

ICL Pathway

**NR2 ELECTRONIC POINT OF SALE
SERVICE: Processes and Procedures
Description**

Ref:CS/PRO/0021
Version:3.0
Date:03/09/99

Document Title: NR2 ELECTRONIC POINT OF SALE SERVICE:
Processes and Procedures Description

Document Type: Processes and Procedures Description document

Abstract This document describes the processes and procedures
required to provide the Electronic Point of Sale Service at
post office counters

Status: Approved

Distribution: ICL Pathway:

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0 Document control

0.1 Document history

Version	Date	Reason
0.1	16/02/98	Initial draft for comments
0.2	17/04/8	Updated draft for ICL Pathway review
0.3	23/04/98	Updated draft for POCL joint working review
0.4.3	04/12/98	Updated draft for ICL Pathway review
0.4.4	18/12/98	Updated draft for POCL internal review
0.5	15/01/99	Updated draft for sponsor review
0.6	07/06/99	Issued for external review prior to sign-off
1.0	15/06/99	Approved
2.0	02/07/99	Re-issued with inactivity timeout values amended.
2.1	08/07/99	Updated draft (CPs 2012-2018 and CCN 483)
3.0	03/09/99	Approved

0.2 Approval authorities

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0.3 Associated documents

Reference	Vers	Title	Source
BP/FSP/004	4.0	EPOSS Functional Description	ICL Pathway
CR/FSP/0004	4.0	Service Architecture Design Document	ICL Pathway
CS/PRO/0022	1.0	NR2 Order Book Control Service PPD	ICL Pathway
CS/PRO/0024	1.0	NR2 Operating Environment PPD	ICL Pathway

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CS/PRO/0025	1.0	NR2 Access Control and User Administration PPD	ICL Pathway
CS/PRO/0027	1.0	NR2 Introduction PPD	ICL Pathway
CS/PRO/0045	1.0	NR2 Automated Payment Service PPD	ICL Pathway
CS/PRO/0048	1.0	NR2 Horizon System Helpdesk PPD	ICL Pathway
EP/DES/008	1.0	EPOSS Business Rules	ICL Pathway
PA/STR/012	0.1	ICL Pathway Core System Release Contents Description	ICL Pathway
SD/DES/005	5.0	Horizon OPS Reports and Receipts - Pathway Horizon Office Platform Service: Release 2	ICL Pathway
SD/DOC/001	1.9	Horizon OPS Desktop Messages Release 2	ICL Pathway
SD/SPE/016	5.2	Horizon OPS Menu Hierarchy: Release 2	ICL Pathway

0.4 Abbreviations

APS	Automated Payment Service
BP	Balance Period
BT	British Telecommunications
BSU	Business Support Unit
CA	Cash Account
CAP	Cash Account Period
CRU	Cash Remittance Unit
DN	Draft Note
EPOSS	Electronic Point of Sale Service
HSHD	Horizon System Help Desk
ID	Identity
ISDN	Integrated Services Digital Network
ISU	Individual Stock Unit
MOP	Method of Payment
NR2	New Release 2
NSB	National Savings Bank

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OB	Other Banks'
ONCH	Over Night Cash Holdings
PC	Personal Computer
POCL	Post Office Counters Limited
PLU	Product Look Up
PPD	Processes and Procedures Description
RD	Returned to Drawer
RNM	Retail Network Manager
SSO	Security Stores Office
SSU	Shared Stock Unit
TIP	Transaction Information Processing
SU	Stock Unit

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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 ICL Pathway New Release 2 (NR2) at the time of National Rollout.

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 the 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 NR2. The way in which the set fits together is described in the NR2 Introduction PPD [Ref. CS/PRO/0027].

The use of the counter and office hardware and the software is described in the NR2 Operating Environment PPD [Ref. CS/PRO/0024].

Access control and user administration procedures are described in the NR2 Access Control and User Administration PPD [Ref. CS/PRO/0025].

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 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 Release 2 [Ref. SD/DOC/001] 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 NR2 Horizon System Helpdesk PPD [Ref. CS/PRO/0048] as follows: 'Telephone the Horizon System Helpdesk [HSH call *ref*]' where *ref* is the call reference, for example SEC003. (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 and APS transactions carried out at post office outlets. EPOSS is the branch automation infrastructure which 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.

EPOSS provides facilities to cater for periods of failure (during which transactions may have to be handled manually) and for occasions where data is lost due to power or hardware failure.

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 portion of the 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 only one user is attached to a stock unit at any one 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. The system provides the facility for each user to declare the contents of their own till when the shared stock unit is balanced.

4.2.1 Support for sub-post office accounting

In general, sub-post offices are balanced at the end of each week by the sub-postmaster. Prior to office balancing, all active stock units must be balanced and rolled forward into the next Cash Account Period (CAP); any inactive stock units must be rolled forward into the next CAP.

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 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 is responsible for the declaration of cash and stock representing their proportion of the total for 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 which 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. If a user who is attached to the default stock unit tries to perform EPOSS functions, 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].

If a user who is attached to the default stock unit tries to perform transactions which require them to be attached to a serving stock unit, the system displays a message saying that there is no stock unit assigned to their logon account, they are using the default stock unit and should notify their supervisor at once [Message EPOSS: MSG217].

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).
- 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 may be created at any time up to Cash Account roll over. Once the Cash Account roll over function (a wholly contained part of the Cash Account report function) has been selected, stock unit creation is barred until the function is complete.

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.)

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 the cash account rollover function has been selected, the system displays a message saying that you cannot create stock units until the office has been rolled over [Message EPOSS:MSG91]:

- Select the Tick option.
(The system displays the Stock Unit menu.)
- Proceed to step 1 and repeat the procedure once the office has been rolled over.

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 another user is prevented if a currently logged on user is attached to an individual stock unit.
- Users 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.

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 units details prior to attachment:

- Follow the procedure outlined in *Section 4.3.6.2 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 which 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 sharable 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.

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.)

EXCEPTION A: If there are no stock units currently set up, the system displays a message saying that there are no stock units currently set up [Message EPOSS:MSG29]:

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

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 counter position where stock is logged on.)

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 the system is unable to retrieve details for the selected stock unit, the system displays a message saying that it could not retrieve stock unit details for this stock unit [Message EPOSS:MSG19]:

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

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

(The system displays the Stock Unit Selection screen.)

Step 4. Select the Previous option.

(The system displays the 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. (If a user has never logged on, the system does not display them.) Users not attached to live stock units are shown as being attached to the default stock unit (see *Section 4.3.2 The default stock unit*).

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.)

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 *nn* 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]:

- 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. (If a user has never logged on, the system does not display them.) Users not attached to live stock units are shown as being attached to the default stock unit (see *Section 4.3.2 The default stock unit*).

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 a list of users in alphabetical order with the stock unit for each user on 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 Information Processing (TIP); 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 or current day 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 (even if the transfer out has been reversed). If this is the case, the stock unit must be balanced before it can be deleted.
- A stock unit cannot be deleted if any node is disconnected.

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]:

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

EXCEPTION A: If the stock unit has not been rolled over into the current Office CAP, the system displays a message saying that the stock unit could not be deleted [Message EPOSS:MSG23]:

- 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 Office Cash Account Week [Message EPOSS: MSG40]:

- 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 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 [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.

EXCEPTION F: If there are transfers or remittances outstanding, the system displays a message saying that you cannot delete the 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 Serve Customer*).
- Reversals (see *Section 6 Reversals*).
- Transfers (see *Section 7 Internal transfers*).
- Remittances (see *Section 8 Remittances*).

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 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 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].

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 NR2 Operating Environment PPD [Ref. CS/PRO/0024].

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 5.1.18 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 Finish option has been selected

Further transactions can be performed once the user has selected the Finish option and the customer session total is displayed in the stack (providing that the balance of the session is not at zero and the Settlement screen is displayed). If this is the case, the user can select Home and the Serve Customer screen is re-displayed allowing them to perform further transactions.

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 POCL 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 un-committed 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.

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 *nn* and *nn* [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 NR2 Operating Environment PPD [Ref. CS/PRO/0024]) 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 *nn* [Message EPOSS:MSG192].

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 *nn* [Message EPOSS:MSG13].

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

If the user enters a value that is too large, the system displays a Value too large message [Message EPOSS Hard messages].

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.

To void a transaction, the user selects the Bin option and then selects the transaction in the stack that they want to void. For information on voiding a transaction see the NR2 Operating Environment PPD [Ref. CS/PRO/0024].

Once a product defined in reference data as being non-voidable is added to the stack, the reversal function must be used to cancel the transaction (see *Section 6 Reversals*). 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. The Suspend function is available for all sessions such as transfers and remittances as well as for the Serve Customer menu options. The system displays a flashing Swap icon whilst there are two sessions in progress.

The user cannot suspend a session during balancing, pick list reports production or system critical activities. While two session are in progress, the user may not log out, start balancing, start Cash Account production or start AP recovery procedures.

For information on how to suspend and resume a customer session, see the NR2 Operating Environment PPD [Ref. CS/PRO/0024].

5.1.15 Transaction for another customer message

If, during a customer session there is a time lapse within the session, when the user selects another product the system displays a message asking whether this transaction is for a new customer [Message EPOSS:MSG316].

If the transaction is for a new customer, the user selects the New option. The transaction for the previous session is committed and the stack shows the settlement details.

If the transaction is for the existing customer, the user selects the Current option and the new transaction is displayed in the stack with any other transactions in the current session.

5.1.16 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 NR2 ACUA PPD [Ref: CS/PRO/0025] for information on session mobility.

5.1.17 Selling products and services

Individual products may be sold using:

- Buttons (see *Section 5.1.17.4 Selling products using buttons*).
- Tokens (see *Section 5.1.17.5 Selling products using tokens*).
- PLU number and PLU list (see *Section 5.1.17.6 Selling products using PLU numbers*).
- Pick lists (see *Section 5.1.17.8 Selling products using pick lists*).
- Zero value products (see *Section 5.1.17.9 Selling zero value products*).

This section also contains information on selling products using the Quantity function (see *Section 5.1.17.10 Selling products using the Quantity function*) and selling products using Shopping mode (see *Section 5.1.17.11 Selling products using shopping mode*).

5.1.17.1 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 $\text{Quantity} * \text{Unit price} = \text{Total sale value}$. An icon 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 POCL-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 $\text{Quantity} * \text{Unit price} = \text{Total sale value}$. An icon 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.

5.1.17.2 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].

5.1.17.3 Linked products

Where the POCL-supplied reference data indicates that the sale of one product must be accompanied by the sale of another product (for example, a passport application, some Transcash transactions and postal order purchases where there is a handling 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.

5.1.17.4 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.

5.1.17.5 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 or bar-coded tokens.

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.

5.1.17.6 Selling products using PLU numbers

All products sold over the counter are allocated Product Look Up (PLU) numbers in the POCL-supplied reference data. The PLU number is the unique number assigned to an item and used to select that product.

Users who make extensive use of the system will become familiar with the PLU numbers of popular products. To sell such a 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024].

5.1.17.7 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 pick list which lists all the PLU numbered products. They can then select the product from the list.

For information on using the PLU list function, see the NR2 Operating Environment PPD [Ref. CS/PRO/0024].

5.1.17.8 Selling products using pick lists

Products not necessarily sold in all post offices are grouped under one or more buttons which 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 which 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].

5.1.17.9 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.

5.1.17.10 Selling products using the Quantity function

The default quantity applied by the system to products 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 10 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024].

5.1.17.11 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 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 asked 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 selected that can be bought for the amount input and displays this and the additional amount required to buy one more of the product (if applicable). The user may accept the quantity displayed or one more.
- Shopping mode is not valid for scales transactions.

For detailed information on using shopping mode, see the NR2 Operating Environment PPD [Ref. CS/PRO/0024].

5.1.18 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.
- POCL cheque (available as a PLU selected product only).
- Cheque (Fast).
- Any other items identified as valid MOPs in the POCL-supplied reference data (for example, savings stamps, Giro transfers and vouchers).

5.1.18.1 Fast MOPs

If the user selects one of the Fast MOPs (Cash (Fast) or Cheque (Fast)), 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) MOP will not settle the session if there is a balance due to the customer.

5.1.18.2 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 values. 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).

5.1.18.3 Mandatory inclusive preconditions for MOPs

Certain MOPs are acceptable only in an associated product exists in the transaction stack at the time of commitment. For example, if the customer wishes to use BT savings stamps as a MOP, there must be one or more BT Bill products in the stack. The relationships between products and MOPs are defined in POCL-supplied reference data.

5.2 General transaction procedures

The following processes and procedures are described:

- Using weigh scales.
- Performing a payment transaction.
- Performing a receipt transaction.
- Dealing with pre-purchase transactions.
- Settling a transaction.

5.2.1 Using weigh scales

When a customer requires a weight-related mails service, the system provides the facility for the user to read the weight directly from a connected electronic scale. The electronic scales used are Avery D104 (maximum 6 kg). The user selects the appropriate destination (for example, Inland, Europe or International Zone 1) and the system interrogates the scales port to obtain the weight of the item.

Note: if an item weighs more than 6 kg, the system cannot be used to calculate postage amounts.

If the scales are out of service or there are no scales connected, the user is prompted to enter the weight (obtained from any other scales in the post office) via the screen or keyboard.

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 allows them to enter any pre-paid amount. They are given the option to request a “best fit” of stamps to meet the outstanding value and to specify the quantity of items of the same type.

The resulting sale of stamps (after taking pre-paid amounts into consideration) is posted to the General Stamps product unless Best Fit has been invoked, in which case, posting is to the stamp products identified by Best Fit. The relevant 1st, 2nd or General Stamps transactions are added to the stack.

A scales transaction (including details of the mail transaction) displaying the total value of stamps (which may be zero if it is all pre-paid) is also posted to the stack.

Note: shopping mode is not valid for scales transactions. If the user attempts to select shopping mode the system displays a message saying that rate shopping is not valid for scales products [Message EPOSS: MSG205].

System rules:

- The item’s weight must not exceed 6kg.
- 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 unless Best Fit has been selected, in which case posting is to the stamp products identified by Best Fit. A sales transaction plus 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.)

Step 3. Select the Inland option.

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

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

- Proceed to step 5.

SCENARIO B: If the office does not have electronic scales connected to the Horizon system or if 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 Cross option.

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

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

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

- Continue the transaction using either an electronic scale at an alternative counter position or use a manual scale.
- Report the scales fault as soon as possible to your normal electronic scales fault contact.
- Proceed to step 5.

Step 5. Ask the customer which service they require.

(The system displays a pick list 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on navigating a pick list).
- Proceed to step 7.

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

(The service is highlighted.)

EXCEPTION A: If the item is too heavy for the service, the right hand column of the pick list 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 pick list 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]:

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

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

- 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 5.2.4.2 *Using the scales change quantity option procedure.*

SCENARIO C: If the customer requires additional services, pre-paid amount, best fit or to abandon the transaction:

- See Section 5.2.5.2 *Using the scales options for additional services, pre-paid, best fit or abandon procedure.*

Step 9. Proceed as follows:

SCENARIO A: If you want the Horizon system to calculate the stamps which should be used:

- See Section 5.2.5.2 *Using the scales options for additional services, pre-paid, best fit or abandon procedure.*

SCENARIO B: If you do not want the Horizon system to calculate which stamps should be used:

- Select the Tick option to complete the transaction.
- The system displays the transaction type and amount in the stack.
- Proceed to step 10.

Step 10. 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 11.

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 NR2 Operating Environment PPD [Ref. CS/PRO/0024]).
- Repeat this procedure starting from step 2

Step 11. Does the customer require any more transactions?

SCENARIO A: If the customer requires a further transaction:

- See the relevant procedure.

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

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

- Settle the transaction (see Section 5.2.12.2 Settling transactions in a customer session procedure.)

Step 12. 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.

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.

5.2.3.2 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.)

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

Step 5. Do you know the zone of the destination country?

SCENARIO A: If you know the zone of the destination country:

- Select the appropriate zone (Europe, International Zone 1 or International Zone 2).
- Proceed to step 10.

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

SCENARIO B: If you do not know the zone of 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on navigating a pick list).

- 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 office does not have electronic scales connected to the Horizon system or if 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.
- Note the weight of the item shown on the scales.
- Enter the weight in grammes.
- Select the Tick option.
- Proceed to step 11.

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

- Continue the transaction using either an electronic scale at an alternative counter position or use a manual scale.

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

- Report the scales fault as soon as possible to your normal electronic scales fault contact.
- Proceed to step 11.

Step 11. Ask the customer which basic service is required.
(The basic services in the pick list 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on navigating a pick list).
- 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 pick list displays the words 'Too Heavy':

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

SCENARIO A.1: If you select a service for which the pick list 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 5.2.4.2 Using the scales change quantity option procedure.

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

SCENARIO C: If the customer requires additional services, pre-paid amount, best fit or to abandon the transaction:

- See Section 5.2.5.2 *Using the scales options for additional services, pre-paid, best fit or abandon procedure.*

Step 15. Do you want the system to calculate which stamps should be used?

SCENARIO A: If you want the Horizon system to calculate the stamps which should be used:

- See Section 5.2.5.2 *Using the scales options for additional services, pre-paid, best fit or abandon procedure.*

SCENARIO B: If you do not want the Horizon system to calculate which stamps should be used:

- 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.

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 NR2 Operating Environment PPD [Ref. CS/PRO/0024]).
- Repeat this procedure starting from step 2

Step 19. Settle the transaction (see Section 5.2.12.2 Settling transactions in a customer session procedure.)**Step 20. 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, a pre-paid amount or to abandon the transaction?

SCENARIO A: If the customer does not require any of these options:

- Proceed to step 8.

SCENARIO B: If the customer requires any of these options:

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

Step 8. Do you want the system to calculate which stamps should be used?

SCENARIO A: If you do not want the system to calculate the stamps required:

- Proceed to step 9.

SCENARIO B: If you want the system to calculate the stamps required:

- See Section 5.2.5.2 *Using the scales options for additional services, pre-paid, best fit or abandon procedure.*

5.2.4.2 Using the scales change quantity option procedure (contd)

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 not correct:

- Select the Bin option and delete the transaction (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024].)

Step 11. Are further transactions required?

SCENARIO A: If no further transactions are required:

- Proceed to step 12.

SCENARIO B: If further transactions are required:

- Refer to the relevant procedure.

Step 12. Settle the transaction (see Section 5.2.12.2 Settling transactions in a customer session procedure.)

Step 13. 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, best fit or abandon

5.2.5.1 Using the scales options for additional services, pre-paid, best fit 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 clerk wants the Horizon system to calculate which stamps should be used ("Best Fit") or if the customer does not want to proceed with the transaction.

Notes:

- 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.
- When the Best Fit option is selected, the system calculates the number of highest value stamps divisible into the stamp total and then reduces the stamp value for further iterations until the stamp total value is satisfied. If the number of stamps which fit the stamp total value exceeds the system limit of 14 stamps, the system displays a message telling the user that the

stamp combination is too complex and that they should select the stamps manually.

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

The procedure to use the scales options for additional services, pre-paid, best fit 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on navigating a pick list).

- 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.

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

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.

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.

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

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 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. Do you want to use the Best Fit option which causes the system to calculate the quantity and value of stamps required?
(If the Best Fit option is selected and the first or second class stamps shown in the best fit solution are used no adjustment is needed. If the first or second class stamps shown in the best fit solution are not used, or if any special stamps are used (even if the special stamps have the same value as the best fit solution), the value of the stock level will require adjustment (see *Section 10.1.6.2 Adjusting stock procedure*). Stock does not have to be adjusted at the time of the transaction but can be done at a convenient time prior to balancing the stock unit.)

SCENARIO A: If you do not want the system to calculate which stamps should be used:

- Select the Tick option to complete the transaction.
- Proceed to step 14.

SCENARIO B: If you want the system to calculate which stamps should be used:

- Select the Best Fit option.
- Proceed to step 13.

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

EXCEPTION B.1: If stamp combination is too complex to be displayed:

- The system displays a message saying that the stamp combination for this transaction is too complex to be displayed and telling you to select the stamps manually [Message EPOSS: MSG165].
- Select the Tick option.
- Select the stamp combination manually.
- Proceed to step 15

Step 13. Do you want to use the best fit stamps indicated on the screen?

(Ensure that you have the suggested stamps in stock before continuing with the best fit option. Using the best fit option reduces stock levels by the shown values. For example, first class stamps will reduce first class stamp stock level; second class stamps will reduce second class stock level. All other stamp values will reduce the other postage stock level.)

SCENARIO A: If you want to use the indicated stamps:

- Proceed to step 14.

SCENARIO B: If you do not want to use the indicated stamps:

- Select the Override option.
(Using Override reduces the value of the other postage stock level. If first or second class stamps or special stamps are used, the value of the stock level will require adjustment (see *Section 10.1.6.2 Adjusting stock procedure.*)
- Proceed to step 14.

Step 14. Select the Tick option.**Step 15. Is the correct transaction type and amount displayed in the stack?**

SCENARIO A: If the transaction is correct:

- Proceed to step 16.

SCENARIO B: If the transaction is not correct:

- Select the Bin option and delete the transaction (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024]).

Step 16. Does the customer require any further transactions?

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

- Proceed to step 17.

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

SCENARIO B: If the customer does require further transactions:

- Refer to the relevant procedure.

Step 17. Settle the transaction (see Section 5.2.12.2 Settling transactions in a customer session procedure.)

Step 18. Provide the customer with the required stamps from the till drawer to affix to the item.

5.2.6 Performing a payment transaction**5.2.6.1 Performing a payment transaction description**

This procedure is used when the user wants to perform a transaction which 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.

5.2.6.2 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?

5.2.6.2 Performing a payment transaction procedure (contd)

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 NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on navigating a pick list).
- 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. On the Enter Value screen, enter the value of the transaction and select the Tick option.**Step 7. Does the customer require further transactions?**

5.2.6.2 Performing a payment transaction procedure (contd)

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 NR2 Operating Environment PPD [Ref. CS/PRO/0024]).
- Proceed to step 1 and repeat the transaction.

Step 9. Settle the session (see Section 5.2.12.2 Settling transactions in a customer session procedure).**5.2.7 Performing a receipt transaction****5.2.7.1 Performing a receipt transaction description**

This procedure is used when the user wants to perform a transaction which by itself would result in payments from the customer, for example, MVL licence, TV licence, 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.

5.2.7.2 Performing a receipt 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.

5.2.7.2 Performing a receipt transaction procedure (contd)

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].
- 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on navigating a pick list).
- 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.

5.2.7.2 Performing a receipt transaction procedure (contd)

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?

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.

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:

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

5.2.7.2 Performing a receipt transaction procedure (contd)**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 NR2 Operating Environment PPD [Ref. CS/PRO/0024]).
- Proceed to step 1 and repeat the transaction.

Step 11. Settle the transaction.

(See Section 5.2.12.2 Settling transactions in a customer session procedure).

5.2.8 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.

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

This procedure is used when a customer pays for a service or product which 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.

When the user selects the Pre Purchase option, the value of the transaction is put into uncharged receipts to account for the increase in cash holding until the pre-purchase is redeemed. 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 uncharged receipts, allowing the stock unit to balance.

5.2.8.2 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 10.1.6.2 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.**

5.2.8. 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 and (if you are not attached to that stock unit) direct the customer to the appropriate counter.**
- 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.**
- Step 6. Settle the transaction by cash (see *Section 5.2.12.2 Settling transactions in a customer session procedure.*)**
- Step 7. Perform the required transaction and settle it as cash.**

5.2.9 Local Schemes/Smart Card transactions

5.2.9.1 Local Schemes/Smart Card 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. The procedure is also used for Smart Card transactions which are currently treated in the same way as Local Schemes.

5.2.9.2 Local Schemes/Smart Card 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 end 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.)

Note: EEB Smart Keys and S Trent Water can be found by selecting the Miscellaneous option on the Local Schemes menu. Quantum Gas Smart Cards can be found by selecting Other Products then the Utilities option.

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 pick list of relevant services/products. See the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on navigating a pick list.)

Step 5. Select the appropriate item in the pick list and select the Select option.

5.2.9.2 Local Schemes/Smart Card 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024]).
- Proceed to step 3 and repeat the procedure.

Step 11. Settle the transaction (see Section 5.2.12.2 Settling transactions in a customer session procedure).

5.2.10 End of day accounting for Local Schemes

5.2.10.1 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.

5.2.10.2 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 the value of the Giro Deposit slip.**
(The transaction will appear in the stack with a contra product. The contra product is a balancing product which keeps the receipts and payments balanced.)
- Step 10. Is the transaction in the stack correct?**
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 NR2 Operating Environment PPD [Ref. CS/PRO/0024]).
 - Proceed to step 8 and repeat the procedure.

5.2.10.2 End of day accounting for Local Schemes procedure (contd)**Step 11. Select the Finish option.**

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

Step 12. 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.**5.2.11 Recording lost postal order fees****5.2.11.1 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 but waive the postal order fee for the second postal order.

5.2.11.2 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.**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 icon is reduced by the amount of the deduction.)

Step 7. Select the Finish option.

(The system displays the Settlement screen.)

Step 8. Settle the transaction (see *Section 5.2.12.2 Settling transactions in a customer session procedure*).**5.2.12 Settling transactions in a customer session****5.2.12.1 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 icons on the

screen (POCL cheque is commonly accepted as a method of payment, whilst this does not appear on the settlement screen it is available as a PLU selected product).

The amount tendered by the customer is entered using the on-screen calculator or the numeric keypad. Alternatively, a fast cash/cheque option settles the amount in one step and commits the session.

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 have a mandatory inclusive pre-condition. (For example, TV savings stamps cannot be accepted as payment unless there is a TV licence sale in the stack.)
- If the session balance is positive, the session balance icon displays 'TAKE'.
- If the session balance is negative, the session balance icon displays 'PAY'.

5.2.12.2 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.)

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 12.

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 4.

5.2.12.2 Settling transactions in a customer session procedure (contd)

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. (You can only accept savings stamps in payment if a related transaction is displayed in the stack so if, for example, there is a BT bill in the stack, the system will allow you to select BT savings stamps as the stamp redemption option.)
- 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 pick list displayed (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on navigating a pick list.)
- 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 only give them change in cash if you do not have the appropriate denomination of savings stamps to return to them (for example, if the customer has handed over stamps which exceed the payment amount by £3.00 and you have £2.00 savings stamps available, you can give them back one savings stamp and £1.00 in cash).

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.
- This ends the procedure.

SCENARIO B: If the customer has not tendered the exact amount:

- Proceed to step 5.

5.2.12.2 Settling transactions in a customer session procedure (contd)**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.

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.
- This ends the procedure.

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

- Select the Cheque option.
- Enter the amount.
- Select the Tick option.
- Proceed to step 6.

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.
- Enter the amount.
- Select the Tick option.
- Proceed to step 8.

5.2.12.2 Settling transactions in a customer session procedure (contd)

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.

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:

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

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

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

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

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

- Enter the amount.
- Select the Tick option.
- Proceed to step 11.

5.2.12.2 Settling transactions in a customer session procedure (contd)**Step 11. Is a payment due from the customer? (Take)**

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

- Proceed to step 13.

SCENARIO B: If payment is due from the customer:

- Obtain the payment from the customer.
- Proceed to step 12.

Step 12. Is the payment for the full amount due from the customer?

SCENARIO A: If payment is for the full amount:

- Select the Cash (Fast) option.
- This ends the procedure.

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

- Select the Cash option.
- Enter the amount.
- Select the Tick option.
- Proceed to step 13.

Step 13. Is any payment now due to the customer in the stack? (Pay)

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

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

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:

- Pay the customer.
- Select the Cash (Fast) option.
- This ends the procedure.

Step 14. Select the Finish option.

5.2.12.2 Settling transactions in a customer session procedure (contd)**Step 15. Does the customer require a receipt?**

SCENARIO A: If the customer requires a receipt:

- Print a receipt (see Section 5.2.14.2 *Printing an optional receipt procedure*).
- This ends the procedure.

5.2.13 Recording payment during a customer session**5.2.13.1 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.

Note: POCL cheque is commonly accepted as a method of payment. It does not appear on the settlement screen but (where appropriate) is available for selection from a pick list.

5.2.13.2 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.)

5.2.14 Printing an optional receipt and re-printing a receipt**5.2.14.1 Printing an optional receipt description**

For some transactions, for example, Benefit Encashment, 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 which 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 either select the Receipt option from the Functions menu or they can press the Receipt key on the keyboard to print an optional receipt. The Reprint Receipt option is available from the Functions menu.
- Care should be taken when removing the receipt from the printer. The user should allow time for the receipt to finish printing before trying to remove it from the printer.

System rules:

- Manually requested (optional) receipts are available at the end of a session (that is, after settling the session to zero) and before the next session starts (that is, a new transaction is started).
- A duplicate receipt is available only if a session receipt has already been printed and before the next session starts.
- For customer receipts and duplicate receipts, the appropriate English or Welsh/English receipt is printed (the official language is specified by reference data).

5.2.14.2 Printing an optional receipt procedure

The procedure to print an optional receipt and to re-print a receipt is as follows:

Step 1. Settle the transaction (see *Section 5.2.12.2 Settling transactions in a customer session procedure*).

Step 2. From the Serve Customer menu, select the Functions option.
(The system displays the Functions menu.)

Step 3. Select the Receipt option.
(The counter printer prints a receipt for the customer session.)

EXCEPTION A: If the session has not been completed, the system displays a message saying that the session receipt can only be printed after the session has been completed [Message EPOSS: MSG186]:

- Select the Tick option.
(The system displays the Functions menu.)
- Select the Finish option.

5.2.14.2 Printing an optional receipt procedure (contd)

- Settle the transaction (see *Section 5.2.12.2 Settling transactions in a customer session procedure*).
- Proceed to step 2.

Step 4. Has the receipt printed correctly?

SCENARIO A: If the receipt has printed correctly:

- Proceed to step 5.

SCENARIO B: If the receipt has not printed correctly:

- Check the printer (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024]).
- Proceed to step 5.

EXCEPTION B.1: If the printer still does not work:

- Write out a manual receipt.
- Proceed to step 5.

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.

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 and the clerk needs to put right the error or 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.

Notes:

- The transaction reference number which is needed to perform an existing reversal can be obtained either from the customer's receipt, from the Transaction Log or from some product summaries.
- The system cannot prevent simultaneous reversal of the same transaction by two users. If two users perform a reversal of the same transaction simultaneously, the reversal will occur twice and be accounted for as twice reversed. For this reason, transaction reversal tasks should not be given out to more than one user at a time.

There are four types of reversal:

- **An existing reversal**
An existing reversal is performed when a customer wants a refund for a transaction for which there is a receipt. The user must enter the transaction session number to initiate the reversal. The existing transaction is not deleted from the journal but an additional compensating transaction is created. This is the recommended reversal method.
Note: an existing reversal is compulsory for some transactions (Girobank in and out payments(not green giros), BT bills and remittances).
- **A new reversal**
A new reversal is performed if a customer wishes to obtain a refund for a purchase for which they have no receipt. New reversals do not require the original transaction to be identified (they are accounting corrections; for a new reversal a negative sale is transacted).
- **A transfer reversal**
A transfer reversal is performed if it is necessary to reverse a transfer out that has not yet been transferred in to the receiving stock unit.
- **A remittance reversal**
A remittance reversal is performed if a transaction for stock that has been remitted in or out needs to be reversed.

6.1.1 Reversal procedures

6.1.1.1 Reversing EPOSS transactions description

Both new and existing reversals produce opposing transaction which appear on transaction summaries (causing the insertion of additional, compensating and correcting transactions). The net effect of both new and existing reversals is to bring the net value of the transactions to zero.

When a new reversal is performed, the system applies the same minimum, maximum and multiple value rules to the product as are applied to the product in Serve Customer mode.

When reversals appear on a product summary, they are indicated by a negative sign.

System rules:

- The product in the transaction must be reversible.
- Reversal transactions may not be reversed.
- 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 *Automated Payment Service PPD [Ref. CS/PRO/0045]*).
- Existing transaction reversals:
 - An existing transaction may only be reversed at the stock unit at which it was originally transacted.
 - An existing transaction may only be reversed during the CAP in which it was originally transacted.
 - An existing transaction can be reversed only if it can be found.
 - An existing transaction can be reversed once only.
 - All parts of mandatory associated transactions (linked transactions) must be reversed as a whole - only the primary transaction may be reversed (as opposed to its associated parts).
- Transfer out reversals:
 - The selected transfer must still be pending.
 - The selected transfer must have originated from this stock unit.
 - The selected transfer must have originated in the current CAP.
 - The selected transfer must not have been reversed previously.

6.1.1.2 Reversing EPOSS transactions - existing reversals procedure

The procedure to reverse an existing transaction when you can identify the transaction reference number 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, either from a receipt or 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 6.1.1.3 Reversing EPOSS transactions - new reversals procedure*). (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 receipt or transaction log.

6.1.1.2 Reversing EPOSS transactions - existing reversals procedure (contd)**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 was reversed successfully [Message EPOSS: MSG 81].
- 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 and therefore cannot be reversed [Message EPOSS: MSG80]:

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

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: MSG 86]:

- 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 Post Office Counters 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:MSG 85]:

- 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 Post Office Counters Helpline.

6.1.1.2 Reversing EPOSS transactions - existing reversals procedure (contd)

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 [Message EPOSS: MSG 76] :

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

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

- Ask the user of the appropriate stock unit to attempt the reversal.

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: MSG 77] :

- 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 Post Office Counters Helpline.

SCENARIO G: If the transaction reference number is invalid, the system displays a message saying that the requested transaction was not found and therefore cannot be reversed [Message EPOSS: MSG 80] :

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 [Message EPOSS:MSG82]:

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

6.1.1.2 Reversing EPOSS transactions - existing reversals procedure (contd)**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 with adjacent minus figures.)

EXCEPTION A: If the transaction is incorrect:

- Select the Bin option and delete the transaction (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024]).
- 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 0 5.1.9 Settling a customer session*.

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 icon 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 10.1.6.2 Adjusting stock procedure*). No settlement is required when reversing non-value transactions.

6.1.1.3 Reversing EPOSS transactions - new reversals procedure

The procedure to reverse a transaction in order to give a refund for a purchase for which the customer does not have a receipt (or for a transaction from a previous CAP) 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 either from the transaction log or from the receipt?

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

- Select the Existing Reversal option.
(The system displays the Transaction Reference screen.)
- See *Section 6.1.1.2 Reversing EPOSS transactions - existing reversals procedure*.

6.1.1.3 Reversing EPOSS transactions - new reversals procedure (contd)

SCENARIO B If you cannot identify the transaction reference number:

- Select the New Reversal option.
(The system displays the Reversal/Refund 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 icon for the item to be reversed (for example, to reverse the sale of a BT stamp, select the BT stamp icon).
(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.
- 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 transaction(s) will appear in the stack with an adjacent minus figure.)

6.1.1.3 Reversing EPOSS transactions - new reversals procedure (contd)

EXCEPTION A: If the transaction is not correct:

- Select the Bin option and delete the transaction (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024]).
- 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.)
- Settle the session as described in *Section 0 5.1.9 Settling a customer session*.
(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.

6.1.1.4 Reversing EPOSS transactions - transfer reversals procedure

The procedure to perform a transfer 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 pending transfers [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.
- 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.)

6.1.1.4 Reversing EPOSS transactions - transfer reversals procedure (contd)**Step 5. Do you want to print the selected transfer details?**

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

- Proceed to step 6.

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

- Select the Print option (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for details on printing a report).
- Proceed to step 6.

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

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

- Proceed to step 7.

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 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.)

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 out receipt showing the amount of cash and/or stock transferred out.
- The clerk on the supplying stock unit gives the transfer out receipt 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 receipts agree with the stock and/or cash received, then signs and returns the transfer out receipt to the supplying stock unit.
- The clerk on the supplying stock unit keeps the signed transfer out receipt in the till drawer until the end of the CAP.

Note: after the end of the CAP the receipts are retained in the office for two years.

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 Out 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 from a stock unit which is in a previous CAP.
- 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. Roll over 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 Out 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.

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

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.

SCENARIO B: If the transaction not correct:

- Select the Bin option and delete the transaction (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024]).

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 Transfer Out to stock unit menu and the counter printer prints a Transfer Out receipt.)

Step 11. Check the Transfer Out receipt 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 Out slip.

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

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

Step 13. Obtain the signed Transfer Out slip from the clerk at the receiving stock unit.

Step 14. Retain the signed Transfer Out 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 In 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. Roll over to the next CAP is not permitted.
- Transfers in are not permitted to the default stock.
- Cash or stock cannot be transferred in 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 Out slip from the supplying stock unit. Check that the items received and the Transfer Out slip agree.

Step 3. Do the items received and the Transfer Out slip agree?

SCENARIO A: If the items and Transfer Out slip agree:

- Proceed to step 4.

SCENARIO B: If the items and Transfer Out slip do not agree:

- Ask the user of the supplying stock unit to hand over the correct stock and/or cash.
- Proceed to step 4.

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

SCENARIO B.1: If the supplying user cannot hand over the correct stock and/or cash:

- Reverse the transfer out (see *Section 6* Reversals).
- This ends the procedure.

Step 4. 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 5. Select the transfer in that you want to make by touching the appropriate row.**Step 6. Select the Tick option.**

(The system displays the total transfer value, the supplying stock unit and the destination stock unit.)

Step 7. Do you want to preview the transfer report?

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

- Proceed to step 8.

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

- Select the Preview option and preview the report as described in the NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- Proceed to step 8.

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

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

- Proceed to step 9.

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

- See the NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- Proceed to step 9.

Step 9. Is the correct transfer displayed on the screen?

SCENARIO A: If the correct transfer is displayed on the screen:

- Proceed to step 10.

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.

7.1.1.4 Transferring cash and stock into a stock unit procedure (contd)**Step 10. Are the details of the transfer correct?**

SCENARIO A: If the details are correct:

- Proceed to step 12

SCENARIO B: If the details are not correct:

- Identify the error and inform the sender.
- Proceed to step 11.

Step 11. 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:

- Make another transfer.

SCENARIO B: If the sender cannot rectify the error:

- Ask the sender to reverse the transfer (see *Section 6 Reversals*).
- Select the Cross option.
(The system returns to the Transfer screen without committing the transfer.)
- This ends the procedure.

Step 12. Select the Tick option.

(The system returns to the Transfer screen and commits the transfer. This cannot now be reversed.)

Step 13. Select the Tick option to confirm that the transfer is complete.**Step 14. Sign the Transfer Out slip.****Step 15. Return the Transfer Out 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 (Transfer In without corresponding Transfer Out or vice versa). Unmatched transfers must be resolved before the stock units involved in the transfer can balance for the week.

8 Remittances**8.1 Remittances overview**

Remittances are movements of stock and cash between a stock unit and an external remittance centre. Other MOPs (for example, cheques and vouchers) can be remitted in or out.

Stock (including cash) remittances occur:

- Between two post offices when one post office requests a replenishment of stock from another nearby.
- When an post office orders stock or receives stock routinely.
- When an post office returns stock.

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 source and the quantities and values of the products being received.
- 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 report detailing the stock remitted in or out.
- Stamp denominations are remitted and transferred using individual products but are posted to general stamps.

Business rules:

- The post office manager (or nominated deputy) must make a written request to the supplying agency for the items required.
- Remittance items must be booked in on the day of receipt.
- Remittance in reports 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 8.1.1.7 Surplus remittance discrepancy* description or *Section 8.1.1.10 Shortage remittance discrepancy* description).

Step 3. From the Transactions menu, select the Remittances option.
(The system displays the Remittances menu.)

Step 4. Select the icon 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 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.

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 icon.
- Proceed to step 7.

Step 7. Select the relevant icon(s) for the item.

8.1.1.2 Remittance in procedure (contd)**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 NR2 Operating Environment PPD [Ref. CS/PRO/0024]).

Step 10. Are there further stock types to be remitted in from the same destination and are the items available?

(Note: all stock remitted in can be viewed by selecting the Open icon above the stack when the stack view is full.)

SCENARIO A: If there are further stock items to be remitted in:

- Select the Previous option.
(The system displays the opening stock icon menu.)
- 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 report.)

Step 12. Retain the remittance in report with the remittance advice for reconciliation in the till drawer.**8.1.1.3 Remittance out 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 sources for remittances out are governed by reference data which specifies the external source.

- 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 receipt detailing the remittance 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.
- Remittance out reports must be retained in the office for two years.

8.1.1.4 Remittance out procedure

The procedure to perform a remittance out is as follows:

Step 1. Complete the manual remittance out form P884MA or P2613 or the required documentation to accompany the stock or cash.

Step 2. From the Transactions menu, select the Remittances option.
(The system displays the Remittances menu.)

Step 3. Select the destination to which you want to remit out the stock or cash.

Step 4. 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 5.

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 5. 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 6.

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 icon.
- Proceed to step 6.

Step 6. Select the relevant icon(s) for the item.

8.1.1.4 Remittance out procedure (contd)**Step 7. Are the item(s) fixed value products?**

SCENARIO A: If the items are fixed value products:

- Proceed to step 8.

SCENARIO B: If the items are not fixed value products:

- Enter the value of an individual item.
- Select the Tick option.
- Proceed to step 8.

Step 8. Is the transaction correct in the stack?

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

- Proceed to step 9.

SCENARIO B: If the transaction is not correct in the stack:

- Select the Bin option and delete the transaction (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024]).

Step 9. Are there further stock types 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 icon above the stack which appears when the stack view is full.)

SCENARIO A: If there are further stock types to be remitted out:

- Select the Previous option.
- Proceed to step 5 and repeat the procedure.

SCENARIO B: If there are no further stock types to be remitted in:

- Proceed to step 10.

Step 10. Select the Finish option.

(The system displays the Remittance Out menu and the counter printer prints a remittance out report.)

Step 11. Forward cash and stock items and associated documentation to the destination.**Step 12. Retain the remittance out report with the bottom copy of the remittance advice for reconciliation in the till drawer.**

8.1.1.5 Checking inward remittances procedure

When an inward remittance is received by an post office, the following procedures must be followed:

Step 1. Open the remittance without delay.

(If the remittance cannot be opened immediately, ensure that it is kept in a secure place (for example, a safe) until it can be dealt with.)

Step 2. Check all items against the accompanying advice.

Step 3. Enter the items received on the day of receipt onto the system (see *Section 8.1.1.2 Remittance in procedure*).

Step 4. Datestamp any cheques received on the back.

Step 5. Inspect any transparent packs of value stock to ensure that the sealing is intact.

Step 6. Do all items received correspond with the accompanying advice?

SCENARIO A: If all items received correspond with the accompanying advice:

- Sign and datestamp the receipt portion of the advice as appropriate.
- File the advice (unless the form received directs otherwise).
- Proceed to step 7.

SCENARIO B: If there is a discrepancy in the items received:

- Record the particulars of the error on the advice note.
- Sign the entry.
- Have the remittance checked by a second person. (Second person must write 'checked by me' and sign the entry.)
- Notify the office of supply immediately by telephone.
- Retain the cover of the remittance letter (also the seal and address label if cash or stock was enclosed in a bag, plus any wrapping used).
- Enter the amount on the advice note into the system, see *Section 8.1.1.2 Remittance in procedure*. (Note: If the advice note says £500 but the actual amount received is £480, you must remit in £500.)
- If necessary, process any remittance discrepancies (see *Section 8.1.1.8 Surplus remittance discrepancy procedure* or *Section 8.1.1.11 Shortage remittance discrepancy*).

8.1.1.6 Checking outward remittances procedure

- Step 1. Check that all items despatched agree with the accompanying paperwork (for example, Remittance Advice forms P884MA or Returned Stock form P2613).**
- Step 2. Enter all items on the actual day of despatch onto the system (see Section 8.1.1.4 *Remittance out procedure*).**
- Step 3. Check that all documents are datestamped.**
- Step 4. Obtain the signature of the collecting officer for all remittance collections and special delivery items.**

8.1.1.7 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.

8.1.1.8 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. Check whether the remittance in is correct by comparing the stock and/or cash with the remittance advice Note.**

SCENARIO A: If the remittance in is correct:

- Take no further action.
- This ends the procedure.

SCENARIO B: If the remittance in is incorrect and you have a surplus:

- Proceed to step 2.

- Step 2. Calculate the net value of the surplus.**
- Step 3. Notify the relevant supplier (for example, the distribution centre) that you have a surplus.**
- Step 4. Remit in the value of the remittance advice Note (see Section 8.1.1.2 *Remittance in procedure*).**
- Step 5. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the Remittance Discrepancy Surplus option.**
- Step 6. Enter the net value of the surplus.**
(The net surplus will be held within the suspense account (uncharged receipts).)
- Step 7. Select the Tick option.**

8.1.1.8 Surplus remittance discrepancy procedure (contd)**Step 8. Select the Finish option.**

(The net surplus will be held in the suspense account (uncharged receipts) until instructions are received from the supplier. When instructions are received, the net surplus must be removed from the suspense account, see *Section 8.1.1.9 Removing a net surplus from the suspense account.*)

Step 9. Is there a cash surplus?

SCENARIO A: If there is not a cash surplus:

- This ends the procedure.

SCENARIO B: If there is a cash 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 on hand. (This changes the surplus from a stock item to a cash surplus). See *Section 10.1.6.2 Adjusting stock procedure.*

8.1.1.9 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 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.****Step 5. Was the surplus cash?**

SCENARIO A: If there is not a cash surplus:

- This ends the procedure.

SCENARIO B: If there is a cash surplus:

- Adjust the value of the stock item down by the relevant amount. (This changes the surplus back from cash to a stock item) see *Section 10.1.6.2 Adjusting stock procedure.*

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.)

8.1.1.10 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.

8.1.1.11 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. Check whether the remittance in is correct by comparing the stock and/or cash with the remittance advice note.

SCENARIO A: If the remittance in is correct:

- Take no further action.
- This ends the procedure.

SCENARIO B: If the remittance in is incorrect and you have a shortage:

- Proceed to step 2.

Step 2. Calculate the net value of the shortage.**Step 3. Notify the relevant supplier (for example, the distribution centre) that you have a shortage.****Step 4. Remit in the value of the remittance advice Note (see *Section 8.1.1.2 Remittance in procedure*).****Step 5. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the Remittance Discrepancy Shortage option.****Step 6. Enter the net value of the shortage.**

(The net shortage will be held within the suspense account (unclaimed payments).)

Step 7. Select the Tick option.**Step 8. Select the Finish option.**

(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 8.1.1.12 Removing a net shortage from the suspense account.*)

8.1.1.11 Shortage remittance discrepancy procedure (contd)**Step 9. Is there a cash shortage?**

SCENARIO A: If there is not a cash shortage:

- This ends the procedure.

SCENARIO B: If there is a cash 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 on hand. (This changes the shortage from a stock item to a cash shortage) see *Section 10.1.6.2 Adjusting stock procedure.*

8.1.1.12 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 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.

Step 5. Was the shortage cash?

SCENARIO A: If there is not a cash shortage:

- This ends the procedure.

SCENARIO B: If there is a cash shortage:

- Adjust the value of the stock item up by the relevant amount. (This changes the shortage back from cash to a stock item) see *Section 10.1.6.2 Adjusting stock procedure.*

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 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, content and pagination. When the user selects the Complete option, they exit from the printing function. See the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on previewing and printing reports.

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.) 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.

The formats of the reports and their status (mandatory or optional) are specified in *Horizon OPS Reports and Receipts - Pathway Horizon Office Platform Service: Release 2* [Ref. SD/DES/005].

See the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on previewing and printing reports and the procedures to be followed in case of printer failure.

9.1 Report description

The following categories of reports and summaries can be produced:

- **Counter daily**
These include Giro deposits and withdrawals; BT bills; APS transactions; National Savings deposits and withdrawals; UK passports (UKPA); daily cash declaration; cheques listings, other bank (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**
These include P and A weekly; Green Giro; postal orders encashed; DVLA V10 and V11; rent schemes; bus tokens; transfers in and out; a transfers summary; stock on hand; remittances in and out; a remittances summary and an infrequent 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**
These include Giro deposits and withdrawals; BT bills; remittances in and out (daily); National Savings deposits and withdrawals, and UKPA. These reports are intended to be used as a reconciliation aid prior to despatch of dockets. It is not mandatory to retain the reports but it may be useful to retain them for reference purposes.
- **Office weekly**
These include Green Giro; remittances in and out; P+A P2311MA, P2311MA (b); redeemed stamps; sales report; postal orders encashed; counters revenue; suspense account; cash flow; transfer total and transfer reconciliation. Cut off is available for the postal orders encashed report and the Green Giros report only.
- **Transaction log**
These include customer, summary, audit, reversal, traffic and product queries; balance current; balance select and stock movement.
- **Re-prints**
These include a Cash Account report; Office report; P+A P231 MA; counters revenue and redeemed stamps.

- **Event logs**
These 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**
These include BT bills; APS transactions; OB cheque CRU; cheques listing; P & A weekly; Green Giro; postal orders paid; DVLA V10 and V11 and UKPA.
- **Product list**
Prints the product list. The report shows any changes to products that have occurred in the last three months.

9.1.1 Producing a report without selection criteria

9.1.1.1 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.
- By User reports.

9.1.1.2 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- 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.

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

- Select the Print option (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for details on printing a report).
- Proceed to step 6.

Step 6. Does the report agree with the dockets on hand?

SCENARIO A: If the report does agree with the dockets on hand:

- Proceed to step 7.

SCENARIO B: If the report does not agree with the dockets on hand, proceed as follows:

9.1.1.2 Producing a report without selection criteria procedure (contd)

SCENARIO B.1: If there is a surplus docket:

- Re-enter Transaction mode and create a balancing transaction.
- Proceed to step 1 and repeat the procedure.

SCENARIO B.2: If there is an incorrect transaction:

- Re-enter Transaction mode and correct the transaction by reversing it (see *Section 6 Reversals*) and entering a correct transaction.
- Proceed to step 1 and repeat the procedure.

SCENARIO B.3: If there is a missing docket, proceed as follows:

SCENARIO B.3.1: If you do not have the authority to create a token supporting document:

- Reverse the transaction.
- Proceed to step 1 and repeat the procedure.

SCENARIO B.3.2: If you do have the authority to create a token supporting document:

- Create the necessary token supporting document.
- Proceed to step 1 and repeat the procedure.

Step 7. Do you want totals to be cleared?

SCENARIO A: If clearing of totals is required:

- Select the Cut Off option.
(The system clears totals.)

SCENARIO B: If clearing of totals is not required:

- Proceed to step 8

Step 8. Select the Complete option.

(The system displays the Reports menu.)

9.1.2 Producing a report with selection criteria**9.1.2.1 Producing a report with selection criteria description**

The following types of report require the user to enter selection criteria:

- Customer queries.
- Summary queries.
- Balance current queries.
- Event logs.
- Product queries.

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- Stock movement.
 - Traffic queries.
 - Audit queries.
 - Balance select reports.

9.1.2.2 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 nine options which 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.
- Select the Tick option.
(The system displays the Criteria:Transaction Log screen with the Session ID option highlighted.)
- Proceed to step 4.

9.1.2.2 Producing a report with selection criteria procedure (contd)

Step 4. 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 pick list of available modes.)

SCENARIO A: If the required mode is displayed:

- Proceed to step 5.

SCENARIO B: If the required mode is not displayed:

- Locate the required mode and select it (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on navigating a pick list).
- The system displays the Criteria:Transaction Log screen with the Mode option highlighted.
- Proceed to step 5

Step 5. Do you want a report on a specific stock unit?

SCENARIO A: If you do not want a report on a specific stock unit:

- Proceed to step 6.

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 6.

Step 6. Do you want to specify dates for the report?

SCENARIO A: If you do not want to specify dates:

- Proceed to step 7.

SCENARIO B: If you do want to specify dates:

- Select the appropriate option Date From or Date To. (The system displays the Date entry screen.)
- Enter the appropriate date.
- Select the Tick option. (The system displays the Criteria:Transaction Log screen with the Date From or Date To option highlighted.)

9.1.2.2 Producing a report with selection criteria procedure (contd)

- Proceed to step 7.

Step 7. Do you want to report on a specific CAP?

SCENARIO A: If you do not want a report on a specific CAP:

- Proceed to step 8.

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 8.

Step 8. 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 9.

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 9

Step 9. Do you want to preview the report on the screen?

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

- Proceed to step 10.

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

- Select the Preview option and preview the report as described in the NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- Proceed to step 10.

Step 10. Select the Print option to print the report (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for details on printing a report).

(The counter printer prints the report.)

Step 11. Select the Tick option.

(The system displays the Report Transaction Log screen.)

9.1.3 Reprinting a report

Certain reports can be reprinted, allowing users who have the correct access to produce the original report to reprint the report. Reprints are available for the present and previous CAP. The following reports can be reprinted:

- Cash Account report.
- Pensions and Allowances P2311MA.
- Counters Revenue.
- Redeemed Savings Stamps.

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 reprint option from the menu.

(The system displays the Criteria screen.)

Step 3. Select the CAP for which you wish to reprint the report and select the Tick option.

(The system displays the Produce Report screen with options to print or preview the report.)

SCENARIO A: If you do not want to view your selection criteria:

- Proceed to step 4.

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 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 and preview the report as described in the NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- Proceed to step 5.

9.1.3 Reprinting a report (contd)

Step 5. Select the Print option to print the report (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for details on printing a report).

(The counter printer prints the report.)

Step 6. Select the Tick option.

(The system displays the Report Reprints screen.)

9.1.4 Producing a Daily Cash Declaration report (individual stock unit)

To produce a Daily Cash Declaration report, from the Desktop, the user selects the Reports option, the Counter Daily option then the Daily Cash Declaration option.

The system presents the user with an editable pick list of cash denominations (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on navigating an editable pick list). The amount for each item is initially set to zero. The user selects the appropriate item from the pick list, selects the Edit option to display the Amount screen. They then enter the amount of each denomination held in the stock unit. This task is completed by selecting the Finish option.

If the total of cash does not match the system derived figure, the user is presented with a discrepancies screen. The user may confirm the discrepancy or return to the desktop which voids the declaration completely.

The user may now Print or Preview a report of the declaration and is finally asked to confirm the declaration using the Complete button.

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.

Business rule:

- It is mandatory to produce the cash declaration report and retain it in the post office for 1 year.

9.1.5 Producing a Daily Cash Declaration report (shared stock unit)

To produce a Daily Cash Declaration report, from the Desktop, the user selects the Reports option, the Counter Daily option then the Daily Cash Declaration option.

The system presents the user with an editable picklist of cash denominations (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for information on navigating an editable pick list). The amount for each item is initially set to zero. The user selects the appropriate item from the pick list, selects the Edit option to display the Amount screen. They then enter the amount of each denomination held in the stock unit. This task is completed using the Finish button.

The system displays the Identity screen and the user enters a declaration ID. As this is potentially a partial declaration of the cash held in the stock unit the system does not check for any discrepancies.

The user may now select the Print option or Preview option to print or preview a report of the declaration and then confirm the declaration using the Complete option.

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.

An invalid declaration is removed by replacing it with a nil, or otherwise valid, declaration.

Business rule:

- It is mandatory to produce the cash declaration report and retain it in the post office for 1 year.

9.1.6 Producing an Overnight Cash Holdings (ONCH) report

To produce an Overnight Cash Holdings report, from the Desktop, the user selects 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.

When the user selects the Tick option on the ONCH Declarations screen, the system displays the Produce Report screen and they can select the Preview option to preview the report and the Print option to print the report.

The 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.

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.

10 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 Balance Report encompasses checks that cash and stamps (and stock on a shared stock unit) have been declared; summaries produced and discrepancies either accepted or adjusted.

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 only one user 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 and stamps holdings before balancing. (For a shared stock unit, this means at least one declaration of each type.)
- All mandatory weekly reports must have been produced for the CAP.
- Roll-over can only be applied to a stock unit which is in a balanced state and for which mandatory summaries have been produced.
- All stock units in the post office must be balanced at the end of the current CAP and rolled over to the next CAP.
- 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.

10.1 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. Check the suspense account (Uncharged Receipts/Unclaimed Payments) to ensure that the correct values are carried forward.
(Note: the weekly suspense account summary is a mandatory report.)

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- Step 4. Enter any non-accounting data (transaction information that would not otherwise appear on the Cash Account). (See Section 10.1.8.2 Recording non-accounting data procedure).**
- Step 5. Record any parcel traffic (transaction information that would not otherwise appear on the Cash Account). (See Section 10.1.9.2 Recording parcel traffic procedure).**
- Step 6. Do you have authority to extend the next CAP?**
- SCENARIO A: If you do not have authority to extend the next CAP:*
- Proceed to step 7.
- SCENARIO B: If you have authority to extend the next CAP:*
- Extend the next CAP (see Section 11.1.8 Extending the CAP procedure).
 - Proceed to step 7.
- Step 7. Proceed as follows:**
- 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 10.1.6.2 Adjusting stock procedure).
 - Count and declare stamps on hand by volume by denomination (see Section 0 10.1.4.2 Declaring stamps procedure ISUs).
 - Count and declare cash on hand by volume by denomination (see Section 10.1.3.2 Declaring cash procedure ISUs).
 - Proceed to step 8.

10.1 Balancing and producing the Cash Account overview (contd)

*SCENARIO B: If the stock unit is a **shared** stock unit:*

- Count and declare your stock and stamps on hand by volume by denomination for each portion of the shared stock unit (see *Section 10.1.4.6 Declaring stock procedure*).
(Note: if no declaration is made, the system will use the derived figures.)
- Count and declare cash on hand by value by denomination for each portion of the stock unit (see *Section 10.1.3.4 Declaring cash procedure*).
- Log off all users except the user completing the balance.
- Proceed to step 8.

Step 8. From the Desktop, select the Stock Balancing option then the Discrepancies option.

Step 9. If there are any discrepancies, check the declarations against the physical stock or cash to ensure that the declarations are correct.

(Note: accepting discrepancies will alter the system-held view of stamps and cash making it correspond to the declared volumes.)

Step 10. Is the stock unit an individual or a shared stock unit?

SCENARIO A: If the stock unit is individual:

- Redeclare cash or stamps if necessary.

SCENARIO B: If the stock unit is shared:

- Redeclare cash, stock or stamps if necessary.

Step 11. Produce the trial balance report (see Sections *10.1.1.4 Balancing an individual stock unit procedure* and *10.1.2.4 Balancing a shared stock unit procedure*).

Step 12. Check the trial balance report against vouchers and stock to ensure that correct values are reported.

Step 13. 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 14. Produce the final balance report and roll the stock unit over to the next CAP (see Sections *10.1.1.4 Balancing an individual stock unit procedure* and *10.1.2.4 Balancing a shared stock unit procedure*).

Step 15. 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 7.

10.1 Balancing and producing the Cash Account overview (contd)

SCENARIO B If you have no more stock units to balance:

- Proceed to step 17.

Step 16. 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 17.

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 11.1.2 Rolling over an inactive stock unit procedure*).
- Proceed to step 17.

Step 17. Produce the office snapshot (see *Section 11.1.4 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 18. Print the weekly office summaries and reconcile with the associated dockets.**Step 19. Produce the trial Cash Account and check that the entries are correct** (see *Section 11.1.5 Producing a Cash Account report description*).**Step 20. Produce the final Cash Account and select the Roll CAP option.**
(The system prints two copies of the final Cash Account automatically.)**10.1.1 Balancing procedures for individual stock units****10.1.1.1 Balancing an individual stock unit description**

If any discrepancies are generated as a result of a stock unit balance, see *Section 12.1.2 Dealing with stock unit losses and gains after the production of the Cash Account procedure*.

System rules:

- 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.
- 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 11.1.1 Rolling over an inactive stock unit description*).

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- Before a stock unit can be balanced, stock must be checked against system-derived values (see *Section 10.1.6.2 Adjusting stock procedure*).
 - The user must declare cash and stamps before they start to balance an individual stock unit (see *Section 10.1.3.2 Declaring cash procedure* and *Section 0 10.1.4.2 Declaring stamps procedure*.)
 - There is no limit to the number of declarations that can be made for a stock unit during a BP. The latest declaration overrides a previous one.
 - No negative stock or cash on hand figures must exist.
 - If there are outstanding transfers in or out, the stock unit can be balanced and rolled over to the next BP but cannot be rolled over to the next CAP.
 - Revaluation of stock (if applicable) must have taken place and have been performed correctly.
 - A balance cannot be performed at an isolated node.

10.1.1.2 Checking for stamp discrepancies before balancing an ISU

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. Discrepancies will be displayed only if a declaration of stamps has taken place in the same Cash Account week.

The procedure to check for discrepancies between the system-derived total for stamps 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 stamp 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 a list of cash and stamp discrepancies:

- View the list.
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Proceed to step 3.

10.1.1.2 Checking for stamp discrepancies before balancing an ISU (contd)

Step 3. Re-check the stamps on hand.

Step 4. 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 5.

SCENARIO B: If the amount is not the same:

- Redeclare your stamps on hand (see *Section 0 10.1.4.2 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 redeclared?

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:

- Reverse the postage transaction for the value of the discrepancy (see *Section 6 Reversals*).
- This ends the procedure.

SCENARIO B: If you have less stamps on hand than are shown by the system:

- Sell a postage transaction for the value of the discrepancy.
- This ends the procedure.

10.1.1.3 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 a stock unit balance snapshot and reconcile payments and receipts with the report. If there are inconsistencies, enter or reverse the relevant transaction(s).

Step 2. From the Desktop, select the Stock Balancing option then the Shared Declaration option.
(The system displays a list of all cash and stock declarations made.)

Step 3. Are any outstanding declarations listed?

SCENARIO A: If there are no outstanding declarations:

- Proceed to step 4.

SCENARIO B: If there are outstanding declarations:

- Select the Tick option.
- Make the outstanding declarations (see Section 10.1.3.2 *Declaring cash procedure* and Section 10.1.4.2 *Declaring stamps procedure*).

Step 4. Select the Tick option.
(The system displays the Stock Balancing menu.)

Step 5. Select the Negative Stock option.

Step 6. Is the system listing any negative stock or revaluation errors?

SCENARIO A: If there are no errors listed:

- Proceed to step 6.

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*) or by adjusting stock (see Section 10.1.6.2 *Adjusting stock procedure*).

Note: If errors are not corrected, they will be reported during stock unit balancing. You will not be able to complete the balancing procedure if this happens.

- This ends the procedure.

10.1.1.3 Checking that all tasks are completed prior to balancing an ISU

Step 7. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 8. Select the Summaries option.

Step 9. Are there any summaries outstanding?

SCENARIO A: If there are no summaries outstanding:

- Proceed to step 11.

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.
- Note which summaries are outstanding.
- Proceed to step 10.

Step 10. Are the summaries mandatory?

(You cannot balance the stock unit until you have produced all outstanding mandatory summaries.)

SCENARIO A: If the summaries are not mandatory:

- Proceed to step 11.

10.1.1.3 Checking that all tasks are completed prior to balancing an ISU

SCENARIO B: If the summaries are mandatory:

- Select the Tick option.
- Produce the necessary summaries (see *Section 9 Reports and summaries*).
- Proceed to step 1 and repeat this procedure.

Step 11. Select the Tick option

Step 12. Check for any discrepancies in the system totals (see *Section 10.1.1.2 Checking for stamp discrepancies before balancing an ISU*).

10.1.1.4 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. Are there any declarations outstanding?

SCENARIO A: If there are no declarations outstanding:

- Proceed to step 3.

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]. (You must make a cash declaration and a postage stamp declaration before the system will allow you to complete the balance procedure):

- Select the Tick option.
- Make a note of any outstanding declarations.
- Select the Tick option.
- Make the outstanding declarations (see *Section 10.1.3.2 Declaring cash procedure* and *Section 10.1.4.2 Declaring stamps procedure*).
- This ends the procedure.

Step 3. Are there any transfers outstanding?

(The system will not warn you that there are outstanding transfers until you try to roll the stock unit over. If there are outstanding transfers at the time of roll over, the system will only allow you to roll the stock unit over to the next BP. It will not allow you to roll over to the next CAP.)

10.1.1.4 Balancing an individual 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] The stock unit can balance with outstanding transfers, but roll over is limited to the next BP. If the stock unit is to be rolled over to the next CAP, the transfers will have to be performed first:

- Select the Tick option.
- Make a note of the outstanding transfers.

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.2: If you want to roll the stock unit over to the next BP:

- Proceed to Step 4.

SCENARIO B: If there are no transfers outstanding:

- Proceed to step 4.

Step 4. Has the system detected that there are unpaid cheques or vouchers not posted to the suspense account?

SCENARIO A: If the system has not detected unpaid cheques or vouchers:

- Proceed to step 5.

SCENARIO B: If the system has detected unpaid cheques or vouchers, it displays a message asking you to ensure that stock holdings for unpaid cheques and/or vouchers are zero before balancing [Message EPOSS:MSG315]:

- Select the Tick option.
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Deal with the unpaid cheques or vouchers (see *Section 12.1.5.2 Posting vouchers to the suspense account procedure* and *Section 12.1.6.3 Posting an RD cheque to the suspense account procedure*).

Step 5. Does the system display a message saying that there are outstanding summaries? [Message EPOSS:MSG168]

10.1.1.4 Balancing an individual stock unit procedure (contd)

SCENARIO A: If the system does display a message saying that there are summaries outstanding:

- Proceed to step 8.

SCENARIO B: If the system does display a message saying that there are summaries outstanding:

- Select the Tick option.
(The system displays the Summaries outstanding screen.)
- Note down the outstanding summaries.
- Proceed to step 6.

Step 6. 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 7.

SCENARIO B: If you do need to produce mandatory summaries:

- Select the Tick option.
- Produce the necessary summaries (see *Section 9 Reports and summaries*).
- Proceed to step 1 and repeat this procedure.

Step 7. Do you want to produce non-mandatory summaries?

SCENARIO A: If you do not need to produce non-mandatory summaries:

- Select the Tick option.
- Proceed to step 8.

SCENARIO B: If you do need to produce mandatory summaries:

- Select the Desktop option.
- Produce the necessary summaries (see *Section 9 Reports and summaries*).
- Proceed to step 1 and repeat this procedure.

Step 8. Select the Tick option.**Step 9. Are any discrepancies displayed?**

SCENARIO A: If there are no discrepancies:

- Proceed to step 11.

10.1.1.4 Balancing an individual stock unit procedure (contd)

SCENARIO B: If there are discrepancies:

- Select the Tick option.
- Proceed to step 10.

Step 10. 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 11.

SCENARIO B: If you do not want to accept the discrepancies:

- Select the Previous option.
(The system displays the Stock Balancing menu.)
- Make any necessary adjustments. (The adjustments may include one or more of the following: new declarations; redeclarations; stock adjustments; stock item sales and reversals.)

Step 11. 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 12.

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.

10.1.1.4 Balancing an individual stock unit procedure (contd)

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 has been caused by stock levels needing to be adjusted:

- See Section 10.1.6.2 *Adjusting stock procedure.*
- Repeat this procedure from step 1.

Step 12. Has the system detected revaluation errors.

(During the balancing process, the system checks the volume of items of a product held at the time of revaluation and multiplies this by the price change, creating an expected revaluation amount. If, when you balance, you revaluation of the product is not the same as the system-held value, the system displays a revaluation message.)

SCENARIO A: If there are no revaluation errors:

- Proceed to step 13.

SCENARIO A: 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.
- Repeat the revaluation transaction for the correct value.
(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. The correct volumes must be recorded for system revaluation. The system total cannot be changed once you have agreed it.)

Step 13. Select the Tick option.

(The system displays the Produce Report: Balance Report screen.)

Step 14. 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 15.

10.1.1.4 Balancing an individual stock unit procedure (contd)

SCENARIO B: If you want to preview the report:

- Select the Preview option and preview the report as described in the NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- Proceed to step 15.

Step 15. Do you want to print the balance report?

(Note: If you do not print the report and abandon the balance procedure at this point, you will have to redo the balance process.)

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

- Select the Desktop option to abandon the balance report and return to the Desktop.
- This ends the procedure.

SCENARIO B: If you want to print the report:

- Select the Print option (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] 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 16.

Step 15. Do you want to roll over the stock unit?

(Note: if you do not roll over the stock unit, your balance will be treated as a trial report and you will need to repeat the balance procedure and roll over to the next CAP before you can complete the Cash Account. If you select roll over, the system produces a final balance report automatically. You can use the Reprint option to reprint the final balance report.)

SCENARIO A: If you do not want to roll over the stock unit:

- Proceed to step 17.

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].)
- Select the Tick option.
- Proceed to step 16.

10.1.1.4 Balancing an individual stock unit procedure (contd)**Step 16. Do you want to roll over the stock unit to the next CAP or to the next BP?**

(You cannot roll into a CAP more than one week ahead of the cash account.)

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.
(The system displays the Roll over OK screen and a message saying that the stock unit has been successfully rolled over to CAP *n* and BP *n* [Message EPOSS:MSG59].)
- Select the Tick option.
(The system re-displays the Produce Report: Balance Report screen.)

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 as this option allows a stock unit to be used again in the current CAP):

- Select the Next BP option.
(The system displays the Roll over OK screen and a message saying that the stock unit has been successfully rolled over to CAP *n* and BP *n* [Message EPOSS:MSG59].)
- Select the Tick option.
(The system re-displays the Produce Report: Balance Report screen.)
- Proceed to step 17.

Step 17. Select the Tick option.**Step 18. Datestamp and sign the printed balance report and retain it in the office for reconciliation purposes.****10.1.2 Balancing procedures for shared stock units****10.1.2.1 Balancing a shared stock unit description**

This procedure is used to balance a shared stock unit.

System rules:

- A stock unit may be balanced only if there is one user only 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, stamps and cash must be declared (see *Section 10.1.3.4 Declaring cash procedure, Section 10.1.4.6 Declaring stock 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 11.1.2 Rolling over an inactive stock unit procedure*).
- All mandatory weekly reports must have been produced for this CAP.
- There is no limit to the number of declarations that can be made for a stock unit during a BP. The latest declaration overrides a previous one.
- No negative stock or cash on hand figures must exist.
- If there are outstanding transfers in or out, the stock unit can be balanced and rolled over to the next BP but cannot be rolled over to the next CAP.
- Revaluation of stock (if applicable) must have taken place and have been performed correctly.
- A balance cannot be performed at an isolated node.

10.1.2.2 Checking for stamp and stock discrepancies before balancing an SSU

Use this procedure before balancing a shared stock unit when you need to check for discrepancies between the system-derived total for stock and stamps and your declared amounts.

Discrepancies will be displayed only if a declaration of stock and/or stamps has taken place in the same CAP.

The procedure to check for discrepancies between the system-derived totals for stock and stamps 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 stock or stamp discrepancies?

SCENARIO A: If there are no discrepancies, 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 discrepancies, the system displays the system-derived stock holdings and the declarations that have been made:

- View the list.
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Proceed to step 3.

**10.1.2.2 Checking for stamp and stock discrepancies before balancing an SSU
(contd)****Step 3. Have you declared all your stock or stamps?**

(Note: if you have accidentally declared the same stock or stamps with the different declaration IDs, you must redeclare one of the IDs for nil stock.)

SCENARIO A: If you have declared all portions of stock and stamps:

- Proceed to step 4.

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 10.1.4.6 Declaring stock procedure*).
- Proceed to step 1 and repeat this procedure.

Step 4. Note down the discrepancies listed.**Step 5. Select the Tick option.**

(The system displays the Stock Balancing menu.)

Step 6. Re-check the stock or stamps on hand.

(All stock for the portion where errors in the declaration are found will need to be redeclared using the same declaration ID as used previously.)

Step 7. 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 5.

SCENARIO B: If the amount is not the same:

- Redeclare stock or stamps on hand (see *Section 10.1.4.6 Declaring stock procedure*).
(If you accidentally declare the same stock or stamps with different declaration IDs, you must redeclare one of the IDs for nil stock.)
- Proceed to step 1 and repeat the procedure.

Step 8. Does the system display a discrepancy message after the stock has been redeclared?

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.

10.1.2.2 Checking for stamp and stock discrepancies before balancing an SSU (contd)

SCENARIO B: If there are still discrepancies:

- Select the Tick option.
- Proceed to step 6.

Step 9. Do you have more or less postage stamps on hand than are shown by the system?

SCENARIO A: If you have more stamps than are shown by the system:

- Reverse the postage transaction for the value of the discrepancy (see *Section 6 Reversals*).
- Proceed to step 10.

SCENARIO B: If you have less stamps than are shown by the system:

- Sell a postage transaction for the value of the discrepancy.
- Proceed to step 10.

Step 10. Do you have a stock discrepancy (more or less stock than is shown by the system)

SCENARIO A: If there are no discrepancies:

- This ends the procedure.

SCENARIO B: If you have less stock on hand than is shown by the system:

- Carry out a postage transaction for the value of the discrepancy.

SCENARIO C If you have more stock on hand than is shown by the system:

- Reverse a postage transaction for the value of the discrepancy.

10.1.2.3 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 a stock unit balance snapshot report (see *Section 10.1.5 Producing a stock unit balance snapshot*).**Step 2. Reconcile payments and receipts with the balance snapshot report. If there are incorrect transactions, enter or reverse relevant transactions.****Step 3. From the Desktop, select the Stock Balancing option then the Declaration option.**

(The system displays a list of all cash and stock declarations made.)

Note: you must ensure that a declaration of postage stamps is made for all portions of a shared stock unit.

**10.1.2.3 Checking that all tasks are completed prior to balancing an SSU
(contd)****Step 4. Are any outstanding declarations listed?**

SCENARIO A: If there are no outstanding declarations:

- Proceed to step 5.

SCENARIO B: If there are outstanding declarations:

- Select the Tick option.
- Make the outstanding declarations (see *Section 10.1.3.4 Declaring cash procedure* and *Section 10.1.4.6 Declaring stock 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 5. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 6. Select the Negative Stock option.**Step 7. Is the system listing any negative stock or revaluation errors?**

SCENARIO A: If there are no errors listed:

- Proceed to step 8.

SCENARIO B: If there are errors listed:

- Note down the errors listed.
- Select the Tick option.
- Correct the errors either by reversing transactions (see *Section 6 Reversals*) or by adjusting stock (see *Section 10.1.6.2 Adjusting stock procedure*).

Note: if errors are not corrected, they will be reported during stock unit balancing and you will not be able to balance the stock unit.

- This ends the procedure.

Step 8. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 9. Select the Summaries option.

10.1.2.3 Checking that all tasks are completed prior to balancing an SSU (contd)**Step 10. Are there any summaries outstanding?**

SCENARIO A: If there are no summaries outstanding:

- Proceed to step 12.

SCENARIO B: If there are summaries outstanding, the system displays a message saying that one or more summaries have not been produced and that the reports listed as mandatory must be produced before you can balance the stock unit [Message EPOSS:MSG168]:

- Select the Tick option.
- Note down the summaries outstanding.
- Proceed to step 11.

Step 11. 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 12.

SCENARIO B: If you do need to produce mandatory summaries:

- Select the Tick option.
- Produce the necessary summaries (see *Section 9 Reports and summaries*).
- Proceed to step 3 and repeat this procedure.

Step 12. Select the Tick option.**Step 13. Check for any discrepancies (see *Section 10.1.2.2 Checking for stamp and stock discrepancies before balancing an SSU*).**

10.1.2.4 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. Are there any declarations outstanding?

SCENARIO A: If there are no declarations outstanding:

- Proceed to step 3.

SCENARIO B: If there are declarations outstanding, the system displays them:

- Select the Tick option.
- Note the outstanding declarations.
- Select the Tick option.
- Make the outstanding declarations (see *Section 10.1.3.4 Declaring cash procedure* and *Section 10.1.4.6 Declaring stock procedure*).
- This ends the procedure.

Step 3. Are there any transfers outstanding?

(The system will not warn you of outstanding transfers until you try to roll the stock unit over. The system will then only allow you to roll the stock unit over to the next BP and not to a new CAP.)

SCENARIO A: If there are transfers outstanding, the system displays a message saying that the following transfers are outstanding [Message EPOSS:Message 330]:

- Select the Tick option.
- Make a note of the outstanding transfers.
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Complete any outstanding transfers (stock or MOPs which have been transferred out but not in). 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 B: If there are no transfers outstanding:

- Proceed to step 4.

10.1.2.4 Balancing a shared stock unit procedure (contd)**Step 4. Has the system detected any unpaid cheques or vouchers not moved into the suspense account?**

SCENARIO A: If the system detects any unpaid cheques and vouchers, it displays a message asking you to ensure that stock holdings for unpaid cheques and/or 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 12.1.5.2 Posting vouchers to the suspense account procedure*).
- Transfer the cheques to the suspense account (see *Section 12.1.6.3 Posting an RD cheque to the suspense account procedure*).

Step 5. Are there any summaries outstanding?

SCENARIO A: If there are summaries outstanding, the system displays a message saying that there are one or more summaries have not been produced [Message EPOSS:MSG168]:

- Select the Tick option.
- Note down which summaries are outstanding.
(You cannot proceed with balancing if any mandatory summaries are outstanding. Mandatory reports must be produced and cut off before a stock unit balance is permitted.)
- Produce any mandatory outstanding summaries and select the Cut Off option.
- Proceed to step 1 and repeat this procedure.

10.1.2.4 Balancing a shared stock unit procedure (contd)

SCENARIO A.1: If you want to produce non-mandatory summaries:

- Select the Desktop option.
- Produce the necessary summaries (see *Section 9 Reports and summaries*).
- Proceed to step 1 and repeat this procedure.

SCENARIO B: If there are no summaries outstanding:

- Select the Tick option.
- Proceed to step 6.

Step 6. Has the system detected that other users are logged on at the same time as you?

SCENARIO A: If the system has not detected that other users are logged on:

- Proceed to step 7.

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.

Step 7. Select the Tick option.**Step 8. The system displays a list of completed declarations ready for confirmation.****Step 9. Select the Tick option.****Step 10. Are there any discrepancies displayed?**

SCENARIO A: If there are no discrepancies displayed:

- Proceed to step 11.

SCENARIO B: If there are discrepancies displayed:

- Select the Tick option.

SCENARIO B.1: If you want to accept the discrepancies:

- Select the Tick option.
- Proceed to step 11.

SCENARIO B.2: If you do not want to accept the discrepancies:

- Select the Previous option.
(The system displays the Stock Balancing menu.)

10.1.2.4 Balancing a shared stock unit procedure (contd)

- Make the necessary adjustments.
(These may include: new declarations; redeclarations; stock adjustments; stock item sales or reversals.)
- This ends the procedure.

Step 11. 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 12.

SCENARIO B If there is negative stock present, the system displays a message saying that a number of stock items are currently negative [Message EPOSS:MSG190].

- Select the Tick option.
(The system displays a list of negative stock items.)
- Make a note of the negative stock items/revaluation errors.
- 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 stock levels needing to be adjusted:

- See Section 10.1.6.2 Adjusting stock procedure.
- Repeat this procedure from step 1.

Step 12. Is a revaluation error message displayed?

SCENARIO A: If a revaluation message is not displayed:

- Proceed to step 13.

SCENARIO A: If a revaluation message is displayed:

- Select the Tick option.
(The system displays a list of revaluation errors.)
- Select the Tick option.
(The system displays the Stock Balancing menu.)

10.1.2.4 Balancing a shared stock unit procedure (contd)

- Identify the incorrect transaction from the Transaction Log.
- Reverse the transaction using the existing reversal procedure (see *Section 6 Reversals*).
- Repeat the revaluation transaction for the correct value. (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. The correct volumes must be recorded for system revaluation. There is no way of changing the system total once you have agreed it.)
- Proceed to step 1 and repeat this procedure.

Step 13. Select the Tick option.

(The system displays the Produce Report: Balance Report screen.)

Step 14. 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 15.

SCENARIO B: If you want to preview the report:

- Select the Preview option and preview the report as described in the NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- Proceed to step 15.

Step 15. Do you want to print the balance report?

(Note: if you do not print the report and abandon the balance at this point, 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.

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 16.

Step 16. Do you want to roll over the stock unit ?

(If you do not select Roll Over, your balance will be treated as a trial report and you will need to repeat the balance procedure and roll over to the next CAP before completing the Cash Account.)

10.1.2.4 Balancing a shared stock unit procedure (contd)

SCENARIO A: If you do not want to roll over the stock unit:

- Proceed to step 17.

SCENARIO B: If you want to roll over the stock unit:

- Select the Roll Over option.
(The system displays a message saying do you want to roll over into the next CAP or into the next balance period in this CAP? [Message EPOSS:MSG58].)
- Select the Tick option.
- Proceed to step 17.

Step 17. Do you want to roll over the stock unit to the next CAP or to the next BP?

(You cannot roll into a CAP more than one week ahead of the cash account.)

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.
(The system displays the Roll over OK screen and a message saying that the stock unit has been successfully rolled over to CAP *n* and BP *n* [Message EPOSS:MSG59].)
- Select the Tick option.
(The system re-displays the Produce Report: Balance Report screen.)
- Proceed to step 18.

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 used again in the current CAP):

- Select the Next BP option.
(The system displays the Roll over OK screen and a message saying that the stock unit has been successfully rolled over to CAP *n* and BP *n* [Message EPOSS:MSG59].)
- Select the Tick option.
(The system re-displays the Produce Report: Balance Report screen.)
- Proceed to step 18.

Step 18. Select the Tick option.

(The counter printer prints the balance report.)

Step 19. Datestamp and sign the printed balance report and retain it for reconciliation purposes.

Note: if any discrepancies are generated as a result of a stock unit balance, see Section see *Section 12.1.2 Dealing with stock unit losses and gains after the production of the Cash Account procedure*

10.1.3 Declaring cash procedures (individual and shared stock units)

10.1.3.1 Declaring cash description ISUs

This procedure is used to declare cash as the final part of an individual stock unit balance. The declare cash procedure allows the user to record the levels of cash in their till for balancing purposes.

10.1.3.2 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. Do you have any cash to declare against the relevant denominations?

SCENARIO A: If you have no cash to declare for this denomination:

- Proceed to step 3.

SCENARIO B: If you have cash to declare for this denomination:

- Select the denomination in the list .
- 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 A.1: If you have entered an incorrect multiple, the system displays a message saying that the value must be a multiple or equal to the unit item's price [Message EPOSS:MSG61].

- Select the Tick option.
- Proceed to SCENARIO B above and repeat the procedure.

10.1.3.2 Declaring cash procedure ISUs (contd)**Step 3. Do you have cash to declare for any other denominations listed?**

SCENARIO A: If you have no more cash to declare:

- Proceed to step 4.

SCENARIO B: If you have more cash to declare:

- Proceed to step 2 and repeat the procedure.

Step 4. Select the Tick option.**Step 5. 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 your declaration matches the system-derived figure:

- Proceed to step 6.

SCENARIO B: If your declaration does not match the system-derived figure, proceed as follows:

SCENARIO B.1: If you want to re-enter your cash declaration:

- Select the Previous option.
- Proceed to step 2 and repeat the procedure.

SCENARIO B.2: If you want to confirm your declaration:

- Select the Tick option.
(The system displays the Discrepancies screen showing the amount by which your declaration differs from the system-derived figures.)
- Select the Confirm option to confirm your declaration.
- Proceed to step 6.

Step 6. Select the Tick option.

(The system displays the Produce Report screen.)

Step 7. 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 8.

SCENARIO B: If you want to preview the cash on hand report:

- Select the Preview option and preview the report as described in the NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- Proceed to step 8.

10.1.3.2 Declaring cash procedure ISUs (contd)

Step 8. Do you want to print the cash on hand report?

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

- Proceed to step 8.

SCENARIO B: If you want to print the cash on hand report:

- See the NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- Proceed to step 9.

Step 9. Select the Tick option.

(The system displays the Stock Balancing menu.)

10.1.3.3 Declaring cash description SSUs

Use this procedure to record the levels of cash in your till for balancing purposes.

Business rules:

- A separate declaration is required for each individual portion of cash, stamps and stock held within a stock unit portion.
- When declaring cash 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 cash 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 redeclare later if necessary (a subsequent declaration replaces the current one).

Note: the allocation of declaration IDs is the responsibility of the post office manager.

10.1.3.4 Declaring cash procedure SSUs

The procedure to declare cash for a shared stock unit is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Declare Cash 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 node at which the declaration was made.)

Step 2. Are you making a new declaration or updating an existing declaration?

SCENARIO A: If you are making a new declaration:

- Select the Make New Declaration option.
- Select the Tick option.
(The system prepares the cash items pick list and then displays the Declare Cash on Hand screen.)
- Select the appropriate cash item in the list.
- Select the Edit option and then 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 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.

EXCEPTION A: If you have entered an amount that is not a multiple of or equal to the unit 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.

10.1.3.4 Declaring cash procedure SSUs (contd)

- 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 asks you whether you wish to overwrite declaration *nn*.

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 Stock Balancing menu.)
- This ends the procedure.

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 pick list and then displays the Declare Cash on Hand screen.)
- Select the appropriate cash item in the list.
- 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 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.

10.1.3.4 Declaring cash procedure SSUs (contd)

EXCEPTION B: If you have selected the wrong previous declaration from the pick list:

- 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024] for details on printing a report).
- Proceed to step 5.

Step 5. Select the Tick option.

(The system displays the Stock Balancing menu.)

Step 6 Repeat steps 1 to 5 for all users of the stock unit.**Step 7 Select the Discrepancies option.**

(The system displays the Discrepancies screen showing the amount by which your declaration differs from that known to the system.)

Step 8 Does your declaration of cash matches the system-derived figure?

SCENARIO A: If your declaration does match the system-derived amount:

- Proceed to step 10.

10.1.3.4 Declaring cash procedure SSUs (contd)

SCENARIO B: If your declaration does not match the system-derived amount:

- 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].
- Proceed to step 9.

Step 9 Do you want to re-enter or to confirm your cash declaration?

SCENARIO A: If you want to re-enter your declaration:

- Select the Previous option.
- Proceed to step 2.

SCENARIO B: If you want to confirm your declaration:

- Select the Tick option.
(The system displays the Discrepancies screen showing the amount by which your declaration differs from the system-derived figure.)
- Select the Tick option to confirm your declaration.
(The system displays the Produce Report screen.)

Step 10. 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 11.

SCENARIO B: If you want to preview the report:

- Select the Preview option and preview the report as described in the NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- Proceed to step 11.

Step 11. Do you want to print the cash on hand report?

(You are advised to print the report.)

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

- Proceed to step 12.

SCENARIO B: If you want to print the report:

- Select the Print option (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for details of printing a report).
- Proceed to step 12.

Step 12. Select the Tick option.

(The system displays the Stock Balancing menu.)

10.1.4 Declaring stock and stamps procedures (ISUs and SSUs)

10.1.4.1 Declaring stamps description ISUs

This procedure is used to declare the volume of stamp holdings (excluding first and second class stamps) at the time of balancing.

If the user discovers, before balancing the stock unit, that they have made a mistake in their declaration of stock, they should use the Adjust Stock option to change the declared figures (see *Section 10.1.6.2 Adjusting stock procedure*).

The system compares the declared figures for volume of stamps with the system-derived amount and advises the user if there is a discrepancy.

Business rule:

- It is mandatory to produce the stamp declaration report and retain it in the post office for 1 year.

10.1.4.2 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:

- Proceed to step ??.

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 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. Do you have any stamps to declare?

SCENARIO A: If you have no stamps to declare:

- Proceed to step 6.

10.1.4.2 Declaring stamps procedure ISUs (contd)

SCENARIO B: If you have stamps to declare:

- Select the appropriate item in the pick list.
- Select the Edit option.
(Alternatively, you can just enter the amount from the keyboard.)
- Enter the current volume of stamps held.
- Select the Tick option.
- Proceed to step 6.

Step 6. Do you have further stamps to declare?

SCENARIO A: If you have no further stamps to declare:

- Proceed to step 7.

SCENARIO B: If you have further stamps to declare:

- Proceed to step 2 and repeat the procedure.

Step 7. Select the Tick (Finish) option.**Step 8. Does the system display 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 no discrepancies are reported:

- Proceed to step 9.

SCENARIO B: If discrepancies are reported:

- Select the Tick option.
(The system displays a discrepancy list displaying the total of the loss or gain caused by the discrepancy.)
- Check your **actual** stamp holdings to see if you need to re-enter or edit the stamps on hand.

10.1.4.2 Declaring stamps procedure ISUs (contd)

SCENARIO B.1: If you need to check and re-enter the stamps on hand:

- Select the Previous option to return to the Declare Stamps on Hand screen.
- Check the figures entered and use the Edit option (or re-type) to amend them where necessary.

SCENARIO B.2: If you need to accept the discrepancy because your declared figures are a true count of the actual stamps on hand:

- Select the Confirm option to accept the discrepancy and adjust the system's view of stamps on hand.
- Proceed to step 9.

Step 9. 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- Proceed to step 7.

Step 7. Do you want to print a declaration report of the stamps on hand?

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 NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- Proceed to step 8.

Step 8. Select the Complete option.

(The system displays the Stock Balancing menu.)

Step 9. Do you want to make the system-derived postal figures the same as the actual figures?

SCENARIO A: If you do not want to adjust the figures:

- This ends the procedure.

SCENARIO B: If you want to adjust the figures:

- Sell or reverse stamp transactions to make the system-derived figures the same as the actual figures (see *Section 6 Reversals*).

Note: if any discrepancies are found when declaring stamps, the user will need to adjust the system-derived stock levels to reflect their actual stock holdings (see *Section 10.1.6.2 Adjusting stock procedure*).

10.1.4.3 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 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.
- 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 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 redeclare later if necessary (a subsequent declaration replaces the current one).

Note: the allocation of declaration IDs is the responsibility of the post office manager.

10.1.4.4 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.)

10.1.4.4 Declaring stamps procedure SSUs (contd)**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 pick list and then displays the Declare Stamps on Hand screen.)
- Select the appropriate stamp item in the list.
- 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 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 asks you whether you wish to overwrite declaration *nn*.

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 Stock Balancing menu.)
- This ends the procedure.

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 pick list and then displays the Declare Stamps on Hand screen.)

10.1.4.4 Declaring stamps procedure SSUs (contd)

- Select the appropriate stamp item in the list.)
- 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 pick list:

- 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 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024] for details on printing a report).
- Proceed to step 5.

Step 5. Select the Tick option.

(The system displays the Stock Balancing menu.)

10.1.4.5 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) at the end of a CAP or when their stock is balanced.

Each portion of a shared stock unit will require a stock declaration and the allocation of a two digit declaration identity number.

Stock declaration for a shared stock unit is optional. Where an office is using a single shared stock unit which is balanced by the post master alone at the end of the week, the post master can elect to adjust stock (see *Section 10.1.6.2 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 POCL cheques (see *Section 10.1.6.2 Adjusting stock procedure*).
- 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.

Business rules:

- A separate declaration is required for each individual portion of stock held.
- 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 redeclare later if necessary (a subsequent declaration replaces the current one).

Note: the allocation of declaration IDs is the responsibility of the post office manager.

10.1.4.6 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 pick list and then displays the Declare Stock on Hand screen.)
- Select the appropriate stock item in the list.
- 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 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 asks you whether you wish to overwrite declaration *nn*.

SCENARIO A.1: If you wish to overwrite the previous declaration:

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

10.1.4.6 Declaring stock procedure SSUs (contd)

SCENARIO A.2: If you do not wish to overwrite the previous declaration:

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

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 pick list and then displays the Declare Stock on Hand screen.)
- Select the appropriate stock item in the list.
- 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 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 pick list:

- 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- 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.

10.1.4.6 Declaring stock procedure SSUs (contd)

SCENARIO B: If you want to print the report:

- Select the Print option (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] 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 10.1.2.2 *Checking for stamp and stock discrepancies before balancing an SSU*.
- This ends the procedure.

Step 6. Select the Tick option.

(The system displays the Stock Balancing menu.)

10.1.5 Producing a stock unit balance snapshot**10.1.5.1 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 balance snapshot is used to check the system-derived totals against the actual totals before producing a balance report. Producing a balance snapshot is usually the first step towards balancing a stock unit. However, it 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-derived view of a stock unit's contents.

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.

The process is the same as the Stock Unit Trial Balance process except:

- There are no pre-requisite checks -other than the system checking to see that the node is not isolated.
- Declarations are not required.
- Discrepancies will not be committed.
- The transactions included are for the current BP up to the time that the report was requested (i.e. excluding any transactions that are posted by another user during this snapshot process).

- The snapshot process does not continue to the final balance stage.

10.1.5.2 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- When you have finished previewing the report, select the cross icon.
(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

10.1.6 Adjusting stock

10.1.6.1 Adjusting stock description

The Adjust Stock function enables the user to adjust the value of stock held by the system; it replaces the Declare Stock on Hand function used for shared stock units. The Adjust Stock function is normally only used by individual stock unit users because shared stock unit users do not necessarily have knowledge of the complete value of stock in all the portions of the stock units.

The function is available for shared stock units to enter accounting adjustments, but is not used for shared stock unit stock declarations. However, if an office uses a single shared stock unit which is balanced by the post master at the end of the week, the post master has the option of using the adjustment facility rather than declaring stock. In this situation, the shared stock unit declaration process is still available if the post master wishes to use it to control situations where the stock unit is split into a number of portions.

The adjustment function displays a list of the stock items to the user along with the current quantity or value for the item as calculated by the system. The user selects the appropriate item and enters the correct quantity or value to represent the actual stock held in the drawer.

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 the product since the start of the balance period. The transactions included in the calculation will include:

- Customer service transactions.
- Reversals.
- Remittances.
- Transfers.
- Revaluations.
- Discrepancies.
- Adjustments.
- Housekeeping transactions (movements to/from the suspense account).

On completion of the adjustment session, the adjustments are committed to the system. The system will post an adjustment to the system held item stock holding value for each adjustment made plus a compensating cash adjustment for the total session. Discrepancies are not created.

There is no limit to the number of adjustments that can be made in a BP. Cash is excluded from the adjustment pick list.

When stock levels are adjusted, the system-derived cash total will increase or reduce accordingly to compensate for the adjustment. If the product is fixed value, only the volume can be altered. If the product is open value, only the value can be altered.

Notes:

- The user should always adjust stock before declaring cash.
- When postal order products are being adjusted, the system automatically adjusts the current holding of associated postal order fees.

10.1.6.2 Adjusting stock procedure

The procedure to adjust stock is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Adjust Stock option.

(The system displays the Adjust Stock On Hand screen showing the current system values and quantities for each stock item in alphabetical order.)

Step 2. Check the actual stock on hand details against the details on the screen to decide whether you need to make any adjustments.

(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.

10.1.6.2 Adjusting stock procedure (contd)

SCENARIO B: If all adjustments have not been made:

- Proceed to step 3 and repeat the procedure.

Step 5. Select the Finish option.

(The system displays the Stock Balancing menu.)

10.1.7 Dealing with stock discrepancies in shared stock units**10.1.7.1 Dealing with stock discrepancies in shared stock units description**

This procedure is used to check for discrepancies between system-derived totals for stock and the user's declared amounts. Discrepancies will be displayed only if a declaration of stock has been performed in the same CAP. A check is automatically made for stock when a balance report is run.

10.1.7.2 Dealing with stock discrepancies in shared stock units procedure

The procedure to deal with stock discrepancies in shared stock units 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 no discrepancies are found:

- The system displays a message saying that there are no current discrepancies resulting from currently confirmed declarations [Message EPOSS:MSG153].
- Select the Tick option.
- This ends the procedure.

SCENARIO B: If discrepancies are found:

- The system displays a list of discrepancies.
- Make a note of the discrepancies.
- Proceed to step 3.

Step 3. Select the Tick option.

(The system displays the Stock Balancing screen.)

Step 4. Have you declared all your stock and stamps?

SCENARIO A: If you have declared all portions of stock and stamps:

- Proceed to step 5.

**10.1.7.2 Dealing with stock discrepancies in shared stock units procedure
(contd)**

SCENARIO B: If you have not declared all portions of stock and stamps:

- Declare all portions of stock and stamps (see *Section 10.1.4.6 Declaring stock procedure*).
- Proceed to step 5.

Step 5. Does the system display a discrepancy message?

SCENARIO A: If there are still discrepancies in stock the system the system displays a list of discrepancies:

- Note the discrepancies.
- Select the Tick option.
(The system displays the Stock Balancing menu.)
- Re-check the stock on hand and redeclare if necessary.
(All stock for the portion where errors in the declaration are found will need to be redeclared using the same ID as used previously.)
- 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 redeclared?

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 10.1.6.2 Adjusting stock procedure*).
(Note: you need to adjust your stock as declaring stock does not alter the system-derived total and the system must reflect the actual stock on hand.)
- This ends the procedure.

**10.1.7.2 Dealing with stock discrepancies in shared stock units procedure
(contd)**

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.

10.1.8 Recording non-accounting data

In addition to the accounting data reported on the Cash Account, 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 non-accounting data includes Parcelforce Compensation Fees, 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. By the nature of this function, no alteration is made to the value of the cash and stock in the stock unit as a result of these entries.

These transactions (volumes) are reported in table 10g on the Cash Account. Entry of non-accounting data adds to previous entries for the current CAP.

10.1.8.1 Recording non-accounting data description

To appear on the appropriate week's Cash Account, figures for non-accounting data must be entered prior to performing a stock unit balance. Totals can be entered into any stock unit, an allocated stock unit or separately by individual users.

Non-accounting data must be entered for the following types of transactions:

- Standard Contract Parcels Inland.
- Standard Contract Parcels International.
- Special Delivery Items.
- International Registered.
- International Recorded.
- International Registered plus Swiftair.
- International Recorded plus Swiftair.
- Swiftair.
- Royal Mail Express Courier.
- Datapost 10 and 12.
- Datapost 24 and 48.
- Datapost International.
- High Compensation Fee Parcels.
- Low Compensation Fee Parcels.

- Camelot Vouchers.
- Custody of Postman's Pouches.

10.1.8.2 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 icon.

Step 4. Select the icon 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 icon.
- Select the icon 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.

Notes:

- The figures for non-accounting data appear on the Cash Account in Table 10 (g)
- The user can print a receipt if they want to view the non-accounting data that they have entered (see *Section 5.2.14.2 Printing an optional receipt procedure*).

10.1.9 Recording parcel traffic

There is a need for POCL to identify the volumes and values associated with business transacted on behalf of Parcelforce. Postage stamps are also used

to make payment for Parcelforce services transacted across the counter, therefore there is a need to identify the quantity and value of the business transacted for Parcelforce as distinct from that for Royal Mail.

The Parcel Traffic option on the Transactions menu provides the user with the facility to enter parcel traffic data within one of the stock units prior to the production of the final stock unit balance of the week. By the nature of this function, no alteration is made to the value of the cash and stock in the stock unit as a result of these entries.

For nil entries (where no transaction(s) have occurred), nil volumes and values are input automatically by the system and appear on the Parcel Traffic Table as zeros.

These transactions (volumes and values) are reported in table 12 on the Cash Account. Entry of parcel traffic data adds to previous entries for the current CAP.

10.1.9.1 Recording parcel traffic description

All parcel postage values are recorded on the Discrete Parcel Income Schedules. These values are added daily to produce end of day summaries (P4320 for Inland Parcels and P4321 for International Parcels). For information on obtaining Parcel Traffic Table 12 figures refer to existing counter procedures.

At the end of each accounting week, these schedules must be used to calculate the totals of each of the following types of parcel:

- Amount of stamped parcels.
- Number of stamped parcels.
- Amount of metered parcels.
- Number or metered parcels.

Totals must be entered on the system for the following types of parcels (the default total is 1):

- Inland stamped.
- Inland metered.
- International stamped.
- International metered.

10.1.9.2 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.

Step 2. Enter the actual number of inland stamped parcel transactions accepted at the counter during the week.

You can either type the number on the keyboard or use the Quantity option to enter the number. (Do not enter nil values and volumes as the system enters these automatically.)

Step 3. Select the appropriate parcel type icon.
(The system displays the Amount screen.)

Step 4. Enter the total value of inland stamped parcel transactions accepted at the counter during the week.

Step 5. Select the Tick option.
(The volume and value of the parcels is displayed in the stack.)

Step 6. Repeat the procedure as required for other parcel types.

Step 7. Select the Finish option.

Notes:

- The items in the stack do not affect the printing of the Cash Account and do not need to be settled.
- Parcel traffic figures appear on the Cash Account only, a printed report of parcel traffic is not available.

10.1.10 Viewing negative stock

10.1.10.1 Viewing negative stock 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-derived volume/value figures at the time of the transaction(s), negative stock levels will occur.

10.1.10.2 Viewing negative stock procedure

The procedure to perform a quick check for negative stock is as follows:

Step 1. From the Desktop, select the Stock Balancing option then the Negative Stock option.

(The system displays the Stock Check screen and searches for negative stock items.)

10.1.10.2 Viewing negative stock procedure (contd)**Step 2. Are any negative stock items found?**

SCENARIO A: If negative stock items are found:

- The system displays the negative stock items on the screen.
- Make a note of the items.
- Proceed to step 3.

SCENARIO B: If no negative stock items 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.)

10.1.11 Viewing discrepancies**10.1.11.1 Viewing discrepancies description**

Discrepancies are differences between the system-derived figures and the actual stock values held. When a stock unit is balanced, any discrepancies are shown on the Balance Report. To find out what discrepancies exist without balancing the stock unit, the user can use the Discrepancies function to view discrepancies.

10.1.11.2 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.**Step 2. Are any discrepancies found?**

SCENARIO A: If discrepancies are found:

- The system displays the discrepancies on the screen.
- 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 discrepancies [Message EPOSS:MSG153].
- Proceed to step 3.

Step 3. Select the Tick option.

(The system displays the Stock Balancing menu.)

10.1.12 Viewing outstanding summaries

10.1.12.1 Viewing outstanding summaries description

This function is used to check whether there are any mandatory summaries outstanding that will need to be printed before balancing a stock unit.

10.1.12.2 Viewing outstanding summaries procedure

The procedure to view 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 showing any summaries containing transactions. You must print any summaries marked as 'mandatory' before you can balance the stock unit.)
- Make a note of any mandatory summaries.
- 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].
- Proceed to step 3.

Step 3. Select the Tick option.

(The system displays the Stock Balancing menu.)

10.1.13 Viewing office CAP information

10.1.13.1 Viewing office CAP information description

This procedure is used check which CAP the office is currently in according to the Horizon system.

10.1.13.2 Viewing office CAP information procedure

The procedure to view office CAP information is as follows:

Step 1. From the Desktop, select the Office Balancing option then the Office CAP option.

(The system displays a message saying that the office is currently in Cash Account period *n*. [Message EPOSS:MSG189].)

Step 2. Select the Tick option.

(The system displays the Office Balancing menu.)

10.1.14 Updating reference data

10.1.14.1 Updating reference data description

The business process of revaluing stock arises from the way in which certain items of POCL 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).

When stock revaluations need to be performed, the system displays a warning screen when the user logs on telling them that there will be a change to reference data. The warning screen is displayed four days before the change takes effect and is repeated at the first logon on each day up till and including the day of the change. The data is changed from 00.01 hours on the day of the change.

System rules:

- Both fixed price and open price products may be revalued.
- 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.
- Revaluation discrepancies are identified by the system checking to see whether the system-derived balance equals the system-derived quantity x current price.

Business rules:

- Stock should not be revalued before the date of revaluation. As long as a record of the volumes of stock on hand is taken at the time of revaluation, the revaluation procedure can be performed at any time before the next stock unit balance.
- Ensure that all stock is revalued (making sure that no stock is revalued twice).
- Before undertaking a revaluation, ensure that the physical amount of stock in the stock unit is the same as the system-derived stock total.

10.1.14.2 Updating reference data procedure

The procedure to update reference data 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 transaction to be revalued, the date of the change and the new value of the transaction.)

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. Count the physical stock and compare the total with the system-derived 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.

SCENARIO B: If the amount does not tally:

- Adjust the system-derived figure to match the actual stock holding (see *Section 10.1.6.2 Adjusting stock procedure*).
- Proceed to step 5.

Step 6. Make a note of the volume and value of the item that will change during revaluation.

Note: when the stock item is sold after the reference data change, the value of stock on hand will reduce by the new amount.

10.1.15 Revaluing stock items as a result of changes to reference data

10.1.15.1 Revaluing stock items as a result of changes to reference data description

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.

System rules:

- Revaluations up and Revaluations down cannot be performed in the same session.

Business rules:

- Revaluation must not take place before the day of the change. It can take place at any time before the next stock unit balance following the change.
- Individual and shared stock units must revalue stock as a whole stock unit.

10.1.15.2 Revaluing stock items as a result of changes to reference data procedure

The procedure to revalue stock as a result of changes to reference data is as follows:

Step 1. Are you increasing stock unit prices?

SCENARIO A: If you are increasing stock unit prices:

- From the Transaction menu, select the Revalue Up option.
(The system displays the Revaluation Up screen.)
- Proceed to step 2.

SCENARIO B If you are decreasing stock unit prices:

- Proceed to step 9.

Step 2. Select the Quantity option.

(The system displays the Quantity screen.)

Step 3. 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).

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 icon or sequence of icons 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.

(This figure is shown on the Revaluation report printed when you selected the OK option on the Revaluation screen.)

Step 7. Select the Tick option.

(The system displays the increase in the stack).

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.

**10.1.15.2 Revaluing stock items as a result of changes to reference data
procedure (contd)**

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.)

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).

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 icon or sequence of icons 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.
(This figure is listed on the Revaluation report printed when you selected the Tick 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.

10.1.15.2 Revaluing stock items as a result of changes to reference data procedure (contd)

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.

11 Completing the Cash Account

The Cash Account report provides a definitive summary of all business transacted at the post office during the CAP. The Cash Account can be produced only after all activities for the CAP have been completed.

11.1 Pre-Cash Account procedures

The following processes and procedures are described:

- Rolling over an inactive stock unit.
- Producing an Office snapshot.
- Producing a Cash Account report.

11.1.1 Rolling over an inactive stock unit description

Inactive stock units are stock units that have not been used during the current CAP. Inactive stock units must be rolled over to the next CAP prior to balancing the office. This averts the need to produce a full stock unit balance.

System rules:

- The user must have manager or supervisor level access to be able to roll over inactive stock units.
- For a stock unit to be rolled over as inactive, the following conditions must apply:
 - * There must be no users attached.
 - * The stock unit must be in the same CAP as the office.
 - * There must have been no transactions in the current CAP for the stock unit.
 - * There must be no outstanding transfers to or from the stock unit.
 - * There must have been no product price changes in the current CAP or warnings of impending price changes for the next CAP.
 - * A migration exercise must not have been performed.

- * A declaration of stamps/stock must not have been made.
- * Stock must not have been adjusted.
- * A Balance Report must not have been produced.
- * There must have been no movement in the stock unit's suspense account (for example, movement of vouchers).

11.1.2 Rolling over an inactive stock unit procedure

The procedure to roll over an inactive stock unit is as follows:

Step 1. Have any transactions been performed since the last balance?

SCENARIO A: If no transactions have been performed since the last balance:

- Proceed to step 2.

SCENARIO B: If transactions have been performed since the last balance:

- End the procedure and balance the stock unit.

Step 2. From the Desktop select the Office Balancing option then the Inactive Stock Unit Rollover option.

(The system displays the Select a Stock Unit to roll as inactive screen.)

Step 3. Select the stock unit from the displayed pick list.

SCENARIO A: If the stock unit you want is not shown:

- Scroll through the list to display further stock units.
- Proceed to step 4.

Step 4. Select the Tick option to select the stock unit.

(The system displays the Roll Over screen. Once roll over is completed successfully, the system prints a Trial Balance Report. This is in fact a final report although entitled 'Trial'.)

Step 5. Has the stock unit been rolled over successfully?

SCENARIO A: If the stock unit has been rolled over successfully, the system displays the Roll Over screen and a message saying that the stock unit has been successfully rolled over to the next CAP and BP [Message EPOSS:MSG59]:

- Select the Tick option.
(The system displays the Office Balancing menu.)

SCENARIO B: If there is a user or users attached to the stock unit, the system displays a message saying that the stock unit cannot be rolled over as there are still users attached to it [Message EPOSS:MSG198]:

11.1.2 Rolling over an inactive stock unit procedure (contd)

- 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 2.

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]:

- Select the Tick option.
(The system displays the Office Balancing menu.)

11.1.3 Producing an Office snapshot description

The production of the Office snapshot report does not require the prior completion of the 'Final' balances for each of the stock units. The Office snapshot process can be repeated as many times as necessary and at any point in the CAP.

The Office snapshot lists system-held figures for the current CAP only. Transactions performed in following roll over 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 Office snapshot. If a stock unit has not been balanced, the system is unaware of any discrepancies relating to it.

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.
- 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.

11.1.4 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 [Message EPOSS:MSG222]:

- Select the Tick option.
- Check the workstation connections (see the Operating Environment PPD [Ref. CS/PRO/0024]).
- Proceed to step 2.

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 NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- 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.

SCENARIO B: If you want to print the report:

- Select the Print option (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] 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.

11.1.5 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 has to be printed on the A4 office printer.

The Cash Account report process consists of two distinct stages, the production of a Trial Cash Account and the roll over to the next CAP with production of the Final Cash Account.

11.1.5.1 Trial Cash Account

The Trial Cash Account report must be printed before the user is allowed to select the roll over option. Pre-requisites for the production of the trial cash account are that there must have been no further stock unit transactions and the communications integrity checks are performed again.

During report production, no other system functions are available in the office that would impact upon the cash account.

The trial cash account provides office management information (e.g. tables 10(g), 10(f) and 12) and shows suspense account details.

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.

This report is printed automatically by the system. If the printer is unavailable, the system previews the report.

If the report process fails to complete, it is voided and must be started again. When 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 Complete option which allows them to return to the Desktop and make any necessary adjustments before repeating the procedure.

11.1.5.2 Cash account roll over

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 POCL cash account calendar).

The roll over 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.

11.1.5.3 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 CAP. The report is clearly marked CASH ACCOUNT FINAL.

This report is printed automatically by the system. If the printer is unavailable, the system previews the report. Two copies of the report are printed.

If the report process fails to complete, it is voided and must be started again.

A facility to reprint a Cash Account report is provided in case the hard copy of the report was 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 TIP system.

System rules:

- All stock units must have been balanced and rolled over to the next CAP before the Cash Account report can be produced.
- The system displays a warning message if no non-accounting data and parcel traffic data have been entered.
- All office accounting activities must have taken place before the CAP roll over is confirmed.
- 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.

Business rule:

- One copy of the Cash Account report must be retained in the office for reference and reconciliation purposes.

11.1.6 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 saying that there are stock units that have still not rolled over [Message EPOSS:MSG138]:

- Select the Tick option.
- Balance and roll over the relevant stock units.

EXCEPTION B: If non-accounting data has not been entered, the system displays a message saying that there are no entries for non-accounting data [Message EPOSS:MSG401]:

- Select the Tick option.
- Enter the non-accounting data (see Section 10.1.8.2 Recording non-accounting data 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.

SCENARIO B: If you want to preview the report:

- Select the Preview option and preview the report as described in the NR2 Operating Environment PPD [Ref. CS/PRO/0024].
- Proceed to step 3.

Step 3. Select the Print option (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024] for details on printing a report).

(The printer prints a report headed "Trial" Cash Account.)

Step 4. Remove the 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 Complete option.
- Select the Desktop option.

11.1.6 Producing a Cash Account report procedure (contd)

- Make the necessary alterations (see *Section 11.1.11 Correcting errors in the Cash Account after stock unit balance*). (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 Roll Over?

SCENARIO A: If you want to confirm Roll Over:

- Select the Tick option.
- Proceed to step 8.

SCENARIO B: If you do not want to confirm Roll Over:

- 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).)

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 11.1.8 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.****11.1.7 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 CAP02, the system offers the option of a two or three week CAP. On roll over, the next CAP will be 04 if the two week option is selected or 05 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 roll over from CAP 2. The options are then CAP03 (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.

Business rule:

- The user must obtain permission from their Retail Network Manager before using this function.

11.1.8 Extending the CAP procedure

The procedure to extend the CAP is as follows:

Step 1. From the Desktop, select the Office Balancing option then the Extended CAP option.

Step 2. Select the appropriate extension period (2 or 3 weeks).

Step 3. 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 message saying that this option is not available [Message EPOSS:MSG374_00]:

- 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 4.

Step 4. 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 5.

Step 5. Are all stock units still in the same CAP as the office?

(Another user may have rolled stock units over.)

SCENARIO A: If all stock units are still in the same CAP as the office:

- Proceed to step 1 and repeat the procedure.

11.1.8 Extending the CAP procedure (contd)

SCENARIO B: If all stock units are not in the same CAP as the office, you cannot alter the length of the CAP that you set earlier. Balancing and the Cash Account will take place on the date shown:

- This ends the procedure.

11.1.9 Completing a Final Cash Account description

This procedure is used when handing over to a new sub-postmaster. The procedure applies when an post office transfers postmasters on a day other than at the normal end of the CAP.

11.1.10 Completing a final Cash Account procedure

The procedure to complete a final Cash Account is as follows:

Step 1. All stock units are rolled over to the next BP in the current CAP.

Step 2. All office reports are produced.

Step 3. The weekly suspense account report is produced.

Step 4. The office balance snapshot is produced.

Step 5. If there are any errors, new transactions are entered and the stock unit is re-balanced.

Step 6. If there are any final account discrepancies, these are entered using the products provided for this and the stock unit is re-balanced.

Step 7. The final Office Cash Account (pink) is produced manually by transcribing details from the system reports produced so far.

Note: all other final Cash Account process steps are manual.

11.1.11 Correcting errors in the Cash Account after stock unit balance description

This procedure is used to correct errors found in the Balance report or Trial Cash Account as a result of reconciling all documents against the Office Balance report. (The procedure must not be undertaken until all stock units have been balanced.)

The user must firstly correct the errors as described in *Section 0 11.1.12 Correcting the errors* and then deal with the gain or loss discrepancies as described in *Section 0 11.1.12.1 Dealing with the gain or loss discrepancies*.

11.1.12 Correcting the errors procedure

The procedure to correct errors is as follows:

Step 1. Is the error included in a product/service on the following list: Girobank transactions; BT transactions; any transactions requiring an account number to be entered; a remittance in or out;

SCENARIO A: If the error is not among the items listed above:

- Proceed to step 2.

SCENARIO B: If the error is among the items listed above, you cannot change the error. Resulting discrepancies must stand and be reported in the Cash Account:

- Report any discrepancies (see *Section 12.1.7 Dealing with a sub office loss or gain*).
- This ends the procedure.

Step 2. Create a temporary stock unit with a new ID (see *Section 4.3.4.2 Creating a stock unit procedure*).

Step 3. Attach the user who will be performing the transactions to the new stock unit.

Step 4. Create or reverse a new transaction as required and settle the transaction to cash (see *Sections 5.2.6.2 Performing a payment transaction procedure*, *Section 5.2.7.2 Performing a receipt transaction procedure* and *Section 6 Reversals*).

Step 5. Balance the stock unit and print summaries as necessary (see *Section 10.1.1.1 Balancing an individual stock unit description* and *Section 10.1.2.1 Balancing a shared stock unit description*).

Step 6. Roll the stock unit over to the next CAP.

Step 7. Are you in a branch office?

SCENARIO A: If you are not in a branch office:

- Proceed to step 8.

SCENARIO B: If you are in a branch office:

- Deal with losses or gains (see *Section 12.1.3 Dealing with branch office losses and gains*).
- This ends the procedure.

Step 8. Deal with the losses or gains (see *Section 12.1.7*

Dealing with a sub office loss or gain **De**
Dealing with a sub office loss or gain).

Step 9. Continue completing the Cash Account.

11.1.12.1 Dealing with the gain or loss discrepancies

This procedure is used to deal with gains or losses. The procedure transfers the discrepancy from the new stock unit (see *Section 11.1.12 Correcting the errors*) to the stock unit that has made the loss or gain.

Note: you must not follow this procedure until all stock units have been balanced.

Step 1. Do you have a discrepancy which has caused a gain?

SCENARIO A: If you do not have an office gain:

- Proceed to step 2.

SCENARIO B: If you have an office gain:

- Transfer out to the stock unit that made the original error the cash value of the discrepancy (see *Section 7.1.1.2 Transferring cash and stock out of a stock unit procedure*).
- Proceed to step 2.

Step 2. Do you have a discrepancy which has caused a loss?

SCENARIO A: If you do not have an office loss:

- Proceed to step 3.

SCENARIO B: If you have an office loss:

- Transfer in from the stock unit that caused the loss the cash value of the discrepancy (see *Section 7.1.1.4 Transferring cash and stock into a stock unit procedure*).
- Proceed to step 2.

Step 3. Balance the temporary stock unit and print summaries as necessary (see *Section 10.1.1.1 Balancing an individual stock unit description* and *Section 10.1.2.1 Balancing a shared stock unit description*.)

Step 4. Roll the stock unit over to the next CAP.

Step 5. When the Cash Account has rolled into the next CAP, delete the temporary stock unit that you created (see *Section 4.3.9.2 Deleting a stock unit procedure*).

12 Suspense accounts

Post offices operate an office level suspense account to account for transaction issues that cannot be resolved within the current accounting period or from previous periods until they are resolved. Adjustments are used to post value from a stock unit into suspense and to redeem it once the issue is resolved.

A suspense account, running alongside the office balance, allows unresolved entries to be carried forward to the next accounting period. This function

allows an authorised user to apply adjustment transactions as required for the office balance process. Adjustments will include the bringing to account of Error Notices (either POCL or Client), the transfer of values to the suspense account and the removal of items from the Suspense Account (for example, losses and gains and unpaid cheques). At the time that the Cash Account data is committed, the office 'Brought Forward' values are created and stored for use when calculating the suspense account values at the end of the next period.

Suspense account transactions may be cleared in a number of ways, for example, receipt of an appropriate error notice from POCL Central Accounts or receipt of funds from a customer. They contain additional information such as error notice references to support the audit trail.

Suspense accounts are used for the following purposes:

- To account for stock or cash that cannot be allocated to the transaction of specific products.
- To account for stock whose value cannot be entered into accounts proper until a later date. For example, if, when balancing a stock unit, a discrepancy is identified on the stock unit balance, the discrepancy is declared on the offending stock unit and is then posted to the suspense account in the following CAP for subsequent redemption.

Suspense account items appear on the following tables on the Cash Account report:

- Unclaimed Payments table
- Uncharged Receipts table
- Discrepancies table

Suspense account items are carried forward between CAPs. At the end of a CAP, items matched up (for example, lost stamp/found stamp) are cleared down automatically as part of the CAP roll over procedure.

12.1.1 Dealing with stock unit losses and gains after production of the Cash Account description

Discrepancies are the difference between system-derived totals and actual stock and cash holdings. All offices are required to balance and complete a Cash Account at the end of the accounting week. When a stock unit has shown a discrepancy, whether the amount was made good or posted to the suspense account, an opposing discrepancy will be shown at the stock unit balance on the stock unit report, but on the Cash Account it will net out and not be shown.

The following procedure is used when there are discrepancies between the system-derived totals and the actual stock and cash holdings. Making good a loss or gain involves putting in or removing cash to the value of the discrepancy before production of the next stock unit balance at the end of the next CAP. Doing this automatically clears the discrepancy. Loss and gain

discrepancies should be posted to the suspense account by the stock unit that has the discrepancy.

System rules:

- All offices are required to balance and complete a Cash Account at the end of each accounting week.

12.1.2 Dealing with stock unit losses and gains after the production of the Cash Account procedure

The procedure to deal with stock unit losses and gains after the production of the Cash Account is as follows:

Step 1. To check whether you have a discrepancy, see if the weekly Cash Account balances:

SCENARIO A: If the weekly Cash Account balances:

- Take no further action.

SCENARIO B: If the weekly Cash Account does not balance:

- Proceed to step 2.

Step 2. Is your office a branch office?

SCENARIO A: If your office is a branch office:

- See Section 12.1.3 Dealing with branch office losses and gains.

SCENARIO B: If your office is not a branch office:

- Proceed to step 3.

Step 3. Do you have the authority to carry losses or gains?

SCENARIO A: If you do not have the authority to carry losses or gains:

- Make good the loss or gain.
(This involves putting in or removing cash to the value of the discrepancy **before** production of the next stock unit balance at the end of the next CAP. This will automatically clear the discrepancy at the next cash declaration. The loss or gain is shown in the Discrepancies table on the Cash Account. So, for example, if there is a loss it will be shown as loss in the Discrepancies table on the Cash Account in the next CAP and then as a gain in following CAP.)
- This ends the procedure.

SCENARIO B: If you do have the authority to carry losses or gains:

- Proceed to step 4.

Step 4. Make the authorised loss or gain (see Section 12.1.3 Dealing with branch office losses and gains).

12.1.3 Dealing with branch office losses and gains

12.1.3.1 Entering losses and gains into the suspense account description

Use this procedure to enter losses and gains into the suspense account when a discrepancy is generated in a branch office resulting in stock unit loss or gain. The procedure is a means of removing discrepancies from the stock unit and lodging the value in the office level suspense account.

Discrepancies are carried forward each time a stock unit is rolled over; the amount of the discrepancy is re-calculated at each roll over. Thus, when a stock unit is rolled over into the next BP, the discrepancy is carried forward. When the stock unit is next balanced, the discrepancy appears on the new Balance report; it also appears on the final Balance report when the stock unit is rolled over into the next CAP.

System 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 roll over 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 roll over to the next CAP has taken place.

12.1.3.2 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. Ascertain your losses and/or gains and proceed as follows to post your losses/gains to the suspense account.

Step 2. Do you have a discrepancy?

SCENARIO A: If you do not have a discrepancy:

- This ends the procedure.

SCENARIO B: If you do have a discrepancy:

- Proceed to step 3.

Step 3. Do you have a loss discrepancy?

12.1.3.2 Entering losses and gains into the suspense account procedure (contd)

SCENARIO A: If you do not have a loss discrepancy:

- Proceed to step 4.

SCENARIO B: If you do have a loss discrepancy:

- From the Desktop, select the Transactions option, the Housekeeping option then the Loss to Suspense option.
- Enter the amount of the loss.
- Select the Finish option.
- Proceed to step 4.

Step 4. Do you have a gain as well as a loss?

SCENARIO A: If you do have a gain as well as a loss:

- Proceed to step 5.

SCENARIO B: If you do not have a gain as well as a loss:

- Redeem any losses (see *Section 12.1.4.1 Redeeming losses and gains procedure*).
- This ends the procedure.

Step 5. From the Desktop, select the Transaction option, the Housekeeping option then the Surplus to Suspense option.

- Enter the amount of the gain.
- Select the Finish option.
- Proceed to step 6.

Step 6. Redeem any losses and gains (see *Section 12.1.4.1 Redeeming losses and gains procedure*).**12.1.4 Redeeming losses and gains****12.1.4.1 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 POCL 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 Redemption of Shortage option.

12.1.4.1 Redeeming losses and gains procedure (contd)

- Enter the **total** value of the losses.
(This figure must be the total of all the losses that you want to clear.)
- 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 Redemption of Surplus option.
- Enter the **total** value of the gains.
(This figure must be the total of all the gains that you want to clear.)
- Proceed to step 4.

Step 4. Record the net difference caused by any losses and gains by writing it down.**Step 5. Select the Finish option.****Step 6. Do you have a net shortage?**

SCENARIO A: If you do not have a net shortage:

- Proceed to step 7.

SCENARIO B: If you do have a net shortage:

- From the Desktop, select the Transaction option, the Serve Customer option, the Functions option, the Settlement option then the Voucher option.
- Enter the amount of the net shortage and select the Tick option.
- Select the Cash option.
- Enter the amount of the voucher and select the Tick option.
- Select the Finish option.
- Remit out the voucher (see *Section 8.1.1.4 Remittance out procedure*).
- This ends the procedure.

Step 7. Do you have a net gain?

SCENARIO A: If you do not have a net gain:

- This ends the procedure.

12.1.4.1 Redeeming losses and gains procedure (contd)

SCENARIO B: If you do have a net gain:

- Select the Gain to Suspense option.
- Enter comments on the net gain. (This can be the stock unit and/or CAP details. You must enter something to proceed.)
- Select the Tick option/
- Enter the amount of the net gain.
- Select the Tick option.
- Select the Finish option.
- Send the Advice of Gain information to your distribution centre. (When the distribution centre receives the Advice of Gain information from your office, you will be sent an Advice of Gain voucher. When you receive the Advice of Gain voucher, deal with it as described in *Section 0 12.1.4.2 Redeeming gains on receipt of an Advice of Gain voucher.*

12.1.4.2 Redeeming gains on receipt of an Advice of Gain voucher

Step 1. Receive the Remittance In Advice from the distribution centre. (Check that it shows the same figure as the Advice of Gain voucher.)

Step 2. Remit in the voucher (see *Section 8.1.1.2 Remittance in procedure*).

Step 3. Adjust the value of the vouchers down by the value of the voucher received (see *Section 10.1.6.2 Adjusting stock procedure*).

Step 4. From the Desktop, select the Transaction option, the Housekeeping option, then the Redemption of Surplus option.

Step 5. Enter the amount of the gain and select the Tick option.

Step 6. Is the correct transaction type and amount displayed in the stack?

SCENARIO A: If the transaction is correct:

- Proceed to step 7.

SCENARIO B: If the transaction is incorrect:

- Select the Bin option and delete the transaction (see the NR2 Operating Environment PPD [Ref. CS/PRO/0024]).
- This ends the procedure.

Step 7. Select the Finish option.

12.1.5 Dealing with vouchers in a stock unit

These procedures are used to deal with vouchers in a stock unit.

12.1.5.1 Posting vouchers to the suspense account description

To enable the stock unit to balance, the user must move vouchers from the stock unit into the suspense account (unclaimed payments). On completion of balance and roll over, they must reclaim the vouchers back into the stock unit. Vouchers can be posted to the suspense account either in bulk or individually.

12.1.5.2 Posting vouchers to the suspense account procedure

The procedure to post vouchers 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 10.1.6.2 Adjusting stock procedure*).

12.1.5.3 Reclaiming vouchers from the suspense account description

To ensure that stock holdings are correct, any vouchers held within the suspense account after completion of balance and roll over must be reclaimed. Vouchers can be removed from the suspense account either in bulk or individually.

12.1.5.4 Reclaiming vouchers 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 10.1.6.2 Adjusting stock procedure*.)

Step 2. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the Voucher redemption option.

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.

12.1.6 Dealing with unpaid RD cheques

The following procedures are used to deal with unpaid Returned to Drawer (RD) cheques in a stock unit.

12.1.6.1 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 10.1.6.2 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 12.1.6.3 Posting an RD cheque to the suspense account procedure*).

12.1.6.2 Posting an RD cheque to the suspense account description

The system will not allow a stock unit to balance if the stock unit is holding an unpaid (RD) cheque. Therefore unpaid RD cheques must be posted to the suspense account before balancing can take place although the unpaid RD cheque is retained in the stock unit.

12.1.6.3 Posting an RD cheque to the suspense account procedure

The procedure to post an RD cheque to the suspense account is as follows:

Step 1. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the Unpaid Cheque U/P option.

Step 2. Enter the value of the RD cheque.

(If the value of the RD cheque is more than 999.99, it must be entered in multiples until the whole value is entered.)

Step 3. 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 4.

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 NR2 Operating Environment PPD [Ref. CS/PRO/0024]).
- Proceed to step 1 and repeat the procedure.

Step 4. Select the Finish option.

Step 5. Reduce the amount of the unpaid RD cheques by the amount posted to the suspense account using the Adjust Stock screen (see Section 10.1.6.2 Adjusting stock procedure).

12.1.6.4 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 made good without being replaced), the cheque must be reclaimed from the suspense account.

12.1.6.5 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 the unpaid RD cheques by the amount to be redeemed from the suspense account using the Adjust Stock screen (see Section 10.1.6.2 Adjusting stock procedure).

Step 2. From the Desktop, select the Transactions option, the Housekeeping option, the Adjustments option then the Unpaid Cheque Redemption option.

Step 3. Enter the value of the cheque.

**12.1.6.5 Reclaiming an RD cheque from the suspense account procedure
(contd)**

Step 4. Select the Tick option.

Step 5. 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 6.

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 NR2 Operating Environment PPD [Ref. CS/PRO/0024]).
- Proceed to step 3 and repeat the procedure.

Step 6. Select the Finish option.

(The RD cheque will now be held within the stock unit.)

Step 7. 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 adjustment of stock (see *Section 10.1.6.2 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 8.1.1.4 Remittance out procedure*.)
- This ends the procedure.

SCENARIO B: If the cheque has not been amended by the customer:

- Proceed to step 8.

Step 8. 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 adjustment of stock (see *Section 10.1.6.2 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 8.1.1.4 Remittance out procedure*.)

**12.1.6.5 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 provided a new cheque to replace the RD cheque:

- Proceed to step 9.

Step 9. Has the customer tendered cash to replace the RD cheque?

SCENARIO A: If the customer has tendered cash to replace the RD cheque:

- Delete the RD cheque from the system by adjustment of stock (see *Section 10.1.6.2 Adjusting stock procedure*).
- 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 10.

Step 10. 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 (see *Section 10.1.6.2 Adjusting stock procedure*).
(For details of how to process the voucher, see *Section 8.1.1.4 Remittance out procedure*.)
- This ends the procedure.

SCENARIO B: If you have not received a voucher from the RNM:

- Proceed to step 11.

Step 11. 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 12.

SCENARIO B: If you have received an error notice:

- Adjust stock to reduce the unpaid RD cheque figure (see *Section 10.1.6.2 Adjusting stock procedure*).
- Process the error notice (see *Section 12.1.8 Entering error notices*).
- This ends the procedure.

12.1.6.5 Reclaiming an RD cheque from the suspense account procedure (contd)

Step 12. Adjust stock to reduce the unpaid RD cheque figure by decreasing the value of the RD cheques by the value of the cheque (see Section 10.1.6.2 Adjusting stock procedure).

Note: if a discrepancy is generated as a result of an unresolved RD cheque, see Section 12.1.2 Dealing with stock unit losses and gains after the production of the Cash Account procedure.

12.1.7 Dealing with a sub office loss or gain**12.1.7.1 Preparing for an error notice or authority to reclaim from pay procedure**

This procedure is used when an error notice is expected because of a known discrepancy or if there is a loss to be reclaimed from pay. Losses are covered by either Claim Error Notices, Authorities to Reclaim from Pay or a write off.

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 12.1.2 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. Have you a loss to carry from the previous week?

SCENARIO A: If you do not have a loss to carry:

- Proceed to step 4.

SCENARIO B: If you do have a loss to carry:

- From the Desktop, select the Transactions option, the Housekeeping option then the Loss to Suspense option.
- Enter the authority details following the prompts from the system. (The details may be an authority reference provided by your RNM. Ask your RNM if you are unsure as to what to enter for the authority details.)
- Select the Tick option.

12.1.7.1 Preparing for an error notice or authority to reclaim from pay procedure (contd)

- Enter the amount of the loss.
- Select the Tick option.
- Select the Finish option.
- 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 12.1.7.2 Receiving Error Notices or Authorities to Reclaim from Pay.*
- This ends the procedure.

SCENARIO B: If you do not have the authority to reclaim the loss:

- See *Section 12.1.7.5 Making good losses held in the suspense account .*
- This ends the procedure.

Step 4. If you have a gain to carry from the previous week, proceed as follows:

- From the Desktop, select the Transactions option, the Housekeeping option then the Surplus to Suspense option.
- Enter the authority details following the prompts from the system. (The details may be an authority reference provided by your RNM. Ask your RNM if you are unsure as to what to enter for the authority details.)
- Select the Tick option.
- Enter the amount of the gain.
- Select the Tick option.
- Select the Finish option.
- See *Section 12.1.7.2 Receiving Error Notices or Authorities to Reclaim from Pay.*

12.1.7.2 Receiving Error Notices or Authorities to Reclaim from Pay or a write off procedure

The procedure to receive a Compensating Claim Error Notice (EN) or an Authority to Reclaim from Pay is as follows:

Step 1. Receive the EN or Authority to Reclaim from Pay voucher.**Step 2. Proceed as follows:**

12.1.7.2 Receiving Error Notices or Authorities to Reclaim from Pay or a write off procedure (contd)

SCENARIO A: If you have received a Compensating Claim Error Notice:

- See Section 12.1.7.4 Receiving Compensating Charge Error Notices procedure.

SCENARIO B: If you have received an Authority to Reclaim from Pay voucher or a write off voucher:

- Proceed to step 3.

Step 3. From the Desktop, select the Transactions option, the Housekeeping option then the Redeem Shortage option.

Step 4. Enter the voucher reference number and the authority details.
(Your RNM will tell you what to enter here if you are unsure.)

Step 5. Select the Tick option.

Step 6. Enter the amount entered to the suspense account for the authorised loss.
(Do not enter the amount that appears on the voucher.)

Step 7. Select the Tick option.

Step 8. Select the Finish option.

Step 9. Select the Desktop option.

Step 10. From the Desktop, select the Transactions option, the Serve Customer option, the Functions option, the Settlement option then the Voucher option.

Step 11. Enter the amount indicated on the Authority to Reclaim from Pay write off voucher.

Step 12. Select the Tick option.

Step 13. Select the Cash option.

Step 13. Enter the amount that you were authorised to carry and select the Tick option.

Step 15. Is the stack total zero?

SCENARIO A: If the stack total is zero:

- Select the Finish option.
- Proceed to step 17.

SCENARIO B: If the stack total is negative, 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:

- Take the equivalent amount out of the till.
- Proceed to step 16.

12.1.7.2 Receiving Error Notices or Authorities to Reclaim from Pay or a write off procedure (contd)

SCENARIO C: If the stack total is positive, 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 16.

Step 16. Select the Cash (Fast) option.

Step 17. Remit out the voucher (see Section 8.1.1.4 Remittance out procedure).

12.1.7.3 Receiving Compensating Claim Error Notices procedure

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 12.1.7.4 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 12.1.8 Entering error notices).

Step 3. From the Desktop, select the Transactions option, the Housekeeping option then the Redeem Shortage option.

Step 4. Enter the error notice reference number and the authority details.

Step 5. Select the Tick option.

Step 6. Enter the amount you were authorised to carry.

Step 7. Select the Tick option.

Step 8. Is the stack total zero?

SCENARIO A: If the stack total is zero:

- Proceed to step 9.

SCENARIO B: If the stack total is negative, 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 claim error notice:

- Take the equivalent amount out of the till.

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- Proceed to step 9

12.1.7.3 Receiving Compensating Claim Error Notices procedure (contd)

SCENARIO C: If the stack total is positive, 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 claim error notice:

- Put the equivalent amount into the till.
- Proceed to step 9.

Step 9. Select the Finish option.

12.1.7.4 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 12.1.8.2 Entering error notices procedure).

Step 2. From the Desktop, select the Transactions option, the Housekeeping option then the Redeem Surplus option.

Step 3. Enter the error notice reference number and the authority details.

Step 4. Select the Tick option.

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, 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 charge error notice:

- Take the equivalent amount from the till.
- Proceed to step 8.

SCENARIO C: If the stack total is positive, 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 charge error notice:

- Put the equivalent amount into the till.
- Proceed to step 8.

Step 8. Select the Finish option.

12.1.7.5 Making good losses held in the suspense account

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 Redemption of shortage option.**
- Step 2. Enter comments if required.**
- Step 3. Select the Tick option.**
- 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.**

12.1.7.6 Making good gains held in the suspense account

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 Redemption of shortage option.**
- Step 2. Enter comments if required.**
- Step 3. Select the Tick option.**
- 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.**

12.1.8 Entering error notices

12.1.8.1 Entering error notices description

This procedure is used to enter an error notice on the system.

System rules:

- The transaction will be settled automatically and will adjust the system-derived 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.

12.1.8.2 Entering error notices procedure

The procedure to enter an error notice is as follows:

Step 1. Receive the error notice.

Step 2. From the Desktop, select the Transactions option then the Housekeeping option.

Step 3. Select the appropriate icon for the type of error notice details that you want to enter.

Step 4. Enter the value of the error notice.

Step 5. Select the Tick option.

Step 6. Do you have further error notices to enter?

SCENARIO A: If you have no further error notices to enter:

- Proceed to step 7.

SCENARIO B: If you have further error notices to enter:

- Proceed to step 3.

Step 7. Select the Finish option.

13 Fallback procedures

This section deals with the procedures which 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.

13.1 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.

13.2 Counter printer failure

Counter printer failure affects the printing of EPOSS receipts and reports.

13.2.1 Counter printer failure - single-counter office

If 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 NR2 Operating Environment PPD [Ref. CS/PRO/0024] [HSH call POHC07]) will be allocated a high priority; therefore the printer will be out of action for only a short time.

13.2.2 Counter printer failure - multi-counter office

In the event of a counter printer failure in a multi-counter office, EPOSS transactions will be undertaken at another counter position providing that one is available. In the event of another counter position not being available, EPOSS transactions should be carried out manually and then entered on the system as described in *Section 16 EPOSS recovery procedures*.

13.3 Keyboard failure and touch screen failure

In the event of a keyboard failure, all keyboard actions can be replicated on the touch screen, including the input of alphabetic and numeric data.

In the event of a touch screen failure, all touch screen actions can be replicated on the keyboard.

13.4 PC failure

(‘PC’ refers to the PC itself plus the internal components and monitor.)

13.4.1 PC failure - single-counter office

In the event of a PC failure in a single-counter office, EPOSS transactions can continue to be carried out manually in accordance with POCL manual procedures. Any transaction interrupted by system failure should be completed manually as if the system had failed before the transaction started.

13.4.2 PC failure - multi-counter office

In the event of a PC failure in a multi-counter office, EPOSS transactions will be undertaken at another counter position. See the NR2 ACUA PPD [Ref.CS/PRO/0025] for information on session mobility (transferring your current session to another counter position). Any transaction interrupted by

system failure should be completed manually as if the system had failed before the transaction started.

If the restriction of service to the working terminals would have an adverse effect on the quality of service, it may be necessary to continue serving at the unserviceable counter position using manual fallback procedures (see Section 13.4.1 *PC failure - single-counter office*).

13.4.3 Completing EPOSS transactions interrupted by system failure

The procedure to complete an EPOSS transaction interrupted by system failure is as follows:

Step 1. Has the EPOSS transaction been entered on the system?

SCENARIO A: If the transaction has been entered on the system:

- Proceed to step 2.

SCENARIO B: If the transaction has not been entered on the system:

- 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.

Step 2. Has the transaction been settled?

SCENARIO A: If the transaction has not been settled, this means that the system has not stored the transaction:

- 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.

SCENARIO B: If the transaction has been settled:

- No further action is required.
- This ends the procedure.

13.5 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 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 after 74 minutes:

1. Between 0 and 14 minutes and 59 seconds, the screen and system remain active allowing the clerk to return and progress the transaction in the normal manner.
2. Between 15 and 73 minutes and 59 seconds, the clerk will be locked out of the system under the temporary lock condition. Once the clerk has entered their password and returned to the system (see the NR2 Access and Control Administration PPD [Ref.CS/PRO/0025]), the transaction can be progressed in the normal manner.
3. After 74 minutes, the clerk will be forcibly logged out of the system and the transaction will be completed, that is, the transaction will be committed. The clerk cannot reverse the committal of the transaction.

15 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 Post Office Helpline who will ask a series of questions to determine what the post 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.

16 EPOSS recovery procedures

This section deals with the procedures which must be undertaken to identify and recover EPOSS transactions undertaken manually while the system was out of action.

16.1 Identifying lost EPOSS transactions

The following sections describe how to identify lost EPOSS transactions after a period of system failure.

16.1.1 Daily transactions (Giro, telephone, savings bank)

- Step 1. Produce manual summaries used for despatch of documents and (if dockets have already been despatched) cut-off the report.**
- Step 2. Compare the manually summarised dockets with the automated summary.**
- Step 3. Enter on the system details of any manually summarised dockets despatched.**
- Step 4. Produce the automated summary and cut off the report.**
- Step 5. Use available dockets to identify any transactions which have not been recorded on the system, and enter the relevant transactions.**

16.1.2 Weekly transactions

- Step 1. Produce the necessary summary and cut off the summary if required.**
- Step 2. Associate the relevant dockets with the summary.**
- Step 3. Use the Bulk Input option to enter transactions relating to any dockets not identified on the summary.**

16.1.3 Transactions without summaries (infrequent stock sales)

- 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.**
- Step 3. Compare your dockets and stock with the balance snapshot.**
- Step 4. Adjust stock to reflect the actual position (see *Section 10.1.6.2 Adjusting stock* procedure).**
- Step 5. Enter details of any transactions not shown on the balance snapshot on the system.**

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.

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. Any necessary adjustments must be made before balancing the stock unit.

Note: 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.

16.2.1 Recovering EPOSS transactions after a period of system failure

The procedure to recover EPOSS transactions after a period of system failure is as follows:

Step 1. Have any payments, receipts or other transactions been performed during the system failure?

SCENARIO A: If any of these transactions have been performed:

- Select the Transactions option.
- Recover payments, receipts or other transactions performed during the period of system failure. (For information on entering a large number of transactions after system failure see *Section 16.3.1.2 Entering bulk input transactions procedure.*)
- Proceed to step 2.

SCENARIO B: If none of these transactions have been performed:

- Proceed to step 2.

Step 2. Have any stock sales been performed during the period of system failure?

SCENARIO A: If any of these transactions have been performed:

- Proceed to step 3.

SCENARIO B: If none of these transactions have been performed:

- This ends the procedure.

Step 3. Do you have a shared stock unit?

SCENARIO A: If you do not have a shared stock unit:

- Proceed to step 4.

16.2.1 Recovering EPOSS transactions after a period of system failure (contd)

SCENARIO B: If you have a shared stock unit:

- Declare stock and MOP (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 the stock and MOP (except cash) by the amount of the discrepancies noted to make the system-derived totals match the actual stock in hand.
- Proceed to step 7.

Step 4. Adjust the stock and MOP (except cash) to match the current actual stock levels by counting the stock and comparing it with the screen totals (see Section 10.1.6.2 Adjusting stock procedure).

Step 5. Declare your stamps.

Step 6. Select the Discrepancies option and make a Note of all discrepancies indicated by the system.

Step 7. From the Serve Customer menu, select the Postage Stamp option.

Step 8. Enter the value identified in the discrepancy

Step 9. Settle the transaction to cash.

16.3 Recovering voucher transactions

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, 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 PC. In addition, EPOSS allows for the production of a manual balance and manual Cash Account production. 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. A number is displayed on the product icon 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 £30.00; the number 2 will be displayed on the stack icon to indicate that two entries have been made against the product.

Where a transaction is defined in POCL-supplied reference data as requiring additional data to be entered (for example, a Girobank Transcash receipt or a BT telephone bill payment), the transaction must be recovered individually via the Serve Customer screen in order to capture the additional data and to allow the production of client summary reports.

Bulk changes to stock items should be processed by adjusting stock (see *Section 10.1.6.2 Adjusting stock procedure*). If any stock declaration is made for a shared stock unit during the CAP the facility to using the adjust stock method is lost for that week.

System rules:

- Whilst in recovery mode, transactions of the same type accumulate on a single stack button.
- During bulk entry, the normal validation rules relating to maximum and multiple quantities and values (as defined in POCL-supplied reference data) are suspended.
- The bulk entry procedure should be used for payment and receipts transactions (non-stock transactions) only.

- Non-customer service transactions (for example, remittances in or out) which took place during the period of failure should be entered normally when the system returns to service.

16.3.1.2 Entering bulk input transactions procedure

The procedure to enter bulk input transactions is as follows:

Step 1. From the Desktop, select Transactions then the Bulk Input option.

(The system displays the Bulk Input screen.)

Step 2. Do you need to enter more than one item?

SCENARIO A: If no change of quantity is required:

- Proceed to step 3.

SCENARIO B: If a change of quantity is required:

- Enter the quantity.
- Proceed to step 3.

Step 3. Select the appropriate icon for the service required.

(You may need to navigate to a new screen to find the icon for the service that you require.)

Step 4. Is an invalid quantity message displayed?

(Some items, for example, telephone account receipts which 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.

16.3.1.2 Entering bulk input transactions procedure (contd)

SCENARIO B: If you are prompted to enter an account number:

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

Step 6. Do you need to enter the 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)
- Proceed to step 7.

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

SCENARIO A: If the transaction is correct:

- Proceed to step 8.

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 8. Have you entered all the transactions?

(To view the full transaction stack, select the Open option.)

SCENARIO A: If you have entered all the transactions:

- Proceed to step 9.

SCENARIO B: If you have not entered all the transactions:

- Proceed to step 1.

Step 9. Select the Finish option.

(The system displays the Bulk Input screen.)

Step 10. Settle the transaction (see Section 5.2.12.2 Settling transactions in a customer session procedure).**Step 11. Remove the bulk input transaction receipt from the counter printer.**