate option for the service/product requested.

(The system displays a picklist of relevant services/products. See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)

Step 5. Select the appropriate item in the picklist and select the Select option.

5.2.10.2 Local Schemes transactions procedure (contd)

Step 6. Is the Amount screen displayed?

SCENARIO A: If the Amount screen is not displayed:

- Proceed to step 8.

SCENARIO B: If the Amount screen is displayed:

- Enter the value of the product.
- Proceed to step 7.

Step 7. Has the value that you entered been accepted?

(The value must be within the limits for the product. If it is not, the system displays an error message telling you that the value is outside the allowed range and must be between a minimum value of n and a maximum value of n [Message EPOSS:MSG12])

SCENARIO A: If the value is accepted:

- Proceed to step 8.

SCENARIO B: If the value is not accepted:

- Select the Tick option and re-enter the value.
- Proceed to step 8.

Step 8. Complete the appropriate manual procedures for the service/product required.

Step 9. Ask the customer if they require another Local Scheme transaction.

SCENARIO A: If the customer does not require another Local Scheme transaction:

- Proceed to step 10.

SCENARIO B: If the customer does require another Local Scheme transaction:

- Proceed to step 3 and repeat the procedure.

Step 10. Examine the transaction stack to see whether the correct transaction type and amount are displayed.

SCENARIO A: If the transaction in the stack is correct:

- Proceed to step 11.

SCENARIO B: If the transaction in the stack is incorrect:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Proceed to step 3 and repeat the procedure.

5.2.10.2 Local Schemes transactions procedure (contd)

Step 11. Settle the transaction (see *Section 5.2.13.2. Settling transactions in a customer session procedure*).

5.2.11 End of day accounting for Local Schemes

5.2.11.1 End of day accounting for Local Schemes description

This procedure is used to account for Local Schemes, such as Rent and Council Tax payments by completing a Giro Deposit slip at the end of each day and then entering the account number and the value of the Giro Deposit on the system.

5.2.11.2 End of day accounting for Local Schemes procedure

This procedure to account for Local Schemes at the end of each day is as follows:

Step 1. From the Desktop, select the Reports option, the Counter Weekly option and then the Rent Summary option.

Step 2. Produce the Rent Summary report (see *Section 9 Reports and summaries*).

Step 3. Reconcile the stock unit summary with the appropriate vouchers or payments.

Step 4. Amalgamate all the stock unit summaries produced in the office.

Step 5. Reconcile all the vouchers/payments accepted in the office with the total of the amalgamated summaries.

Step 6. Calculate a separate total for each individual scheme.

Step 7. Manually complete a Giro Deposit slip for the total value for each individual scheme.

Step 8. From the Desktop, select the Transactions option, the Serve Customer option, the Other Products option, the Girobank option then either the Council Tax transcash or the Transcash local rent option as appropriate.

Step 9. Enter the account number and select the Tick option.

Step 10. Enter the value of the Giro Deposit slip and select the Tick option.
(The system prompts you to enter a contra amount.)

Step 11. Enter the contra amount and select the Tick option.
(Value of Giro Deposit slip as entered in step 10. One entry will be written to the stack with a value of zero (assuming that you enter the same amount; if you do not enter the same amount, the stack value will be 'amount minus contra amount'). The contra product is a balancing product which keeps the receipts and payments balanced.)

5.2.11.2 End of day accounting for Local Schemes procedure (contd)

Step 12. Is the transaction in the stack correct?

SCENARIO A: If the transaction in the stack is correct:

- Proceed to step 13.

SCENARIO B: If the transaction in the stack is incorrect:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Proceed to step 8 and repeat the procedure.

Step 13. Select the Finish option.

(The Finish button will show £0.00 unless any other transactions have been entered. Other transactions should be entered in a different session.)

Step 14. When the Cash Account is produced, it should be checked to ensure that the Rent and Council Tax schemes total on the Receipts section is the same as the equivalent line on the Payments section.

5.2.12 Recording lost postal order fees

5.2.12.1 Recording lost postal order fees description

If, for example, a customer requires a £10.00 postal order and the clerk does not have a £10.00 postal order available, they should sell the customer two £5.00 postal orders to make up the value and charge the appropriate fee for a single £10.00 postal order.

Note: The lost postal order fees are balanced by an entry on the PO Paid summary as well as an entry in the Payments section of the Stock Unit balance report.

5.2.12.2 Recording lost postal order fees procedure

The procedure to record lost postal order fees is as follows:

Step 1. From the Desktop select the Serve Customer option, the Transactions option, then the Postal Orders option.

(The system displays the Postal Orders menu.)

Step 2. Select the appropriate postal order options from the menu.

(The postal order transactions are displayed in the stack.)

Step 3. Select the Other PO option.

(The system displays the Other PO screen.)

Step 4. Select the Lost PO fees option.

(The system displays the Amount screen.)

Step 5. Enter the amount of the postal order fee to be waived.

5.2.12.2 Recording lost postal order fees procedure (contd)

Step 6. Select the Tick option.

(The postal order fee deduction appears in the stack as a minus amount and the total displayed on the Finish button is reduced by the amount of the deduction.)

Step 7. Examine the transaction stack to see whether the correct transaction type and amount are displayed.

SCENARIO A: If the transaction in the stack is correct:

- Proceed to step 8.

SCENARIO B: If the transaction in the stack is incorrect:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Proceed to step 1 and repeat the procedure.

Step 8. Select the Finish option.

(The system displays the Settlement screen.)

Step 9. Settle the transaction (see *Section 5.2.13.2 Settling transactions in a customer session procedure*).

5.2.13 Settling transactions in a customer session

5.2.13.1 Settling transactions in a customer session description

The system allows the user to settle the transactions in a customer session using a variety of MoPs which they select using dedicated buttons on the screen. The amount tendered by the customer is entered using the on-screen calculator or the numeric keypad. Alternatively, using the fast cash/cheque/debit card option settles the amount in one step and commits the session.

In certain cases POL cheques are used in settlement and given to customers in payment. This happens when, for example, a nursing home manager takes the residents' OBCS foils for the week into the post office for encashment. The post office 'buys' the foils from the nursing home in exchange for payment by a POL cheque. (POL cheques appear positive on the stack as they cancel out their related negative OBCS transaction.)

The session balance is always displayed during a customer session; the display indicates whether settlement involves an in-pay to the office or an out-pay from the office.

System rules:

- A customer session may be settled using a variety of methods of payment.
- Some methods of payment may have a mandatory inclusive pre-condition.
- If the session balance is positive (in favour of the post office), the session balance button displays 'TAKE'.
- If the session balance is negative (in favour of the customer), the session balance button displays 'PAY'.

5.2.13.2 Settling transactions in a customer session procedure

The procedure to record details of payment provided by or to customer at the end of the customer session is as follows:

Step 1. Select the Finish option in the stack (or select the Functions option then the Settlement option).

(The system displays the Transaction Settlement screen showing a variety of payment method options.)

EXCEPTION A: If the balance of the session is at zero (no payment is due to or due from the customer):

- The system displays the Serve Customer menu.
- This ends the procedure.

Step 2. Is payment due to the customer?

SCENARIO A: If payment is not due to the customer:

- Proceed to step 3.

SCENARIO B: If payment is due to the customer:

- Proceed to step 13.

EXCEPTION B.1: If the customer has savings stamps to tender:

- Proceed to step 3.

EXCEPTION B.2: If the customer wishes to pay a bill by cheque:

- Proceed to step 5.

Step 3. Are savings stamps being tendered as a method of payment?

SCENARIO A: If saving stamps are not being tendered as a method of payment:

- Proceed to step 5.

SCENARIO B: If saving stamps are being tendered as a method of payment:

- Refer to the relevant Counters Operations Manual for procedures for acceptance of savings stamps.

5.2.13.2 Settling transactions in a customer session procedure (contd)

- Accept the stamps from the customer.
 - If appropriate, select the Quantity option.
 - Select the appropriate stamp redemption option.
(For water and electricity stamp redemption, you must select the appropriate supplier name from the picklist displayed (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
 - Enter the total amount of stamps received.
 - Select the Tick option.
 - Proceed to step 4.
EXCEPTION B.1: If the stamps are not acceptable:
- Advise the customer that you cannot accept the saving stamps as a method of payment.
SCENARIO C: If the customer wants to redeem savings stamps exceeding the value of the transaction:
 - Advise the customer that you can give them change in cash only if the required change is less than the cost of the relevant savings stamp.
- Step 4. Has the customer tendered the exact amount in savings stamps?**
- SCENARIO A: If the customer has tendered the exact amount:*
- Select the Finish option.
 - Proceed to step 15.
- SCENARIO B: If the customer has not tendered the exact amount:*
- Proceed to step 5.
- Step 5. Has the customer tendered a cheque?**
- SCENARIO A: If the customer has not tendered a cheque:*
- Proceed to step 7.
- SCENARIO B: If the customer has tendered a cheque:*
- Ensure the cheque is valid - refer to the relevant Counters Operations Manual.
 - Proceed to step 6.
EXCEPTION B.1: If the cheque is not valid:
- Advise the customer that you cannot accept the cheque and ask for an alternative method of payment.

5.2.13.2 Settling transactions in a customer session procedure (contd)

Step 6. Is the cheque for the full amount due from the customer?

SCENARIO A: If the cheque is for the full amount:

- Select the Cheque (Fast) option.
- Proceed to step 15.

SCENARIO B: If the cheque is not for the full amount:

- Select the Cheque option.
- Enter the amount.
- Select the Tick option.

Proceed as follows:

SCENARIO B.1: If the customer is paying with more than one cheque:

- Proceed to Scenario C below.

SCENARIO B.2: If the customer is not paying with more than one cheque:

- Proceed to step 7.

SCENARIO C: If the customer is paying with more than one cheque:

- Proceed to step 5 Scenario B and repeat the procedure.

Step 7. Is the customer tendering a GIRO transfer?

SCENARIO A: If the customer is not tendering a GIRO transfer:

- Proceed to step 9.

SCENARIO B: If the customer is tendering a GIRO transfer:

- Ensure that the GIRO transfer is valid - refer to the Counters Operations Manual.
- Select the Girobank Transfer option.
- Enter the amount.
- Select the Tick option.
- Proceed to step 8.

EXCEPTION B.1: If the GIRO transfer is not valid:

- Advise the customer that you cannot accept the GIRO transfer and ask for an alternative method of payment.

5.2.13.2 Settling transactions in a customer session procedure (contd)

Step 8. Is the GIRO transfer for the full amount due from the customer?

SCENARIO A: If the GIRO transfer is for the full amount:

- Proceed to step 15.

SCENARIO B: If the GIRO transfer is not for the full amount:

- Proceed to step 9.

Step 9. Is the customer tendering a voucher?

SCENARIO A: If the customer is not tendering a voucher:

- Proceed to step 11.

SCENARIO B: If the customer is tendering a voucher:

- Ensure that the voucher is valid - refer to the Counters Operations Manual.
- Select the Voucher option.
(The system displays a picklist of voucher types.)
- Select the appropriate voucher type from the picklist (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
- Enter the amount.
- Select the Tick option.
- Proceed to step 10.

EXCEPTION B.1: If the voucher is not valid:

- Advise the customer that you cannot accept the voucher and ask for an alternative method of payment.

Step 10. Is the voucher for the full amount due from the customer?

SCENARIO A: If the voucher is for the full amount:

- Proceed to step 15.

SCENARIO B: If the voucher is not for the full amount:

- Proceed to step 11.

Step 11. Is the customer paying by Debit Card?

(Note: If the customer is not paying the whole amount by Debit Card, you must ensure that you process any other methods of payment prior to selecting the Debit Card option as this option clears the outstanding balance and completes settlement.)

5.2.13.2 Settling transactions in a customer session procedure (contd)

SCENARIO A.1: If the customer has paid a bill with savings stamps in excess of the value of the bill:

- Follow the relevant counter procedure - refer to the Counters Operations Manual.
- This ends the procedure.

SCENARIO B: If payment is due to the customer:

- Select the Cash (Fast) option.
- Pay the customer in cash.
- Proceed to step 16.

SCENARIO B.1: If payment by POL cheque is due to the customer (multiple OBCS transactions have been performed for the customer (see the CSR+ OBCS PPD [Ref. CS/PRO/094])):

Proceed as follows:

SCENARIO B.1.1: If you know the PLU number:

- Press the PLU key.
(The PLU Number screen is displayed.)
- Type in the PLU number.
- Enter the amount due to the customer.

SCENARIO B.1.2: If you do not know the PLU number:

- From the Functions menu, select the PLU list option.
- From the PLU list, select the POL cheque option.
(The system displays the Amount screen.)
- Enter the amount due to the customer.

Step 15. Select the Finish option.**Step 16. Does the customer require a receipt?**

SCENARIO A: If the customer requires a receipt:

- Print a receipt (see *Section 5.2.15.2 Printing an optional receipt procedure*).
- This ends the procedure.

5.2.14 Recording payment during a customer session

5.2.14.1 Recording payment during a customer session description

Use this procedure to record details of payment provided by the customer for an individual transaction or at a time prior to the end of the customer session.

5.2.14.2 Recording payment during a customer session procedure

The procedure to record details of payment provided by the customer for an individual transaction or at a time prior to the end of the customer session is as follows:

Step 1. Proceed as follows:

SCENARIO A: If the Serve Customer root menu is displayed:

- Proceed to step 2

SCENARIO B: If the Serve Customer sub-menu is displayed:

- Select the Desktop option. The system displays the Serve Customer root menu.

Step 2. Select the Settlement option.

(The system displays the Settlement menu.)

Step 3. Select the appropriate settlement product.

Step 4. Enter the value.

Step 5. Select the Tick option.

(The system displays the Serve Customer root menu.)

5.2.15 Printing an optional receipt and re-printing a receipt

5.2.15.1 Printing an optional receipt description

For some transactions it is mandatory for a transaction receipt to be provided. In such cases, the system will produce the receipt automatically. For some customer sessions, a receipt may be mandatory and, again, the system will produce the receipt automatically.

Where a receipt is not produced for a customer session automatically, the customer has the option of requesting a receipt. This will detail all the transactions that comprised the customer session. An optional session receipt may be printed at the end of the customer session prior to the start of the next session.

The system can produce an indefinite number of copy receipts. All receipts produced after the original are marked 'Duplicate'.

Notes:

- The user can select the Receipt option on the Functions menu to print an optional receipt then the Reprint Receipt option to print a further copy (or copies) of a receipt.

5.2.15.2 Printing an optional receipt procedure (contd)

SCENARIO A: If the receipt has printed correctly:

- Proceed to step 5.

SCENARIO B: If the receipt has not printed correctly, and the system displays a printer error message telling you to check the printer [Message EPOSS:MSG180]:

- Check the printer (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Select the Retry option.
- Proceed to step 5.

EXCEPTION B.1: If the receipt is still not printed:

- Select the Cancel option.
(The system displays the receipt details on the screen.)
- Complete a manual receipt in duplicate.
- Proceed to step 6.

Step 5. Do you want to print a further copy of the receipt?

SCENARIO A: If you do not want to print a further copy of the receipt:

- Proceed to step 6.

SCENARIO B: If you do want to print a further copy of the receipt:

- Select the Reprint Receipt option.
- Proceed to step 6.

Step 6. Tear off the receipt and hand it to the customer.

EXCEPTION A: If there are no receipts in the current session to reprint, the system displays a message saying that there are no receipts to reprint [Message EPOSS:MSG185].

- Select the Tick option.
- This ends the procedure.

5.2.16 Personal banking transactions

Personal banking transactions require the capture of additional data. The data captured during these transactions is used to populate the Counter daily and Office daily personal banking reports described in *Section 9.1 Report description*.

For transactions involving cash deposits and cheque deposit envelopes, the system prompts the clerk to enter the sort code, account number and the value of the transaction. For transactions involving cheque encashment, the system prompts the clerk to enter the sort code, account number and cheque number.

6 Reversals

6.1 Reversals overview

If a transaction has been entered and the customer session completed, the transaction can be reversed if, for example, the transaction has been entered incorrectly, the clerk needs to put right the error but the product concerned is defined in reference data as being non-voidable. A reversal can also be performed if a customer requests a refund. A reversal does not result in transaction information in the journal being amended but causes the insertion of additional, compensating and correcting transactions.

Note:

- The transaction reference number (needed to perform an existing reversal) can be obtained from the Transaction Log report or from some product summaries.

6.1.1 Reversal procedures

6.1.1.1 Reversing EPOSS transactions description

Existing reversals produce opposing transactions that cause the insertion of additional, compensating and correcting transactions. The opposing transactions appear on transaction summaries. The effect of an existing reversal is to bring the net value of the transactions to zero; (this may not apply to a new reversal as, in this case, the original transaction may be in a previous BP or may be for an amount that corresponds to more than one original transaction).

System rules:

- The product must be identified in reference data as being reversible.
- Reversal transactions may not be reversed.
- When reversals appear on a product summary, they are indicated by a negative sign. However, reversal transactions are excluded from Girobank deposit and withdrawal reports. These reports suppress reversed transactions and show only any correction transactions performed to correct erroneous transactions. (See *Section 9.1.1 Giro deposits and withdrawals reports containing erroneous transactions.*)
- If the APS business has been completed for the day, (APS end of day marker is set in the journal) APS transactions cannot be reversed. (For information on APS reversals, see the CSR+ Automated Payment Service PPD [Ref. CS/PRO/091].)

6.1.1.3 Reversing EPOSS transactions - existing reversals procedure

The procedure to perform an existing reversal is as follows:

Step 1. From the Desktop select the Transactions option, then the Reversals option.

(The system displays the Reversals menu).

Step 2. Can you identify the transaction reference number from the transaction log?

SCENARIO A: If you can identify the transaction:

- Proceed to step 3.

SCENARIO B: If you cannot identify the transaction:

- Carry out the procedure for new reversals (see *Section 6.1.1.4 Reversing EPOSS transactions - new reversals*). (For some transactions, existing reversal is compulsory and the transaction reference number must be identified before they can be reversed.)

Step 3. Select the Existing Reversal option.

(The system displays the Transaction Reference/Reversal screen.)

Step 4. Enter the transaction reference number of the original transaction from the transaction log.

Step 5. Select the Tick option.

Step 6. Is the reversal allowed?

SCENARIO A: If the reversal is allowed:

- The transaction appears on the stack and the system displays a message saying that the transaction with transaction reference *nm* was reversed successfully [Message EPOSS:MSG81].
- Proceed to step 8.

SCENARIO B: If the reversal is not allowed because the transaction reference number could not be found, the system displays a message saying that the requested transaction was not found within the current accounting period and therefore cannot be reversed [Message EPOSS:MSG342]:

- Select the Tick option.
(The system displays the Reversals menu.)
- Re-enter the transaction's reference number.
- Proceed to step 5.

6.1.1.3 Reversing EPOSS transactions - existing reversals procedure (contd)

SCENARIO C: If a reversal is not allowed for this transaction, the system displays a message telling you that the transaction you have attempted to reverse cannot be reversed [Message EPOSS:MSG86]:

- Select the Tick option.
- This ends the transaction.

SCENARIO C.1: If the reversal was for a customer refund and the customer disputes the fact that a refund cannot be provided:

- Refer them to the Network Business Support Centre (NBSC) Helpline.

SCENARIO D: If a reversal is not allowed for this product, the system displays a message telling you that transactions for this product cannot be reversed [Message EPOSS:MSG85]:

- Select the Tick option.
- This ends the transaction.

SCENARIO D.1: If the reversal was for a customer refund and the customer disputes the fact that a refund cannot be provided:

- Refer them to the NBSC Helpline.

SCENARIO E: If the transaction was not performed at the current stock unit, The system displays a message telling you that the transaction you are attempting to reverse was not for the current stock unit and therefore cannot be reversed as only transactions for the current stock unit are permitted [Message EPOSS:MSG76] :

- Select the Tick option.
- This ends the transaction.

SCENARIO F: If the transaction was not performed in the current CAP, The system displays a message telling you that the transaction you are attempting to reverse was not in the current CAP and that reversals for transactions in the current CAP only are allowed [Message EPOSS:MSG342]:

- Select the Tick option.
- Inform the customer that a refund cannot be provided.
- This ends the transaction.

SCENARIO F.1: If the customer disputes the fact that a refund cannot be provided:

- Refer them to the NBSC Helpline.

6.1.1.3 Reversing EPOSS transactions - existing reversals procedure (contd)

SCENARIO G: If the transaction reference number is invalid, the system displays a message saying that the requested transaction was not found within the current CAP and therefore cannot be reversed [Message EPOSS:MSG342]:

- Select the Tick option.
- Proceed as follows:

SCENARIO G.1: If you may have made a mistake when entering the transaction reference number:

- Re-enter the transaction reference number.
- Select the Tick option.
(The system displays the original transaction and linked transaction, if applicable.)
- Proceed to step 4.

SCENARIO H: If the transaction has already been reversed, the system displays a message saying that the transaction has already been reversed by user n at position n and gives the date and time when the reversal was performed [Message EPOSS:MSG82]:

- Select the Tick option.
- This ends the procedure.

SCENARIO I: If the transaction you are attempting to reverse is a Bulk Input transaction, the system displays a message saying that an existing reversal is not available and telling you to use a new reversal or to use adjust stock (for a value stock item) [Message EPOSS:MSG278]:

- Select the Tick option.
- Proceed as follows:

SCENARIO I.1: If you wish to use a new reversal:

- Refer to Section 6.1.1.5 Reversing EPOSS transactions - new reversals procedure.

SCENARIO I.2: If you wish to adjust stock:

- Refer to Section 11.1.6.2 Adjusting stock procedure.

6.1.1.3 Reversing EPOSS transactions - existing reversals procedure (contd)

SCENARIO J: If the transaction you are attempting to reverse is an AP transaction, the system displays a message saying that only EPOSS and OBCS transactions can be reversed using this option and telling you that you must use an AP reversal [Message EPOSS:MSG86]:

- Select the Tick option.
- Reverse the transaction using the AP reversal procedure (see the CSR+ APS PPD [Ref. CS/PRO/091]).

SCENARIO K: If another user at the same counter has started to reverse the transaction, the system displays a message saying that the transaction that you have tried to reverse is already being reversed on this counter [Message EPOSS:MSG615]:

- Select the Tick option.
- This ends the transaction.

SCENARIO L: If the transaction that you have tried to reverse is present on another counter's stack for reversal, the system displays a message saying that the transaction that you have tried to reverse is present on another counter's stack for reversal [Message EPOSS:MSG614]:

- Select the Tick option.
- This ends the transaction.

SCENARIO M: If the transaction that you have tried to reverse has a different mode from the transaction(s) currently on the stack (for example, you have reversed a Serve Customer transaction and then try to reverse a Remittance transaction) the system will not allow the second reversal and displays a message saying that these transactions cannot be reversed together [Message EPOSS:MSG254]:

- Select the Tick option.
(The system displays the Reversals menu with the permissible reversal transaction in the stack.)
- Proceed to Step 7.

Step 7. Are the correct transaction type and amount displayed in the stack?

(The quantity and value of the reversal are displayed in the stack. The reversal of a receipt transaction is shown as a negative value in the stack; the reversal of a payment transaction is shown as a positive value in the stack.)

6.1.1.3 Reversing EPOSS transactions - existing reversals procedure (contd)

EXCEPTION A: If the transaction is incorrect:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Proceed to step 2 and repeat the transaction.

Step 8. Check whether additional reversals are required.

SCENARIO A: If additional reversals are not required:

- Select the Finish option.
(The system displays the Settlement menu.)
- Settle the session as described in *Section 5.1.9 Settling a customer session*. (Once the session has been settled, the system automatically prints a receipt for the reversal transaction.)

EXCEPTION A: If this is an existing reversal of a remittance, parcel traffic, non-accounting data, housekeeping, stock adjustment or revaluation transaction:

- The Settlement menu is not displayed and no settlement is required.

SCENARIO B: If additional reversals are required:

- Proceed to step 2 and repeat the procedure.

Note: if the whole of the transaction is reversed including payment, the Finish button can display a zero. If the whole transaction is not reversed, the MoP may need to be adjusted if a cheque was taken but the reversal was settled with cash (see *Section 11.1.6.2 Adjusting stock procedure*). No settlement is required when reversing non-value transactions.

6.1.1.4 Reversing EPOSS transactions - new reversals description

The new reversal procedure is used to reverse a transaction for which you cannot identify the transaction reference number. This may be a transaction from a previous CAP (such transactions have to be reversed as new reversals); a transaction that cannot be voided or to give a refund for a purchase for which the customer does not have a receipt.

System rules:

- The product must be identified in reference data as being reversible.
- Reversal transactions may not be reversed.
- A new reversal cannot be carried out for transactions that require the entry of additional information (for example, Girobank account numbers). In such cases, the existing reversal option must be used.
- The system applies the same minimum, maximum and multiple value rules as are applied to the product in Serve Customer mode.
- New reversals are always treated as being reversals of Serve Customer transactions (for example, you cannot 'New' reverse a Remittance).

6.1.1.5 Reversing EPOSS transactions - new reversals procedure

The procedure to perform a new reversal is as follows:

Step 1. From the Desktop select the Transactions option, then the Reversals option.

(The system displays the Reversals menu).

Step 2. Can you identify the transaction reference number from the transaction log?

SCENARIO A: If you can identify the transaction reference number:

- Select the Existing Reversal option.
(The system displays the Transaction Reference screen.)
- Perform an existing reversal (see *Section 6.1.1.3 Reversing EPOSS transactions - existing reversals procedure*).

SCENARIO B: If you cannot identify the transaction reference number:

- Select the New Reversal option.
(The system displays the New Reversal screen.)
- Proceed to step 3.

Step 3. Is more than one item being reversed?

SCENARIO A: If only one item is to be reversed:

- Proceed to step 4.

SCENARIO B: If more than one item is to be reversed:

- Enter the quantity.
- Proceed to step 4.

Step 4. Select the option for the item to be reversed (for example, to reverse the sale of a BT stamp, select the BT stamp option).

(The system displays the reversal/refund transaction in the stack.)

Step 5. Has the system allowed the reversal?

SCENARIO A: If the system has allowed the reversal:

- Proceed to step 6.

SCENARIO B: If the reversal cannot be allowed because the product is one that cannot be reversed, the system displays a message saying that transactions for this product cannot be reversed [Message EPOSS:MSG85]:

- Select the Tick option.
- Check whether you have entered the right product and repeat the procedure if you have not.

6.1.1.5 Reversing EPOSS transactions - new reversals procedure (contd)

- Select the Tick option to return to the Reversals menu.

SCENARIO C: If the reversal cannot be allowed because you have selected a quantity greater than one (which is not acceptable as reversals for the product must be performed singly), the system displays a message saying that the transaction cannot be reversed [Message EPOSS:MSG86]:

- Select the Tick option.
- Perform the reversal transactions individually.

Step 6. Enter the value of the transaction if required.

(You will only need to enter the value for an open price product.)

Step 7. Check that the correct transaction type and amount are displayed in the stack.

(The reversal transaction(s) will appear in the stack. The reversal of a receipt transaction is shown as a negative value in the stack; the reversal of a payment transaction is shown as a positive value in the stack.)

EXCEPTION A: If the transaction is not correct:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Proceed to step 2 and repeat the procedure.

Step 8. Check whether additional reversals are required.

SCENARIO A: If additional reversals are not required:

- Select the Finish option.
(The system displays the Settlement menu.)
- To ensure that the correct MoP is adjusted, settle the session using the same MoP as was used for the original transaction. For example, if the original transaction was settled by cheque, use the Cheque option to settle the reversal. (See *Section 5.1.9 Settling a customer session.*)
- Once the session has been settled, the system automatically prints a receipt for the reversal transaction and re-displays the Reversals menu.
(Note: no settlement is required when reversing non-value transactions.)

SCENARIO B: If additional reversals are required:

- Proceed to step 2 and repeat the procedure.

6.1.1.6 Reversing EPOSS transactions - transfer out reversal description

A transfer out reversal is performed if it is necessary to reverse a transfer out that has not yet been transferred in to the receiving stock unit.

System rules:

- The selected transfer must still be pending.
- The selected transfer must have originated from this stock unit.

6.1.1.7 Reversing EPOSS transactions - transfer out reversal procedure

The procedure to perform a transfer out reversal is as follows:

Step 1. From the Desktop select the Transactions option, the Reversals option then the Transfer Reversal option.

Step 2. Are there any pending transfers?

SCENARIO A: If there are no pending transfers:

- The system displays a message saying that there are no reversible transfers currently pending [Message EPOSS hard messages:Stock Transfer - No Entries Found].
- Select the Tick option.
(The system displays the Reversals menu.)
- This ends the procedure.

SCENARIO B: If there are pending transfers:

- The system displays a picklist of all pending transfers out from this stock unit which have not been transferred in to another stock unit.
- Proceed to step 3.

Step 3. Select the transfer to be reversed.

Step 4. Select the Tick option.

(The system displays the Transfer Out Details screen.)

Step 5. Do you want to preview the selected transfer details?

SCENARIO A: If you do not want to preview the details:

- Proceed to step 6.

SCENARIO B: If you do want to preview the details:

- Select the Preview option.
- Select the Cross option.
(The system displays the Transfers Out Details screen.)
- Proceed to step 6.

6.1.1.7 Reversing EPOSS transactions - transfer out reversal procedure (contd)

Step 6. Do you want to print the selected transfer details?

SCENARIO A: If you do not want to print the details:

- Proceed to step 7.

SCENARIO B: If you do want to print the details:

- Select the Print option (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).
- Proceed to step 7.

Step 7. Is the selected transfer the one that you want to reverse?

SCENARIO A: If the transfer is the correct transfer:

- Proceed to step 8.

SCENARIO B: If the transfer is not the correct transfer:

- Select the Cross option.
(The system displays the Reversals menu.)
- Repeat the procedure for a different transfer if required.

Step 8. Select the Tick option to reverse the selected transfer.

(The system prints the reversal details.)

Step 9. Select the Tick option.

(The system displays the Reversals menu.)

6.1.2 Reversing remittances out to the ADC

6.1.2.1 Reversing remittances out to the ADC description

If a product has been remitted out to the ADC incorrectly, each product in the remittance out session must be reversed individually and a new remittance out session must be created for the products that do need to be sent back to the ADC.

Note: it is essential that this procedure is followed. If it is not, a pouch could be sent to the ADC with some products missing because they have been reversed out of the remittance out session. This will result in SAP ADS and the ADC being misinformed, leading to confusion and loss of time investigating such incidents.

Bar-codes for remittance out sessions that have been reversed must not be re-used as such bar-codes remain in a 'remitted out' state.

6.1.2.2 Reversing remittances out to the ADC procedure

The procedure to reverse a remittance out to the ADC is as follows:

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Step 1. Reverse all the items in the pouch individually (see *Section 6.1.1.1 Reversing EPOSS transactions description*).

(You cannot reverse a single product and then send the pouch with the remaining products.)

Step 2. Perform a new remittance out using a new bar-coded pouch.

7 Internal transfers

7.1 Internal transfers overview

Internal transfers represent the movement of cash and stock items between stock units within the office. Other MoPs (for example, cheques and vouchers) can be transferred. A transfer session will identify the quantity and value of cash and stock items and the identity of the other stock unit involved in the transfer. The transfer is conducted in the following way:

- The clerk on the supplying stock unit transfers out the required amount of stock and/or cash from their stock unit (see *Section 7.1.1.2 Transferring cash and stock out of a stock unit procedure*). The system produces a transfer slip showing the amount of cash and/or stock transferred out.
- The clerk on the supplying stock unit gives the transfer slip to the clerk on the receiving stock unit, together with the associated stock and/or cash.
- The clerk on the receiving stock unit transfers in the required amount of stock and/or cash (see *Section 7.1.1.4 Transferring cash and stock into a stock unit procedure*).
- The clerk on the receiving stock unit checks that the transfer details on the slips agree with the stock and/or cash received, then signs and returns the transfer slip to the supplying stock unit.
- The clerk on the supplying stock unit keeps the signed transfer slip in the till drawer until the end of the CAP.

7.1.1 Internal transfer procedures

7.1.1.1 Transferring cash and stock out of a stock unit description

The transfer out procedure is used when cash and/or stock items are removed from one stock unit and transferred to another stock unit. The procedure defines the destination stock unit and the quantities and values of the stock being transferred. The transactions are committed to the journal and decrease the levels of stock within the supplier's stock unit.

The system settles the transfer out session automatically and prints a transfer slip showing details of the transfer.

System rules:

- If either of the stock units is currently being balanced, the transfer cannot take place until balancing has been completed. (The start point of the balancing process occurs the moment that the user selects the Balance Report option; the end point of the process occurs when the system re-displays the Balance report screen.)
- The receiving stock unit must be in the same CAP as the sending stock unit. Once a stock unit is rolled into the next CAP, no transfers are possible to or from a stock unit that is in a previous CAP.

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- Transfers out may not be performed at an isolated node.
 - Transfers out can be performed to a stock unit to which no user(s) are attached.
 - A stock unit can be balanced with outstanding transfers. However, the user is restricted to rolling the stock unit over to the next BP. Rollover to the next CAP is not permitted.
 - Transfers out are not permitted to the default stock unit.

Business rule:

- After the end of the CAP, the transfer slip must be retained in the office for two years.

7.1.1.2 Transferring cash and stock out of a stock unit procedure

The procedure to transfer stock items out to another stock unit is as follows:

Step 1. Agree verbally with the receiver the quantity and value of the cash and or stock to be transferred.

Step 2. From the Transactions menu, select the Transfers option then the Transfer Out option.

(The system displays the Transfer Out Stock Unit Selection screen.)

Step 3. Select the stock unit to which cash and/or stock is to be transferred.

(Scroll through the list of stock units if the one you want is not displayed.)

Step 4. Select the Tick option.

(The system displays the Transfer Out menu to the selected stock unit.)

Step 5. Is the quantity of stock to be transferred greater than one?

SCENARIO A: If the quantity is not greater than one:

- Proceed to step 6.

SCENARIO B: If the quantity is greater than one:

- Enter the quantity.
- Proceed to step 6.

Step 6. Select the appropriate option(s) relating to menu selection until the relevant item is displayed.

Step 7. Is the stock type to be transferred a fixed value or open value product:

SCENARIO A: If stock type to be transferred is a fixed value product:

- Proceed to step 8.

SCENARIO B: If stock type to be transferred is an open value product:

- Either enter the value relating to total value of stock to be transferred or enter the items individually.
- Select the Tick option.
(The system displays the Transfer Out menu and shows details of stock transferred, including any fees, in the stack.)
- Proceed to step 8.

Step 8. Is the correct transaction type and amount displayed in the stack?

SCENARIO A: If the transaction is correct:

- Proceed to step 9.

7.1.1.2 Transferring cash and stock out of a stock unit procedure (contd)

SCENARIO B: If the transaction not correct:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).

Step 9. Are there further stock types to be transferred out from your stock unit?

SCENARIO A: If there are no further stock types to be transferred:

- Proceed to step 10.

SCENARIO B: If there are further stock types to be transferred:

- Proceed to step 5 and repeat this procedure.

Step 10. Select the Finish option.

(The system displays the Transfers menu and the counter printer prints a Transfer Out slip. The slip provides a detailed breakdown of products transferred, listing the appropriate volume and value against each item.)

Step 11. Check the transfer slip against the stock or cash to be transferred.**Step 12. Hand the stock and/or cash to the receiving stock unit for checking against the transfer slip.**

(The clerk for the receiving stock unit will check the stock and/or cash, then sign and return the transfer slip.)

Step 13. Obtain the signed transfer slip from the clerk at the receiving stock unit.**Step 14. Retain the signed transfer slip in the till drawer until the end of the CAP.****7.1.1.3 Transferring cash and stock into a stock unit description**

The transfer in procedure is used when cash and/or stock items are received from another stock unit. The process increases the level of stock within the receiver's stock unit. The system settles the session automatically. The user can print a transfer slip detailing the transfer.

System rules:

- If either of the stock units is currently being balanced, the transfer cannot take place until balancing has been completed.
- The user may only transfer from pending Transfers In for this stock unit.
- Transfers in may not be performed at an isolated node.
- A stock unit can be balanced with outstanding transfers. However, the user is restricted to rolling the stock unit over to the next BP. Rollover to the next CAP is not permitted.
- Transfers in cannot be undertaken at the default stock unit.
- Cash or stock cannot be transferred in to a receiving stock unit until the supplying stock unit has transferred out.

7.1.1.4 Transferring cash and stock into a stock unit procedure

The procedure to transfer cash and stock items received from another stock unit into the user's stock unit is as follows:

- Step 1. Agree verbally with the supplier, the quantity and value of the stock and/or cash to be transferred.**
- Step 2. Receive cash and stock items, and transfer slip from the supplying stock unit. Check that the items received and the transfer slip agree.**
- Step 3. Do the items received and the transfer slip agree?**

SCENARIO A: If the items and transfer slip agree:

- Proceed to step 5.

SCENARIO B: If the items and transfer slip do not agree:

- Proceed to step 4.

Step 4. Proceed as follows:

SCENARIO A: If the items and transfer slip do not agree because the sender has not handed over the correct items:

- Ask them to hand over the correct stock and/or cash.
- Proceed to step 5.

SCENARIO A.1: If the sender cannot hand over the correct stock and/or cash:

- Ask them to reverse the transfer out (see *Section 6.1.1.7 Reversing EPOSS transactions - transfer out reversal procedure*). (Note: Transfer reversals cannot be performed from the 'receiving' stock unit. They must be performed from the 'sending' stock unit.)
- This ends the procedure.

SCENARIO B: If the items and transfer slip do not agree because the sender has input the transfer details incorrectly:

- Ask them to reverse the transfer out (see *Section 6.1.1.7 Reversing EPOSS transactions - transfer out reversal procedure*) and to perform another transfer out session for the correct items (see *Section 7.1.1.2 Transferring cash and stock out of a stock unit procedure*).
- Proceed to step 2 and repeat this procedure.

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7.1.1.4 Transferring cash and stock into a stock unit procedure (contd)

Step 5. From the Transactions menu, select the Transfers option then the Transfer In option.

(The system displays a list of any outstanding transfers in. For the stock unit they are listed in three columns: Source stock unit; session number of supplying stock unit and total value of the transfer in.)

Step 6. Select the transfer in that you want to make by touching the appropriate row.

Step 7. Select the Tick option.

(The system displays the Transfer In details screen showing the total transfer value, the supplying stock unit and the destination stock unit.)

EXCEPTION A: If the transfer that you have selected has been reversed by a user at another counter, the system displays a message saying that the selected transfer has been reversed and is no longer available [Message EPOSS:MSG267]:

- Select the Tick option.
- This ends the procedure.

Step 8. Do you want to preview the transfer report?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 9.

SCENARIO B: If you do want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 9.

Step 9. Do you want to print the transfer report?

SCENARIO A: If you do not want to print the report:

- Proceed to step 10.

SCENARIO B: If you do want to print the report:

- Select the Print option and print the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 10.

7.1.1.4 Transferring cash and stock into a stock unit procedure (contd)**Step 10. Is the correct transfer displayed on the screen?**

SCENARIO A: If the correct transfer is displayed on the screen:

- Proceed to step 11.

SCENARIO B: If the correct transfer is not displayed on the screen:

- Select the Cross option.
(The system returns to the Transfer screen without committing the transfer.)
- Proceed to step 5 and repeat the procedure.

Step 11. Are the details of the transfer correct?

SCENARIO A: If the details are correct:

- Proceed to step 13

SCENARIO B: If the details are not correct:

- Identify the error and inform the sender.
- Proceed to step 12.

Step 12. Can the sender rectify the error by sending the correct stock and/or cash or by correcting the transfer by sending a second transfer for the items omitted in the first transfer?

SCENARIO A: If the sender can rectify the error:

- Ask the sender to make another transfer.

SCENARIO B: If the sender cannot rectify the error:

- Ask the sender to reverse the transfer (see *Section 6.1.1.7 Reversing EPOSS transactions - transfer out reversal procedure*).
- Select the Cross option.
(The system returns to the Transfer screen without committing the transfer.)
- This ends the procedure.

Step 13. Select the Tick option.

(The counter printer prints a Transfer In slip. The slip provides a detailed breakdown of products transferred, listing the appropriate volume and value against each item. The system then displays a message saying that the stock transfer is complete [Message EPOSS:MSG400].)

Step 14. Select the Tick option.

(The system displays the Transfers menu.)

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7.1.1.4 Transferring cash and stock into a stock unit procedure (contd)

Step 15. Sign the transfer slip given to you by the user of the supplying stock unit.

Step 16. Return the transfer slip to the supplying stock unit.

7.1.2 Transfer reconciliation

A weekly report (at Office level) is available to allow the post office manager to view the transfers between stock units within the current CAP. The report identifies any unmatched transfers (Transfers Out that have not been either reversed or accepted).

8 Remittances

8.1 Remittances overview

Remittances are movements of stock and cash (both to and from an office) and an external remittance centre. Special arrangements are made for POL cheques in that they must be ordered from the distribution centre and remitted in to the office before they can be handed over to a customer.

Stock (including cash) remittances occur:

- When a post office orders stock or receives stock routinely.
- When a post office returns stock.

The procedure to remit stock in from the Automated Distribution Centre (ADC) is the same as other remittance in procedures that are described in *Section 8.1.1.2 Remittance in procedure*. The procedure to remit stock out to the ADC differs from other remittance out procedures in that the bar-code on the pouch used for the remittance out must be captured on the system. Remittances out to the ADC are described in *Section 8.1.3.2 Remittance out to the ADC procedure*.

Note: counter staff can sell stock physically remitted in to a stock unit before performing the remittance procedures. However, before they can balance their stock units they must perform remittance in procedures.

8.1.1 Remittance procedures

8.1.1.1 Remittance in description

The remittance in procedure is used to remit cash and stock items received from an external supplier into the user's stock unit. The procedure increases the stock volume and value within the stock unit.

System rules:

- The available external sources for remittances in are governed by reference data which specifies the external sources from which remittances may be received, the products which may be received from each source and the quantity and value ranges for those products.
- The system settles the session automatically. The transactions are committed to the journal and the levels of stock are increased in the stock unit.
- The system automatically prints a remittance in slip detailing the stock remitted in.
- Stamp denominations are remitted and transferred using individual products but are posted to general stamps.

Business rules:

- Before stock is remitted in from the ADC, the user must confirm pouch delivery as described in the CSR+ LFS PPD [Ref. CS/PRO/096].
- Remittance items must be booked in on the day of receipt.
- Remittance in slips (system-produced) must be signed by the clerk and retained in the office for two years.

8.1.1.2 Remittance in procedure

The procedure to perform a remittance in is as follows:

Step 1. Receive, check and acknowledge stock or cash relating to remittance advice.

Step 2. Is the cash or stock correct?

SCENARIO A: If the cash or stock is correct:

- Proceed to step 3.

SCENARIO B: If the cash or stock is not correct:

- Remit in the cash or stock as if correct and deal with the discrepancy (see *Section 8.1.4.2 Surplus remittance discrepancy procedure* or *Section 8.1.6.2 Shortage remittance discrepancy procedure*).

Step 3. From the Transactions menu, select the Remittances option.

(The system displays the Remittances menu.)

Step 4. Select the button relating to the supplier from whom you have received the stock or cash.

Step 5. Does the menu show the stock type or cash to be remitted?

SCENARIO A: If menu displayed shows stock type to be remitted:

- Proceed to step 6.

SCENARIO B: If menu displayed does not show stock type to be remitted:

- Select the Desktop option.
- Proceed to step 2 and repeat the procedure.

Step 6. Is there more than one of the item?

(If the item is cash or cheque, you do not need to enter a quantity.)

SCENARIO A: If there is not more than one of the item:

- Proceed to step 7.

8.1.1.2 Remittance in procedure (contd)

SCENARIO B: If there is more than one of the item:

- Enter the quantity either by typing in the number or by selecting the Quantity button.
- Proceed to step 7.

Step 7. Select the relevant button(s) for the item.

Step 8. Are the item(s) fixed value products?

SCENARIO A: If the items are fixed value products:

- Proceed to step 9.

SCENARIO B: If the items are not fixed value products:

- Enter the value of an individual item.
- Select the Tick option.
- Proceed to step 9.

Step 9. Is the transaction correct in the stack?

SCENARIO A: If the transaction is correct in the stack:

- Proceed to step 10.

SCENARIO B: If the transaction is not correct in the stack:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Proceed to step 2 and repeat the procedure.

Step 10. Are there further stock types to be remitted in from the same supplier and are the items available?

(Note: all stock remitted in can be viewed by selecting the Open button above the stack when the stack view is full. For information on navigating the transactions in the stack, see the CSR+ Operating Environment PPD [Ref. CS/PRO/097].)

SCENARIO A: If there are further stock items to be remitted in:

- Select the Previous option.
- Proceed to step 5 and repeat the procedure.

SCENARIO B: If there are no further stock items to be remitted in:

- Proceed to step 11.

Step 11. Select the Finish option.

(The system displays the Remittance In menu and the counter printer prints a remittance in slip.)

Step 12. Retain the remittance in slip with the remittance advice for reconciliation purposes.

8.1.2 Remittances out to a non-automated distribution centre

8.1.2.1 Remittance out to a non-automated distribution centre description

The remittance out procedure is used when stock or cash is to be dispatched from the user's stock unit to a destination out of the office. The procedure decreases the volume and value of stock within the stock unit.

System rules:

- The available external destinations for remittances out are governed by reference data which specifies the destinations to which remittances may be sent, the products which may be remitted out and the quantity and value ranges for those products.
- The system settles the session automatically. The transactions are committed to the journal and the levels of stock are decreased in the stock unit.
- The system automatically prints a remittance out slip detailing the stock remitted out.

Business rules:

- The manual remittance out form must accompany the stock or cash sent to the supplying post office or Cash Remittance Unit (CRU) as proof of the transaction.
- Items must be booked out on the day of despatch.
- The remittance out slip (system-produced) must be retained in the office for two years.

8.1.2.2 Remittance out to a non-automated distribution centre procedure

The procedure to perform a remittance out to a non-automated distribution centre is as follows:

Step 1. From the Transactions menu, select the Remittances option.

(The system displays the Remittances menu.)

Step 2. Select the destination to which you want to remit out the items.

Step 3. Does the menu show the items to be remitted?

SCENARIO A: If menu displayed shows items to be remitted:

- Proceed to step 4.

SCENARIO B: If menu displayed does not show items to be remitted:

- Select the Desktop option.
- Proceed to step 1 and repeat the procedure.

8.1.2.2 Remittance out to a non-automated distribution centre procedure (contd)

Step 4. Is there more than one of the item?

(If the item is cash or cheque, you do not need to enter a quantity.)

SCENARIO A: If there is not more than one of the item:

- Proceed to step 5.

SCENARIO B: If there is more than one of the item:

- Enter the quantity either by typing in the number or by selecting the Quantity button.
- Proceed to step 5.

Step 5. Select the relevant button(s) for the item.

Step 6. Are the item(s) fixed value products?

SCENARIO A: If the items are fixed value products:

- Proceed to step 7.

SCENARIO B: If the items are not fixed value products:

- Enter the value of an individual item.
- Select the Tick option.
- Proceed to step 7.

Step 7. Is the transaction correct in the stack?

SCENARIO A: If the transaction is correct in the stack:

- Proceed to step 8.

SCENARIO B: If the transaction is not correct in the stack:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Proceed to step 1 and repeat the procedure.

Step 8. Are there further items to be remitted out to the same destination and are the items available?

(Note: all stock remitted out can be viewed by selecting the Open button above the stack that appears when the stack view is full. For information on navigating the transactions in the stack, see the CSR+ Operating Environment PPD [Ref. CS/PRO/097].)

SCENARIO A: If there are further items to be remitted out:

- Select the Previous option.
- Proceed to step 4 and repeat the procedure.

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8.1.2.2 Remittance out to a non-automated distribution centre procedure (contd)

SCENARIO B: If there are no further items to be remitted out:

- Proceed to step 9.

Step 9. Select the Finish option.

(The system displays the Remittance Out menu and the counter printer prints a remittance out slip.)

Step 10. Forward items and associated documentation to the destination.

Step 11. Retain the remittance out slip with the bottom copy of the remittance advice for reconciliation purposes.

8.1.3 Remittances out to the Automated Distribution Centre (ADC)

This section describes the procedure to remit items out to the ADC only. For information on other LFS facilities, see the CSR+ LFS PPD [Ref. CS/PRO/096].

8.1.3.1 Remittance out to the ADC description

Stock control, including the distribution of cash and value stock from and return to the ADCs, is handled by the SAP Advanced Distribution Service (SAP ADS) in conjunction with LFS.

When cash or stock is remitted out to the ADC, the clerk enters details of the stock being remitted out and scans the bar-code on the pouch containing the remittance items. At the end of the remittance out session, the system prints a stock return advice note that lists the products that have been remitted out in the session and a remittance out slip.

System rules:

- Pouches used for remittance out are single-use only. Once a user has scanned the pouch bar-code and the pouch has been accepted by the system, the pouch cannot be used again.
- The system will reject a pouch with an invalid bar-code. If, during remittance out the system displays an invalid bar-code message, the user must use another pouch.
- When a cash remittance out is performed, the system requires the user to break down the cash by individual denominations.

Business rules:

- The user must perform the Remittances out to the ADC procedure before undertaking the pouch collection procedure (as described in the CSR+ LFS PPD [Ref. CS/PRO/096]).
- Separate remittance sessions must be performed for every coin remittance, every pouch containing notes and every pouch containing other stock (both value and non-value).
- The user must perform their total coin remittance in a single remittance session. (They must not treat individual bags of coins as separate remittances.)
- If the user has completed a remittance out and then decides that they do not want to remit out all the stock contained in a pouch, they must reverse all the items in the session individually (see *Section 6.1.1 Reversal procedures*) and start again. They cannot reverse out a single product and send the pouch with the remaining products.
- Pouches must not contain a mixture of cash and stock.
- A plastic bar-coded seal must be attached to all coin bags being returned. (Only full coin bags should be returned.)
- The stock return advice note (printed automatically by the system on the counter printer once the pouch bar-code has been scanned), must be signed and dated by the clerk and placed in the pouch which must then be sealed. (In

the case of coin bags, the stock return advice note must be signed and datestamped by the clerk. The clerk must then affix a remittance bar-code (P6097) to the reverse of the stock return advice note and place the advice note in an envelope addressed to the appropriate distribution centre, to accompany the remittance out items when they are handed over to the carrier. The envelope should not be sealed as the bar-code will be required for scanning during the pouch collection procedure.)

- If a cash remittance out has been entered on the system, but the pouch has not been collected by the close of business, the monetary contents of the pouch must be included as part of the daily cash declaration.

8.1.3.2 Remittance out to the ADC procedure

The procedure to remit stock out to the ADC is as follows:

Step 1. From the Transactions menu, select the Remittances option then the Out to the Automated Distribution Centre option.

(The system displays the Transactions Out to the Automated Distribution Centre menu.)

Step 2. Decide whether the item is cash or a cheque.

SCENARIO A: If the item is cash or a cheque:

- Proceed to step 4.

SCENARIO B: If the item is not cash or a cheque:

- Proceed to step 3.

Step 3. Decide whether there is more than one of the same item.

SCENARIO A: If there is not more than one of the same item:

- Proceed to step 4.

SCENARIO B: If there is more than one of the same item:

- Enter the quantity of items.

- Proceed to step 4.

Step 4. Select the relevant button for the item to be remitted out.

(If an ellipsis (...) is displayed in the top left hand corner of a button, it denotes that if you select this option, the system displays another menu (or a picklist), rather than a transaction screen.)

Step 5. Check whether a picklist is displayed.

(If a quantity has been entered for a product and a picklist is displayed which requires a volume to be input, you will need to enter the quantity again (within the picklist screen). This will override the original quantity entered.)

8.1.3.2 Remittance out to the ADC procedure (contd)

SCENARIO A: If the system displays a picklist:

- Select the appropriate item from the picklist. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)

SCENARIO B: If the system does not display a picklist:

- Proceed to step 6.

Step 6. Are the item(s) fixed value items?

SCENARIO A: If the items are fixed value items:

- Proceed to step 7.

SCENARIO B: If the items are not fixed value items:

- Enter the value of an individual item.
- Select the Tick option.
- Proceed to step 7.

Step 7. Examine the stack to see whether the correct transaction type and amount are displayed.

Note: any non-value stock items (for example, milk tokens) will appear in the stack with a nil value.

SCENARIO A: If the transactions are correct in the stack:

- Proceed to step 8.

SCENARIO B: If any transactions are not correct in the stack:

- Select the Bin option and delete any incorrect transactions (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).

SCENARIO B.1: If you wish to re-enter the transaction(s):

- Proceed to step 2 and repeat this procedure.

SCENARIO B.2: If you do not wish to re-enter the transaction(s):

- Proceed to step 8.

Step 8. Are there further stock types to be remitted out to the ADC?

(Note: all stock remitted out can be viewed by selecting the Open option (displayed above the stack when the stack view is full).) See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a stack.

SCENARIO A: If there are further stock types to be remitted out:

- Select the Previous icon.
- Proceed to step 2 and repeat the procedure.

8.1.3.2 Remittance out to the ADC procedure (contd)

SCENARIO B: If there are no further stock types to be remitted out:

- Proceed to step 9.

Step 9. Select the Finish option.

(The system displays the Scan Barcode screen telling you to scan the bar-code or use manual entry, or to select cancel to abandon the procedure [Message LFS:MSG558].)

Step 10. For stock/notes scan the pouch bar-code, for coin the P6097 peel-off bar-code or for part coin bags the plastic pull-seal bar-code.

(The scanner emits a beep.)

EXCEPTION A: If the bar-code is not read, scan the bar-code again up to a maximum of THREE times, then:

- Enter the bar-code number manually (see the CSR+ LFS PPD [Ref. CS/PRO/096]).
- Proceed to step 11.

EXCEPTION A.1: If the bar-code is still not accepted:

- Remove the stock from the unacceptable pouch and put it into another pouch.
- Scan the bar-code on the new pouch.
- Proceed to step 11.

EXCEPTION B: If the bar-code has already been scanned, the system displays a pouch already entered message saying that the pouch has already been entered and telling you to touch OK to enter the next pouch [Message LFS:MSG561]:

- Select the Tick option.
(The system displays the Scan Barcode screen.)

SCENARIO B.1: If you wish to proceed with the remittance out:

- Remove the stock from the unacceptable pouch and put it into another pouch.
- Scan the bar-code on the new pouch.
- Proceed to step 11.

SCENARIO B.2: If you wish to abandon the remittance out session:

- Select the Cross option.
(The system displays a message asking you whether you are sure that you want to abandon the remittance out session and telling you to select Retry to continue with the remittance out session or Cancel to abandon the transaction [Message EPOSS hard messages: Abandon incomplete remittance out session].)

8.1.3.2 Remittance out to the ADC procedure (contd)

- Select the Cross option.
(The system abandons the remittance out session, removes all items placed on the stack and displays the Remittance Out menu.)
- This ends the procedure.

EXCEPTION C: If the bar-code scanned belongs to a delivery pouch, the system displays a message saying that you cannot use delivery bar-codes for this pouch, and telling you to select Retry to re-enter the bar-code or Cancel to cancel pouch entry [Message LFS:MSG562]:

SCENARIO C.1: If you wish to use a new pouch:

- Select the Tick option.
(The system displays the Scan Barcode screen.)
- Remove the stock from the unacceptable pouch and put it into another pouch.
- Scan the bar-code on the new pouch.
- Proceed to step 11.

SCENARIO C.2: If you wish to cancel the remittance out session:

- Select the Cross option.
(The system displays a message asking you whether you are sure that you want to abandon the remittance out session and telling you to select Retry to continue with the remittance out session or Cancel to abandon the transaction [Message EPOSS hard messages: Abandon incomplete remittance out session].)
- Select the Cross option.
(The system abandons the remittance out session, removes all items placed on the stack and displays the Remittance Out menu.)
- This ends the procedure.

EXCEPTION D: If the bar-code contains an incorrect check digit, the system displays a message saying that the check digit is incorrect, and telling you to select the Retry option to re-enter the bar-code or the Cancel option to abandon pouch entry [Message LFS:MSG563]:

SCENARIO D.1: If you wish to use a new pouch:

- Select the Tick option.
(The system displays the Scan Barcode screen.)
- Remove the stock from the unacceptable pouch and put it into another pouch.

8.1.3.2 Remittance out to the ADC procedure (contd)

- Scan the bar-code on the new pouch.
- Proceed to step 12.

SCENARIO D.2: If you wish to abandon the remittance out session:

- Select the Cross option.
(The system displays a message asking you whether you are sure that you want to abandon the remittance out session and telling you to select Retry to continue with the remittance out session or Cancel to abandon the transaction [Message EPOSS hard messages: Abandon incomplete remittance out session].)
- Select the Cross option.
(The system abandons the remittance out session, removes all items placed on the stack and displays the Remittance Out menu.)
- This ends the procedure.

Step 11. Are the items being remitted out spoiled or obsolete postal orders?

SCENARIO A: If the items are not spoiled or obsolete postal orders:

- Proceed to step 12.

SCENARIO B: If the items are spoiled or obsolete postal orders:

- Destroy the remittance out pouch.
- Dispatch the postal orders in accordance with existing instructions.
- This ends the procedure.

Step 12. The system prints a stock return advice note and a message telling you to remove the stock return advice and place it in the pouch. The message states that alternative procedures apply for coins. The message tells you to select Continue to print the remittance out slip [Message LFS:MSG557].

EXCEPTION A: If the printer is not available:

- The system displays a Printer Error screen with a Retry and a Cancel option.
- Check the printer connections (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Select the Retry option.
- Proceed to step 15.

8.1.3.2 Remittance out to the ADC procedure (contd)

EXCEPTION A.1: If the printer is still not available:

- Select the Cancel option.
(The system displays the stock return advice note on the screen. See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a report preview.)
- Make a manual copy of the stock return advice note.
- When you have finished copying the advice note details, select the Cross option.
(The system displays the Remittances menu.)
- Proceed to step 15.

Step 13. Remove the stock return advice note from the printer.

Step 14. Select the Continue option.

(The system prints a remittance out slip.)

EXCEPTION A: If the printer is not available:

- The system displays a Printer Error screen with a Retry and a Cancel option.
- Check the printer connections (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Select the Retry option.
- Proceed to step 15.

EXCEPTION A.1: If the printer is still not available:

- Select the Cancel option.
(The system displays the remittance out slip on the screen. See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a report preview.)
- Make a manual copy of the remittance out slip.
- When you have finished copying the remittance out slip details, select the Cross option.
(The system displays the Remittances menu.)
- Proceed to step 15.

Step 15. Sign and datestamp the stock return advice note.

SCENARIO A: If the stock return advice note is accompanying a pouch:

- Place the advice note in the pouch and seal the pouch.
- Proceed to step 16.

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8.1.3.2 Remittance out to the ADC procedure (contd)

SCENARIO B: If the stock return advice note is accompanying a coin bag:

- Affix a remittance bar-code (P6097) to the reverse of the stock return advice note.
- Place the bar-coded advice note in an envelope addressed to the distribution centre. The envelope must accompany the remittance out items when they are handed over to the carrier.
Do not seal the envelope as the bar-code will have to be scanned during the pouch collection procedure. (See the CSR+ LFS PPD [Ref. CS/PRO/096] for information on performing the pouch collection procedure.)
- Proceed to step 16.

Step 16. Retain the remittance out slip with the bottom copy of the remittance advice for reconciliation purposes.

8.1.4 Surplus remittance discrepancies

8.1.4.1 Surplus remittance discrepancy description

If surplus stock is received in (for example, a sheet of first class stamps too many), stock must be adjusted to allow for the extra stamps received. The surplus stock must be netted to cash (causing a cash surplus) which is posted to the suspense account.

8.1.4.2 Surplus remittance discrepancy procedure

The procedure to deal with a surplus remittance discrepancy and post it to the suspense account is as follows:

- Step 1. Calculate the net value of the surplus.**
- Step 2. Notify the relevant supplier (for example, the distribution centre) that you have a surplus.**
- Step 3. Remit in the value of the remittance advice Note (see *Section 8.1.1.2. Remittance in procedure*).**
- Step 4. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the Remittance Discrepancy Surplus option.**
- Step 5. Enter the net value of the surplus.**
(The net surplus will be held within the suspense account (uncharged receipts).)
- Step 6. Select the Tick option.**
- Step 7. Select the Finish option.**
(The net surplus will be held in the suspense account (uncharged receipts - increasing the cash holding by the amount of the surplus) until instructions are received from the supplier. When instructions are received, the net surplus must be removed from the suspense account, see *Section 8.1.5.1 Removing a net surplus from the suspense account procedure*.)
- Step 8. Is there a cash or stock surplus?**

SCENARIO A: If there is a stock surplus:

- Adjust your stock to increase the value of the stock item that is surplus by the value of the surplus to reflect the actual value of stock on hand. (This decreases the cash holding and increases the stock holding.) See *Section 11.1.6.2 Adjusting stock procedure*. You must do this to ensure that the surplus stock received is recorded against the appropriate product.

SCENARIO B: If there is a cash surplus:

- No further action is required.

8.1.5 Removing a net surplus from the suspense account

8.1.5.1 Removing a net surplus from the suspense account procedure

When instructions have been received from the supplier as to what to do with the remittance discrepancy, this procedure is used to remove the net surplus from the suspense account:

Step 1. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the Redeem Remittance Discrepancy Surplus option.

Step 2. Enter the amount of the surplus previously identified.
(The net surplus will now be removed from the suspense account (uncharged receipts).)

Step 3. Select the Tick option.

Step 4. Select the Finish option.
(This will decrease the cash holding.)

Step 5. Was the surplus stock or cash?

SCENARIO A: If there is a stock surplus:

- Adjust your stock to decrease the value of the stock item by the relevant amount (see *Section 11.1.6.2 Adjusting stock procedure.*) This increases the cash holding and decreases the stock holding. This is necessary because the value of the stock item was increased when the surplus in the remittance was dealt with. Any action advised by the supplier to correct the discrepancy (for example, asking you to remit in the value of the surplus item or to send back the surplus item) will mean that stock levels will require further adjustment.)

SCENARIO B: If there is a cash surplus:

- No further action is required.

Step 6. Take any action that the supplier has asked you to take.
(This can include sending the stock back or receiving a further remittance advice.)

8.1.6 Shortage remittance discrepancies

8.1.6.1 Shortage remittance discrepancy description

If there is a shortage in stock received in (for example, a sheet of first class stamps too few), stock must be adjusted to allow for the shortage in stamps received. The shortage in stock must be netted to cash (causing a cash shortage) which is posted to the suspense account.

8.1.6.2 Shortage remittance discrepancy procedure

The procedure to deal with a shortage remittance discrepancy and post it to the suspense account is as follows:

- Step 1. Calculate the net value of the shortage.**
- Step 2. Notify the relevant supplier (for example, the distribution centre) that you have a shortage.**
- Step 3. Remit in the value of the remittance advice Note (see *Section 8.1.1.2. Remittance in procedure*).**
- Step 4. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the Remittance Discrepancy Shortage option.**
- Step 5. Enter the net value of the shortage.**
(The net shortage will be held within the suspense account (unclaimed payments).)
- Step 6. Select the Tick option.**
- Step 7. Select the Finish option.**
(The cash holding is decreased by the amount of the shortage. The net shortage will now be held within the suspense account (unclaimed payments) until instructions are received from the supplier. When instructions are received, the net shortage must be removed from the suspense account, see *Section 8.1.6.3. Removing a net shortage from the suspense account*.)
- Step 8. Is there a stock or cash shortage?**
SCENARIO A: If there is a stock shortage:
 - Adjust your stock to decrease the value of the stock item that is short by the value of the shortage, to reflect the actual value of stock on hand (see *Section 11.1.6.2 Adjusting stock procedure*). This increases the cash holding and decreases the stock holding.*SCENARIO B: If there is a cash shortage:*
 - No further action is required.

8.1.6.3 Removing a net shortage from the suspense account procedure

When instructions have been received from the supplier as to what to do with the remittance discrepancy, this procedure is used to remove the shortage remittance discrepancy from the suspense account:

Step 1. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the Redeem Remittance Discrepancy Shortage Redemption option.

Step 2. Enter the amount of the shortage previously identified.
(The net shortage will now be removed from the suspense account (unclaimed payments).)

Step 3. Select the Tick option.

Step 4. Select the Finish option.
(The cash holding is increased.)

Step 5. Was the shortage stock or cash?

SCENARIO A: If there is a stock shortage:

- Adjust your stock to increase the value of the stock item by the relevant amount (see *Section 11.1.6.2 Adjusting stock procedure*). This decreases the cash holding and increases the stock holding. This is necessary because the value of the stock item was decreased when the shortage in the remittance was dealt with. Any action advised by the supplier to correct the discrepancy (for example, asking you to remit out the value of the missing item or sending you the missing item) will mean that stock levels will require further adjustment.

SCENARIO B: If there is a cash shortage:

- No further action is required.

Step 6. Take any action that the supplier has asked you to take.
(This can include the supplier sending you the missing item or asking you to remit out the value of the missing item to them.)

9 Reports and summaries

Reports and client summaries containing data extracted by stock unit and user as well as by day, time and date can be previewed on screen prior to being printed. Pre-defined selection criteria are provided through reference data to retrieve the data for each class of report required. In some cases, the report selection criteria include variable parameters that the user needs to supply before running the report.

Once the system has processed the report data, the user is given the option of printing, previewing or completing the report. Printing causes the report to be printed (on the tally roll or back office printer). Previewing causes the report to be displayed on the screen; there are facilities to page through the report (up and down) and then to exit from the print preview screen. The report preview provides a representation of the anticipated printed output with accurate display of the report format and content. When the user selects the Exit option, they exit from the printing function.

The report cut-off facility allows the user to declare a cut-off for each client summary report once they have previewed or printed the report. Once they have selected the cut-off facility, any future invocation of the report for the same stock unit omits transactions that took place prior to the last cut-off marker for that report for the current stock unit (or office, if the report is being produced at office level).

Stock unit client reports can be filtered by user. (Reports by user report on transactions between the last and previous cut-off marker in the current CAP.) The purpose of these reports is to allow each clerk to check and sort their vouchers against an individual summary for the current client reporting period.

Mandatory reports are those reports that must be produced in order for a stock unit balance to be completed and the stock unit rolled over to the next accounting period. If there are outstanding mandatory reports, the stock unit will not be able to be balanced and rolled over to the next period. Before office balancing and rollover to the next CAP can take place, the Office Weekly Suspense Account report must be produced.

The formats of the reports and their status (mandatory or optional) are specified in Horizon OPS Reports and Receipts - Pathway Horizon Office Platform Service [Ref. SD/DES/005].

See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on previewing and printing reports and the procedures to be followed in case of printer failure.

9.1 Report description

Counter summaries provide details of a specific stock unit's transactions. Office summaries provide details of transactions undertaken for the entire office (that is an amalgamation of all stock units' summaries that have been cut off). In a single stock unit office, the totals shown on the counter summary will be the same as those shown on the corresponding office report (providing that the counter summary has been cut-off). If the counter summary has been printed and cut-off more than once during the CAP, the office summary will be the sum of all the cut-off counter summaries produced during that CAP.

The following categories of reports and summaries can be produced:

- **Counter daily**

Daily counter summaries are a stock unit's record of transactions carried out since the last daily cut-off.

They include Giro deposits and withdrawals (see *Section 9.1.1 Giro deposits and withdrawals reports containing erroneous transactions*); Personal banking cash deposits; Personal banking cheque deposits; Personal banking encashments; APS transactions; National Savings and Investments deposits and withdrawals; UK passports (UKPS); daily cash declaration; cheques listings, other bank's (OB) cheque, rent schemes, Council Tax schemes and TV licences. Counter daily reports list those transactions undertaken since the previous cut off.

Note: A separate cut sheet needs to be fed into the tally roll printer as part of the procedure for printing Giro deposits and withdrawals.
- **Counter weekly**

Counter weekly summaries are a stock unit's record of transactions carried out since the last weekly cut-off.

They include P and A weekly; Green Giro; Postal orders paid; DVLA V10 and V11; travel schemes; transfers in and out; a transfers summary; stock on hand; remittances in and out; a remittances summary and a miscellaneous transactions report. Counter weekly summaries report transactions undertaken since the previous cut off.

Note: all weekly summaries can be produced (and cut off) as often as required. Their production is not limited to once a week only.
- **Office daily**

Office daily summaries report on transactions carried out in the office since the last daily cut-off.

They include Giro deposits and withdrawals; Personal banking cash deposits; Personal banking cheque deposits; Personal banking encashments; remittances in and out (daily); National Savings and Investments deposits and withdrawals, and UKPS. The reports are intended to act as a reconciliation aid only, prior to the despatch of vouchers/dockets, and for this reason it is not necessary for them to be kept in the office. However, it may be useful to keep them for a limited time for reference purposes.
- **Office weekly**

Office weekly summaries report on transactions carried out in the office during the

week.

They include Green Giro; remittances in and out; Pensions and Allowances summary; P+A P2311MA, P2311MA (b); redeemed stamps; sales report; postage labels; Postal orders encashed; counters revenue; suspense account; cash flow; unreconciled transactions and transfer reconciliation.

Cut off is available for the Green Giros report only.

Notes:

- Counter daily/weekly reports list individual transactions for the stock unit. The corresponding office daily/weekly reports summarise the production of the counter daily/weekly reports for all stock units in the office. (However, office weekly remittance in and remittance out reports do not summarise the production of the counter reports.)
- Office reports with corresponding counter reports, list transactions office-wide. These reports are not updated until their corresponding counter report has been cut off. (However, office weekly remittance in and remittance out reports do not depend upon the counter reports having been cut off.)
- If an office daily/weekly report is produced prior to the rollover of the previous week's CAP, totals for the current CAP will not be reflected.
- Green giros and POs paid reports produce a weekly office summary of all green giros and Postal Orders encashed up to the last cut-off set by the stock unit user (these and office weekly remittance in and remittance out reports are the only weekly office reports to have corresponding stock unit reports).
- **Balance snapshot**
The Balance snapshot report is used to check the system-held totals against the actual totals before producing a stock unit balance report (see *Section 11.1.5.2 Producing a stock unit balance snapshot procedure*).
- **Balance report**
The Balance report is produced automatically as part of the stock unit balance procedure (see *Sections 11.1.2.2 Balancing an individual stock unit procedure* and *11.1.4.2 Balancing a shared stock unit procedure*). The system produces a trial balance report when a stock unit is balanced and a final balance report once the user elects to roll the stock unit over into the next CAP or BP.
- **Office snapshot**
The Office snapshot report totals the stock unit holdings of stamps, stock and cash for all stock units in the office (see *Section 12.1.2.2 Producing an Office snapshot procedure*).
- **Cash Account report**
The Cash Account is the final and formal record of the post office accounts for the CAP. The report summarises the post office position with respect to stock holdings, client transactions undertaken and movement of stock in and out of the post office. (See *Section 12.1.3.2 Producing a Cash Account report procedure*.)
- **Transaction log**
Transaction log reports provide information on any transactions that have been performed. The user can enter selection criteria to control the contents of the report (see *Section 9.1.3.2 Producing a report with selection criteria procedure*.)

- **Re-prints**
The re-print facility is available for the Cash Account report; stock unit balance; P+A P2311 MA; counters revenue and redeemed stamps reports.
- **Event logs**
Event log reports report on activities that have taken place on the system. Users with manager level access can obtain reports providing management information. The user can enter selection criteria to control the contents of the report. The reports include all events; balancing; stock unit balance; user/stock unit; user; user maintenance; user to stock unit; access control; user summary; user history and user events.
Note: at present all the events in the system can be retrieved by selecting the options on the Event Log menu. The descriptions on the screen buttons used to access these reports do not convey a precise description of the events retrieved when the reports are run. It is anticipated that at later releases the event attributes which the system uses to control which events are retrieved by which report options will be improved in the light of experience.
- **By user reports**
By user reports allow users to obtain a series of reports providing information on individual user summaries.
They include Personal banking cash deposits; Personal banking cheque deposits; Personal banking encashments; APS transactions; TV licences; Cheques Listing; P+A Weekly; Green Giro; DVLA V10 and V11; UKPS; NS Deposits/Withdrawals; Rent schemes; Other by user (Travel schemes; Council Tax schemes; OB Cheque to CRU and OB Cheque to DPC).
Notes:
 - Giro deposits and withdrawals reports are not available by user.
 - By user reports should be produced after the corresponding stock unit summary has been produced/cut-off.
- **Product list**
Prints details of all available products. Appended to it is the Product Change list that lists future product changes. Once the change effective date is past, the report entry will disappear.

9.1.1 Giro deposits and withdrawals reports containing erroneous transactions

When Giro deposits and withdrawals reports are discovered to contain erroneous transactions, the actions that need to be taken depend upon whether the erroneous transactions are discovered before or after the report has been cut off.

9.1.1.1 Erroneous transactions found before a report has been cut off

The procedure when erroneous transaction(s) are found before a report has been cut off is as follows:

Step 1. Reverse the relevant transaction(s) using the existing reversal procedure (see Section 6.1.1.3 Reversing EPOSS transactions - existing reversals procedure).

Step 2. Re-enter the transaction(s) correctly.

When the report is run again after the correction has been performed, the new report suppresses both the original and the reversed transactions and shows only the newly entered correction transaction. (The incorrect and the reversal transactions will not be shown on the report.) For example, if the original report showed three entries of £50.00 (one of which should have been for £30.00), once the reversal has been performed for the incorrect £50.00 transaction, the new transaction for the £30.00 amount performed and the report run again, the report will show two entries of £50.00 and one entry of £30.00.

9.1.1.2 Erroneous transactions found after a report has been cut off

When erroneous transaction(s) are found after a report has been cut off, the working assumption is that the report has left the office. In this case the procedure is as follows:

Step 1. Has the Giro deposit or withdrawal report left the office?

Step 2. Proceed as follows:

SCENARIO A: If the report has already left the office:

- Reverse the incorrect transaction(s).
- Re-enter the transactions correctly.
- Produce the relevant system report and check it.
- Destroy the system report.
- Amend the office copy (under copy) of the report (that is, the office copy of the incorrect report that has been despatched) to reflect the correct totals.
- This ends the procedure.

9.1.1.2 Erroneous transactions found after a report has been cut off (contd)

SCENARIO B: If the report has not already left the office:

- Reverse the relevant transaction(s) using the existing reversal procedure (see *Section 6.1.1.3 Reversing EPOSS transactions - existing reversals procedure*).
- Re-enter the transaction(s) correctly.
- Produce the relevant system report and check it.
- Destroy the system report.
- Produce a manual Girobank summary.
- Check the manual Girobank summary and associated documents and send them to the client.
- This ends the procedure.

9.1.2 Producing a report without selection criteria

9.1.2.1 Producing a report without selection criteria description

The following types of report do not require the user to enter selection criteria:

- Daily counter summaries.
- Daily office summaries.
- Weekly counter summaries.
- Weekly office summaries.

9.1.2.2 Producing a report without selection criteria procedure

The generic procedure to preview and print a report that does not allow the user to enter selection criteria is as follows:

Step 1. Select the Reports option.

(The system displays the Reports menu.)

Step 2. Select the appropriate option from the Reports menu.

(The system displays the report sub-menu.)

Step 3. Select the appropriate option from the sub-menu.

(The system displays the report selection screen.)

Step 4. Do you want to preview the report on the screen?

(The report must be previewed or printed before you can select the Cut Off option to clear totals.)

SCENARIO A: If you do not want to preview the report:

- Proceed to step 5.

SCENARIO B: If you want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 5.

Step 5. Do you want to print the report?

(The report must be previewed or printed before you can select the Cut Off option to clear totals.)

SCENARIO A: If you do not want to print the report:

- Proceed to step 6.

9.1.2.2 Producing a report without selection criteria procedure (contd)

Step 8. Select the Exit option.

(The system displays the Reports menu.)

9.1.3 Producing a report with selection criteria

9.1.3.1 Producing a report with selection criteria description

Certain types of report allow the user to enter selection criteria. These criteria refine the report production process by reducing the size of the search that the system performs when retrieving the report data.

9.1.3.2 Producing a report with selection criteria procedure

The procedure to preview and print a Transaction Log report is described here as an example of a report that requires the user to enter selection criteria:

Step 1. From the Desktop, select the Reports option then the Transaction Log option.

(The system displays the Criteria:Transaction Log screen containing ten options that you can select to define the contents of the report.)

Step 2. Do you want a report on a specific user?

SCENARIO A: If you do not want a report on a specific user:

- Proceed to step 3.

SCENARIO B: If you do want a report on a specific user:

- Select the User option to display a list of users.
- Select the user that you want a report on.
(If the user that you want is not shown, scroll through the list of users to display the user that you want.)
- Select the Tick option.
(The system displays the Criteria:Transaction Log screen with the User option highlighted.)
- Proceed to step 3.

Step 3. Do you want a report on a specific session?

SCENARIO A: If you do not want a report on a specific session:

- Proceed to step 4.

SCENARIO B: If you do want a report on a specific session:

- Select the Session ID option.
- Enter the ID of the session that you want to report on.

9.1.3.2 Producing a report with selection criteria procedure (contd)

- Select the Tick option.
(The system displays the Criteria:Transaction Log screen with the Session ID option highlighted.)
- Proceed to step 4.

Step 4. Do you want to report on a specific node?

SCENARIO A: If you do not want a report on a specific node:

- Proceed to step 5.

SCENARIO A: If you do want a report on a specific node:

- Select the Node ID option to specify the node for which you require the report.
(The system displays the Node Id screen.)
- Enter the appropriate node ID.
- Select the Tick option.
(The system displays the Criteria:Transaction Log screen with the Node option highlighted.)
- Proceed to step 5.

Step 5. Do you want a report on a specific mode?

SCENARIO A: If you do not want a report on a specific mode:

- Proceed to step 6.

SCENARIO B: If you do want a report on a specific mode:

- Select the Mode option to specify the mode for which you require the report (some examples of modes are Serve Customer, Transfer in/out, Non-accounting data, Parcel Traffic).
(The system displays a picklist of available modes.)

SCENARIO B.1: If the required mode is displayed:

- Proceed to step 6.

SCENARIO B.2: If the required mode is not displayed:

- Locate the required mode and select it (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist).
- The system displays the Criteria:Transaction Log screen with the Mode option highlighted.
- Proceed to step 6.

9.1.3.2 Producing a report with selection criteria procedure (contd)

Step 6. Do you want a report on a specific stock unit?

(Note: If you want a report on a specific CAP, you must select a stock unit first. The CAP option remains barred until a stock unit has been selected.)

SCENARIO A: If you do not want a report on a specific stock unit:

- Proceed to step 7.

SCENARIO B: If you do want a report on a specific stock unit:

- Select the Stock Unit option to display a list of stock units.
- Select the stock unit that you want a report on.
(If the stock unit that you want is not shown, scroll through the list of users to display the stock unit that you want.)
- Select the Tick option.
(The system displays the Criteria:Transaction Log screen with the Stock Unit option highlighted.)
- Proceed to step 7.

Step 7. Do you want to specify dates for the report?

SCENARIO A: If you do not want to specify dates:

- Proceed to step 10.

SCENARIO B: If you do want to specify dates:

- Proceed to step 8.

Step 8. Do you want to specify dates from?

SCENARIO A: If you do not want to specify dates from:

- Proceed to step 9.

SCENARIO B: If you do want to specify dates from:

- Select the Date From option.
(The system displays the Date screen.)
- Enter the appropriate date.
- Select the Tick option.
(The system displays the Criteria:Transaction Log screen with the Date From option highlighted.)
- Proceed to step 9.

9.1.3.2 Producing a report with selection criteria procedure (contd)

Step 9. Do you want to specify dates to?

SCENARIO A: If you do not want to specify dates to:

- Proceed to step 10.

SCENARIO B: If you do want to specify dates to:

- Select the Date To option.
(The system displays the Date screen.)
- Enter the appropriate date.
- Select the Tick option.
(The system displays the Criteria:Transaction Log screen with the Date To option highlighted.)
- Proceed to step 10.

Step 10. Do you want to report on specific transaction values?

SCENARIO A: If you do not want to specify transaction values:

- Proceed to step 13.

SCENARIO B: If you do want to specify transaction values:

- Proceed to step 11.

Step 11. Do you want to specify values from?

SCENARIO A: If you do not want to specify values from:

- Proceed to step 12.

SCENARIO B: If you do want to specify values from:

- Select the Value From option.
(The system displays the Value From screen.)
- Enter the appropriate value.
- Select the Tick option.
(The system displays the Transaction type screen.)
- Select the appropriate transaction type (receipt or payment).
The system displays the Criteria:Transaction Log screen with the Value From option highlighted.)
- Proceed to step 12.

Step 12. Do you want to specify values to?

SCENARIO A: If you do not want to specify values to:

- Proceed to step 13.

9.1.3.2 Producing a report with selection criteria procedure (contd)

SCENARIO B: If you do want to specify values from:

- Select the Value To option.
(The system displays the Value To screen.)
- Enter the appropriate value.
- Select the Tick option.
(The system displays the Transaction type screen.)
- Select the appropriate transaction type (receipt or payment).
The system displays the Criteria:Transaction Log screen with the Value To option highlighted.)
- Proceed to step 13.

Step 13. Do you want to report on a specific CAP?

(Note: The CAP option displays a no entry sign unless you have selected a stock unit to report on as described in Step 6.)

SCENARIO A: If you do not want a report on a specific CAP:

- Proceed to step 14.

SCENARIO B: If you do want a report on a specific CAP:

- Select the CAP option to display a list of CAPs.
- Select the CAP that you want a report on.
(If the CAP that you want is not shown, scroll through the list of CAPs to display the CAP that you want.)
- Select the Tick option.
(The system displays the Criteria:Transaction Log screen with the CAP option highlighted.)
- Proceed to step 14.

Step 14. Do you want to view your report selection criteria?

SCENARIO A: If you do not want to view your report selection criteria:

- Proceed to step 15.

SCENARIO B: If you do want to view your report selection criteria:

- Select the Display option.
(The system displays your report selection criteria.)
- Select the Tick option.
(The system displays the Criteria:Transaction Log screen.)
- Proceed to step 15.

9.1.3.2 Producing a report with selection criteria procedure (contd)

EXCEPTION B.1: If you decide that you have selected the wrong criteria:

- Select the Desktop option.
- Proceed to step 1 and repeat this procedure.

Step 15. Do you want to preview the report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 16.

SCENARIO B: If you do want to preview the report:

- Select the Tick option.
(The system displays the Produce Report screen.)
- Select the Preview option and preview the report.
- Select the Cross option.
(The system displays the Produce Report screen.)
- Proceed to step 16.

EXCEPTION B.1: If the system finds no transactions matching your selection criteria, it displays a message saying that no transactions were found that matched the specified criteria [Message EPOSS:MSG525]:

- Select the Tick option.
(The system displays the Produce Report screen.)
- Select the Exit option.
(The system displays the Reports menu.)

SCENARIO B.1.1: If you wish to enter new selection criteria:

- Proceed to step 1 and repeat this procedure.

SCENARIO B.1.2: If you do not wish to enter new selection criteria:

- Select the Desktop option.
- This ends the procedure.

Step 16. Do you want to print the report?

SCENARIO A: If you do not want to print the report:

- Select the Exit option.
(The system displays the Reports menu.)

SCENARIO B: If you do want to print the report:

- Proceed to step 17.

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9.1.3.2 Producing a report with selection criteria procedure (contd)

Step 17. Select the Print option to print the report (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).
(The counter printer prints the report and re-displays the Produce Report screen.)

EXCEPTION A: If the system finds no transactions matching your selection criteria, it displays a message saying that no transactions were found that matched the specified criteria [Message EPOSS:MSG525]:

- Select the Tick option.
(The system displays the Produce Report screen.)
 - Proceed to step 18.

SCENARIO A: If you wish to enter new selection criteria:

- Proceed to step 1 and repeat this procedure.

SCENARIO B: If you do not wish to enter new selection criteria:

- Select the Desktop option.
- This ends the procedure.

Step 18. Select the Exit option.

(The system displays the Reports menu.)

9.1.4 Reprinting a report

9.1.4.1 Reprinting a report description

Reports from a previous CAP can be reprinted when the office has moved into another CAP (stock unit balance reprints are available as soon as the stock unit has been rolled over, whether the rollover is to the next CAP or BP). Users who have the correct access to produce the original report can reprint the report. Reprints are available for the previous three CAPs.

The following reports can be reprinted:

- Cash Account report.
- Pensions and Allowances P2311MA.
- Counters Revenue.
- Redeemed Savings Stamps.
- Stock unit balance.

To reprint the Cash Account report, the Cash Account must have been produced (production of the Cash Account involves printing a trial Cash Account report and then two copies of the final Cash Account).

To reprint a stock unit balance report, the stock unit must have been balanced and rolled over (the balancing procedure involves printing the stock unit balance report).

The other reprints can be accessed once you are in the next CAP so, for example, you can reprint reports from CAP 1 once you are in CAP2.

9.1.4.2 Reprinting a report procedure

The procedure to reprint a report is as follows:

Step 1. From the Desktop, select the Reports option then the Reprints option.
(The system displays the Reprints menu.)

Step 2. Select the appropriate report reprint option from the menu.
(The system displays the Criteria screen.)

Step 3. Decide whether you want to reprint a stock unit balance report.

SCENARIO A: If you do want to reprint a stock unit balance report:

- Proceed to step 4.

SCENARIO B: If you do not want to reprint a stock unit balance report:

- Select the CAP option
(The system displays a picklist of CAPs for which reports are available.)
- Select the required CAP from the picklist. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
- Select the Tick option.
- Proceed to step 9.

Step 4. Select the Stock Unit option.
(The system displays the stock unit selection screen.)

Step 5. Select the appropriate stock unit from the picklist and select the Tick option.
(The system displays the Criteria screen. The stock unit option is now highlighted.)

Step 6. Select the CAP option.
(The system displays a picklist of available CAPs/BPs. If the current week's report has not yet been produced, it will not appear in the picklist.)

Step 7. Select the appropriate CAP or BP from the picklist. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)

9.1.4.2 Reprinting a report procedure (contd)

Step 8. Select the Tick option.

(The system re-displays the Criteria screen.)

Step 9. Do you wish to view your selection criteria?

SCENARIO A: If you do not want to view your selection criteria:

- Select the Tick option.
(The system displays the Produce Report screen.)
- Proceed to step 10.

SCENARIO B: If you want to view your selection criteria:

- Select the Display option.
- Select the Tick option.
- Select the Tick option.
(The system displays the Produce Report screen.)
- Proceed to step 10.

Step 10. Do you want to preview the report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 11.

SCENARIO B: If you do want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 11.

Step 11. Select the Print option to print the report (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).

(The counter printer prints the report.)

Step 12. Select the Tick option.

(The system displays the Report Reprints screen.)

9.1.5 Producing a Daily Cash Declaration report (individual stock unit)

9.1.5.1 Producing a Daily Cash Declaration report (ISU) description

The Daily Cash Declaration report provides a means of ensuring that there is a cash locked up figure for all stock units and supplies SAP ADS with information on the total amount of notes and coins held in each stock unit in an outlet. The whole process may be repeated during a particular day with the latest declaration replacing the previous one for the day in question. An incorrect declaration is removed by replacing it with a nil, or otherwise valid, declaration.

If a declaration has not been undertaken for a stock unit (for example, if a stock unit is not used on a particular day) the values from the previous declaration will be carried forward.

Business rules:

- The Daily Cash Declaration report must be produced each day (including balancing day) at the close of business or by 19:00 hours (whichever is earlier).
- The report must be retained in the post office for two years.

9.1.5.2 Producing a Daily Cash Declaration report (ISU) procedure

The procedure to produce a Daily Cash Declaration report for an individual stock unit is as follows:

Step 1. From the Desktop, select the Reports option, the Counter Daily option then the Daily Cash Declaration option.

(The system displays the Enter Cash on Hand screen containing an editable picklist of cash denominations (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating an editable picklist). The amount for each item is initially set to zero.

Step 2. Proceed as follows:

SCENARIO A: If you wish to enter amounts from the keyboard:

- Select the appropriate cash item from the picklist and type in the amount of cash held for that item.
- Select the next cash item for which you need to enter a value and repeat the procedure.
- When you have finished entering amounts, proceed to step 3.

SCENARIO B: If you wish to use the Edit option to enter amounts:

- Select the appropriate cash item from the picklist.

9.1.5.2 Producing a Daily Cash Declaration report (ISU) procedure (contd)

- Select the Edit option.
(The system displays the Amount screen.)
- Enter the amount of cash held for that item.
- Select the next cash item for which you need to enter a value and repeat the procedure.
- When you have finished entering amounts, proceed to step 3.

Step 3. Select the Tick (Finish) option.

Step 4. Does your declaration of cash match the system derived figure?

(If it does not, the system displays the Confirm Loss/Gain screen and a message saying that the declaration does not match the system-derived figure and that continuing will present a list of discrepancies for confirmation [Message EPOSS:MSG159]).

SCENARIO A: If the Confirm Loss/Gain screen is not displayed:

- Proceed to step 5.

SCENARIO B: If the Confirm Loss/Gain screen is displayed:

- Select the Tick option.
(The system displays the Discrepancies screen and shows the loss or gain caused by each discrepancy.)
- Check you **actual** cash holdings to see if you need to re-enter or edit the cash declaration.

SCENARIO B.1: If you want to re-enter or edit the cash declaration:

- Make a note of the discrepancies.
- Select the Tick option.
(The system displays the Produce Report screen.)
- Select the Exit option.
(The system displays the Reports Counter Daily menu.)
- Select the Daily Cash Declaration option.
- Check the figures entered and use the Edit option (or re-type) to amend them where necessary.

SCENARIO B.2: If you want to confirm your declaration because your declared figures are a true count of the cash on hand:

- Select the Tick option to accept the discrepancy.
(The system displays the Produce Report screen.)
- Proceed to step 5.

9.1.5.2 Producing a Daily Cash Declaration report (ISU) procedure (contd)

Step 5. Do you wish to preview the cash declaration report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 6.

SCENARIO B: If you do want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 6.

Step 6. Select the Print option to print the report

(The counter printer prints the report. See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).

Step 7. Select the Exit option to confirm the declaration.

(The system displays the Reports Counter Daily menu.)

9.1.6 Producing a Daily Cash Declaration report (shared stock unit)

9.1.6.1 Producing a Daily Cash Declaration report (SSU) description

The Daily Cash Declaration report provides a means of ensuring that there is a cash locked up figure for all stock units. The whole process may be repeated during a particular day with the latest declaration replacing the previous one with the same declaration ID for the day in question.

If a portion of a shared stock unit has not been used on a particular day and the declaration for that portion's ID number has not been overwritten with new values or zeros, the values from the previous declaration for that portion will be carried forward.

If the user has made an error, they should remove the invalid declaration by replacing it with a nil (or otherwise valid) declaration. If they have omitted cash, they should either perform another declaration for the correct amount (using the same declaration ID) or perform a declaration for the missing amount using a different ID (in this case, the system adds both declarations together).

Business rules:

- The Daily Cash Declaration report must be produced daily (including balancing day) before 19:00 hours.
- The report must be retained in the post office for two years.

9.1.6.2 Producing a Daily Cash Declaration report (SSU) procedure

The procedure to produce a Daily Cash Declaration report for a shared stock unit is as follows:

Step 1. From the Desktop, select the Reports option, the Counter Daily option then the Daily Cash Declaration option.

(The system displays the Enter Cash on Hand screen containing an editable picklist of cash denominations (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating an editable picklist). The amount for each item is initially set to zero.)

Step 2. Proceed as follows:

SCENARIO A: If you wish to enter amounts from the keyboard:

- Select the appropriate cash item from the picklist and type in the amount of cash held for that item.
- Select the next cash item for which you need to enter a value and repeat the procedure.
- When you have finished entering amounts, proceed to step 3.

SCENARIO B: If you wish to use the Edit option to enter amounts:

- Select the appropriate cash item from the picklist.
- Select the Edit option.
(The system displays the Amount screen.)
- Enter the amount of cash held for that item.
- Select the next cash item for which you need to enter a value and repeat the procedure.
- When you have finished entering amounts, proceed to step 3.

Step 3. Select the Finish option.

(The system displays the Identity screen.)

Step 4. Enter the appropriate declaration ID for this portion of the stock unit.

(The system displays the Produce Report screen.)

Step 5. Do you wish to preview the cash declaration report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 6.

SCENARIO B: If you do want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 6.

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9.1.6.2 Producing a Daily Cash Declaration report (SSU) procedure (contd)

Step 6. Select the Print option to print the report.

(The counter printer prints the report. See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report.)

Step 7. Select the Exit option to confirm the declaration.

(The system displays the Reports Counter Daily menu.)

9.1.7 Producing an Overnight Cash Holdings (ONCH) report

9.1.7.1 Producing an Overnight Cash Holdings (ONCH) report description

The ONCH report shows a daily office aggregation of total cash on hand - one line per day (Thursday to Wednesday, excluding Sunday). The report incorporates all of this week's individual and shared ONCH declarations.

System rules:

- Where a stock unit ONCH declaration is missing, the previous day's value is carried forward. Carry forward operates within and across CAP boundaries.
- Declarations are carried forward in perpetuity until a new declaration is made. (This also applies to partial declarations on shared stock units where each declaration ID is carried forward.)

9.1.7.2 Producing an Overnight Cash Holdings (ONCH) report procedure

The procedure to produce an Overnight Cash Holdings report is as follows:

Step 1. From the Desktop, select the Reports option, the Office Weekly option then the Cash Flow option.

(The system displays the ONCH Declarations screen which lists this week's ONCH Declarations showing the stock unit, declaration ID, date/time, user ID and node ID for each individual declaration or a report if no declarations were made this week.)

Step 2. Select the Tick option.

(The system displays the Produce Report screen.)

Step 3. Do you wish to preview the cash flow report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 4.

SCENARIO B: If you want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 4.

Step 4. Do you want to print the ONCH report?

SCENARIO A: If you do not want to print the report:

- Select the Exit option to abandon the balance report and return to the Reports Office Weekly screen.
- This ends the procedure.

9.1.7.2 Producing an Overnight Cash Holdings (ONCH) report procedure (contd)

SCENARIO B: If you want to print the report:

- Select the Print option (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).

Step 5. Select the Exit option.

(The system displays the Reports Office Weekly menu.)

10 Declaration procedures

When balancing an individual stock unit, the user adjusts stock (see *Section 11.1.6.2 Adjusting stock procedure*) then declares stamps and cash. The stamp declaration is made for all postage stamps (excluding First and Second class stamps and special stamps, as they are classed as stock and adjusted as part of stock).

When balancing a shared stock unit there are three possible approaches. Which one is used depends upon the way in which the office works:

- Stamps and cash can be declared using a single declaration ID. Stock can either be declared using a single declaration ID, or it can be adjusted (rather than being declared).
- Stock, stamps and cash can be declared in several portions (for example, the contents of the safe may be declared early in the day, with the stock and cash in use at the counter being declared as each counter position is withdrawn). Each portion of stock, stamps and cash must be declared using a different declaration ID.
- A mixture of both methods may be used, with a single adjustment of stock being carried out at close of business and stamps and cash being declared (with different declaration IDs) at various points throughout the day.

10.1.1 Cash declaration procedures (ISUs and SSUs)

The final declaration made prior to balancing a stock unit should be for cash. Cash on hand must be declared last, as any adjustment of stock will automatically adjust the cash figure

10.1.1.1 Declaring cash description ISUs

This procedure is used to declare cash when balancing an individual stock unit. The declare cash procedure allows the user to record the levels of cash in their till for balancing purposes.

Business rules:

- Declarations must reflect the actual cash on hand when balancing.
- The cash declaration must be made last, as any adjustment of stock will automatically adjust the cash figure.
- Declarations must be made at an appropriate denominational level and not at a generic level (for example, total coin must not be declared against 1p).

10.1.1.2 Declaring cash procedure ISUs

The procedure to declare cash for an individual stock unit is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Declare Cash option.

(The system displays the Declare Cash On Hand screen. If this is the first declaration to be made in the current BP, the screen shows a zero value for each cash item. If this is not the first declaration for the BP, the screen shows the current value for cash items as entered in previous declarations.)

Step 2. Has a declaration of cash been made previously?

SCENARIO A: If no previous declaration has been made, the system displays an empty declaration picklist with all values and quantities set to zero and the first cash item highlighted:

- Proceed to step 5.

SCENARIO B: If a previous declaration has been made, the system displays the previous declaration:

- Proceed to step 3.

Step 3. Do you wish to edit the previous declaration?

SCENARIO A: If you do not wish to edit the previous declaration:

- Select the Tick (Finish) option to retain the previous declaration.

SCENARIO B: If you wish to edit the previous declaration:

- Select the line in the picklist relating to the item to be edited.
- Select the Edit option.
(The system displays the Quantity screen.)
- Enter the new value for the item.
- Select the Tick option.
- Proceed to step 4.

Step 4. Do you have more denominations of cash to edit?

SCENARIO A: If you have no more denominations of cash to edit:

- Select the Tick option to replace the previous declaration.
- Proceed to step 8.

SCENARIO B: If you have more denominations of cash to edit:

- Select the denomination in the list.
- Proceed to step 3 Scenario B and repeat the procedure.

10.1.1.2 Declaring cash procedure ISUs (contd)

Step 5. Do you have any cash to declare against the denominations listed?

SCENARIO A: If you have no cash to declare for this denomination:

- Proceed to step 6.

SCENARIO B: If you have cash to declare for this denomination:

- Select the denomination in the picklist.
- Select the Edit option.
(Alternatively, you can just enter the amount from the keyboard.)
- Enter the current value for the item.
- Select the Tick option.

EXCEPTION B.1: If you have entered an incorrect multiple, the system displays a message saying that the value must be a multiple of or equal to the item's unit price [Message EPOSS:MSG61]:

- Select the Tick option.
- Proceed to Scenario B above and repeat the procedure.

Step 6. Do you have cash to declare for any other denominations listed?

SCENARIO A: If you have no more cash to declare:

- Proceed to step 7.

SCENARIO B: If you have more cash to declare:

- Proceed to step 2 and repeat the procedure.

Step 7. Select the Tick option.

10.1.1.2 Declaring cash procedure ISUs (contd)

Step 8. Does your declaration of cash match the system-derived figure?

(If it does not, the system displays the Confirm Loss/Gain screen and a message saying that the declaration does not match the system-derived figure and that continuing will present a list of discrepancies for confirmation [Message EPOSS:MSG159].)

SCENARIO A: If the Confirm Loss/Gain screen is not displayed:

- Proceed to step 9.

SCENARIO B: If the Confirm Loss/Gain screen is displayed:

- Select the Tick option.
(The system displays the Discrepancies screen and shows the loss or gain caused by each discrepancy.)
- Check your **actual** cash holdings to see if you need to re-enter or edit the cash declaration.

Proceed as follows:

SCENARIO B.1: If you want to re-enter or edit the cash declaration:

- Make a note of the discrepancies.
- Select the Tick option.
(The system displays the Produce Report screen.)
- Select the Exit option.
(The system displays the Stock Balancing menu.)
- Select the Declare Cash option.
- Proceed to step 2 and repeat this procedure.

SCENARIO B.2: If you want to confirm your declaration because your declared figures are a true count of the cash on hand:

- Select the Tick option.
(The system displays the Produce report screen.)
- Proceed to step 9.

Step 9. Do you want to preview the cash on hand report on the screen?

SCENARIO A: If you do not want to preview the cash on hand report:

- Proceed to step 10.

SCENARIO B: If you want to preview the cash on hand report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 10.

10.1.1.4 Declaring cash procedure SSUs (contd)

EXCEPTION A: If you have entered an amount that is not a multiple of or equal to the unit price of the item, the system displays a message saying that the value must be a multiple of or equal to the unit price [Message EPOSS:MSG61]:

- Select the Tick option.
- Enter the correct amount.
- Proceed to step 3.

EXCEPTION B: If you have entered a declaration ID that has already been used for a previous declaration in this CAP, the system displays a message saying that a declaration already exists with this ID number and asking you whether you wish to overwrite the existing declaration or re-enter the ID number [Message LFS:MSG567]:

Proceed as follows:

SCENARIO B.1: If you wish to overwrite the previous declaration:

- Select the Tick option.
- Proceed to step 3.

SCENARIO B.2: If you do not wish to overwrite the previous declaration:

- Select the Cross option.
(The system displays the Identity screen and prompts you to enter a declaration ID.)
- Enter the appropriate declaration ID.
- Select the Tick option.
(The system displays the Produce Report screen.)
- Proceed to step 3.

SCENARIO B: If you are updating an existing declaration:

- Select the appropriate declaration from the Declarations screen.
- Select the Tick option.
(The system prepares the cash items picklist and then displays the Declare Cash on Hand screen.)
- Select the appropriate cash item in the list. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)

10.1.1.4 Declaring cash procedure SSUs (contd)

- Select the Edit option and enter the quantity, then select the Tick option. (Alternatively, enter the quantity from the keyboard.)
- If you have further items to enter, select the next item in the list that needs to be updated and proceed as described above.
- When you have finished declaring cash items, Select the Tick (Finish) option. (The system displays the Produce Report screen.)
- Proceed to step 3.

EXCEPTION A: If you have entered an amount that is not a multiple of or equal to the unit price of the item, the system displays a message saying that the value must be a multiple or equal to the unit price [Message EPOSS:MSG61].

- Select the Tick option.
- Enter the correct amount.
- Proceed to step 3.

EXCEPTION B: If you have selected the wrong previous declaration from the picklist:

- Select the Desktop option.
(The system displays the Stock Balancing menu.)
- Proceed to step 1 and repeat the procedure.

Step 3. Do you want to preview the cash on hand report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 4.

SCENARIO B: If you do want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 4.

Step 4. Do you want to print the cash on hand report?

(It is advisable to print the report if you need to re-enter values.)

SCENARIO A: If you do not want to print the report:

- Proceed to step 5.

SCENARIO B: If you do want to print the report:

- Select the Print option (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).
- Proceed to step 5.

10.1.1.4 Declaring cash procedure SSUs (contd)

Step 5. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 6. Are there other users of the stock unit?

SCENARIO A: If there are no other users:

- Proceed to step 7.

SCENARIO B: If there are other users:

- Repeat steps 1 to 5 for all portions of the stock unit.

Step 7. Select the Discrepancies option.

(The system checks for discrepancies.)

SCENARIO A: If your declaration of cash matches the cash calculated by the system, the system displays a message saying that there are no current discrepancies that would result using the currently confirmed declarations [Message EPOSS:MSG153]:

- Select the Tick option.
(The system displays the Stock Balancing menu.)
- This ends the procedure.

SCENARIO B: If your declaration of cash does not match the cash calculated by the system, the system displays the Discrepancies screen showing the amount by which your declaration differs from that known to the system:

Proceed as follows:

SCENARIO B.1: If you wish to confirm your declaration because your declared figures are a true count of the cash on hand:

- Select the Tick option.
(The system displays the Stock Balancing menu.)
- This ends the procedure.

SCENARIO B.2: If you wish to re-enter your declaration:

- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Select the Declare Cash option.
(The system displays the Declarations screen.)
- Proceed to step 2 and repeat this procedure.

10.1.2 Stamp declaration procedures (ISUs and SSUs)

10.1.2.1 Declaring stamps description ISUs

This procedure is used to declare the volume of stamp holdings (excluding first and second class stamps and special stamps) at the time of balancing.

The system compares the declared figures for volume of stamps with the system-derived amount and advises the user if there is a discrepancy.

System rules:

- First and second class stamps and special stamps are classed as stock items and are adjusted as part of stock rather than being declared.

Business rules:

- Declarations must reflect the actual stamps on hand when balancing.
- Declarations must be made at an appropriate denominational level and not at a generic level (for example, total postage must not be declared against 1p postage stamps).

10.1.2.2 Declaring stamps procedure ISUs

The procedure to declare stamps for an individual stock unit is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Declare Stamps option.

(The system displays the Declare Stamps On Hand screen. If this is the first declaration to be made in the current CAP, the screen shows a zero value for each item. If a declaration has been made previously, the screen shows the current volume and value for items as entered in the previous declaration.)

Step 2. Has a declaration been made previously?

SCENARIO A: If no previous declaration has been made, the system displays an empty declaration picklist with all quantities set to zero:

- Select the appropriate stamp item in the list. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
- Select the Edit option and enter the quantity. (Alternatively, enter the quantity from the keyboard.)
- Select the Tick option.
- If you have further items to enter, select the next item in the list that needs to be updated and proceed as described above.
- When you have finished declaring stamp items, select the Tick option.

10.1.2.2 Declaring stamps procedure ISUs (contd)

- Proceed to step 5.

SCENARIO B: If a previous declaration has been made, the system displays the previous declaration:

- Proceed to step 3.

Step 3. Do you wish to edit the previous declaration?

SCENARIO A: If you do not wish to edit the previous declaration:

- Select the Tick (Finish) option to retain the previous declaration.
- Proceed to step 5.

SCENARIO B: If you wish to edit the previous declaration:

- Select the line relating to the item to be edited.
- Select the Edit option.
(The system displays the Quantity screen.)
- Enter the new quantity for the item.
- Proceed to step 4.

Step 4. Are there more items to be edited?

SCENARIO A: If there are more items to be edited:

- Proceed to step 3 and repeat the procedure.

SCENARIO B: If there are no more items to be edited:

- Select the Tick (Finish) option to replace the previous declaration.
- Proceed to step 5.

Step 5. Does your declaration of stamps match the system-derived figure?

(If it does not, the system displays the Confirm Loss/Gain screen and a message saying that the declaration does not match the system-derived figure and that continuing will present a list of discrepancies for confirmation [Message EPOSS:MSG159].)

SCENARIO A: If the Confirm Loss/Gain screen is not displayed:

- Proceed to step 6.

SCENARIO B: If the Confirm Loss/Gain screen is displayed:

- Select the Tick option.
(The system displays the Discrepancies screen and shows the loss or gain caused by each discrepancy.)
- Check your **actual** stamp holdings to see if you need to re-enter or edit the stamps on hand.

10.1.2.2 Declaring stamps procedure ISUs (contd)

SCENARIO B.1: If you want to re-enter or edit the stamps on hand:

- Make a note of the discrepancies.
- Select the Tick option.
(The system displays the Produce Report screen.)
- Select the Exit option.
(The system displays the Stock Balancing menu.)
- Select the Declare Stamps option.
- Check the figures entered and use the Edit option (or re-type) to amend them where necessary.

SCENARIO B.2: If you want to confirm your declaration because your declared figures are a true count of the actual stamps on hand:

- Select the Tick option to accept the discrepancy.
(The system displays the Produce Report screen.)
- Proceed to step 6.

Step 6. Do you want to preview the stamps on hand report on the screen?

SCENARIO A: If do not want to preview the report:

- Proceed to step 7.

SCENARIO B: If you want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 7.

Step 7. Do you want to print the stamps on hand report?

SCENARIO A: If you do not want to print the report:

- Proceed to step 8.

SCENARIO B: If you want to print the report:

- See the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 8.

Step 8. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 9. Do you need to make the system-derived postal figures the same as the actual figures? (Note that the system-held totals must match the actual stock holdings.)

10.1.2.2 Declaring stamps procedure ISUs (contd)

SCENARIO A: If you do not need to make any adjustments:

- This ends the procedure.

SCENARIO B: If you do need to make adjustments:

- Adjust the system-derived stock levels to reflect your actual stock holdings (see *Section 11.1.6.2 Adjusting stock procedure*).

10.1.2.3 Declaring stamps description SSUs

This procedure is used to declare stamps for a shared stock unit when the user needs to declare the volume of their stamps (excluding first and second class stamps and special stamps) held at the end of a CAP or when their stock is balanced.

Each portion of a shared stock unit will require a stamp declaration and the allocation of a two-digit declaration identity number.

Business rules:

- A separate declaration is required for each individual portion of stamps held.
- Declarations must reflect the actual stamps on hand when balancing.
- The declaration ID is specific to the portion of the stock unit and not to the user. The same declaration ID must be used for that portion of the stock unit throughout the CAP.

System rules:

- First and second class stamps and special stamps are treated as stock items and are declared as stock.
- When declaring stamps for a portion of a stock unit for the first time in the current CAP, the user must enter a two-digit declaration identity number. The declaration ID identifies the portion of the stock unit for which stock is being declared.
- The declaration ID allows the user to re-declare later if necessary (a subsequent declaration replaces the current one).
- The declaration ID can be used to call up the relevant declaration for amendment.

Note: the allocation of declaration IDs is the responsibility of the post office manager.

10.1.2.4 Declaring stamps procedure SSUs

The procedure to declare stamps for a shared stock unit is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Declare Stamps option.

(The system displays the Declarations screen. The screen contains a Make New Declaration option and (if previous declarations have been made for portions of this stock unit in the current CAP) a list of the previous declarations. For each previous declaration, the system shows the declaration ID, the date, time, user making the declaration and the node at which the declaration was made.)

Step 2. Are you making a new declaration or editing a previous declaration?

SCENARIO A: If you are making a new declaration:

- Select the Make New Declaration option.
- Select the Tick option.
(The system prepares the stamp items picklist and then displays the Declare Stamps on Hand screen.)
- Select the appropriate stamp item in the list. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
- Select the Edit option and enter the quantity. (Alternatively, enter the quantity from the keyboard.)
- Select the Tick option.
- If you have further items to enter, select the next item in the list that needs to be updated and proceed as described above.
- When you have finished declaring stamp items, select the Tick (Finish) option. (The system displays the Identity screen.)
- Enter the appropriate declaration ID.
- Select the Tick option.
(The system displays the Produce Report screen.)
- Proceed to step 3.

EXCEPTION A: If you have entered a declaration ID that has already been used for a previous declaration in this CAP, the system displays a message saying that a declaration already exists with this ID number and asking you whether you wish to overwrite the existing declaration or re-enter the ID number [Message LFS:MSG567]:

Proceed as follows:

10.1.2.4 Declaring stamps procedure SSUs (contd)

SCENARIO A.1: If you wish to overwrite the previous declaration:

- Select the Tick option.
- Proceed to step 3.

SCENARIO A.2: If you do not wish to overwrite the previous declaration:

- Select the Cross option.
(The system displays the Identity screen and prompts you to enter a declaration ID.)
- Enter the appropriate declaration ID.
- Select the Tick option.
(The system displays the Produce Report screen.)
- Proceed to step 3.

SCENARIO B: If you are editing a previous declaration:

- Select the appropriate declaration from the Declarations screen.
- Select the Tick option.
(The system prepares the stamp items picklist and then displays the Declare Stamps on Hand screen.)
- Select the appropriate stamp item in the list. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
- Select the Edit option and enter the quantity, then select the Tick option. (Alternatively, enter the quantity from the keyboard.)
- If you have further items to enter, select the next item in the list that needs to be updated and proceed as described above.
- When you have finished declaring stamp items, select the Tick (Finish) option. (The system displays the Produce Report screen.)
- Proceed to step 3.

EXCEPTION A: If you have selected the wrong previous declaration from the picklist:

- Select the Desktop option.
(The system displays the Stock Balancing menu.)
- Proceed to step 1 and repeat the procedure.

10.1.2.4 Declaring stamps procedure SSUs (contd)

Step 3. Do you want to preview the stamps on hand report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 4.

SCENARIO B: If you do want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 4.

Step 4. Do you want to print the stamps on hand report?

(It is advisable to print the report if you need to re-enter values.)

SCENARIO A: If you do not want to print the report:

- Proceed to step 5.

SCENARIO B: If you do want to print the report:

- Select the Print option (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).
- Proceed to step 5.

Step 5. Select the Tick option.

(The system displays the Stock Balancing menu.)

10.1.3 Stock declaration procedure (SSUs)

10.1.3.1 Declaring stock description SSUs

This procedure is used to declare stock for a shared stock unit when the user needs to declare the volume of their stock (excluding cash and stamps) at the end of a CAP or when their stock is balanced.

Stock declaration for a shared stock unit is optional. Where an office is using a single shared stock unit that is balanced by the post master alone at the end of the week, the post master can elect to adjust stock (see *Section 11.1.6.2 Adjusting stock procedure*) rather than declaring stock. However, the post master can still use the stock declaration procedure to control situations where the single stock unit is split into a number of portions.

Notes:

- Before declaring stock for a shared stock unit, the user should adjust stock for any unpaid cheques, vouchers and POL cheques (see *Section 11.1.6.2 Adjusting stock procedure*).

Business rules:

- Declarations must reflect the actual stock on hand when balancing.

System rules:

-
- Stock declaration is optional. However, if a declaration is made for one portion of the stock unit, all other portions must declare too.
 - When postal order products are being declared, the system uses the quantity of items declared to modify the current holding of associated postal order fees.
 - When declaring stock for a portion of a stock unit for the first time in the current CAP, the user must enter a two-digit declaration identity number. (The declaration ID identifies the portion of the stock unit for which stock is being declared.)
 - The declaration ID is specific to the portion of the stock unit and not to the user. The same declaration ID must be used for that portion of the stock unit throughout the CAP.
 - The declaration ID allows the user to re-declare later if necessary (a subsequent declaration replaces the current one).
 - The declaration ID can be used to call up the relevant declaration for amendment.

Note: the allocation of declaration IDs is the responsibility of the post office manager.

10.1.3.2 Declaring stock procedure SSUs

The procedure to declare stock for a shared stock unit is as follows:

Step 1. From the Stock Balancing menu select the Declare Stock option.

(The system displays the Declarations screen. The screen contains a Make New Declaration option and (if previous declarations have been made for portions of this stock unit in the current CAP) a list of existing declarations. For each previous declaration, the system shows the declaration ID, the date, time, user making the declaration and the node at which the declaration was made.)

Step 2. Are you making a new declaration or editing a previous declaration?

SCENARIO A: If you are making a new declaration:

- Select the Make New Declaration option.
- Select the Tick option.
(The system prepares the stock items picklist and then displays the Declare Stock on Hand screen.)

10.1.3.2 Declaring stock procedure SSUs (contd)

- Select the appropriate stock item in the list.
- Select the Edit option and enter the volume or value (volume for fixed price products, value for open priced products), then select the Tick option. (Alternatively, enter the volume/value from the keyboard.)
- If you have further items to enter, select the next item in the list that needs to be updated and proceed as described above.
- When you have finished declaring stock items, select the Tick (Finish) option.
(The system displays the Identity screen.)
- Enter the appropriate declaration ID and select the Tick option. (The system displays the Produce Report screen.)
- Proceed to step 3.

EXCEPTION A: If you have entered a declaration ID that has already been used for a previous declaration in this CAP, the system displays a message saying that a declaration already exists with this ID number and asking you whether you wish to overwrite the existing declaration or re-enter the ID number [Message LFS:MSG567]:

Proceed as follows:

SCENARIO A.1: If you do wish to overwrite the previous declaration:

- Select the Tick option.
- Proceed to step 3.

SCENARIO A.2: If you do not wish to overwrite the previous declaration:

- Select the Cross option.
(The system displays the Identity screen and prompts you to enter a declaration ID.)
- Enter the appropriate declaration ID.
- Select the Tick option.
(The system displays the Produce Report screen.)
- Proceed to step 3.

10.1.3.2 Declaring stock procedure SSUs (contd)

SCENARIO B: If you are editing a previous declaration:

- Select the appropriate declaration from the Declarations screen.
- Select the Tick option.
(The system prepares the stock items picklist and then displays the Declare Stock on Hand screen.)
- Select the appropriate stock item in the list. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
- Select the Edit option and enter the volume or value (volume for fixed price products, value for open priced products), then select the Tick option. (Alternatively, enter the volume/value from the keyboard.)
- If you have further items to enter, select the next item in the list that needs to be updated and proceed as described above.
- When you have finished declaring stock items, select the Tick (Finish) option. (The system displays the Produce Report screen.)
- Proceed to step 3.

EXCEPTION A: If you have selected the wrong previous declaration from the picklist:

- Select the Desktop option.
(The system displays the Stock Balancing menu.)
- Proceed to step 1 and repeat the procedure.

Step 3. Do you want to preview the stock on hand report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 4.

SCENARIO B: If you do want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 4.

Step 4. Do you want to print the stock on hand report?

(It is advisable to print the report if you need to re-enter values.)

SCENARIO A: If you do not want to print the report:

- Proceed to step 5.

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10.1.3.2 Declaring stock procedure SSUs (contd)

SCENARIO B: If you want to print the report:

- Select the Print option (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).
- Proceed to step 5.

Step 5. Do you want to check for any discrepancies between the declarations and the system-derived totals?

SCENARIO A: If you do not want to check for discrepancies:

- Proceed to step 6.

SCENARIO B: If you do want to check for discrepancies:

- See Section *11.1.3.1 Checking for discrepancies before balancing an SSU*.
- This ends the procedure.

Step 6. Select the Tick option.

(The system displays the Stock Balancing menu.)

10.1.4 Non-value stock declaration procedures (ISUs and SSUs)

SAP ADS needs to know the quantity of stock held by outlets for certain non-value products. This information is obtained via non-value stock declarations. The declaration of non-value stock is a mandatory procedure that must be performed before the stock unit is rolled over to the next BP or CAP.

10.1.4.1 Declaring non-value stock ISUs description

The procedure is used to declare non-value stock for an individual stock unit when the user needs to declare the quantity of their non-value stock at the end of a CAP or when their stock is balanced.

Confirming non-value stock is optional. During production of the Trial Cash Account, the system checks for non-value stock figures and displays a message if non-value stock totals have not been confirmed for the current CAP [Message EPOSS: Hard Messages]. The user has the option of continuing without confirming the non-value stock totals, or of abandoning the Trial Cash Account and confirming non-value stock before restarting the Trial Cash Account production (see *Section 11.1.7.2 Confirming the non-value stock declaration procedure*).

System rules:

- Non-value stock must be declared before a stock unit can be balanced and rolled over.
- As non-value stock has no value, quantity only is captured for each product.
- Non-value stock declarations are carried forward from the previous CAP, allowing the user to edit previous declarations made in the current CAP or previous CAP. (If a stock unit is inactive for one or more CAPs, the previous declarations will no longer be available for editing. These declarations are not physically deleted but are not available any longer. As long as the stock unit remains inactive, the declaration is carried forward as part of the office non-value stock total. Once the stock unit is used again, the only available option will be to make a new declaration.)

Business rule:

- Declarations must reflect the actual non-value stock on hand when balancing.

10.1.4.2 Declaring non-value stock ISUs procedure

The procedure to declare non-value stock for an individual shared stock unit is as follows:

Step 1. From the Stock Balancing menu select the Declare Non-Value Stock option.

(The system displays the Declarations screen. The screen contains a Make New Declaration option and, if a non-value stock declaration has been made for the stock unit in the previous or current CAP, the previous declaration is available for updating.)

EXCEPTION A: If there are no non-value stock items to be declared:

- The system displays a message saying that there are no non-value stock products that need to be declared at present [Message LFS MSG:566.] (Note: the system's perception of the existence of non-value stock is governed by reference data. This message is unlikely to appear as all offices have at least milk tokens in non-value stock.)
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- This ends the procedure.

Step 2. Are you making a new declaration or editing a previous declaration?

SCENARIO A: If you are making a new declaration:

- Select the Make New Declaration option.
- Select the Tick option.
(The system displays the Declare Non-Value stock screen.)
- Select the appropriate item from the picklist. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
- Select the Edit option and enter the quantity, then select the Tick option. (Alternatively, enter the quantity from the keyboard.)
- If you have further items to enter, select the next item in the list that needs to be updated and proceed as described above.
- When you have finished declaring non-value stock items, select the Tick (Finish) option.
(The system displays the Produce Report screen.)
- Proceed to step 3.

10.1.4.2 Declaring non-value stock ISUs procedure (contd)

SCENARIO B: If you are editing a previous declaration:

- Select the previous declaration.
- Select the Tick option.
(The system displays the Declare Non-Value Stock screen.)
- Select the appropriate stock item in the list. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
- Select the Edit option and enter the quantity, then select the Tick option. (Alternatively, enter the quantity from the keyboard.)
- If you have further items to enter, select the next item in the list that needs to be updated and proceed as described above.
- When you have finished declaring non-value stock items, select the Tick (Finish) option.
(The system displays the Produce Report screen.)
- Proceed to step 3.

Step 3. Do you want to preview the non-value stock report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 4.

SCENARIO B: If you do want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 4.

Step 4. Do you want to print the non-value stock report?

(It is advisable to print the report if you need to re-enter values.)

SCENARIO A: If you do not want to print the report:

- Proceed to step 5.

SCENARIO B: If you want to print the report:

- Select the Print option (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).
- Proceed to step 5.

Step 5. Select the Tick (Exit) option.

(The system displays the Stock Balancing menu.)

10.1.4.3 Declaring non-value stock SSUs description

The procedure is used to declare non-value stock for a shared stock unit when the user needs to declare the quantity of their non-value stock at the end of a CAP or when their stock is balanced.

Confirming non-value stock is optional. During production of the Trial Cash Account, the system checks for non-value stock figures and displays a message if non-value stock totals have not been confirmed for the current CAP [Message EPOSS: Hard Messages]. The user has the option of continuing without confirming the non-values stock totals, or of abandoning the Trial Cash Account and confirming non-value stock totals before restarting the Trial Cash Account production (see *Section 11.1.7.2 Confirming the non-value stock declaration procedure*).

System rules:

- Non-value stock must be declared before a stock unit can be balanced and rolled over.
- As non-value stock has no value, quantity only is captured for each product.
- Non-value stock declarations are carried forward from the previous CAP, allowing the user to edit previous declarations made in the current CAP or previous CAP. (If a stock unit is inactive for one or more CAPs, the previous declarations will no longer be available for editing. These declarations are not physically deleted but are not available any longer. The only available option will be to make a new declaration).
- When declaring non-value stock for a portion of a stock unit for the first time in the current CAP, the user must enter a two digit declaration identity number. The declaration ID identifies the portion of the stock unit for which non-value stock is being declared.
- The declaration ID is specific to the portion of the stock unit and not to the user. The same declaration ID must be used for that portion of the stock unit throughout the CAP.
- The declaration ID allows the user to re-declare later if necessary (a subsequent declaration replaces the current one).

Business rule:

- Declarations must reflect the actual non-value stock on hand when balancing.

Note: the allocation of declaration IDs is the responsibility of the post office manager.

10.1.4.4 Declaring non-value stock SSUs procedure

The procedure to declare non-value stock for a shared stock unit is as follows:

Step 1. From the Stock Balancing menu select the Declare Non-Value Stock option.

(The system displays the Declarations screen. The screen contains a Make New Declaration option and (if previous declarations have been made for portions of this stock unit in the current or previous CAP) a list of existing declarations. For each previous declaration, the system shows the declaration ID, the date, time, user making the declaration and the node at which the declaration was made.)

EXCEPTION A: If there are no non-value stock items to be declared:

- The system displays a message saying that there are no non-value stock products that need to be declared at present [Message LFS MSG:566.] (Note: the system's perception of the existence of non-value stock is governed by reference data. This message is unlikely to appear as all offices have at least milk tokens in non-value stock.)
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- This ends the procedure.

Step 2. Are you making a new declaration or editing a previous declaration?

SCENARIO A: If you are making a new declaration:

- Select the Make New Declaration option.
- Select the Tick option.
(The system displays the Declare Non-Value Stock screen.)
- Select the appropriate non-value stock item in the list. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
- Select the Edit option and enter the quantity, then select the Tick option. (Alternatively, enter the quantity from the keyboard.)
- If you have further items to enter, select the next item in the list that needs to be updated and proceed as described above.
- When you have finished declaring non-value stock items, select the Tick (Finish) option.
(The system displays the Identity screen.)
- Enter the appropriate declaration ID and select the Tick option. (The system displays the Produce Report screen.)
- Proceed to step 3.

10.1.4.4 Declaring non-value stock SSUs procedure (contd)

EXCEPTION A: If you have entered a declaration ID that has already been used for a previous declaration in this CAP, the system displays a message telling you that a declaration with this ID number already exists and asking you whether you wish to overwrite the existing declaration or re-enter the ID number [Message LFS:MSG567]:

Proceed as follows:

SCENARIO A.1: If you wish to overwrite the existing declaration:

- Select the Tick option.
- Proceed to step 3.

SCENARIO A.2: If you do not wish to overwrite the existing declaration:

- Select the Cross option.
(The system displays the Identity screen and prompts you to enter a declaration ID.)
- Enter the appropriate declaration ID.
- Select the Tick option.
(The system displays the Produce Report screen.)
- Proceed to step 3.

SCENARIO B: If you are editing a previous declaration:

- Select the appropriate declaration from the Declarations screen.
- Select the Tick option.
(The system displays the Declare Non-Value Stock screen.)
- Select the appropriate non-value stock item in the list. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
- Select the Edit option and enter the quantity, then select the Tick option.
(Alternatively, enter the quantity from the keyboard.)
- If you have further items to enter, select the next item in the list that needs to be updated and proceed as described above.
- When you have finished declaring non-value stock items, select the Tick (Finish) option. (The system displays the Produce Report screen.)
- Proceed to step 3.

10.1.4.4 Declaring non-value stock SSUs procedure (contd)

EXCEPTION A: If you have selected the wrong previous declaration from the picklist:

- Select the Desktop option.
(The system displays the Stock Balancing menu.)
- Proceed to step 1 and repeat the procedure.

Step 3. Do you want to preview the non-value stock report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 4.

SCENARIO B: If you do want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 4.

Step 4. Do you want to print the non-value stock report?

SCENARIO A: If you do not want to print the report:

- Proceed to step 5.

SCENARIO B: If you want to print the report:

- Select the Print option (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).
- Proceed to step 5.

Step 5. Select the Tick (Exit) option.

(The system displays the Stock Balancing menu.)

11 Stock unit balancing

Stock unit balancing is the process of reconciling the user's current stock unit contents against the transactions completed and the opening stock unit figures. A stock unit is normally balanced at the end of the user's duty (unless it is being shared and is still in use by another user). The process to produce the stock unit balance report encompasses checks that cash, stamps, non-value stock (and, optionally, stock on a shared stock unit) have been declared; summaries produced and discrepancies either accepted or adjusted.

When the user selects the Balance Report option for the last active stock unit in the outlet, the system checks to see whether parcel traffic figures have been entered (see *Section 11.1.10 Recording parcel traffic*). If it finds that parcel traffic entries have not been made (entries must be made for all four parcel traffic types even if they are for zero value) it will not allow the user to continue the balancing process.

Each stock unit must be balanced at the end of the CAP but may be balanced at any time during the CAP and rolled forward into a new BP. At the end of the CAP, the stock unit is "rolled over" to BP one of the next CAP.

System rules:

- A shared stock unit may be balanced only if there is one user only currently logged on to it. All but the last user of a shared stock unit must log off from the system to allow the balancing user to balance and roll over the stock unit.
- Both individual and shared stock units must declare cash, stamps and non-value stock holdings before balancing. (For a shared stock unit, this means at least one declaration of each type.)
- All mandatory weekly and daily reports must have been produced and cut off for the CAP.
- Rollover can only be applied to a stock unit which is in a balanced state and for which mandatory summaries have been produced.
- All active stock units in the post office must be balanced at the end of the current CAP and rolled over to the next CAP.
- Any inactive stock units (stock units not used in the current CAP) are by definition in a balanced state and must be rolled over to the next CAP. This can be done via the Inactive Stock Unit Rollover function (see *Section 12.1.1.2 Rolling over an inactive stock unit procedure*) or by assigning a user to the inactive stock unit and balancing it.
- A stock unit with an outstanding transfer (in or out) cannot be rolled over to the next CAP. However, it can be rolled over to the next BP in the current CAP.

11.1 Balancing and producing the Cash Account overview

When the user needs to produce stock unit balances and the Cash Account at the close of business at the end of the CAP, they must attach themselves to an active stock unit and take the following steps:

- Step 1. Produce the mandatory and non-mandatory daily summaries and reconcile the associated documents with the summaries.**
- Step 2. Produce the mandatory and non-mandatory weekly summaries and reconcile the associated documents with the summaries.**
- Step 3. Enter any non-accounting data (transaction information that would not otherwise appear on the Cash Account). (See *Section 11.1.9.2 Recording non-accounting data procedure*.)**
- Step 4. Record any parcel traffic (transaction information that would not otherwise appear on the Cash Account). (See *Section 11.1.10.2 Recording parcel traffic procedure*.)**
- Step 5. Is the stock unit being balanced an individual or a shared stock unit?**

*SCENARIO A: If the stock unit to be balanced is an **individual** stock unit:*

- Count and compare actual stock on hand with the adjust stock screen. Adjust system-held stock values to reflect actual stock on hand if necessary (see *Section 11.1.6.2 Adjusting stock procedure*).
- Count and declare stamps on hand by volume by denomination (see *Section 10.1.2.2 Declaring stamps procedure ISUs*).
- Count and declare cash on hand by denomination (see *Section 10.1.1.4 Declaring cash procedure ISUs*).
- Count and declare any non-value stock (see *Section 10.1.4.2 Declaring non-value stock ISUs procedure*).
- Proceed to step 6.

*SCENARIO B: If the stock unit is a **shared** stock unit:*

Proceed as follows:

SCENARIO B.1: If the shared stock unit is divided into portions:

- Count and declare your stock on hand by volume by denomination for each portion of the shared stock unit (see *Section 10.1.3.2 Declaring stock procedure* and *Section 10.1.2.4 Declaring stamps procedure SSUs*).
(Note: if no declaration is made, the system will use the derived figures.)

11.1 Balancing and producing the Cash Account overview (contd)

- Count and declare stamps on hand (see *Section 10.1.2.4 Declaring stamps procedure SSUs*).
- Count and declare cash on hand by value by denomination for each portion of the stock unit (see *Section 10.1.1.4 Declaring cash procedure*).
- Count and declare any non-value stock (see *Section 10.1.4.4 Declaring non-value stock SSUs procedure*).
- Log off all users except the user completing the balance.
- Proceed to step 6.

SCENARIO B.2: If the shared stock unit is not divided into portions:

- Count and declare your stock on hand by volume by denomination for the stock unit (see *Section 10.1.3.2 Declaring stock procedure*).
(Note: if no declaration is made, the system will use the derived figures.)
- Count and declare stamps on hand (see *Section 10.1.2.4 Declaring stamps procedure SSUs*).
- Count and declare cash on hand by value by denomination for the stock unit (see *Section 10.1.1.4 Declaring cash procedure*).
- Count and declare any non-value stock (see *Section 10.1.4.4 Declaring non-value stock SSUs procedure*).
- Log off all users except the user completing the balance.
- Proceed to step 6.

Step 6. From the Desktop, select the Stock Balancing option then the Discrepancies option.

Step 7. If there are any discrepancies, check the declarations against the physical stock or cash to ensure that the declarations are correct.
(Note: discrepancies are committed when the trial balance report is produced.)

Step 8. Is the stock unit being balanced an individual or a shared stock unit?

SCENARIO A: If the stock unit is individual:

- Re-declare cash or stamps if necessary.

SCENARIO B: If the stock unit is shared:

- Re-declare cash, stock or stamps if necessary.

11.1 Balancing and producing the Cash Account overview (contd)

Step 9. Produce the trial balance report (see Sections 11.1.2.2 Balancing an individual stock unit procedure and 11.1.4.2 Balancing a shared stock unit procedure).

Step 10. Check the trial balance report against vouchers and stock to ensure that correct values are reported.

Step 11. Correct any transactions if necessary by reversing a transaction, entering a new transaction, reversing an incorrect transaction or entering a correct transaction. (See Section 6 Reversals).

Step 12. Produce the final balance report and roll the stock unit over to the next CAP (see Sections 11.1.2.2 Balancing an individual stock unit procedure and 11.1.4.2 Balancing a shared stock unit procedure).

Step 13. Do you have any more stock units to balance?

SCENARIO A: If you have any more stock units to balance:

- Repeat the procedure from step 6.

SCENARIO B: If you have no more stock units to balance:

- Proceed to step 16.

Step 14. Are there any inactive stock units that need to be rolled over to the next CAP?

SCENARIO A: If there are no inactive stock units that need to be rolled over to the next CAP:

- Proceed to step 15.

SCENARIO B: If you have any inactive stock units that need to be rolled over to the next CAP:

- Roll over the inactive stock units (see Section 12.1.1.2 Rolling over an inactive stock unit procedure).
- Proceed to step 15.

Step 15. Produce the office snapshot (see Section 12.1.2.2 Producing an Office snapshot procedure).

(This is optional but recommended if the office has more than one stock unit as it gives an office level view of receipts, payments and stock for reconciliation of dockets.)

Step 16. Print the weekly office summaries and reconcile with the associated dockets. (The office weekly Suspense Account report is a mandatory report.)

Step 17. Produce the trial Cash Account and check that the entries are correct.

Step 18. Produce the final Cash Account and select the Roll CAP option.
(The system prints two copies of the final Cash Account automatically.)

11.1.1 Pre-balancing procedures for individual stock units

11.1.1.1 Checking for discrepancies before balancing an ISU description

Stock declaration is not available for individual stock units, therefore the system does not check for stock discrepancies at this stage. This procedure highlights discrepancies as part of the balancing process but does not commit discrepancies on completion.

If there is no declaration in the current BP, then even if there is a declaration in the same CAP, no discrepancies will be reported.

11.1.1.2 Checking for discrepancies before balancing an ISU procedure

The procedure to check for discrepancies between the system-derived total for stamps and cash and the declared amounts is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Discrepancies option.

Step 2. Has the system detected any discrepancies?

SCENARIO A: If there are no discrepancies, the system displays a message saying that there are no current discrepancies that would result using currently confirmed declarations [Message EPOSS:MSG153]:

- Select the Tick option.
(The system displays the Stock Balancing menu.)
- This ends the procedure.

SCENARIO B: If there are discrepancies, the system displays the Discrepancies screen. This shows the item(s) concerned and the amount of the discrepancy, and indicates whether a discrepancy constitutes a loss or a gain:

- View and make a note of the discrepancies.
- Select the Tick option.
(The system displays the Stock Balancing menu.)

SCENARIO B.1: If there are stamp discrepancies:

- Proceed to step 3.

SCENARIO B.2: If there are cash discrepancies:

- Proceed to step 7.

Step 3. Re-check the stamps on hand.

Step 4. Is the amount that you declared the same as the actual stamps on hand?

11.1.1.2 Checking for discrepancies before balancing an ISU procedure (contd)

SCENARIO A: If the amount is the same:

- Proceed to step 5.

SCENARIO B: If the amount is not the same:

- Re-declare your stamps on hand (see *Section 10.1.2.2 Declaring stamps procedure*).
- Proceed to step 1 and repeat the procedure.

Step 5. Does the system display a discrepancy message after the stamps have been re-declared?

SCENARIO A: If no discrepancies have been found, the system displays a message saying that there are no current discrepancies that would result using currently confirmed declarations [Message EPOSS:MSG153]:

- Select the Tick option.
(The system displays the Stock Balancing menu.)
- This ends the procedure.

SCENARIO B: If there are still discrepancies:

- Select the Tick option.
- Proceed to step 6.

Step 6. Do you have more or less postage stamps on hand than are shown by the system?

SCENARIO A: If you have more stamps on hand than are shown by the system:

- Adjust stock to cater for the discrepancy (see *Section 11.1.6.2 Adjusting stock procedure*).
- This ends the procedure.

SCENARIO B: If you have less stamps on hand than are shown by the system:

- Adjust stock to cater for the discrepancy (see *Section 11.1.6.2 Adjusting stock procedure*).
- This ends the procedure.

Step 7. Re-check the cash on hand.

Step 8. Select the Declare Cash option and re-declare the cash on hand (see *Section 10.1.1.2 Declaring cash procedure ISUs*).

11.1.1.2 Checking for discrepancies before balancing an ISU procedure (contd)

Step 9. Does your declaration of cash match the system-derived figure?

(If it does not, the system displays the Confirm Loss/Gain screen and a message saying that the declaration does not match the system-derived figure and that continuing will present a list of discrepancies for confirmation [Message EPOSS:MSG159].)

SCENARIO A: If the Confirm Loss/Gain screen is not displayed:

- This ends the procedure.

SCENARIO B: If the Confirm Loss/Gain screen is displayed:

- Select the Tick option.
(The system displays the Discrepancies screen and shows the loss or gain caused by each discrepancy.)
- Check your **actual** cash holdings to see if you need to re-enter or edit the cash declaration.

Proceed as follows:

SCENARIO B.1: If you want to re-enter or edit the cash declaration:

- Make a note of the discrepancies.
- Select the Tick option.
(The system displays the Produce Report screen.)
- Select the Exit option.
(The system displays the Stock Balancing menu.)
- Proceed to step 8 and repeat this procedure.

SCENARIO B.2: If you want to confirm your declaration because your declared figures are a true count of the cash on hand:

- Select the Tick option.
(The system displays the Produce report screen.)
- Proceed as described in *Section 10.1.1.2 Declaring cash procedure ISUs* if you wish to preview or print the cash on hand report.

11.1.1.3 Checking that all tasks are completed prior to balancing an ISU

Use this procedure when you are ready to make last minute checks of your stock, prior to balancing a stock unit. (You must check all stock against the system-held values before you complete this procedure.)

Step 1. Produce all the daily and weekly reports.

Step 2. Produce a stock unit balance snapshot (see *Section 11.1.5.2 Producing a stock unit balance snapshot procedure*) and reconcile the supporting documents (for example, manual summaries and vouchers) with the system-held figures shown on the balance snapshot. If there are inconsistencies, enter or reverse the relevant transaction(s). (See *Sections 5.2.7.2 Performing a payment transaction procedure; 5.2.8.2 Performing a receipt transaction procedure and Section 6.1.1 Reversal procedures*.)

Step 3. Move any vouchers held as MoPs, unpaid (RD) cheques and POL cheques into the Suspense Account (unclaimed payments).

See *Sections 13.1.4.2 Posting vouchers held as MoPs to the suspense account procedure; 13.1.5.3 Posting an RD cheque to the suspense account procedure and 13.1.6.2 Posting a POL cheque to the suspense account procedure*.

Step 4. If necessary, adjust the stock on hand to reflect the actual stock held.

(You must adjust stock if vouchers, RD cheques or POL cheques have been moved to the Suspense Account as balancing cannot take place if these items are not at zero. See *Section 11.1.6.2 Adjusting stock procedure*)

Step 5. Select the Negative Stock option (see *Section 11.1.11.2 Viewing negative stock and revaluation errors procedure*).

Step 6. Is the system listing any negative stock or revaluation errors?

(Negative stock figures occur if a remittance or transfer has not been brought to account before the related stock is sold, or because stock levels need adjusting.

Revaluation errors occur if revaluation has not been performed correctly (if the user has over or under revalued). The system checks the accuracy of any revaluations of fixed price products that have taken place during the current CAP. It identifies revaluation discrepancies by checking to see whether the system-held balance equals the system-held quantity x current price.)

SCENARIO A: If there are no errors listed:

- Proceed to step 7.

11.1.1.3 Checking that all tasks are completed prior to balancing an ISU (contd)

SCENARIO B: If there are errors listed:

- Note down the errors listed.
- Select the Tick option.
- Correct the errors as appropriate either by reversing transactions (see *Section 6 Reversals*); by adjusting stock (see *Section 11.1.6.2 Adjusting stock procedure*); by revaluing correctly (see *Section 11.1.16.2 Revaluing stock items procedure*) or by performing the necessary remittance or transfer (see *Sections 8.1.1.2 Remittance in procedure* and *7.1.1.4 Transferring cash and stock into a stock unit procedure*).
Note: you will not be able to complete a stock unit balance until negative stock errors are corrected.
- This ends the procedure.

Step 7. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 8. From the Desktop, select the Stock Balancing option then the Declarations option.

(The system displays a list of all cash, stamp and non-value stock declarations made.)

Step 9. Are any outstanding declarations listed?

SCENARIO A: If there are no outstanding declarations:

- Proceed to step 10.

SCENARIO B: If there are outstanding declarations, the system displays a message saying that there are declarations outstanding [Message EPOSS:MSG149]:

- Select the Tick option.
- Make the outstanding declarations (see *Section 10.1.1.2 Declaring cash procedure*, *Section 10.1.2.2 Declaring stamps procedure* and *Section 10.1.4.2 Declaring non-value stock ISUs procedure*). The cash declaration must be made last, as adjustment of stock will automatically adjust the cash figure.

Step 10. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 11. Select the Summaries option.

11.1.1.3 Checking that all tasks are completed prior to balancing an ISU (contd)

Step 12. Does the system display a message saying that there are outstanding summaries?

SCENARIO A: If there are no outstanding summaries, the system displays a message saying that there are no outstanding summaries [Message EPOSS:MSG204]:

- Select the Tick option.
- Proceed to step 15.

SCENARIO B: If there are outstanding summaries, the system displays a message saying that one or more summaries have not been produced and that continuing will present a list of them for information; the reports listed as mandatory must be produced before you can balance the stock unit [Message EPOSS:MSG168]:

- Select the Tick option.
- Proceed to step 13.

Step 13. Do you need to produce mandatory summaries?

(You cannot balance the stock unit until you have produced and cut off all outstanding mandatory summaries.)

SCENARIO A: If you do not need to produce mandatory summaries:

- Proceed to step 14.

SCENARIO B: If you do need to produce mandatory summaries:

- Select the Tick option.
- Produce the necessary summaries (see *Section 11.1.13.2 Viewing and printing outstanding summaries procedure*).

Step 14. Check for any discrepancies in the system totals (see *Section 11.1.1.1 Checking for discrepancies before balancing an ISU*).

Notes:

- If any discrepancies are generated as a result of a stock unit balance, they are dealt with as described in *Section 13.1.1.3 Dealing with stock unit losses and gains after the production of the Cash Account procedure*.
- The daily cash declaration report (see *Section 9.1.5.2 Producing a Daily Cash Declaration report (ISU) procedure*) must be produced every day including balancing day. It is a separate procedure from the cash declarations produced when balancing a stock unit.

11.1.2.2 **Balancing an individual stock unit procedure**

The procedure to balance an individual stock unit is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Balance Report option.

Step 2. Does the system display a message saying that parcel traffic products must be declared before the stock unit can be rolled over?

SCENARIO A: If this is the last active stock unit in the office to be balanced and the system detects that a parcel traffic transaction session has not been performed in the current CAP, it displays a message stating that a parcel traffic transaction session must be performed (even if it is for zero quantity/value) before the stock unit can be rolled over [Message EPOSS:MSG279]:

- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Make the necessary parcel traffic entries (see *Section 11.1.10.2 Recording parcel traffic procedure*).
- Repeat this procedure from step 1.

Step 3. Does the system display a message saying that there is a suspended session present?

SCENARIO A: If there is a suspended session in existence, the system displays a message saying that you may not perform a stock unit balance while there is a suspended session [Message EPOSS:MSG264]:

- Select the Tick option.

11.1.2.2 Balancing an individual stock unit procedure (contd)

- Select the Swap option.
- Complete the suspended session.
- Repeat this procedure from step 1.

Step 4. Does the system display a message saying that there are transfers outstanding?

(The system will allow a stock unit to balance if there are outstanding transfers, but rollover is limited to the next BP. To roll the stock unit over to the next CAP, the transfer must be accepted by the recipient or reversed by the supplier. (See *Section 7.1.1.4 Transferring cash and stock into a stock unit procedure* and *Section 6.1.1.7 Reversing EPOSS transactions - transfer out reversal procedure*.)

SCENARIO A: If there are transfers outstanding, the system displays a message saying that the following transfers are outstanding [Message EPOSS:MSG330]:

- Select the Tick option.
- Make a note of the outstanding transfers.
- Select the Tick option.
(The system displays the Stock Balancing menu.)

SCENARIO A.1: If you want to roll the stock unit over to the next CAP:

- Perform the necessary transfers (see *Section 7.1.1.2 Transferring cash and stock out of a stock unit procedure* and *Section 7.1.1.4 Transferring cash and stock into a stock unit procedure*).
- Repeat this procedure from step 1.

SCENARIO A.1.1: If the transfers performed affect cash and/or stamp holding figures:

- Remake a cash declaration and/or a stamp declaration (see *Section 10.1.1.2 Declaring cash procedure ISUs* and *Section 10.1.2.2 Declaring stamps procedure ISUs*).
- Repeat this procedure from step 1.

SCENARIO A.2: If you want to roll the stock unit over to the next BP:

- Proceed to Step 5.

SCENARIO B: If there are no transfers outstanding:

- Proceed to step 5.

11.1.2.2 Balancing an individual stock unit procedure (contd)

Step 5. Does the system display a message saying that a transfer to your stock unit is in progress, that the stock unit cannot be balanced until the transfer is complete [Message EPOSS:MSG520]?:

SCENARIO A: If the system does not display a message saying that there is a transfer in progress:

- Proceed to step 6.

SCENARIO B: If the system does display a message saying that there is a transfer in progress:

- Select the Tick option.
- Wait until the transfer from the sending stock unit is completed.
- This ends the procedure.

Step 6. Does the system display a message saying that there are outstanding summaries [Message EPOSS:MSG168]?:

SCENARIO A: If the system does not display a message saying that there are outstanding summaries:

- Proceed to step 9.

SCENARIO B: If the system does display a message saying that there are outstanding summaries:

- Select the Tick option.
(The system displays the Summaries outstanding screen. The screen contains a picklist of reports that have not been produced and indicates if they are mandatory. You can select a report from the list and then select the Print option to display the Produce Report screen from which you can print, preview or cut off the report (if applicable).)
- Proceed to step 7.

Step 7. Do you need to produce mandatory reports displayed on the Summaries outstanding screen?

(You **must** produce all the outstanding mandatory reports before you can balance the stock unit.)

SCENARIO A: If you do not need to produce mandatory reports:

- Proceed to step 8.

SCENARIO B: If you do need to produce mandatory reports:

- From the picklist on the Summaries outstanding screen, select the first report that you wish to print.

11.1.2.2 Balancing an individual stock unit procedure (contd)

- Select the Print option.
(The system displays the Produce Report screen.)
- Produce the report and cut it off (where applicable) (see the CSR+ Operating Environment PPD [CS/PRO/097]).
- Select the Exit option.
(The system displays the Summaries outstanding screen. The report just produced is no longer listed (unless it required cutting off and you did not select the Cut Off option, in which case it remains in the picklist until it is cut off.)
- Repeat this procedure until you have produced all mandatory reports.

Step 8. Do you want to produce any of the non-mandatory reports displayed on the Summaries outstanding screen?

SCENARIO A: If you do not want to produce non-mandatory reports:

- Select the Continue option.
- Proceed to step 9.

SCENARIO B: If you do want to produce non-mandatory reports:

- From the picklist on the Summaries outstanding screen, select the first report that you wish to print.
- Select the Print option.
(The system displays the Produce Report screen.)
- Produce the report and cut it off (where applicable) (see the CSR+ Operating Environment PPD [CS/PRO/097]).
- Select the Exit option.
(The system displays the Summaries outstanding screen. The report just produced is no longer listed (unless it required cutting off and you did not select the Cut Off option in which case it remains in the picklist until it is cut off.)
- Repeat this procedure until you have produced all the required reports.
- Proceed to step 9.

Step 9. Does the system display a message saying that there are declarations outstanding?

SCENARIO A: If there are no declarations outstanding:

- Proceed to step 10.

11.1.2.2 Balancing an individual stock unit procedure (contd)

SCENARIO B: If there are declarations outstanding, the system displays a message saying that one or more declarations are still outstanding and that continuing will display a list of the outstanding declarations [Message EPOSS:MSG149]:

- Select the Tick option.
(The system displays a list of outstanding declarations. (You must make a cash, stamp and non-value stock declaration before the system will allow you to complete the balance procedure.))
- Make a note of any outstanding declarations.
- Select the Tick option.
- Make the outstanding declarations (see *Section 10.1.1.2 Declaring cash procedure, Section 10.1.2.2 Declaring stamps procedure and Section 10.1.4.2 Declaring non-value stock ISUs procedure*).
- Repeat this procedure from step 1.

Step 10. Has the system detected that there are unpaid cheques, POL cheques or vouchers not posted to the suspense account?

SCENARIO A: If the system has not detected unpaid cheques, POL cheques or vouchers:

- Proceed to step 11.

SCENARIO B: If the system has detected unpaid cheques, POL cheques or vouchers, it displays a message asking you to ensure that stock holdings for unpaid cheques, POL cheques and vouchers are zero before balancing [Message EPOSS:MSG315]:

- Select the Tick option.
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Transfer the vouchers to the suspense account (see *Section 13.1.4.2. Posting vouchers held as MoPs to the suspense account procedure*).
- Transfer the cheques to the suspense account (*Section 13.1.5.3 Posting an RD cheque to the suspense account procedure and Section 13.1.6.2 Posting a POL cheque to the suspense account procedure*).
- Adjust the stock unit's vouchers/cheque holdings to zero (see *Section 11.1.6.2 Adjusting stock procedure*).

11.1.2.2 Balancing an individual stock unit procedure (contd)

SCENARIO B: If there is negative stock present, the system displays a message saying that a number of stock items are currently negative and that continuing will display a list of them for information [Message EPOSS:MSG190].

- Select the Tick option.
(The system displays a list of negative stock items.)
- Make a note of the negative stock items.
- Select the Tick option.
(The system displays the Stock Balancing menu.)

SCENARIO B.1: If the negative stock position has been caused by a remittance not having been brought to account:

- See Section 8.1.1.2 Remittance in procedure.
- Repeat this procedure from step 1.

SCENARIO B.2: If the negative stock position has been caused by a transfer not having been brought to account:

- See Section 7.1.1.4 Transferring cash and stock into a stock unit procedure.
- Repeat this procedure from step 1.

SCENARIO B.3: If the negative stock position needs to be corrected by stock adjustment:

- See Section 11.1.6.2 Adjusting stock procedure.
- Repeat this procedure from step 1.

Step 14. Has the system detected revaluation errors?

(The system maintains a total value for each stock item. This value is updated by sales, transfers and remittances but not by price changes. To amend the total value of stock items following a price change, a manual revaluation transaction is performed (see Section 11.1.16.2 Revaluing stock items procedure).

At balancing time, the system calculates what the value should be (based on quantity x price). If this does not agree with the system-held total value, the implication is that that value entered manually in the revaluation transaction is incorrect, and the system displays an invalid adjustment message saying that a revaluation error has occurred.

SCENARIO A: If there are no revaluation errors:

- Proceed to step 15.

11.1.2.2 Balancing an individual stock unit procedure (contd)

SCENARIO B: If there are revaluation errors:

- Make a note of the errors.
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Identify the incorrect transaction(s) from the Transaction Log.
- Reverse the transaction(s) using the existing reversal procedure (see *Section 6.1.1.3 Reversing EPOSS transactions - existing reversals procedure*).
- Repeat the revaluation transaction for the correct value (see *Section 11.1.16.2 Revaluing stock items procedure*).
(If the value of the original revaluation transaction was too low, you can carry out a second transaction for the additional amount of the revaluation. If the value of the original revaluation transaction was too high, either reverse the transaction and enter it correctly or perform a revaluation in the opposite direction for the excess amount. The correct values must be recorded for system revaluation. The system total cannot be changed once you have agreed it.)

Step 15. Select the Tick option.

(The system displays the Produce Report: Balance Report screen.)

Step 16. Do you want to preview the balance report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 17.

SCENARIO B: If you want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 17.

Step 17. Do you want to print the balance report?

(**Note:** If you do not print the balance report, you will have to redo the balance process.)

SCENARIO A: If you do not want to print the report:

- Select the Tick option to abandon the balance report and return to the Desktop.
- This ends the procedure.

11.1.2.2 Balancing an individual stock unit procedure (contd)

SCENARIO B: If you want to print the report:

- Select the Print option (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).
(The counter printer prints a report for checking purposes (you do not need to retain this report) and then re-displays the Produce Report:Balance Report screen.)
- Proceed to step 18.

Step 18. Do you want to roll over the stock unit?

(Note: if you do not select the Roll Over option to roll over the stock unit, your balance will be treated as a trial balance report and you will need to repeat the balancing procedure and roll the stock unit over to the next CAP before you can complete the Cash Account.)

SCENARIO A: If you do not want to roll over the stock unit:

- Select the Tick option.
(The system displays the Stock Balancing menu.)

SCENARIO B: If you do want to roll over the stock unit:

- Select the Roll Over option.
(The system displays a message asking whether you want to roll over into the next CAP or into the next balancing period in this CAP [Message EPOSS:MSG58].)
- Proceed to step 19.

Step 19. Do you want to roll the stock unit over to the next CAP or to the next BP?

Note: You cannot roll the stock unit over into a CAP that is more than one week ahead of the Cash Account unless the extended CAP is set (see *Section 12.1.4.2 Extending the CAP procedure*).

SCENARIO A: If you want to roll over the stock unit to the next CAP (do this only if there is no possibility that the stock unit will be needed again in the current CAP):

- Select the Next CAP option.
- Proceed to step 20.

SCENARIO B: If you want to roll over the stock unit to the next BP (do this if there is a possibility that the stock unit will be needed again in the current CAP):

- Select the Next BP option.
- Proceed to step 20.

11.1.3.2 Checking for discrepancies before balancing an SSU procedure (contd)

SCENARIO B: If you have not declared all portions of stock and stamps:

- Declare all outstanding stock or stamps in each part of the shared stock unit (see *Section 10.1.3.2 Declaring stock procedure SSUs* and *Section 10.1.2.4 Declaring stamps procedure SSUs*).
- Proceed to step 1 and repeat this procedure.

Step 4. Re-check the stock or stamps on hand.

(The check of items on hand must be against the declarations made. All stock for the portion where errors in the declaration are found will need to be re-declared using the same declaration ID as used previously.)

Step 5. Is the amount that you declared the same as the actual stock on hand?

SCENARIO A: If the amount is the same:

- Proceed to step 7.

SCENARIO B: If the amount is not the same:

- Re-declare stock or stamps on hand (see *Section 10.1.3.2 Declaring stock procedure SSUs* and *Section 10.1.2.4 Declaring stamps procedure SSUs*). (If you accidentally declare the same stock or stamps with different declaration IDs, you must re-declare one of the IDs for nil stock.)
- Proceed to step 1 and repeat the procedure.

Step 6. After you have re-declared stock and/or stamps and selected the Discrepancies option, does the system display further discrepancies?

SCENARIO A: If no discrepancies have been found, the system displays a message saying that there are no current discrepancies [Message EPOSS:MSG153]:

- Select the Tick option.
(The system displays the Stock Balancing menu.)
- This ends the procedure.

SCENARIO B: If there are still discrepancies:

- Select the Tick option.
- Proceed to step 7.

Step 7. Do you have stamp discrepancies (more or less postage stamps on hand than are shown by the system)?

SCENARIO A: If there is no stamp discrepancy:

- This ends the procedure.
- Proceed to step 8.

11.1.3.2 Checking for discrepancies before balancing an SSU procedure (contd)

SCENARIO B: If you have more or less stamps on hand than are shown by the system:

- Adjust stock to cater for the discrepancy (see *Section 11.1.6.2 Adjusting stock procedure*).
- Proceed to step 8.

Step 8. Do you have a stock discrepancy (more or less stock than is shown by the system)?

SCENARIO A: If there is no stock discrepancy:

- This ends the procedure.

SCENARIO B: If you have more or less stock on hand than is shown by the system:

- Adjust stock to cater for the discrepancy (see *Section 11.1.6.2 Adjusting stock procedure*).

Step 9. Do you have a cash discrepancy?

SCENARIO A: If there is no cash discrepancy:

- This ends the procedure.

SCENARIO B: If your declared totals are a true count of the cash on hand:

- This ends the procedure.

SCENARIO C: If you wish to re-enter your declaration:

- Select the Declare Cash option.
(The system displays the Declarations screen.)
- Re-declare your cash (see *Section 10.1.1.4 Declaring cash procedure SSUs*).
- This ends the procedure.

11.1.3.3 Checking that all tasks are completed prior to balancing an SSU

Use this procedure to complete all final tasks before balancing a shared stock unit.

Step 1. Produce all the daily and weekly reports.

- Step 2. Produce a stock unit balance snapshot report (see *Section 11.1.5 Producing a stock unit balance snapshot*) and reconcile the supporting documents (for example, manual summaries and vouchers) with the system-held figures shown on the balance snapshot. If there are inconsistencies, enter or reverse the relevant transaction(s). (See *Sections 5.2.7.2 Performing a payment transaction procedure; 5.2.8.2 Performing a receipt transaction procedure and Section 6.1.1 Reversal procedures.*)**
- Step 3. Move any vouchers held as MoPs, unpaid (RD) cheques and POL cheques into the Suspense Account (unclaimed payments). See *Sections 13.1.4.2 Posting vouchers held as MoPs to the suspense account procedure, 13.1.5.3 Posting an RD cheque to the suspense account procedure 13.1.6.2 Posting a POL cheque to the suspense account procedure.***
- Step 4. If necessary, adjust the stock on hand to reflect the actual stock held.**
(You must adjust stock if vouchers, RD cheques or POL cheques have been moved to the Suspense Account as balancing cannot take place if these items are not at zero.)
- Step 5. Select the Negative Stock option (see *Section 11.1.11.2 Viewing negative stock and revaluation errors procedure.*)**
- Step 6. Is the system listing any negative stock or revaluation errors?**
(Negative stock figures occur if a remittance or transfer has not been brought to account before the related stock is sold, or because stock levels need adjusting.
Revaluation errors occur if revaluation has not been performed correctly (if the user has over or under revalued). The system checks the accuracy of any revaluations of fixed price products that have taken place during the current CAP. It identifies revaluation discrepancies by checking to see whether the system-held balance equals the system-held quantity x current price.)
- SCENARIO A: If there are no errors listed:*
- Proceed to step 7.
- SCENARIO B: If there are errors listed:*
- Note down the errors listed.
 - Select the Tick option.

11.1.3.3 Checking that all tasks are completed prior to balancing an SSU (contd)

- Correct the errors as appropriate either by reversing transactions (see *Section 6 Reversals*); by adjusting stock (see *Section 11.1.6.2 Adjusting stock procedure*); by revaluing correctly (see *Section 11.1.16.2 Revaluing stock items procedure*) or by performing the necessary remittance or transfer (see *Sections 8.1.1.2 Remittance in procedure* and *7.1.1.4 Transferring cash and stock into a stock unit procedure*).
Note: you will not be able to complete a stock unit balance until negative stock errors are corrected.
- This ends the procedure.

Step 7. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 8. From the Desktop, select the Stock Balancing option then the Declarations option.

(The system displays a list of all cash, stamp, stock and non-value stock declarations made.)

Note: you must ensure that a declaration of cash, postage stamps and non-value stock is made for all portions of a shared stock unit.

Step 9. Are any outstanding declarations listed?

SCENARIO A: If there are no outstanding declarations:

- Proceed to step 10.

SCENARIO B: If there are outstanding declarations, the system displays a message saying that there are declarations outstanding [Message EPOSS:MSG149]:

- Select the Tick option.
- Make the outstanding declarations (see *Section 10.1.1.4 Declaring cash procedure*; *Section 10.1.3.2 Declaring stock procedure* and *Section 10.1.4.4 Declaring non-value stock SSUs procedure*).

SCENARIO C: If you have superfluous declarations which are causing discrepancies:

- Re-declare the erroneous declarations as nil, giving them the same declaration ID as the superfluous declarations.

Step 10. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 11. Select the Summaries option.

Step 12. Are there any summaries outstanding?

SCENARIO A: If there are no summaries outstanding, the system displays a message saying that there are no outstanding summaries [Message EPOSS:MSG204]:

11.1.3.3 Checking that all tasks are completed prior to balancing an SSU (contd)

- Select the Tick option.
- Proceed to step 14.

SCENARIO B: If there are summaries outstanding, the system displays a message saying that one or more summaries have not been produced and that continuing will present a list of them for information; the reports listed as mandatory must be produced before you can balance the stock unit [Message EPOSS:MSG168]:

- Select the Tick option.
- Proceed to step 13.

Step 13. Do you need to produce mandatory summaries?

(You cannot balance the stock unit until you have produced all outstanding mandatory summaries.)

SCENARIO A: If you do not need to produce mandatory summaries:

- Proceed to step 14.

SCENARIO B: If you do need to produce mandatory summaries:

- Select the Tick option.
- Produce the necessary summaries (see *Section 11.1.13.2 Viewing and printing outstanding summaries procedure*).

Step 14. Check for any discrepancies (see *Section 11.1.3.1 Checking for discrepancies before balancing an SSU*).

11.1.4 Balancing a shared stock unit

11.1.4.1 Balancing a shared stock unit description

This procedure is used to balance a shared stock unit.

System rules:

- A shared stock unit may not be balanced if there is more than one user currently logged on to it. No other user can log on to the stock unit until the stock unit has been rolled over.
- All stock units must be balanced at the end of the current CAP and rolled over to the next CAP.
- Stock units may be balanced during a CAP to start a new BP within the current CAP.
- Cash, stamps and non-value stock must be declared (see *Section 10.1.1.4 Declaring cash procedure SSUs*, *Section 10.1.2.4 Declaring stamps procedure SSUs* and *Section 10.1.4.4 Declaring non-value stock SSUs procedure*).
- Inactive stock units (for which no transactions have taken place in the current CAP) are by definition in a balanced state and must be rolled over to the next CAP (see *Section 12.1.1.2 Rolling over an inactive stock unit procedure*).

11.1.4.2 Balancing a shared stock unit procedure

The procedure to balance a shared stock unit is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Balance Report option.

Step 2. Does the system display a message saying that parcel traffic products must be declared before the stock unit can be rolled over?

SCENARIO A: If this is the last active stock unit in the office to be balanced and the system detects that a parcel traffic transaction session has not been performed in the current CAP, it displays a message stating that a parcel traffic transaction session must be performed (even if it is for zero quantity/value) before the stock unit can be rolled over [Message EPOSS:MSG279]:

- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Make the necessary parcel traffic entries (see *Section 11.1.10.2 Recording parcel traffic procedure*).
- Repeat this procedure from step 1.

Step 3. Does the system display a message saying that there is a suspended session present?

SCENARIO A: If there is a suspended session in existence, the system displays a message saying that you may not perform a stock unit balance while there is a suspended session [Message EPOSS:MSG264]:

- Select the Tick option.
- Select the Swap option.
- Complete the suspended session.
- Repeat this procedure from step 1.

Step 4. Does the system display a message saying that there are transfers outstanding?

(The system will allow a stock unit to balance if there are outstanding transfers, but rollover is limited to the next BP. To roll the stock unit over to the next CAP, the transfer must be accepted by the recipient or reversed by the supplier. (See *Section 7.1.1.4 Transferring cash and stock into a stock unit procedure* and *Section 6.1.1.7 Reversing EPOSS transactions - transfer out reversal procedure*.)

11.1.4.2 Balancing a shared stock unit procedure (contd)

SCENARIO A: If there are transfers outstanding, the system displays a message saying that the following transfers are outstanding [Message EPOSS:MSG330]:

- Select the Tick option.
- Make a note of the outstanding transfers.
- Select the Tick option.
(The system displays the Stock Balancing menu.)

SCENARIO A.1: If you want to roll the stock unit over to the next CAP:

- Perform the necessary transfers (see *Section 7.1.1.2 Transferring cash and stock out of a stock unit procedure* and *Section 7.1.1.4 Transferring cash and stock into a stock unit procedure*).
- Repeat this procedure from step 1.

SCENARIO A.1.1: If the transfers performed affect cash, stock or stamp holding figures:

- Remake a cash declaration and/or a stamp declaration (see *Section 10.1.1.4 Declaring cash procedure SSUs*, *Section 10.1.3.2 Declaring stock procedure SSUs* and *Section 10.1.2.4 Declaring stamps procedure SSUs*).
- Repeat this procedure from step 1.

SCENARIO A.2: If you want to ignore the outstanding transfers and roll the stock unit over to the next BP only:

- Proceed to step 5.

SCENARIO B: If there are no transfers outstanding:

- Proceed to step 5.

Step 5. Does the system display a message saying that a transfer to your stock unit is in progress and that the stock unit cannot be balanced until the transfer is complete [Message EPOSS:MSG520]:

SCENARIO A: If the system does not display a message saying that there is a transfer in progress:

- Proceed to step 6.

SCENARIO B: If the system does display a message saying that there is a transfer in progress:

- Select the Tick option.
- Wait until the transfer from the sending stock unit is completed.
- This ends the procedure.

11.1.4.2 Balancing a shared stock unit procedure (contd)

Step 6. Does the system display a message saying that there are outstanding summaries [Message EPOSS:MSG168]?

SCENARIO A: If the system does not display a message saying that there are outstanding summaries:

- Proceed to step 9.

SCENARIO B: If the system does display a message saying that there are outstanding summaries:

- Select the Tick option.
(The system displays the Summaries outstanding screen. The screen contains a picklist of reports that have not been produced and indicates if they are mandatory. You can select a report from the list and then select the Print option to display the Produce Report screen from which you can print, preview or cut off the report (if applicable).)
- Proceed to step 8.

Step 7. Do you need to produce mandatory reports displayed on the Summaries outstanding screen?

(You **must** produce (and cut off where applicable) all the outstanding mandatory reports before you can balance the stock unit.)

SCENARIO A: If you do not need to produce mandatory reports:

- Proceed to step 8.

SCENARIO B: If you do need to produce mandatory reports:

- From the picklist on the Summaries outstanding screen, select the first report that you wish to print.
- Select the Print option.
(The system displays the Produce Report screen.)
- Produce the report and cut it off (where applicable) (see the CSR+ Operating Environment PPD [CS/PRO/097]).
- Select the Exit option.
(The system displays the Summaries outstanding screen. The report just produced is no longer listed (unless it required cutting off and you did not select the Cut Off option in which case it remains in the picklist until it is cut off.)
- Repeat this procedure until you have produced all mandatory reports.

11.1.4.2 Balancing a shared stock unit procedure (contd)

Step 8. Do you want to produce any of the non-mandatory reports displayed on the Summaries outstanding screen?

SCENARIO A: If you do not want to produce non-mandatory reports:

- Select the Continue option.
- Proceed to step 10.

SCENARIO B: If you do want to produce non-mandatory reports:

- From the picklist on the Summaries outstanding screen, select the first report that you wish to print.
 - Select the Print option.
(The system displays the Produce Report screen.)
 - Produce the report (and cut it off where applicable) (see the CSR+ Operating Environment PPD [CS/PRO/097]).
 - Select the Exit option.
(The system displays the Summaries outstanding screen. The report just produced is no longer listed (unless it required cutting off and you did not select the Cut Off option, in which case it remains in the picklist until it is cut off.)
- Repeat this procedure until you have produced all the required reports.

Step 9. Does the system display a message saying that there are declarations outstanding?

SCENARIO A: If there are no declarations outstanding:

- Proceed to step 10.

SCENARIO B: If there are declarations outstanding, the system displays a message saying that one or more declarations are still outstanding and that continuing will display a list of the outstanding declarations [Message EPOSS:MSG149]:

- Select the Tick option.
(The system displays a list of outstanding declarations. You must declare cash, stamps and non-value stock before the system will allow you to complete the balance procedure.)
- Make a note of any outstanding declarations.
- Select the Tick option.
- Make the outstanding declarations (see *Section 10.1.1.4 Declaring cash procedure*, *Section 10.1.2.4 Declaring stamps procedure SSUs and Section 10.1.4.4 Declaring non-value stock SSUs procedure*).

11.1.4.2 Balancing a shared stock unit procedure (contd)

- Repeat this procedure from step 1.

Step 10. Has the system detected any unpaid cheques, POL cheques or vouchers not moved into the suspense account?

SCENARIO A: If the system has not detected unpaid cheques or vouchers:

- Proceed to step 11.

SCENARIO B: If the system has detected unpaid cheques, POL cheques or vouchers, it displays a message asking you to ensure that stock holdings for unpaid cheques, POL cheques and vouchers are zero before balancing [Message EPOSS:MSG315]:

- Select the Tick option.
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Transfer the vouchers to the suspense account (see *Section 13.1.4.2. Posting vouchers held as MoPs to the suspense account procedure*).
- Transfer the cheques to the suspense account (see *Section 13.1.5.3 Posting an RD cheque to the suspense account procedure and Section 13.1.6.2 Posting a POL cheque to the suspense account procedure*).
- Adjust the stock unit's vouchers/cheque holdings to zero (see *Section 11.1.6.2 Adjusting stock procedure*).
- Repeat this procedure from step 1.

Step 11. Has the system detected that other attached users are currently logged on to the stock unit?

SCENARIO A: If the system has not detected that other users are logged on:

- Proceed to step 12.

SCENARIO B: If the system displays a message saying that more than one user is logged on and attached to the stock unit, and that the stock unit can be balanced only when the attached users log off from the system [Message EPOSS:MSG64]:

- Select the Tick option.
- Log the relevant users off (see the CSR+ ACUA PPD [Ref. CS/PRO/090]).
- Repeat this procedure from step 1.

11.1.4.2 Balancing a shared stock unit procedure (contd)

Step 12. Has the system detected any discrepancies in the stock unit?

SCENARIO A: If there are no discrepancies:

- Proceed to step 14.

SCENARIO B: If there are discrepancies, the system displays a message saying that one or more declarations totals do not match the system-derived figure and that continuing will present a list of discrepancies for confirmation [Message EPOSS:MSG152]:

- Select the Tick option.
(The system displays the Discrepancies screen listing the discrepancies.)
- Proceed to step 13.

Step 13. Do you want to accept the discrepancies?

(Accepting the discrepancies changes the value of the stock in the system and produces an overall discrepancy when you complete the balance.)

SCENARIO A: If you want to accept the discrepancies:

- Select the Tick option.
(The system will commit the discrepancies (make the required changes to your stock unit.)
- Proceed to step 14.

SCENARIO B: If you do not want to accept the discrepancies:

- Select the Desktop option.
- Make any necessary adjustments. (The adjustments may include one or more of the following: new declarations; redeclarations; stock adjustments; stock item sales and reversals.)
- Repeat this procedure from step 1.

Step 14. Has the system detected negative stock levels?

SCENARIO A: If there is no negative stock present, the system displays a message saying that there are no stock items with negative values [Message EPOSS:MSG191].

- Select the Tick option.
- Proceed to step 15.

11.1.4.2 Balancing a shared stock unit procedure (contd)

SCENARIO B: If there is negative stock present, the system displays a message saying that a number of stock items are currently negative and that continuing will display a list of them for information [Message EPOSS:MSG190].

- Select the Tick option.
(The system displays a list of negative stock items.)
- Make a note of the negative stock items.
- Select the Tick option.
(The system displays the Stock Balancing menu.)

SCENARIO B.1: If the negative stock position has been caused by a remittance not having been brought to account:

- See Section 8.1.1.2 Remittance in procedure.
- Repeat this procedure from step 1.

SCENARIO B.2: If the negative stock position has been caused by a transfer not having been brought to account:

- See Section 7.1.1.4 Transferring cash and stock into a stock unit procedure.
- Repeat this procedure from step 1.

SCENARIO B.2: If the negative stock position needs to be corrected by stock adjustment:

- See Section 11.1.6.2 Adjusting stock procedure.
- Repeat this procedure from step 1.

Step 15. Has the system detected revaluation errors?

(The system maintains a total value for each stock item. This value is updated by sales, transfers and remittances but not by price changes. To amend the total value of stock items following a price change, a manual revaluation transaction is performed (see Section 11.1.16.2 Revaluing stock items procedure).

At balancing time, the system calculates what the value should be (based on quantity multiplied by price). If this does not agree with the system-maintained total value, the implication is that that value entered manually in the revaluation transaction is incorrect, and the system displays an invalid adjustment message saying that a revaluation error has occurred.)

SCENARIO A: If there are no revaluation errors:

- Proceed to step 16.

11.1.4.2 Balancing a shared stock unit procedure (contd)

SCENARIO B: If there are revaluation errors:

- Select the Tick option.
(The system displays a list of revaluation errors.)
- Make a note of the errors.
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Identify the incorrect transaction(s) from the Transaction Log.
- Reverse the transaction using the existing reversal procedure (see *Section 6.1.1.3 Reversing EPOSS transactions - existing reversals procedure*).
- Repeat the revaluation transaction for the correct value (see *Section 11.1.16.2 Revaluing stock items procedure*).
(If the value of the original revaluation transaction was too low, you can carry out a second transaction for the additional amount of the revaluation. If the value of the original revaluation transaction was too high, either reverse the transaction or perform a revaluation in the opposite direction for the excess amount. The correct values must be recorded for system revaluation. The system total cannot be changed once you have agreed it.)

Step 16. Select the Tick option.

(The system displays the Produce Report: Balance Report screen.)

Step 17. Do you want to preview the balance report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 18.

SCENARIO B: If you want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 18.

Step 18. Do you want to print the balance report?

(Note: if you do not print the balance report, you will have to redo the whole balance process again from the beginning.)

SCENARIO A: If you do not want to print the report:

- Select the Desktop option to return to the Desktop.
- This ends the procedure.

11.1.4.2 Balancing a shared stock unit procedure (contd)

SCENARIO B: If you want to print the report:

- Select the Print option.
(The system produces a report for checking. You do not need to keep this report.)
- Proceed to step 19.

Step 19. Do you want to roll over the stock unit?

(Note: if you do not select the Roll Over option to roll over the stock unit, your balance will be treated as a trial balance report and you will have to repeat the balancing procedure and roll the stock unit over to the next CAP before you can complete the Cash Account.)

SCENARIO A: If you do not want to roll over the stock unit:

- Select the Tick option.
(The system displays the Stock Balancing menu.)

SCENARIO B: If you do want to roll over the stock unit:

- Select the Roll Over option.
(The system displays a message asking you whether you want to roll over into the next CAP or into the next balancing period in this CAP [Message EPOSS:MSG58].)
- Proceed to step 20.

Step 20. Do you want to roll the stock unit over to the next CAP or to the next BP?

Note: you cannot roll the stock unit over into a CAP that is more than one week ahead of the Cash Account unless the extended CAP is set (see *Section 12.1.4.2 Extending the CAP procedure*).

SCENARIO A: If you want to roll the stock unit over into the next CAP (do this only if there is no possibility that the stock unit will be needed again in the current CAP):

- Select the Next CAP option.
- Proceed to step 21.

SCENARIO B: If you want to roll the stock unit over into the next BP (do this if there is a possibility that the stock unit will be needed again in the current CAP):

- Select the Next BP option.
- Proceed to step 21.

Step 21. The system prints the final balance report and then displays a message telling you to touch Confirm to complete the stock unit rollover or Reprint to reprint the final balance [Message EPOSS:MSG268].

11.1.4.2 Balancing a shared stock unit procedure (contd)

Step 22. Inspect the final balance report and proceed as follows:

SCENARIO A: If you are satisfied with the printing of the final balance report and wish to proceed to confirm the stock unit rollover:

- Proceed to step 23.

SCENARIO B: If you are not satisfied with the printing of the final balance report:

- Select the Cross option.
(The system reprints the final balance report.)
- Proceed to step 23.

Step 23. Select the Tick option to confirm rollover.

(The system displays the Roll over screen while the stock unit is being rolled over. Once the stock unit has been rolled over, the system displays the Rollover OK screen and a message saying that the stock unit has been successfully rolled over to Cash Account Period *n* and Balance Period *n* [Message EPOSS:MSG59].)

Step 24. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 25. Datestamp and sign the printed balance report and retain it for reconciliation purposes.

Note: if any discrepancies are generated as a result of stock unit balance, see *Section 13.1.1.3 Dealing with stock unit losses and gains after the production of the Cash Account procedure.*

11.1.5 Producing a stock unit balance snapshot

11.1.5.1 Producing a stock unit balance snapshot description

The balance snapshot allows the user to take a snapshot view of their stock unit balance at any time so that they can monitor the current system view of the state of the stock unit. The report is used to check the system-held totals against the actual totals before producing a balance report.

The report produced from the snapshot process is identical to the final balance report except that the report title indicates that the report is a 'Stock Unit Balance SNAPSHOT'. The report does not show any discrepancies since these are only committed when the Trial or Final balance reports are produced.

Any discrepancies between the actual stock/cash on hand and the system-held figures will not be shown on the balance snapshot. However, the Discrepancies table at the top of the balance snapshot report does show discrepancies brought forward from a previous balance period.

System rules:

- The balance snapshot can be produced as many times as necessary and at any point in the CAP or BP when the user wants to check the system-held view of a stock unit's contents.
- There are no pre-requisite checks -other than the system checking to see that the node is not isolated.
- Declarations are not required prior to producing a balance snapshot.
- Discrepancies are not committed as a result of producing a balance snapshot.
- The transactions included are for the current BP up to the time that the report was requested (the report excludes any transactions posted by another user during the production of the report).
- The snapshot process does not continue to the final balance stage.

11.1.5.2 Producing a stock unit balance snapshot procedure

The procedure to produce a balance snapshot is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Balance snapshot option.

(The system displays the Produce Report: Balance snapshot screen and there is a delay while the report is prepared.)

Step 2. Do you want to preview the report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 3.

SCENARIO B: If you do want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- When you have finished previewing the report, select the cross option. (The system re-displays the Produce Report screen.)
- Proceed to step 3.

Step 3. Do you want to print the report?

SCENARIO A: If you do not want to print the report:

- Proceed to step 5.

SCENARIO B: If you do want to print the report:

- Proceed to step 4.

Step 4. Select the Print option.

(The system prints the balance snapshot and then re-displays the Produce Report screen.)

Step 5. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 6. Select the Desktop option.

11.1.6 Adjusting stock

11.1.6.1 Adjusting stock description

When an individual stock unit is being balanced, once the user has checked all stock (including First and Second class stamps) and compared it with the system-held figures as shown on the Balance snapshot, they must adjust the system-held stock figures to reflect the actual physical stock held.

When a shared stock unit is being balanced, the user can elect to adjust stock. In this scenario, they would declare stamps and cash in a similar manner to an individual stock unit and then adjust stock rather than declaring it.

The current value held by the system is calculated from the opening value for the item at the start of the balance period, plus all the transactions (positive and negative) for

11.1.6.2 Adjusting stock procedure (contd)

(Note: if dealing with a shared stock unit, this procedure may take some time if the stock unit has numerous portions.)

Step 3. Do you need to make any adjustments?

SCENARIO A: If you do not need to make any adjustments:

- Select the Finish option.
(The system displays the Stock Balancing menu.)
- This ends the procedure.

SCENARIO B: If you do need to make adjustments:

- Select the first stock item to be adjusted.
- Select the Edit option.
(Alternatively, just type in the figures.)
- Enter the new quantity or value for the item.
- Select the Tick option.
- Proceed to step 4.

Step 4. Have all necessary stock adjustments been made?

SCENARIO A: If all adjustments have been made:

- Proceed to step 5.
- This ends the procedure.

SCENARIO B: If all adjustments have not been made:

- Proceed to step 3 and repeat the procedure.

EXCEPTION A: If you attempt to adjust a stock item that has been revalued incorrectly, the system displays an invalid adjustment message saying that a revaluation error has occurred for this stock item, the total value is not equal to quantity x unit price and asking you to correct the revaluation of this item [Message EPOSS:MSG331]:

- Select the Tick option.
- Revalue the stock item correctly (see *Section 11.1.16.2 Revaluing stock items procedure.*)
- Proceed to step 1 and repeat this procedure.

EXCEPTION B: If you attempt to adjust postal orders and PO fees have been revalued incorrectly, the system displays an invalid adjustment message saying that a revaluation error has occurred for this stock item, the total value of its associated PO fee is not equal to quantity x unit price and asking you to correct the PO fee revaluation [Message EPOSS:MSG270]:

11.1.6.2 Adjusting stock procedure (contd)

- Select the Tick option.
- Revalue the PO fees correctly (see *Section 11.1.16.2 Revaluing stock items procedure.*)
- Proceed to step 1 and repeat this procedure.

Step 5. Select the Finish option.

(The system displays the Stock Balancing menu.)

11.1.7 Confirming the non-value stock declaration

11.1.7.1 Confirming the non-value stock declaration description

Confirming non-value stock declarations is an office-level task that is performed once all the stock units in the office have been rolled over. The function allows the office manager to confirm the overall non-value stock declaration for the outlet and to print the Non-Value Stock report. The report accumulates the latest non-value stock declarations made since the previous non-value stock statement for all stock units at the outlet (see *Section 10.1.4.2 Declaring non-value stock ISUs procedure* and *Section 10.1.4.4 Declaring non-value stock SSUs procedure*).

During production of the trial Cash Account, the system checks for non-value stock figures and, if it finds that non-value stock totals have not been confirmed, displays a message saying that non-value stock totals have not been confirmed and asking the user if they wish to continue [Message EPOSS: Hard Messages]. The user has the option of continuing without confirming the non-value stock, or of abandoning the Trial Cash Account and confirming non-value stock before restarting Trial Cash Account production.

System rule:

- The non-value stock report must be previewed or printed before non-value stock declarations can be confirmed.

Business rule:

- For SAP ADS to receive the amended figures, any alteration to a non-value stock declaration must take place on the same day as the Cash Account (regardless of what day the Cash Account is undertaken).

11.1.7.2 Confirming the non-value stock declaration procedure

The procedure to confirm the non-value stock declaration and print the non-value stock report is as follows:

Step 1. From the Desktop, select the Office Balancing option then the Confirm Non-Value Stock option.

(The system displays the Non-Value Stock Produce Report screen.)

Step 2. Do you wish to preview the non-value stock report?

(The report must be previewed or printed before non-value stock declarations can be confirmed.)

SCENARIO A: If you do not want to preview the report:

- Proceed to step 3.

SCENARIO B: If you do want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 3.

Step 3. Do you wish to print the non-value stock report?

(The report must be printed or previewed before non-value stock declarations can be confirmed.)

SCENARIO A: If you do not want to print the report:

- Proceed to step 4.

SCENARIO B: If you do want to print the report:

- Select the Print option and print the report as described in the CSR+Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 4.

Step 4. Select the Tick option to confirm non-value stock.

(The system displays the Office Balancing menu.)

EXCEPTION A: If you have selected the Tick option without having either previewed or printed the non-value stock report:

- The system displays a message telling you that the office weekly non-value stock report must be printed or previewed before it can be confirmed [Message LFS:MSG568].
- Select the Tick option.
(The system displays the Non-Value Stock Produce Report screen.)

11.1.8.2 Dealing with stock discrepancies in shared stock units procedure (contd)

- Note the discrepancies.
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Re-check the stock on hand and re-declare if necessary.
(If have over declared, you should edit the declaration and put in the correct figures. If you have under declared, you should either edit the existing declaration or do an additional declaration with a different declaration ID for the amount that has been under declared.)
- Proceed to step 6.

SCENARIO B: If there are no discrepancies in stock:

- The system displays a message saying that there are no current discrepancies resulting from currently confirmed declarations [Message EPOSS:MSG153].
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- This ends the procedure.

Step 6. Are there still discrepancies when all the stock has been re-declared?

SCENARIO A: If there are still discrepancies in stock:

- Note the discrepancies.
- Adjust the stock to reflect actual stock levels by amending the details of stock on hand (see *Section 11.1.6.2 Adjusting stock procedure*).
(Note: you need to adjust your stock as declaring stock does not alter the system-held total and the system must reflect the actual stock on hand.)
- This ends the procedure.

SCENARIO B: If there are no discrepancies in stock:

- The system displays a message saying that there are no current discrepancies resulting from currently confirmed declarations [Message EPOSS:MSG153].
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- This ends the procedure.

11.1.9 Recording non-accounting data

11.1.9.1 Recording non-accounting data description

In addition to the accounting data reported on the Cash Account report, there is also a need to be able to report certain non-accounting data on the report. This data is primarily concerned with recording the volume of business for designated clients (such as Royal Mail). These facilities are necessary because the required data is not always capable of being derived from the transaction messages in the message store (for example, when a Royal Mail transaction is conducted the transaction is paid for by the sale of stamps). Other examples of non-accounting data include Parcelforce Enhanced Compensation, Camelot Vouchers, Custody of Postman's Pouch and Lombard Business Information.

The Non-Accounting option on the Transactions menu provides the facility to enter such data within one of the stock units prior to the production of the final stock unit balance of the week. During production of the Cash Account (see *Section 12.1.3.2 Producing a Cash Account report procedure*) the system displays a warning message if no non-accounting data has been entered.

System rules:

- Entry of non-accounting data is optional. However, to appear on the appropriate week's Cash Account, figures for non-accounting data must be entered prior to performing a stock unit balance and rolling the stock unit over to the next CAP.
- No alteration is made to the value of the cash and stock in the stock unit as a result of non-accounting data entries.
- Entry of non-accounting data adds to previous entries for the current CAP.
- The non-accounting data transactions (volumes) are reported in table 10g on the Cash Account.
- For nil entries (where no transactions have occurred), the Cash Account Non-Accounting Data Table will be blank.
- Non-accounting data figures appear on the Cash Account, the Counter Weekly Miscellaneous Transaction report, the stock unit snapshot/trial/final balance reports, the Office snapshot and a Transaction log for mode NAD. The user can also print a receipt if they want to view the non-accounting data entries that they have made (see *Section 5.2.15.2 Printing an optional receipt procedure*).

Business rules:

- It is a business requirement that non-accounting data is entered.
- Figures for non-accounting data must be entered prior to stock unit rollover.
- Totals can be entered into any stock unit, an allocated stock unit or separately by individual users.

11.1.9.2 Recording non-accounting data procedure

The procedure to record non-accounting data is as follows:

- Step 1. Obtain the figures for non-accounting data from the locally-held summary forms.**
- Step 2. From the Desktop, select the Transactions option then the Non Accounting Data option.**
(You must record each type of transaction in turn.)
- Step 3. Enter the number of transactions that you want to record for the first type of transaction by either typing in the number on the keyboard or by selecting the Quantity button.**
- Step 4. Select the option corresponding to the type of transaction that you want to record.**
- Step 5. Record the traffic figures for each type of non-accounting transaction by returning to step 3 and repeating this procedure.**
- Step 6. Is there any other non-accounting data?**

SCENARIO A: If there is no other non-accounting data:

- Proceed to step 7.

SCENARIO B: If there is other non-accounting data:

- Select the Other Non Accounting Data option.
- Enter the number of transactions that you want to record for the first type of transaction by either typing in the number on the keyboard or by selecting the Quantity button.
- Select the option corresponding to the type of transaction that you want to record.
- When you have finished recording all non-accounting data, proceed to step 7.

- Step 7. Select the Finish option.**

11.1.10.2 Recording parcel traffic procedure

The procedure to record parcel traffic figures is as follows:

Step 1. From the Desktop, select the Transactions option then the Parcel Traffic option.

(The system displays an eight-line pick list. There are two lines for each product, one for quantity and one for value. The default value for each line is zero.)

Step 2. If the number is greater than zero, enter the total number of parcels accepted at the counter in the current CAP for the first product highlighted (Inland Stamped).

Step 3. Highlight the Value field for the product. If the value is greater than zero, enter the total value of parcels accepted at the counter in the current CAP for this product.

Step 4. Proceed to step 2 and repeat the procedure for all the other parcel product types: Inland Metered; International Stamped; International Metered.

Step 5. Select the Select option to complete the session.

(The system produces an automatic session receipt.)

EXCEPTION A: If you have not made any parcel traffic entries, the system displays a message saying that the session contains zero quantity and value for all four Parcel Traffic products and asking whether this is correct [Message EPOSS:MSG283]:

Proceed as follows:

SCENARIO A: If you wish to confirm entry of all-zero values:

- Select the Tick option.

SCENARIO B: If you have made a mistake and wish to cancel the operation and enter some quantities/values:

- Select the Cross option.
- Repeat this procedure from Step 1.

Note: As the items in the stack do not have to be settled, no further action needs to be taken before the Cash Account is produced.

11.1.11 Viewing negative stock and revaluation errors

11.1.11.1 Viewing negative stock and revaluation errors description

Negative stock figures may occur for a number of reasons. For example, if the number of outgoing transactions (remittances out, transfers out, or sales) exceeds the system-held volume/value figures at the time of the transaction(s), negative stock levels will occur. An example of where this might occur is if stock is received into the outlet and sold before the remittance in procedure is performed to remit the stock in to a stock unit. Revaluation errors occur when a product is revalued incorrectly.

System rule:

- A stock unit cannot balance if it contains negative stock or incorrectly revalued stock.

11.1.11.2 Viewing negative stock and revaluation errors procedure

The procedure to perform a quick check for negative stock and revaluation errors before balancing a stock unit is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Negative Stock/Revaluation option.

(The system displays the Stock Check screen and searches for negative stock items and revaluation errors.)

Step 2. Are any negative stock items/revaluation errors found?

SCENARIO A: If negative stock items/revaluation errors are found:

- The system displays them on the screen.
- Make a note of the items.
- Proceed to step 3.

SCENARIO B: If no negative stock items/revaluation errors are found:

- The system displays a message saying that there are no stock items with negative values [Message EPOSS:MSG191].
- Proceed to step 3.

Step 3. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 4. Do you need to deal with negative stock or revaluation errors?

SCENARIO A: If there are no negative stock or revaluation errors to deal with:

- This ends the procedure.

SCENARIO B: If there are negative stock or revaluation errors to deal with:

- Correct the errors as appropriate either by reversing transactions (see *Section Section 6 Reversals*); by adjusting stock (see *Section 11.1.6.2 Adjusting stock procedure*); by revaluing correctly (see *Section 11.1.16.2 Revaluing stock items procedure*) or by performing the necessary remittance or transfer (see *Sections 8.1.1.2 Remittance in procedure* and *7.1.1.4 Transferring cash and stock into a stock unit procedure*).

11.1.12 Viewing discrepancies

11.1.12.1 Viewing discrepancies description

Discrepancies are differences between the system-held figures and the actual stock and cash values held. When a stock unit is balanced, any discrepancies are shown on the Balance Report.

If declarations have been made for a stock unit, the Discrepancies function allows the user to view any differences between the system-held view and the existing declarations.

11.1.12.2 Viewing discrepancies procedure

The procedure to view discrepancies is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Discrepancies option.

(The system checks for discrepancies.)

Step 2. Are any discrepancies found?

SCENARIO A: If discrepancies are found:

- The system displays the Discrepancies screen listing the discrepancies.
- Make a note of the items.
- Proceed to step 3.

SCENARIO B: If no discrepancies are found, the system displays a message saying that there are no current discrepancies that would result using the currently confirmed declarations [Message EPOSS:MSG153]:

- Proceed to step 3.

Step 3. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 4. Deal with the discrepancies as follows:

SCENARIO A: If there are cash discrepancies:

- Declare your cash (see *Section 10.1.1.2 Declaring cash procedure ISUs* or *Section 10.1.1.4 Declaring cash procedure SSUs*).

SCENARIO B: If there are stamp discrepancies:

- Declare your stamps (see *Section 10.1.2.2 Declaring stamps procedure ISUs* or *Section 10.1.2.4 Declaring stamps procedure SSUs*).

11.1.12.2 Viewing discrepancies procedure (contd)

SCENARIO C: If there are stock discrepancies:
Proceed as follows:

SCENARIO C.1: If the stock unit is a shared stock unit:

- Proceed as described in *Section 11.1.8.2 Dealing with stock discrepancies in shared stock units procedure*.

SCENARIO C.2: If the stock unit is an individual stock unit:

- Adjust your stock (see *Section 11.1.6.2 Adjusting stock procedure*).

11.1.13 Viewing and printing outstanding summaries

11.1.13.1 Viewing and printing outstanding summaries description

Certain reports are mandatory and must be previewed or printed and (where applicable) cut off before you can balance a stock unit.

This function is not mandatory but can be used to check whether there are any mandatory or optional reports outstanding and then to preview, print and cut off those reports. (When you balance a stock unit, the system checks for outstanding mandatory reports and, if any are found, displays the Summaries outstanding screen from where you can produce the necessary reports.)

11.1.13.2 Viewing and printing outstanding summaries procedure

The procedure to view, preview print and (if applicable) cut off outstanding summaries is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Summaries option.

Step 2. Are there any outstanding summaries?

SCENARIO A: If there are outstanding summaries:

- (The system displays the Summaries outstanding screen. The screen displays a picklist of reports that have not been produced and indicates if any are mandatory.)
- Proceed to step 3.

SCENARIO B: If there are no outstanding summaries:

- The system displays a message saying that there are no outstanding summaries [Message EPOSS:MSG204].
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- This ends the procedure.

Step 3. Do you need to produce any mandatory reports displayed on the Summaries outstanding screen?

(Note: you **must** produce all the outstanding mandatory reports before you can balance the stock unit.)

SCENARIO A: If you do not need to produce mandatory reports:

- Proceed to step 7.

11.1.13.2 Viewing and printing outstanding summaries procedure (contd)

SCENARIO B: If you do need to produce mandatory reports:

- From the picklist on the Summaries outstanding screen, select the first report that you wish to produce.
- Select the Print option.
(The system displays the Produce Report screen.)
- Proceed to step 4.

Step 4. Do you want to preview the report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 5.

SCENARIO B: If you do want to preview the report:

- Select the Preview option to preview the report (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on previewing a report.

Step 5. Do you want to print the report?

SCENARIO A: If you do not want to print the report:

- Proceed to step 6.

SCENARIO B: If you do want to print the report:

- Select the Print option to print the report (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report.

Step 6. Does the report need to be cut off?

(Note: not all reports can be cut off. However, reports for which the Cut Off option is available must be cut off before the stock unit can be balanced.)

SCENARIO A: If the Cut Off option is not available:

- Proceed to step 7.

SCENARIO B: If the Cut Off option is available:

- Select the Cut-Off option to cut off the report.
(The system displays a message indicating that the report has been cut off successfully [Message EPOSS:MSG169].)
- Select the Tick option.
(The system displays the Produce Report screen.)

11.1.15 Stock revaluation warnings

When stock revaluations need to be performed, the system displays a revaluation warning screen at every logon, telling the user to ensure that stock levels of affected products are up to date by close of business today [Message EPOSS:MSG232]. The warning screen is displayed four days before the change takes effect and is repeated at every logon on of every day up till and including the day of the change. (The data is changed from 00.01 hours on the day of the change.)

Note: the system displays the revaluation warning message [Message EPOSS:MSG232] only if outlet staff need to revalue value stock products. Where value stock products do not need to be revalued and, therefore, no action needs to be taken by outlet staff, the message is not displayed.

11.1.15.1 Responding to a revaluation warning message

The procedure to respond to a revaluation warning message is as follows:

Step 1. Select the Tick option on the revaluation warning screen.

(The counter printer prints a revaluation report listing the name of each product to be revalued, the date of the change and the new value of the product.)

Step 2. Does a stock item need to be revalued as a result of the change in reference data?

SCENARIO A: If a stock item does not need to be revalued:

- Take no further action.
(Use the revaluation data for information purposes only.)
- This ends the procedure.

SCENARIO B: If a stock item does need to be revalued:

- Proceed to step 3

Step 3. At close of business the day before the revaluation is going to take place, count the physically held stock for each product that is being revalued and compare the total with the system-held stock holdings shown on the Adjust Stock screen.

Step 4. From the Desktop, select the Stock Balancing option then the Adjust Stock option.

Step 5. Does the physical amount of stock tally with the amount recorded on the system?

SCENARIO A: If the amount does tally:

- Proceed to step 6.

11.1.15.1 Responding to a revaluation warning message (contd)

SCENARIO B: If the amount does not tally:

- Adjust the system-held figure to match the actual stock holding (see *Section 11.1.6.2 Adjusting stock procedure*).
Note: any such adjustment of stock **MUST** be done **before** the date on which the price change takes effect. Once the price change has taken effect, the system will not allow stock to be adjusted until the revaluation transaction has been performed. (The alternative would be to perform the revaluation for the incorrect stock volume and then adjust stock, but the compensating cash adjustment which takes place would be at the new price and this could lead to cash discrepancies.)
- Proceed to step 6.

Step 6. Make a note of the volume and value of the item that will change during revaluation. Retain this note until revaluation takes place.

Note: when stock items are sold after the reference data change, the stock that was revalued will be reduced by the new amount.

11.1.16 Revaluating stock items

11.1.16.1 Revaluating stock items description

The business process of revaluating stock arises from the way in which certain items of POL stock in offices are accounted for by the value remaining in the office rather than the value sold and the fact that these items can be subjected to price variances (for example, a book of 10 x first class stamps may be worth 260p today but may become worth 280p tomorrow).

The revaluation process keeps the stock unit in a state of balance. When revaluation up or down is completed, the system automatically reports a corresponding value to the receipts/payment line of the Cash Account.

The system checks revaluations during the balancing process. If, when you are balancing a stock unit, the revaluation of a product is found not to be the same as the expected value, the system displays an invalid adjustment message [Message EPOSS:MSG270 (for Postal order fees) or MSG331 (for other stock items)] telling you that a revaluation error has occurred. The revaluation transaction will need to be reversed as an existing reversal (see *Section 6.1.1.3 Reversing EPOSS transactions - existing reversals procedure*) and re-entered correctly.

System rules:

- Both fixed price and open price products may be revalued.
- Revaluations up and revaluations down cannot be performed in the same session.
- For fixed price items, the system checks the accuracy of the sum of the revaluation during stock unit balancing.
- The system is unable to check the accuracy of the revaluation of open price products.

11.1.16.2 Revaluing stock items procedure (contd)

Step 4. Select the Tick option.

(The system re-displays the Revalue Up screen. The Quantity option displays the quantity that you have selected.)

Step 5. Select the appropriate product option or sequence of options relating to the revalued stock.

(The system displays the Amount screen.)

Step 6. Enter the amount by which you are increasing the stock unit price (that is, the difference between the old and new values) per item.

(Both the old price and the new price are shown on the Revaluation report printed when you selected the Tick (OK) option on the Revaluation screen.)

Step 7. Select the Tick option.

(The system displays the increase in the stock).

Step 8. Do you want to increase the price of another item of stock?

SCENARIO A: If you want to increase the price of another item of stock:

- Proceed to step 2 and repeat this procedure.

SCENARIO B: If you do not want to increase the price of another item of stock:

- Select the Finish option.
(The system prints a revaluation receipt for the transaction and displays the Revalue Up screen.)
- Select the Desktop option.

SCENARIO B.1: If you do not want to decrease any stock item prices:

- This ends the procedure.

SCENARIO B.2: If you want to decrease stock item prices:

- Proceed to step 9.

Step 9. From the Transactions menu, select the Revalue Down option.

(The system displays the Transactions Revalue Down screen.)

Step 10. Select the Quantity option.

(The system displays the Quantity screen.)

11.1.16.2 Revaluing stock items procedure (contd)

Step 11. Enter the quantity of stock you were holding at the point of revaluation for the product which has been revalued. (For example, if you had 1000 stamps, enter 1000).

Note: the system does not check that the quantity or price difference entered is correct, any combination is allowed. What matters is that the resulting figure, when subtracted from the current system-held value, produces a value that is equal to the current stock holding multiplied by the new unit price.

Step 12. Select the Tick option.

(The system re-displays the Revalue Down screen. The Quantity option displays the quantity that you have selected)

Step 13. Select the appropriate product option or sequence of options relating to the revalued stock item.

(The system displays the Amount screen.)

Step 14. Enter the amount by which you are decreasing the item of stock in price (that is, the difference between the old and new values) per item.

(Both the old price and the new price are shown on the Revaluation report printed when you selected the Tick (OK) option on the Revaluation screen.)

Step 15. Select the Tick option.

(The system displays the decrease in the stack).

Step 16. Do you want to decrease any more prices?

SCENARIO A: If you want to decrease the price of another stock item:

- Proceed to step 10 and repeat this procedure.

SCENARIO B: If you do not want to decrease the prices of any more stock items:

- Select the Finish option.
(The system prints a revaluation receipt for the transaction and displays the Revalue Down screen.)
- Select the Desktop option.
- This ends the procedure.

12.1.1.2 Rolling over an inactive stock unit procedure (contd)

SCENARIO B: If there is a user (or users) logged on and attached to the stock unit, the system displays a message saying that the stock unit cannot be rolled as inactive as there are still logged on users attached to it [Message EPOSS:MSG198]:

- Select the Tick option.
(The system displays the Office Balancing menu.)
- Attach the user(s) to another stock unit (see *Section 4.3.5 Attaching a user to a stock unit*).
- Repeat this procedure from step 1.

SCENARIO C: If transactions have taken place since the last Balance Report was confirmed, the system displays a message saying that the stock unit cannot be rolled over as transactions have been performed since the last Balance Report was confirmed [Message EPOSS:MSG65]:

- Select the Tick option.
(The system displays the Office Balancing menu.)
- This ends the procedure.

SCENARIO D: If the end date for the CAP is not today's date, the system displays a message saying that the end date for the current CAP is not today's date and asking you to double check that you want to roll over into the next CAP [Message EPOSS:MSG200]:

Proceed as follows:

SCENARIO D.1: If you wish to roll the stock unit over into the next CAP:

- Select the Tick (OK) option.
(The system displays the Roll Over screen. Once rollover is completed successfully, the system prints a Final Balance Report.)
- This ends the procedure.

SCENARIO D.2: If you do not wish to roll the stock unit over into the next CAP:

- Select the Cross (Cancel) option.
(The system displays the Office Balancing menu.)
- This ends the procedure.

SCENARIO E: If the stock unit is already in the next CAP, the system displays a message saying that the stock unit is already in the next CAP and that a stock unit cannot roll more than one CAP ahead of the office CAP [Message EPOSS:MSG139]:

12.1.1.2 Rolling over an inactive stock unit procedure (contd)

- Select the Tick option.
(The system displays the Office Balancing menu.)
- This ends the procedure.

SCENARIO F: If there is an outstanding transfer in, the system displays a message saying that the following transfers are outstanding [Message EPOSS:MSG330]:

Proceed as follows:

SCENARIO F.1: If you wish to accept the transfer:

- Select the Tick option.
- Perform a transfer in (see *Section 7.1.1.4 Transferring cash and stock into a stock unit procedure*).
- Balance the stock unit (see *Section 11.1.2.2 Balancing an individual stock unit procedure* or *Section 11.1.4.2 Balancing a shared stock unit procedure*).
- This ends the procedure.

SCENARIO F.2: If you do not wish to accept the transfer:

- Select the Tick option.
- Ask the sender to reverse the transfer (see *Section 6.1.1.7 Reversing EPOSS transactions - transfer out reversal procedure*).
- Proceed to step 1 and repeat this procedure.

12.1.2 Producing an Office snapshot

12.1.2.1 Producing an Office snapshot description

The Office snapshot report (printed on the counter printer) totals the stock unit holdings of stamps, stock and cash for all stock units in the office. The Office snapshot lists system-held figures for the current CAP only. Transactions performed following rollover of a stock unit (current CAP + 1) will not be contained in an Office snapshot for the current week. If a balanced stock unit has discrepancies, they will be picked up on the report. If a stock unit has not been balanced, any unresolved discrepancies from a previous CAP will still be in the stock unit and so will appear on the current CAP's Office snapshot.

Producing an Office snapshot is optional and has no dependencies.

System rules:

- Office snapshots can be taken at any time and as often as required within a CAP in advance of the office balancing process being applied.
- The production of the Office snapshot report does not require the prior completion of the 'Final' balances for each of the stock units.

- Office snapshots can be taken irrespective of the balance state of the stock units within the office (that is, there can be no stock units balanced, some balanced or all balanced).
- A communications integrity check is made of node connection to ensure that the user is made aware of any disconnected nodes and therefore the possibility of any missed transactions. Disconnected nodes do not, however, prevent the completion of the report.

12.1.2.2 **Producing an Office snapshot procedure**

The procedure to produce an Office snapshot is as follows:

Step 1. From the Desktop, select the Office Balancing option then the Office snapshot option.

(The system prepares and then displays the Produce Report: Office snapshot screen.)

SCENARIO A: If all workstations are not connected, the system displays a message saying that not all workstations are connected and asking you to confirm whether you want to balance anyway [Message EPOSS:MSG613]:

Proceed as follows:

SCENARIO A.1: If you wish to continue with the procedure:

- Select the Tick option.
- Proceed to step 2.

SCENARIO A.2: If you do not wish to continue with the procedure:

- Select the Cross option.
- This ends the procedure.

Step 2. Do you want to preview the report on the screen?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 3.

SCENARIO B: If you want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 3.

Step 3. Do you want to print the report?

SCENARIO A: If you do not want to print the report:

- Proceed to step 4.

12.1.2.2 Producing an Office snapshot procedure (contd)

SCENARIO B: If you want to print the report:

- Select the Print option (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).
(The counter printer prints the Office snapshot report.)

Step 4. Select the Tick option.

(The system displays the Office Balancing screen.)

Step 5. Select the Desktop option to return to the Desktop.

12.1.3 Producing a Cash Account report

12.1.3.1 Producing a Cash Account report description

The Cash Account is the final and formal record of the post office accounts for the CAP. The report summarises the post office position with respect to stock holdings, client transactions undertaken and movement of stock in and out of the post office. It includes office management information, for example, Table 10G and the suspense account details.

Note: the Cash Account report is an A4 sized report that has to be printed on the office printer.

The Cash Account report process consists of two distinct stages, the production of a Trial Cash Account and the rollover to the next CAP with production of the Final Cash Account.

12.1.3.1.1 Trial Cash Account

The trial cash account provides office management information (e.g. tables 10(g), 10(f) and 12) and shows suspense account details.

System rules:

- The Trial Cash Account report must be printed or previewed before the user is allowed to select the roll over option.
- All stock units must have been balanced and rolled over into the next CAP.
- The system performs communications integrity checks again.
- The system displays a warning message if no non-accounting data or non-value stock figures have been entered.
- During report production, no other system functions are available in the office that would impact upon the cash account.
- When the trial report is produced, a check is made that the total value of Receipts on the report is equal to the total value of Payments. The user is warned and may abandon or continue with the report.
- The report is clearly marked Cash Account (Trial).
- If the report process fails to complete, it is voided and must be started again.

- Once the report has been produced, the user can select the Roll Over option which allows them to roll over the cash account to the next CAP, or the Exit option which allows them to return to the Desktop and make any necessary adjustments before repeating the procedure.

12.1.3.1.2 Cash account rollover

The user is given the option to either roll over to the next CAP or abandon the process. If the user selects the next CAP, the system will roll the office to the next CAP (pre-determined by the POL cash account calendar).

The rollover and final cash account are a continuous process and cannot be interrupted; therefore the system prevents the user from accessing any of the function keys which could affect the process.

12.1.3.1.3 Final Cash Account

Providing all the checks have been met when roll over is selected, the system automatically prints the final cash account. Any errors discovered at this point cannot be corrected within the current CAP.

System rules:

- A communications integrity check is made of node connection to ensure that the user is made aware of any disconnected nodes and therefore the possibility of any missed transactions. Disconnected nodes do not, however, prevent the completion of the report.
- The report is printed automatically by the system. If the printer is unavailable, the system previews the report. Two copies of the report are printed.
- The report is clearly marked Cash Account (Final).
- If the report process fails to complete, it is voided and must be started again.
- The Cash Account report can be re-printed (see *Section 9.1.4.2 Reprinting a report procedure*). This procedure can be used in the event of the hard copy of the report being unable to be produced at the time of completion due to printer failure.
- An electronic copy of the Cash Account report is stored for subsequent transmission to the TP system.

Business rules:

- The report must reflect the actual stock on hand.
- All office accounting activities must have taken place before the CAP rollover is confirmed.
- One copy of the Final Cash Account report must be signed, dated and retained in the office for reference and reconciliation purposes for six years.
- The second copy of the Final Cash Account report must be signed, dated and forwarded to Chesterfield.

12.1.3.2 Producing a Cash Account report procedure

The procedure to produce a Cash Account report is as follows:

Step 1. From the Desktop, select the Office Balancing option then the Cash Account Report option.

(The system displays the Produce Report: Office Report screen.)

EXCEPTION A: If there are stock units that have not been rolled over, the system displays a message telling you the number of stock units that have not rolled over and saying that all stock units must have rolled over before this report can be printed [Message EPOSS:MSG138]:

- Select the Tick option.
- Balance and roll over the relevant stock units.

EXCEPTION B: If no non-accounting data has been entered, the system displays a message saying that there are no entries for non-accounting data [Message EPOSS hard messages: No Non Accounting Data entries]:

Proceed as follows:

*SCENARIO B.1: If you do not need to enter any non-accounting data:
(Note: all non-accounting data for the office must be entered; therefore you should elect to use this option only if there have been no non-accounting data transactions.)*

- Select the Tick option.
- Proceed to step 2.

SCENARIO B.2: If you do need to enter non-accounting data:

- Select the Cross option.
- Create a new stock unit and enter the non-accounting data (see *Sections 4.3.4.2 Creating a stock unit procedure and 11.1.9.2 Recording non-accounting data procedure*).
- Balance the stock unit.
- Repeat this procedure from step 1.

12.1.3.2 Producing a Cash Account report procedure (contd)

EXCEPTION C: If the non-value stock declaration has not been confirmed, the system displays a message saying that non-value stock totals have not been confirmed [Message EPOSS: Hard Messages]:

Proceed as follows:

SCENARIO C.1: If you wish to continue without confirming the non-value stock declaration:

- Select the Tick option.
- Proceed to step 2.

SCENARIO C.2: If you wish to abandon the Cash Account procedure and confirm the non-value stock declaration before completing the CAP rollover:

- Select the Cross option.
- Confirm the non-value stock declaration (see Section 11.1.7.2 Confirming the non-value stock declaration procedure).
- Repeat this procedure from step 1.

EXCEPTION D: If postage labels transactions have been performed in the current CAP and the Office Weekly Postage Labels report has not been produced, the system displays a message saying that you cannot produce a Cash Account until the Postage Labels report has been produced [Message EPOSS: MSG730]:

- Select the Tick option.
- Produce the Postage Labels report.
- Repeat this procedure.

EXCEPTION E: If suspense transactions have been performed in the current CAP (or any suspense brought forward figures are non-zero) and the Office Weekly Suspense Account report has not been produced, the system displays a message saying that you cannot produce a Cash Account until the Suspense Account report has been produced [Message EPOSS:MSG236]:

- Select the Tick option.
- Produce the Suspense Account report.
- Repeat this procedure.

Step 2. Do you want to preview the report?

SCENARIO A: If you do not want to preview the report:

- Proceed to step 3.

12.1.3.2 Producing a Cash Account report procedure (contd)

SCENARIO B: If you want to preview the report:

- Select the Preview option and preview the report as described in the CSR+ Operating Environment PPD [Ref. CS/PRO/097].
- Proceed to step 3.

Step 3. Select the Print option (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for details on printing a report).

(The printer prints a report headed "Trial" Cash Account.)

Step 4. Remove the trial report from the printer and confirm the accuracy of the content.

Step 5. Is the report correct?

SCENARIO A: If the report is correct:

- Proceed to step 6.

SCENARIO B: If the report is not correct:

- Select the Exit option.
- Select the Desktop option.
- Make the necessary alterations (see *Section 12.1.6.2 Correcting errors in the Cash Account after stock unit balance procedure*).
(When the alterations are complete, you must balance any new stock units created and then restart the Cash Account procedure from the beginning.)

Step 6. Select the Rollover option.

(The system rolls over the Cash Account and prints two copies of the final Cash Account report.)

Step 7. Do you want to confirm rollover?

SCENARIO A: If you want to confirm rollover:

- Select the Tick option.
- Proceed to step 8.

SCENARIO B: If you do not want to confirm rollover:

(Note: if you do not confirm rollover, you will need to repeat the procedure and produce another Trial Cash Account.)

- Select the Cross option.
- This ends the procedure.

Step 8. Do you need to extend the CAP?

(You can extend the CAP only with the authority of your Retail Network Manager (RNM).)

12.1.3.2 Producing a Cash Account report procedure (contd)

SCENARIO A: If you do not need to extend the CAP:

- Proceed to step 9.

SCENARIO B: If you need to extend the CAP:

- See *Section 12.1.4.2. Extending the CAP procedure.*

Step 9. Sign and datestamp both copies of the Cash Account report.

Step 10. Retain one copy of the report in the office for reference and reconciliation purposes.

Step 11. Despatch the Cash Account and supporting documents to Chesterfield.

12.1.4 Extending the CAP

12.1.4.1 Extending the CAP description

This procedure is used when the CAP needs to be extended to either two or three weeks. For example, if the office is in CAP 2, the system offers the option of a two or three week CAP. On rollover, the next CAP will be 4 if the two week option is selected or 5 if the three week option is selected. No Cash Account will be required until the end of the selected CAP.

If necessary, the user can change the selection that they have made before rollover from CAP 2. The options are then CAP 3 (normal one week CAP) or the extension not originally chosen.

System rules:

- The procedure must be performed in the CAP preceding the one to be extended and before any of the stock units have been balanced for that CAP.
- The CAP can be extended only if all stock units are in the same CAP as the Office.
- The CAP cannot be extended if doing so would result in its being extended beyond the financial year-end, as you must produce a Cash Account for the year-end.

Business rule:

- The user must obtain permission from the NBSC at least three weeks before their absence before they can use this function.

12.1.4.2 Extending the CAP procedure

The procedure to extend the CAP is as follows:

Step 1. Decide whether you have the authority to proceed (permission obtained from the NBSC).

SCENARIO A: If you do not have the authority to proceed:

- This ends the procedure.

SCENARIO B: If you do have the authority to proceed:

- Proceed to step 2.

Step 2. From the Desktop, select the Office Balancing option then the Extended CAP option.

EXCEPTION A: If all stock units are not in the same CAP, the system displays a message saying that you cannot extend the CAP because not all stock units are in the same CAP [Message EPOSS:MSG375].

- Select the Tick option.
- This ends the procedure.

Step 3. Select the appropriate extension period (2 or 3 weeks).

Step 4. Does the system display a message advising that you cannot extend the CAP?

(The system will not offer you the option of extending the CAP if it will extend beyond the financial year-end as you must produce a Cash Account for the year-end.)

SCENARIO A: If the system displays a Cannot Extend screen and a message saying that you cannot extend the rollover because the requested week is in a different cash accounting year [Message EPOSS:MSG374]:

- Select the Tick option.
(The system displays the Office Balancing menu.)
- This ends the procedure.

SCENARIO B: If the system does offer you the option:

- Proceed to step 5.

Step 5. Have you selected the correct CAP extension period?

SCENARIO A: If you have selected the correct extension period:

- This ends the procedure.

SCENARIO B: If you have not selected the correct extension period:

- Proceed to step 6.

12.1.5 Completing a Final Cash Account

12.1.5.1 Completing a Final Cash Account description

This procedure is used when handing over to a new sub-postmaster. The procedure applies when a post office transfers postmasters on a day other than at the normal end of the CAP.

System rule:

- The user must have Emergency Manager access to be able to enter final account discrepancies on the system.

12.1.5.2 Completing a final Cash Account procedure

The procedure to complete a final Cash Account is as follows:

Step 1. Roll all stock units over to the next BP in the current CAP.

Step 2. Produce all office reports.

Step 3. Produce the weekly suspense account report.

Step 4. Produce the office balance snapshot.

Step 5. If there are any errors, enter new transactions and re-balance the stock unit.

Step 6. If there are any final account discrepancies, enter them (using the products provided for this) and re-balance the stock unit.

Step 7. Produce the final Office Cash Account (pink) manually by transcribing details from the system reports produced so far.

Note: all other final Cash Account process steps are manual.

12.1.6 Correcting errors in the Cash Account after stock unit balance

12.1.6.1 Correcting errors in the Cash Account after stock unit balance description

This procedure is used if all stock units have been rolled over into the next CAP and you need to correct errors found in the Office Snapshot report or Trial Cash Account as a result of reconciling your documents.

(The procedure must not be undertaken until all stock units have been balanced. It is used to correct any errors missed during that process.)

The user must firstly correct the errors as described in *Section 12.1.6.2 Correcting errors in the Cash Account after stock unit balance* and then deal with the gain or loss discrepancies as described in *Section 12.1.6.3 Dealing with the gain or loss discrepancies*.

System rules:

- A new stock unit must be created in which to correct the errors.
- Once the errors have been corrected, the stock unit must be balanced and rolled over.

Business rules:

- All discrepancies in excess of £2 need to be posted to the suspense account. This should be carried out on the stock unit in which the discrepancy occurred directly after balance and rollover to the next CAP.
- If a stock unit is rolled over to the next BP, any discrepancies must not be posted to the suspense account until rollover to the next CAP has taken place.

13.1.2.2 **Entering losses and gains into the suspense account procedure**

The procedure to enter branch office losses and gains into the suspense account is performed at stock unit level. If a stock unit balance identifies a discrepancy, the user should complete the balancing procedure and roll the stock unit over to the next CAP. The user then posts losses or gains to the suspense account as follows:

Step 1. Determine whether you have a discrepancy after completing the stock unit balance.

SCENARIO A: If you do not have a discrepancy:

- This ends the procedure.

SCENARIO B: If you do have a discrepancy:

- Proceed to step 2

Step 2. Decide whether you are allowed to adjust.

(Only those discrepancies that are £2.00 or less may be adjusted.)

SCENARIO A: If you are allowed to adjust:

- See Section 13.1.8 *Making good losses and gains held in the suspense account.*

SCENARIO B: If you are not allowed to adjust:

- Proceed to step 3.

Step 3. Balance the stock unit and roll it over into the next CAP.

(See Sections 11.1.2.2 *Balancing an individual stock unit procedure* and 11.1.4.2 *Balancing a shared stock unit procedure.*)

Step 4. Do you have a loss discrepancy?

SCENARIO A: If you do not have a loss discrepancy:

- Proceed to step 5.

SCENARIO B: If you do have a loss discrepancy:

- From the Desktop, select the Transactions option, the Housekeeping option then the Losses Table 2A option.
(The system displays a picklist of Loss to Table2A products.)

13.1.3.2 Redeeming losses and gains procedure

The procedure to redeem losses and gains is as follows:

Step 1. Clear any losses and gains from the suspense account (see current POL business procedures).

Step 2. Do you have losses to redeem?

SCENARIO A: If you do not have any losses to redeem:

- Proceed to step 3.

SCENARIO B: If you do have losses to redeem:

- From the Desktop, select the Transaction option, the Housekeeping option then the Losses Redeemed option.
(The system displays a picklist of loss redeemed products.)
- Select the appropriate item from the picklist. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
Note: you must ensure that the product selected corresponds with the product used to post the original loss to the Suspense account. For example, if 'Loss A to Table2A' is used to post the loss to the Suspense account, 'Loss A redeemed' must be used for the redemption.
- Select the Tick option.
(The system displays the Amount screen.)
- Enter the **total** value of the losses.
(This figure must be the total of all the losses that you want to clear. The amount entered is added to the stock unit's cash holding.)
- Select the Tick option.
- Proceed to step 3.

Step 3. Do you have gains to redeem?

SCENARIO A: If you do not have any gains to redeem:

- Proceed to step 4.

SCENARIO B: If you do have gains to redeem:

- From the Desktop, select the Transaction option, the Housekeeping option then the Gains Redeemed option.
(The system displays a picklist of gain redeemed products.)

13.1.3.2 Redeeming losses and gains procedure (contd)

Step 12. Select the Cash option and enter the amount of the shortage.

Step 13. Examine the transaction stack to see whether the correct transaction type and amount are displayed.

(Note: if the transaction was entered correctly, the settlement total will be zero.)

EXCEPTION A: If the transaction is incorrect:

- Use the Bin option to delete the transaction.
- Repeat the transaction correctly.

Step 14. Select the Tick option.

Step 15. Select the Finish option.

Step 16. Remit out the voucher (see Section 8 Remittances).

Step 17. Determine whether the difference between the redeemed losses and gains has caused a net gain to be shown.

SCENARIO A: If you do not have a net gain:

- Take no further action.
- This ends the procedure.

SCENARIO B: If you do have a net gain:

- Select the Gain to Suspense option.
(The system displays the Amount screen.)
- Enter the amount of the net gain.
- Select the Tick option.
- Select the Finish option.
- Manually complete an Advice of Gain form.
- Send the Advice of Gain form to your Distribution Centre.
(When the Distribution Centre receives the Advice of Gain form, you will be sent an Advice of Gain voucher. Once you have received the voucher, deal with it as described in Section 13.1.3.3 Redeeming gains on receipt of an Advice of Gain voucher procedure.)

13.1.3.3 Redeeming gains on receipt of an Advice of Gain voucher procedure

The procedure to redeem gains on receipt of an Advice of Gain voucher is as follows:

Step 1. Receive the Remittance In Advice from your Distribution Centre (this will be sent back to you when you have notified them with an Advice of Gain).

13.1.3.3 Redeeming gains on receipt of an Advice of Gain voucher procedure (contd)

Step 2. Check that the Remittance In Advice shows the same figure as the Advice of Gain voucher.

SCENARIO A: If the figure is the same:

- Proceed to step 3.

SCENARIO B: If the figure is not the same:

- Contact your Distribution Centre who will advise you on what action to take.
- This ends the procedure.

Step 3. Remit in the voucher (see Section 8.1.1.2 Remittance in procedure).

Step 4. Adjust the value of your vouchers by the value of the voucher received (see Section 11.1.6.2 Adjusting stock procedure).

Step 5. From the Desktop, select the Transaction option, the Housekeeping option, then the Gains Redeemed option.
(The system displays a picklist of gain redeemed products.)

Step 6. Select the appropriate item from the picklist. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)

Note: you must ensure that the product selected corresponds with the product used to post the original gain to the suspense account. For example, if 'Gain A to UR' is used to post the original gain to the Suspense account, 'Gain A redeemed' must be used for the redemption.

Step 7. Select the Tick option.
(The system displays the Amount screen.)

Step 8. Enter the amount of the gain shown on the Remittance In Advice.

Step 9. Select the Tick option.

Step 10. Is the correct transaction type and amount displayed in the stack?

SCENARIO A: If the transaction is correct:

- Proceed to step 11.

SCENARIO B: If the transaction is incorrect:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Repeat the transaction correctly.

Step 11. Select the Finish option.

13.1.4 Dealing with vouchers held as MoPs in a stock unit

These procedures are used to deal with vouchers that are held as MoPs in a stock unit.

13.1.4.1 Posting vouchers held as MoPs to the suspense account description

A stock unit cannot balance if it contains vouchers. The vouchers must be moved to the suspense account (reducing the value of vouchers in the stock unit to zero) to allow the stock unit to balance. The vouchers are then moved back from suspense once the stock unit has been balanced and rolled over to the next CAP.

System rules:

- The system will not allow a stock unit to balance if the stock unit is holding vouchers held as MoPS.
- Vouchers held as MoPS must be posted to the suspense account before balancing can take place (although the vouchers are physically retained in the stock unit). This reduces the cash on hand.
- Once vouchers have been posted to the suspense account, stock must be adjusted to decrease the stock of vouchers (thus resetting the cash to its original figure).
- Vouchers can be posted to the suspense account either in bulk or individually.

13.1.4.2 Posting vouchers held as MoPs to the suspense account procedure

The procedure to post vouchers held as MoPs to the suspense account is as follows:

- Step 1. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the Voucher to U/P option.**
- Step 2. Enter the value of the vouchers to be posted to the suspense account.**
(Vouchers can be posted to the suspense account either in bulk or individually.)
- Step 3. Select the Tick option.**
- Step 4. Select the Finish option.**
- Step 5. Adjust stock.**
(Any vouchers posted to the suspense account will have to be removed from stock by using the procedure to adjust stock, reducing the value of vouchers by the value posted to the suspense account (leaving 0.00 in adjust stock to enable balancing) see *Section 11.1.6.2 Adjusting stock procedure*).

13.1.4.3 Reclaiming vouchers held as MoPs from the suspense account description

Vouchers that have been moved to the suspense account to allow a stock unit to balance must be reclaimed from suspense to ensure that stock holdings are correct.

System rules:

- To ensure that stock holdings are correct, any vouchers held within the suspense account after completion of balance and rollover must be reclaimed from suspense thus increasing the cash on hand. Stock must then be adjusted to increase the stock of vouchers thus resetting the cash to its original figure.
- Vouchers can be removed from the suspense account either in bulk or individually.

13.1.4.4 Reclaiming vouchers held as MoPs from the suspense account procedure

The procedure to reclaim vouchers from the suspense account is as follows:

- Step 1. Adjust stock.**
(Any vouchers reclaimed from the suspense account will have to be put back into stock by using the procedure to adjust stock, increasing the value of vouchers by the value reclaimed from the suspense account, see *Section 11.1.6.2 Adjusting stock procedure*.)
- Step 2. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the Voucher redemption option.**

13.1.4.4 Reclaiming vouchers held as MoPs from the suspense account procedure (contd)

Step 3. Enter the value of the vouchers to be redeemed from the suspense account.

(Vouchers can be removed from the suspense account either in bulk or individually.)

Step 4. Select the Tick option.

Step 5. Select the Finish option.

13.1.5 Dealing with unpaid RD cheques

The following procedures are used to deal with unpaid Returned to Drawer (RD) cheques in a stock unit.

13.1.5.1 Receiving RD cheques procedure

The procedure to receive an RD cheque is as follows:

Step 1. Receive the RD cheque from the cash centre.

(See *Section 8.1.1.2 Remittance in procedure* for details of entering the cheque onto the system.)

Step 2. Are you liable for the RD cheque?

SCENARIO A: If you are liable for the cheque:

- Adjust stock to reduce the unpaid RD cheque figure by decreasing the value of the unpaid RD cheques by the value of the cheque (see *Section 11.1.6.2 Adjusting stock procedure*).
- This ends the procedure.

SCENARIO B: If you are not liable for the cheque:

- Post the cheque to the suspense account (see *Section 13.1.5.3 Posting an RD cheque to the suspense account procedure*).

13.1.5.4 Reclaiming an RD cheque from the suspense account description

Once the issue with an RD cheque has been resolved (either by the cheque being replaced or being made good without being replaced), the cheque must be reclaimed from the suspense account. This increases the cash on hand.

System rule:

- To ensure that stock holdings are correct, any RD cheques held within the suspense account after completion of balance and rollover must be reclaimed from suspense.

13.1.5.5 Reclaiming an RD cheque from the suspense account procedure

The procedure to reclaim an RD cheque from the suspense account is as follows:

Step 1. Increase the amount of your unpaid RD cheques by the amount to be redeemed from the suspense account by adjusting stock (see *Section 11.1.6.2 Adjusting stock procedure*).

Step 2. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the Unpaid Cheque Redemption option.
(The system displays a picklist of RD cheque products.)

Step 3. Select the appropriate item from the picklist. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)

Note: you must ensure that the product selected corresponds with the product used to post the RD cheque to the suspense account. For example, if 'Unpaid Cheque A to Up' was used to post the original cheque to the suspense account, 'Unpaid Cheque A Redeemed' must be used to remove it from suspense.

Step 4. Select the Tick option.
(The system displays the Amount screen.)

Step 5. Enter the value of the cheque.

Step 6. Select the Tick option.

Step 7. Is the correct transaction type and amount displayed in the stack?

SCENARIO A: If the correct transaction type and amount are displayed in the stack:

- Proceed to step 8.

SCENARIO B: If the correct transaction type and amount are not displayed in the stack:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).

13.1.5.5 Reclaiming an RD cheque from the suspense account procedure (contd)

- Proceed to step 3 and repeat the procedure.

Step 8. Select the Finish option.

(The RD cheque will now form part of the stock in your stock unit.)

Step 9. Has the cheque been amended by the customer?

SCENARIO A: If the cheque has been amended by the customer:

- Convert the RD cheque to a normal cheque by adjusting stock (see *Section 11.1.6.2 Adjusting stock procedure*).
- The corrected cheque should now be treated as a normal bank cheque. (For details of how to process the cheque, see *Section 8.1.2.2 Remittance out to a non-automated distribution centre procedure*.)
- This ends the procedure.

SCENARIO B: If the cheque has not been amended by the customer:

- Proceed to step 10.

Step 10. Has a new cheque been tendered to replace the RD cheque?

SCENARIO A: If the customer has provided a new cheque to replace the RD cheque:

- Convert the RD cheque to a normal cheque by adjusting your stock (increasing your cheques and decreasing your RD cheques) (see *Section 11.1.6.2 Adjusting stock procedure*).
- The replacement cheque should now be treated as a normal bank cheque. (For details of how to process the cheque, see *Section 8.1.2.2 Remittance out to a non-automated distribution centre procedure*.)
- Return the cheque to the customer.
- This ends the procedure.

SCENARIO B: If the customer has not provided a new cheque to replace the RD cheque:

- Proceed to step 11.

Step 11. Has the customer tendered cash to replace the RD cheque?

SCENARIO A: If the customer has tendered cash to replace the RD cheque:

- Reduce the value of the RD cheque on the Horizon system by adjusting your stock for the same value. (By decreasing the unpaid RD cheque figure, the cash figure will automatically increase.) See *Section 11.1.6.2 Adjusting stock procedure*.

13.1.5.5 Reclaiming an RD cheque from the suspense account procedure (contd)

- Return the cheque to the customer.
- This ends the procedure.

SCENARIO B: If the customer has not tendered cash to replace the RD cheque:

- Proceed to step 12.

Step 12. Have you received a voucher from your RNM or other source to replace the RD cheque?

SCENARIO A: If you have received a voucher from the RNM:

- Convert the RD cheque to a voucher by adjustment of stock (decreasing the value of the RD cheque and increasing the value of the vouchers).
See *Section 11.1.6.2 Adjusting stock procedure*.
(For details of how to process the voucher, see *Section 8.1.2.2 Remittance out to a non-automated distribution centre procedure*.)
- This ends the procedure.

SCENARIO B: If you have not received a voucher from the RNM:

- Proceed to step 13.

Step 13. Has an error notice been received to compensate for the unpaid RD cheque?

SCENARIO A: If you have not received an error notice:

- Proceed to step 14.

SCENARIO B: If you have received an error notice:

- Adjust your stock by decreasing the value of your unpaid RD cheque by the value of this cheque (see *Section 11.1.6.2 Adjusting stock procedure*).
- Process the error notice (see *Section 13.1.9.2 Entering error notices procedure*).
- This ends the procedure.

Step 14. Adjust stock to reduce the unpaid RD cheque figure by decreasing the total value of the unpaid RD cheques by the value of this cheque (see *Section 11.1.6.2 Adjusting stock procedure*).

Note: if a discrepancy is generated as a result of an unresolved RD cheque, see *Section 13.1.1.3 Dealing with stock unit losses and gains after the production of the Cash Account procedure*.

13.1.6 Dealing with POL cheques

13.1.6.1 Posting a POL cheque to the suspense account description

A stock unit cannot balance if it contains POL cheques. The cheques must be moved to the suspense account to allow the stock unit to balance (reducing the value of POL cheques in the stock unit to zero). POL cheques are then moved back from suspense once the stock unit has been balanced and rolled over to the next CAP.

System rule:

- The system will not allow a stock unit to balance if the stock unit is holding a POL cheque. POL cheques must be posted to the suspense account before balancing can take place (although the POL cheque is physically retained in the stock unit).

13.1.6.2 Posting a POL cheque to the suspense account procedure

The procedure to post a POL cheque to the suspense account is as follows:

Step 1. Reduce the amount of POL cheques by the amount to be posted to the suspense account by adjusting stock (see *Section 11.1.6.2 Adjusting stock procedure*).

Step 2. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the POL Cheque to U/P option.

Step 3. Enter the value of the POL cheque.

Step 4. Is the correct transaction type and amount displayed in the stack?

SCENARIO A: If the correct transaction type and amount are displayed in the stack:

- Proceed to step 5.

SCENARIO B: If the correct transaction type and amount are not displayed in the stack:

- Select the Bin option and delete the transaction (see the CSR+ Operating Environment PPD [Ref. CS/PRO/097]).
- Proceed to step 1 and repeat the procedure.

Step 5. Select the Finish option.

13.1.7.1 Preparing for an error notice or authority to reclaim from pay procedure (contd)

The procedure to prepare for an error notice or authority to reclaim from pay is as follows:

Step 1. Do you have authority from your RNM to carry an authorised loss or gain?

SCENARIO A: If you do not have the authority:

- Make good the loss or gain (see *Section 13.1.1.3 Dealing with stock unit losses and gains after the production of the Cash Account procedure*).
- This ends the procedure.

SCENARIO B: If you do have the authority:

- Proceed to step 2.

Step 2. Are you carrying an authorised loss?

SCENARIO A: If you are not carrying an authorised loss:

- Proceed to step 4.

SCENARIO B: If you are carrying an authorised loss:

- From the Desktop, select the Transactions option, the Housekeeping option then the Losses Table 2A option.
(The system displays a picklist.)
- Select the appropriate item from the picklist. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)
- Select the Tick option.
(The system displays the Amount screen.)
- Enter the amount of the loss.
- Select the Tick option.
- Select the Finish option.
(The loss is transferred to Table 2a of the Suspense Account.)
- Proceed to step 3.

Step 3. Do you have authority to reclaim the loss?

SCENARIO A: If you have the authority to reclaim the loss:

- See *Section 13.1.7.2. Receiving error notices or authorities to reclaim from pay or a write off procedure*.
- This ends the procedure.

13.1.7.2 Receiving error notices or authorities to reclaim from pay or a write off procedure (contd)

SCENARIO B: If the stack total is negative (indicated by yellow text), you must correct the net difference between the amount you entered to the suspense account for the authorised loss and the amount that appears on the voucher:

- Take the equivalent amount out of the till.
- Proceed to step 18.

SCENARIO C: If the stack total is positive (indicated by white text), you must make good the net difference between the amount you entered to the suspense account for the authorised loss and the amount that appears on the voucher:

- Put the equivalent amount into the till.
- Proceed to step 18.

Step 18. Select the Cash (Fast) option.

Step 19. Remit out the voucher (see Section 8.1.2.2 Remittance out to a non-automated distribution centre procedure).

13.1.7.3 Receiving compensating claim error notices procedure

When an error notice is received, the user must enter the error notice on the system and perform any resulting shortage or surplus redemption procedure within the same session.

The procedure to receive a compensating claim error notice (EN) is as follows:

Step 1. Proceed as follows:

SCENARIO A: If you have received a compensating charge error notice:

- See Section 13.1.7.4 Receiving compensating charge error notices procedure.

SCENARIO B: If you have received a compensating claim error notice:

- Proceed to step 2.

Step 2. Enter the error notice (see Section 13.1.9.2 Entering error notices procedure).

Step 3. From the Desktop, select the Transactions option, the Housekeeping option then the Losses redeemed option.

(The system displays a picklist of loss redeemed products.)

13.1.7.4 Receiving compensating charge error notices procedure

The procedure to receive compensating charge error notices is as follows:

Step 1. Enter the error notice (see Section 13.1.9.2. *Entering error notices procedure*).

Step 2. From the Desktop, select the Transactions option, the Housekeeping option then the Gains redeemed option.
(The system displays a picklist of gain redeemed products.)

Step 3. Select the appropriate item from the picklist. (See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)

Note: you must ensure that the product selected corresponds with the product used to post the original gain to the suspense account. For example, if 'Gain A to UR' is used to post the original gain to the Suspense account, 'Gain A redeemed' must be used for the redemption.

Step 4. Select the Tick option.
(The system displays the Amount screen.)

Step 5. Enter the amount you were authorised to carry.

Step 6. Select the Tick option.

Step 7. Is the stack total zero?

SCENARIO A: If the stack total is zero:

- Proceed to step 8

SCENARIO B: If the stack total is negative (indicated by yellow text), you must make good the net difference between the amount you entered to the suspense account for the authorised gain and the amount that appears on the charge error notice:

- Take the equivalent amount from the till.
- Proceed to step 8.

SCENARIO C: If the stack total is positive (indicated by white text), you must make good the net difference between the amount you entered to the suspense account for the authorised gain and the amount that appears on the charge error notice:

- Put the equivalent amount into the till.
- Proceed to step 8.

Step 8. Select the Finish option.

13.1.8 Making good losses and gains held in the suspense account

13.1.8.1 Making good losses held in the suspense account procedure

The procedure to make good losses held in the suspense account is as follows:

Step 1. From the Desktop, select the Transactions option, the Housekeeping option then the Losses Redeemed option.

(The system displays a picklist of loss redeemed products.)

Step 2. Select the appropriate item from the picklist.

(See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)

Note: you must ensure that the product selected corresponds with the product used to post the original loss to the Suspense account. For example, if 'Loss A to Table2A' is used to post the loss to the Suspense account, 'Loss A redeemed' must be used for the redemption.

Step 3. Select the Tick option.

(The system displays the Amount screen.)

Step 4. Enter the amount of the loss.

Step 5. Select the Tick option.

Step 6. Select the Finish option.

Step 7. Add the necessary amount of money to the till.

13.1.8.2 Making good gains held in the suspense account procedure

The procedure to make good gains held in the suspense account is as follows:

Step 1. From the Desktop, select the Transactions option, the Housekeeping option then the Gains Redeemed option.

(The system displays a picklist of gain redeemed products.)

Step 2. Select the appropriate item from the picklist.

(See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on navigating a picklist.)

Note: you must ensure that the product selected corresponds with the product used to post the original gain to the suspense account. For example, if 'Gain A to UR' is used to post the original gain to the Suspense account, 'Gain A redeemed' must be used for the redemption.

Step 3. Select the Tick option.

(The system displays the Amount screen.)

Step 4. Enter the amount of the gain.

Step 5. Select the Tick option.

Step 6. Select the Finish option.

Step 7. Remove the necessary amount of money from the till.

13.1.9 Entering error notices

13.1.9.1 Entering error notices description

When an error notice is generated by a client or by POL, the error notice must be entered on the system. You must enter the error notice on the system and perform any resulting shortage or surplus redemption procedure within the same session. The system creates a balancing transaction against cash (increasing or reducing the cash on hand by the amount of the error notice).

System rules:

- All error notices require a value entry.
- The transaction will be settled automatically and will adjust the system-held cash figure accordingly.
- Any discrepancy generated as a result of an error notice will need to be made good or any amount carried forward to the suspense account will need to be cleared.

Business rule:

- All error notices must be entered on the system.

13.1.9.2 Entering error notices procedure

The procedure to enter an error notice is as follows:

Step 1. From the Desktop, select the Transactions option then the Housekeeping option.

Step 2. Select the appropriate option for the type of error notice details that you want to enter.

Step 3. Enter the value of the error notice.

Step 4. Select the Tick option.

Step 5. Do you have further error notices to enter?

SCENARIO A: If you have no further error notices to enter:

- Proceed to step 6.

SCENARIO B: If you have further error notices to enter:

- Proceed to step 2.

Step 6. Is an authorised loss or gain being held?

SCENARIO A: If an authorised loss or gain is not held:

- Proceed to step 7.

SCENARIO B: If an authorised loss or gain is held in a branch office:

- Deal with the loss or gain as described in *Section 13.1.2 Dealing with branch office losses and gains.*

14 Fallback procedures

This section deals with the procedures that must be undertaken in the event of equipment failure within the post office.

The following types of equipment failure may affect the processing of EPOSS transactions:

- Counter printer failure.
- Office printer failure.
- Keyboard or touch screen failure.
- PC failure - Single-counter office.
- PC failure - Multi-counter office.
- Network failure - ISDN failure.

14.1 Office printer failure

Office printer failure affects the printing of the Cash Account report and weekly client summaries. Outstanding reports that require printing can either be left until the printer is working again or copied manually from the screen (using the print preview function).

When the Cash Account and weekly client summaries are required but cannot be printed, they should be previewed. Previewing these reports allows them to be re-printed once the printer is working again. These reports should be printed and despatched as soon as the printer is returned to service.

14.2 Counter printer failure

Counter printer failure affects the printing of EPOSS receipts and reports.

14.2.1 Counter printer failure - single-counter office

In the event of a counter printer failure in a single-counter office, the user can use Print Preview facilities which allow any printed output from the system to be viewed on the screen and, if necessary, transcribed onto a manual form or receipt.

The failure of a counter printer in a single-counter office, when reported to the Horizon System Helpdesk (see the CSR+ Operating Environment PPD [Ref. CS/PRO/0024] [Call Hardware:counter printer fault]) will be allocated a high priority; therefore the printer will be out of action for only a short time.

14.4.3 Completing EPOSS transactions interrupted by system failure

14.4.3.1 Completing EPOSS transactions interrupted by system failure procedure

This procedure will need to be completed for all transactions that were in progress when the system failed (i.e. any transactions that were processed during the customer session prior to the session being settled).

The procedure to complete an EPOSS transaction interrupted by system failure is as follows:

Step 1. Check to see whether you can rectify the fault. See the CSR+ Operating Environment PPD [Ref. CS/PRO/097] for information on performing hardware checks.

SCENARIO A: If you can rectify the fault:

- Continue business once you have rectified the fault.

SCENARIO B: If you cannot rectify the fault:

- Proceed to step 2.

Step 2. Check to see whether the session can be transferred to another workstation.

SCENARIO A: If the session can be transferred:

- Transfer the session to another workstation. See the CSR+ ACUA PPD [Ref. CS/PRO/090] for information on transferring a session.

Notes:

- If an AP transaction was interrupted by a system failure, it should not be undertaken at another workstation. For information on dealing with AP transactions that were on the stack when the system failed, see the CSR+ APS PPD [Ref. CS/PRO/091].
- If an LFS transaction is interrupted by system failure, the session cannot be transferred. The user must log off from the affected workstation and log on at another workstation and re-start the transaction there.

Step 3. Check to see whether another workstation is available.

SCENARIO A: If another workstation is available:

- Complete the transaction at the other workstation.

SCENARIO B: If another workstation is not available or the transaction cannot be transferred:

14.4.3.1 Completing EPOSS transactions interrupted by system failure procedure (contd)

- Complete the transaction manually as if the system had failed before the transaction started - refer to the Counters Operations Manual.
- Follow fallback procedures when the system is available again.
- This ends the procedure.

14.5 Network failure - ISDN connection failure

In the event of an ISDN failure, (that is, in the connection between the Gateway PC and the correspondence server), the EPOSS service can still be provided at any of the terminals in the post office. All EPOSS transactions are processed locally and do not need to use external communication facilities except to replicate the data recorded at the post office to the Horizon Data Centre(s).

If the Gateway PC loses communication with the correspondence server, the system displays an appropriate warning but will not padlock any products or functions. When communications are re-established, another appropriate message will be displayed.

14.6 System failure during Cash Account production

If the system fails during the production of the Cash Account, the actions that need to be taken depend upon whether the office is a single counter or multi counter outlet and what stage has been reached in the balancing procedure when the system fails. The post office must contact the Horizon System Helpdesk to report the fault [Call System failure:hardware: as appropriate] or [Call System failure:software: as appropriate]. The helpdesk will give them an indication of the fix time and then pass them on to the Post Office Limited Network Business Support Centre (NBSC) who will ask a series of questions to determine what the office should do with regard to producing the Cash Account.

The office may be advised to wait until the system is restored and then produce the Cash Account. Alternatively, they may be advised to leave production of the Cash Account for that week, and then to produce a Cash Account on the following Wednesday, doing a double rollover to roll the office over into the correct CAP.

15 Unfinished transactions

If the clerk leaves the Horizon system without completing an EPOSS transaction, the system will progress through the following sequence of events leading to a forced logout:

1. In the period prior to the inactivity timeout being invoked, the screen and system remain active allowing the clerk to return and progress the transaction in the normal manner.
2. In the period after the inactivity timeout has been invoked and prior to the forced logout being invoked, the clerk will be locked out of the system under the temporary lock condition. Once the clerk has entered their password and returned

Step 2. Associate the relevant dockets with the summary.

Step 3. Use the Bulk Input option (see Section 16.3.1.2 *Entering bulk input transactions procedure*) to enter transactions relating to any dockets not identified on the summary.

16.1.3 Identifying transactions without summaries (infrequent) and stock sales)

Note: this procedure is optional for stock items.

Step 1. From the Desktop select the Stock Balancing option then the Balance Snapshot option.

(The system displays the Balance Snapshot Produce Report screen.)

Step 2. Print the balance snapshot (see Section 11.1.5.2 *Producing a stock unit balance snapshot procedure*).

Step 3. Compare your dockets and stock with the balance snapshot.

Step 4. Adjust stock to reflect the actual position (see Section 11.1.6.2 *Adjusting stock procedure*).

Step 5. Enter on the system details of any transactions not shown on the balance snapshot (see Section 5.2.7.2 *Performing a payment transaction procedure* and Section 5.2.8.2 *Performing a receipt transaction procedure*).

16.2 Recovering stock sales transactions

During a period of system failure, revert to the manual system for stock sales transactions. When the system is recovered or a terminal becomes available, there is no requirement to replay stock sales transactions through EPOSS. Instead, the user should perform a stock adjustment to account for sales and refunds transacted during the period of system failure.

Missing receipt and payment transactions need to be recovered as described in Section 16.2.1 *Recovering EPOSS transactions after a period of system failure*.

System rules:

- Any necessary adjustments must be made before balancing the stock unit.
- The declaration process must not be used to account for stock sales transactions carried out manually during a period of system failure as it causes discrepancies to be generated.
- Adjustments can be made at any time after the return of service - the user can either catch up on the stock position immediately or wait until the normal balance process time.

Business rules:

- Stock sales transactions are recovered by adjusting stock to account for sales and refunds transacted during a period of system failure.

16.2.1 Recovering EPOSS transactions after a period of system failure (contd)

SCENARIO B.1: If you have a shared stock unit and wish to make declarations (non-mandatory) to bring your stock levels up to reflect the recovery transactions that have been performed:

- Declare stock and MoPs (except cash) for all portions of the stock unit.
- Declare stamps for all portions of the stock unit.
- Select the Discrepancies option.
- Note down all the discrepancies indicated by the system.
- Select the Tick option.
- Adjust stock and MoPs (except cash) by the amount of the discrepancies noted to make the system-held totals match the actual stock in hand.
- Proceed to step 7.

SCENARIO B.2: If you have a shared stock unit and do not wish to make declarations:

- Proceed to step 4.

Step 4. Declare your stamps.

(This is not a mandatory declaration, but is done to bring your stock levels up to reflect the recovery transactions that have been performed.)

Step 5. Select the Discrepancies option and make a note of all discrepancies indicated by the system.

Step 6. Adjust the stock and MoPs (except cash) to match the current actual stock levels by counting the stock and comparing it with the screen totals (see Section 11.1.6.2 Adjusting stock procedure).

16.3 Recovering transactions with supporting documents

During a period of system failure, revert to the manual system for performing voucher transactions.

When the system is recovered, there is a requirement for the user to enter the missed voucher transactions on the system using the manual receipts. Transactions do not have to be recovered immediately following resumption of service - recovery can be left until the next due reporting or balancing process. However, it is important to perform immediate recovery of those receipt and payment transactions that need to be despatched that day (for example, Giro transactions). Voucher transactions must be recovered on the system before the user can perform a balance and contribute to the office Cash Account which is a mandatory weekly process.

Vouchers should be batched together, usually by product type or group (for example, Girobank Deposits) and entered in a single session. The batches normally relate to a client summary or a number of subsumed client summaries. Recovery of transactions at summary level is not available for transactions that require the identification of additional items of data (for example, Girobank deposits that require an account number to be associated with the transaction).

Although all stock units must be balanced before a Cash Account can be completed, a stock unit can be balanced at any available terminal. In addition, EPOSS caters for the scenario of a manual balance and manual Cash Account needing to be produced. The recovery from this position requires stock and cash values to be made correct for the stock units within the 'lost' week in order to create a dummy system Cash Account allowing the system to roll into the correct week. Any missing voucher transactions for the following week(s) have to be recovered via Bulk Input if a system generated Cash Account is required.

Note: In the event of a manual Cash Account being produced, care must be taken to ensure that any transactions involving movements to or from the Suspense account lines of the Cash Account are recovered when service is restored and before the system is rolled into the next CAP.

16.3.1 Entering bulk input transactions following system failure

16.3.1.1 Entering bulk input transactions description

This procedure is used to enter a large number of manually recorded non-stock transactions into the system at one time after a system failure. The facility allows the user to enter multiple transactions as a single entry.

Each product selected for bulk entry will appear in the stack once only. If the user makes another bulk entry for the same product, that additional bulk entry will be added on to the original total (unless, as described in the following paragraph, the transaction is defined in POL-supplied reference data as requiring additional data to be entered). A number is displayed on the product button in the stack indicating how many entries the user has made for it. For example, an entry of three £10.00 vouchers followed by a further entry of two £5.00 vouchers will appear on the stack as £40.00; the number 2

16.3.1.2 Entering bulk input transactions procedure (contd)

Step 3. Select the appropriate option for the service required.

(You may need to navigate to a new screen to find the button for the service that you require.)

Step 4. Is an invalid quantity message displayed?

(Some items, for example, telephone account receipts that require an account number, can only be sold one at a time.)

SCENARIO A: If the message is not displayed:

- Proceed to step 5.

SCENARIO B: If the quantity is not acceptable, the system displays a message saying that the quantity you have entered is outside the allowed range [Message EPOSS:MSG11]:

- Select the Tick option.
- Proceed to step 2 and enter each item with a quantity of 1.

Step 5. Has the system prompted you to enter an account number?

SCENARIO A: If you are not prompted to enter an account number:

- Proceed to step 6.

SCENARIO B: If you are prompted to enter an account number:

- Enter the account number.
- Select the Tick option.
- Proceed to step 6.

Step 6. Do you need to enter an amount?

SCENARIO A: If you do not need to enter the amount:

- Proceed to step 7.

SCENARIO B: If you do need to enter the amount, the system displays the Amount screen:

- Enter the amount.
(This must be the total amount taken in. If you have one deposit of £100 and two of £30, you should enter £160. The stack will show a quantity of 1 and a value of £160.00)
- Select the Tick option.
- Proceed to step 7.

16.3.1.2 Entering bulk input transactions procedure (contd)

EXCEPTION A: If the amount entered is not in the specified range for the product, the system displays a message saying that the value entered is outside the expected range and asking you to double check the value entered [Message EPOSS:MSG511]:

SCENARIO A: If you wish to enter a different amount:

- Select the Cross option.
(The system re-displays the Amount screen.)
- Select the Cross option to delete the displayed amount.
- Enter the new amount.
- Proceed to step 7.

SCENARIO B: If you do not wish to enter a different amount:

- Select the Tick option.
- Proceed to step 7.

Step 7. Do you need to enter a fee?

SCENARIO A: If you do not need to enter a fee:

- Proceed to step 8.

SCENARIO B: If you do need to enter a fee, the system displays the Fee screen:

- Enter the fee.
- Select the Tick option.
- Proceed to step 8.

Step 8. Is the transaction type and amount displayed in the stack correct?

SCENARIO A: If the transaction is correct:

- Proceed to step 9.

SCENARIO B: If the transaction is incorrect:

- Select the Bin option to delete the incorrect transaction.
(This deletes the stack entry. Therefore, all transactions of this type will have to be re-entered.)
- Proceed to step 1.

Step 9. Have you entered all the transactions?

(To view the full transaction stack, select the Open option.)

16.3.1.2 Entering bulk input transactions procedure (contd)

SCENARIO A: If you have entered all the transactions:

- Proceed to step 10.

SCENARIO B: If you have not entered all the transactions:

- Proceed to step 1.

Step 10. Select the Finish option.

(The system prints a bulk input transaction receipt automatically and displays the Bulk Input screen.)

Step 11. Settle the transaction (see *Section 5.2.13.2. Settling transactions in a customer session procedure*).

Step 12. Remove the bulk input transaction receipt from the counter printer.

Step 13. Keep the receipt until the end of the week (to help your reconciliation when balancing).

16.4 Recovering remittances out to the ADC

If the system is unavailable when stock needs to be remitted out to the ADC, follow manual procedures:

Step 1. Create a manual remittance out note (double copy) listing all the items being remitted out to the ADC in this session.

Step 2. Place the items in a pouch with the top copy of the manual remittance out note and seal the pouch.

Step 3. Make a note of the bar-code number of the pouch on the bottom copy of the manual remittance out note.

Step 4. Keep the bottom copy of the manual remittance out note in a safe place.

Step 5. When the system becomes available again, perform a remittance out session to the ADC (see *Section 8.1.3.2 Remittance out to the ADC procedure*). Use the manual remittance out note to enter the details of the products that have been remitted out, and enter the pouch bar-code number manually (see the CSR+ LFS PPD [Ref. CS/PRO/096]).

EXCEPTION A: If the bar-code number is not recognised when you enter it manually (or you have mislaid the bar-code number):

- Scan a new collection pouch barcode.
- Destroy the collection pouch.
- This ends the procedure.