

Balancing with **horizon**

Daily Reports

Weekly Reports

Balancing and Suspense Account

Correcting errors on Horizon

Out Of Hours Procedures



Introduction



Balancing with Horizon

Welcome to 'Balancing with Horizon'.

Most of you will know that before rolling out Horizon, we conducted a live trial to understand the impact of automating offices. This trial identified a number of problems, including longer balancing times and cash account errors in the first few weeks after the introduction of Horizon. This manual has been developed to overcome these problems and to help make the transition to Horizon easier for you.

During development, we spoke to subpostmasters, retail network managers and Horizon field support officers about the problems they had experienced when they started to use the system. As a result, procedures based on their practical experience were developed to overcome these problems.

When an automated system like Horizon is introduced, it is very important that everyone carries out procedures in the same way. This manual shows, in an easy to read way, how procedures must be carried out. I am confident, that if you are unsure how to carry out a procedure, this manual will explain how it is done. I do not expect you to read it from cover to cover because it is really a 'how to do' reference to be used to help you with the daily and weekly procedures that will change when Horizon is introduced at your office. You must follow these procedures to ensure that you balance accurately.

I want you to use this guide as your first reference point when you have any questions about or problems with balancing.

Please phone the Network Business Support Centre on 0845 6011022 if you have any queries about this manual or about any business as usual procedures. For help with using the Horizon system, remember to ring the Horizon System Helpdesk on 0845 7762576.

Automation is something new that may worry a lot of people. Your retail network manager and Horizon field support officer both have copies of the manual and will help you through the early stages.

Finally, I would like to wish you good luck with using Horizon.

A large, bold, black signature that reads "GRO" enclosed in a dashed rectangular box.

Alan Barrie
Operations Director

Practical tips when using Horizon

- It is extremely important that procedures are carried out in a consistent manner. This means that there is one way of doing things and everyone must carry out procedures in the same way. This manual describes how you must do this.
- All transactions **must** be entered correctly into the Horizon system at the time of serving the customer, unless the transaction is completed away from the counter. Always check the transaction on the screen agrees with the actual transaction completed at the counter. It is much easier to correct an error on the Horizon system while you have the transaction on the screen and the customer is still in front of you rather than later when they have left the office.
- You **should** ensure reports are checked against the appropriate documents and that any errors found are amended accordingly. These must only be 'cut-off' when you are happy they are correct. You may have to complete daily report procedures twice as **no** daily transactions can be held on the Horizon system on balance day.
- The reports that are produced from the Horizon System are only as good as the information that is entered into it. Therefore, you **must** check them carefully against the actual transaction documents to ensure that all account numbers and amounts are correct. If any of the reports are incorrect a reversal must be performed and another report produced which again must be checked. This must be done as soon as an error has been identified.
- **For shared stock unit offices** – When checking dockets against reports, you **should** keep the 'cut-off' screen visible. This will ensure that any transactions being carried out simultaneously at other positions will not be added to the existing report you are checking. When you have finished checking the report and have selected 'cut-off', any transactions that were carried out during this time will be automatically added to the system and will be available for checking on the next report.
- When balancing Stock units, **check** that the Horizon System figures for stamps, stock and cash agrees with the actual stamps, stock and cash on hand by making the necessary adjustments. When you are happy that the stamps, stock and cash are correct, you must then roll over the stock unit into the next Cash Account Period or Balance Period. All normal physical checks still apply when balancing your stock unit.
- Adjustment of stock is the **recommended** method to ensure that system totals and actual stock holdings agree. However an alternative method to stock adjustment is to make a stock declaration. This means declaring your stock holdings rather than adjusting the system held totals. If you have used the method of stock declaration and you subsequently need to make an amendment to the stock you **must** re-declare the stock on the system.
- Once the office has been rolled over into the next Cash Account Period two Cash Account Final Reports will be produced. One must be sent to Chesterfield, the other must be held at the office for 6 years. Ensure both copies are signed and datestamped. The cash account **must not** be altered in any way as the changes will have no effect on the electronic version that is sent to Chesterfield.

Retention periods for supporting documents

- The retention period of supporting documents has been standardised. All Horizon reports and manual forms that are required to be retained in the office must be kept for **two** years, with the **exception** of the Cash Account report, which must be retained for **six** years.

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Section I: Daily Reports

Name of report	Type of report	Where to despatch manual forms	Procedure for Horizon reports	Other information	Page
Personal Banking Deposits	N/A	BCV to processing centre	Retention optional	Manual summary P5085 12 months	8
Personal Banking Enchasmments	N/A	BCV to processing centre	Retention optional	Manual summary P5086 12 months	10
Personal Banking Cheque Envelopes	N/A	BCV to processing centre	Retention optional	Manual summary P5085 12 months	11
Council Tax Schemes	Counter Daily	Local council	Retain 2 years in office	N/A	12
Rent Schemes	Counter Daily	Local council	Retain 2 years in office	N/A	14
Alliance & Leicester Girobank Deposits	Counter Daily	Summary G 4631 to Girobank	Retain 2 years in office	N/A	16
Alliance & Leicester Girobank Withdrawals	Counter Daily	Summary G 4632 to Girobank	Retain 2 years in office	N/A	16
Alliance & Leicester Girobank reports	Office Daily	N/A	Retention optional	To aid outlets	17
British Telecom	Counter Daily	BCV to processing centre	Retain 2 years in office	Office Daily Report can be produced to aid outlets	18
TV Licensing	Counter Daily	BCV to processing centre	Retain 2 years in office	Manual Summary P5065 2 years	20
UKPA	Counter Daily	P5035 (yellow copy) to passport office	Retain 2 years in office	Despatch Summary P5035 (white copy) at end of week to Chesterfield Retain undercopies of passport application receipts P4921 in office for 2 years.	22
Cheque Listing (all offices except N.Ireland)	Counter Daily	BCV to processing centre	Retain 2 years in office	Ensure cheques have been 'remitted out' to correct destination	25
Cheque Listing (N.Ireland offices only)	Counter Daily	P884MA Selected offices: send to Bank of Ireland Other offices: send to Distribution Centre	Retain 2 years in office	Ensure cheques have been 'remitted out' to correct destination	25
APS Transactions	Counter Daily	N/A	Retain 2 years in office	N/A	27
Daily Cash Declaration	Counter Daily	N/A	Retain 2 years in office	Can be used to complete end of week ONCH 1 form or P4105	28
National Savings Bank	Counter Daily	NSA53MA and NSA56MA to NSB Glasgow	Retain 2 years in office	NSA54MA at end of C.A. week despatch to NSB Glasgow	29
National Savings Bank	Office Daily	NSA53MA and NSA56MA to NSB Glasgow	Retention optional	NSA54MA at end of C.A. week despatch to NSB Glasgow	31
Cashing Other Banks Cheques (all offices except N.Ireland)	Counter Daily	BCV to processing centre	Retain 2 years in office	Do not rem out these cheques	32

Name of report	Type of report	Where to despatch manual forms	Procedure for Horizon reports	Other information	Page
Cashing Other Banks Cheques (N.Ireland)	Counter Daily	P884MA and P3888 Selected offices: send to Bank of Ireland Other offices: send to Distribution Centre	Retain 2 years in office	Rem out these cheques	33
Transfers	System receipt	N/A	Retain 2 years in office	System receipt is produced once the transfer is completed	35
Remittances	System receipt	N/A	Retain 2 years in office	System receipt is produced once the remittance is completed	36

Section I: Daily Reports

Daily procedures and Horizon Reports

You must produce the following Horizon system daily reports at your authorised cut-off time, for despatch on final postal collection:

- Council Tax Schemes
- Rent Schemes
- Alliance and Leicester Girobank Deposits and Withdrawals
- British Telecom report
- TV Licensing report
- UKPA (United Kingdom Passport Agency)
- Cheque Listing report
- Cashing Other Banks' Cheques
- Personal Banking (uses the Horizon Stock Unit balance snapshot report)

End of day procedures / reports

- APS Transaction report
- Daily Cash Declaration
- National Savings Bank Deposits and Withdrawals
- Produce Stock Unit Balance Snapshot (optional)
- Remittances and Transfers (optional)

Please remember:

1. You **must** check your vouchers / dockets against the Horizon produced report and manual summaries to ensure the totals of values and volumes agree.
2. If you have other transaction dockets which are produced on a daily basis and for which there is no Horizon system report, you should check them against the balance snapshot, but please note these figures are cumulative during the Cash Account Period (CAP). If an error is found, refer to the corrections section in this guide.
3. The balance snapshot will also enable you to check your cash and stock holdings on a daily basis if required. If an error is found, refer to the corrections section in this guide.
4. **For shared stock unit offices** – When checking dockets against reports, you should keep the 'cut-off' screen visible. This will ensure that any transactions being carried out simultaneously at other positions will not be added to the existing report you are checking. When you have finished checking the report and have selected 'cut-off', any transactions that were carried out during this time will be automatically added to the system and will be available for checking on the next report.
5. **Office summaries** - Any office summaries undertaken prior to the production of the previous week's cash account will not reflect the transactions performed in the current CAP. For example if stock units have rolled into CAP2 and the cash account for CAP1 has not been completed the daily office summary will not reflect the totals for CAP2 until the cash account for CAP1 is complete.

horizon

Personal Banking - all offices

Manual Personal Banking Deposits Daily Office Summary (P5085) and Personal Banking Encashments Daily Office Summary (P5086)

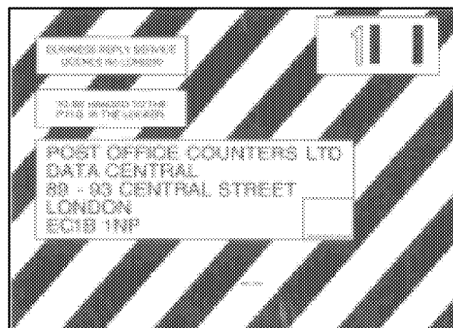
- Complete the manual Personal Banking Deposits Daily Office Summary (P5085) and the manual Personal Banking Encashments Daily Office Summary (P5086)
- Retain for checking against the Horizon stock unit balance snapshot report




Manual Deposits and Cheque Encashments Batch Control Vouchers

- Complete the manual Deposits Batch Control Voucher (BCV) and the Cheque Encashments BCV
- Associate the deposit slips and the encashed cheques with the appropriate BCV ready for despatch, for further information:
 - See Counters Operations Manual; Co-op Personal Banking; Accounting and despatch (deposits),
 - See Counters Operations Manual; Lloyds TSB Personal Banking; Accounting and despatch (deposits),
 - See Counters Operations Manual; Co-op Personal Banking; Accounting and despatch (encashments), or
 - See Counters Operations Manual; Lloyds TSB Personal Banking; Accounting and despatch (encashments)
- Check that the totals on the BCVs agree with the grand totals on all the manual Personal Banking Deposits Daily Office Summaries (P5085) and manual Personal Banking Encashments Daily Office Summaries (P5086)
- Despatch the BCVs and the associated deposit slips and the associated encashed cheques in the red and white striped envelope (ENV 2026), in accordance with existing instructions

The image shows two forms. The top form is titled 'BCV - DEPOSITS' and includes fields for 'DATE OF DISPATCH' and 'STATION'. The bottom form is titled 'BCV - CHEQUE - ENCASHMENTS' and includes fields for 'DATE OF DISPATCH', 'NUMBER OF CHEQUES ENCASHED', and 'VALUE OF CHEQUES ENCASHED'. Both forms have a header with 'POST OFFICE COUNTERS LTD' and 'DATA CENTRAL'.



Council Tax Schemes Report – all offices

Manual Daily Council Tax Summary

- Complete the manual daily Council Tax summary
- Retain for checking against the Horizon Counter Daily Council Tax report (CTax Schemes)

COLLECTION SCHEDULE **90505**

HARROGATE DISTRICT COUNCIL

Payment Office

Date

Grossbank
Accounts No. 603 2038

	Account Type	Rate	Volume	Reference Number	Service Type
1					
2					
3					
4					
5					
6					



Horizon Counter Daily Council Tax Report (CTax Schemes)

- Print the Horizon Counter Daily CTax Schemes report at the authorised cut-off time
- From the desktop menu select:
 - Reports (F2)
 - Counter Daily (F1)
 - CTax Schemes (F12)
 - Print (F4)
- Check that the voucher(s) total on the manual daily Council Tax summary agrees with the Horizon Counter Daily CTax report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint the report, select cut-off (F12), accept the messages and select exit (F16)

```

Harrogate      FEB: 1824561
08:08 02/04/1999  08:12 08:03 58: 88
Council Tax Schemes

Council week          VALUE
0803198              75.00
1-12580              48.00
1-12580

TOTALS:              VOLUME  VALUE
Council extra        2      124.00
SUMMARY TOTAL:      2      124.00

*** END OF REPORT ***

```



Clearing daily Council Tax schemes



Complete the relevant manual Giro Transcash Form(s) and enter onto the Horizon system as a 'CTax tcash' transaction

- From the desktop menu select:
 - Transactions (F1)
 - Serve customer (F1)
 - Other products (F13)
 - Girobank (F3)
 - CTax tcash (F12)
- Enter the appropriate account number
- Enter the value of the payments accepted
- The system will prompt you to make a compensating entry called "Lcl rent contra"
- Enter the same total again so that the transaction appears as zero on the transaction stack
- Select Finish
- Associate the under copy(ies) of the manual daily Council Tax summary with the Horizon Counter Daily CTax Schemes report and retain in the office for 2 years
- Despatch the top copy of the manual daily Council Tax summary and Transcash receipt, in accordance with existing instructions

Rent Schemes Report – all offices

Manual Daily Rent Schemes Summary

- Complete the manual daily Rent Schemes summary
- Retain for checking against Horizon Counter Daily Rent Schemes report

LONDON BOROUGH OF CROYDON
RENTING RENTS

Summary Sheet No. _____
Date: _____
Post Office No. _____
Scheme Reference No. _____

	Scheme	Reference No.	F	S
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				



Horizon Counter Daily Rent Schemes Report

- Print the Horizon Counter Daily Rent Schemes report at the Authorised cut-off time
- From the desktop menu select:
 - Reports (F2)
 - Counter Daily (F1)
 - Rents Schemes (F8)
 - Print (F4)
- Check that the voucher(s) total on the manual Rent Schemes summary agrees with the Horizon Counter Daily Rent Schemes report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree, select cut-off (F12), accept the messages and select exit (F16)

```

Miscellaneous: 788: 02/05/02
08:28 02/06/1999 08:11:11 08:11:11 08:11:11
Rent Schemes

Rent voucher #          VALUE
08:11:11                142.00
1-12:00                 17.00

TOTALS:                VALUE
Rent voucher #          2      159.00

SUMMARY TOTALS:        2      159.00

*** END OF REPORT ***
    
```



Clearing local rent schemes



Complete the relevant manual Giro Transcash Form and enter into the Horizon system as a 'T' csh loc rent' transaction

- From the desktop menu select:
 - Transactions (F1)
 - Serve customer (F1)
 - Other products (F13)
 - Girobank (F3)
 - 'T' csh loc rent (F11)
- Enter the appropriate account number
- Enter the value of payments accepted
- The system will prompt you to make a compensating entry called "Lclrent contra"
- Enter the same total again so that the transaction appears as zero on the transaction stack
- Select Finish
- Associate the under copy(ies) of the manual daily Rent Schemes summary with the Horizon Counter Daily Rent Schemes report and retain in the office for 2 years
- Despatch the top copy of the manual daily Rent Schemes summary and Transcash receipt, in accordance with existing instructions

The image shows a Girobank form for 'RENT SCHEME VOUCHER/CARDS'. The form has a header with the Girobank logo and some text. Below the header, there are several fields for data entry, including what appears to be an account number and a date. The form is titled 'RENT SCHEME VOUCHER/CARDS' in bold letters. At the bottom, there is a barcode and some additional text.

Alliance and Leicester Girobank Reports – all offices

Girobank Horizon Daily Record of Deposit and Withdrawal forms

- Print the Horizon Counter Daily Girobank Daily Record of Deposits (G9901MA) or Withdrawals (G9902MA) forms and office copies at the authorised cut-off time
- From the desktop menu select:
 - Reports (F2)
 - Counter Daily (F1)
 - Giro Deposits (F1) / Withdrawals (F2)
 - Insert Summary Form into printer
 - Print (F4)

Once the summary form is printed an office copy will be produced for retention in your office.

Please note:

You must ensure that the print on the forms is legible.

Girobank Horizon Daily Record of Deposits form (G9901MA)

- Check that each deposit slip appears on the Girobank Horizon Daily Record of Deposits form
- Check that the value of the deposit slips (including fees) agrees with the total on the Girobank Horizon Daily Record of Deposits form
- If they do not agree, correct the error (refer to the Horizon System User Guide; Reports; Daily summaries; Producing a daily office summary)
- When the figures agree reprint the report, select cut-off (F12), accept the messages and exit (F16)
- Associate the deposit slips with the Girobank Horizon Daily Record of Deposits (G9901MA) ready for despatch in accordance with existing instructions

Girobank Horizon Daily Record of Withdrawals form (G9902MA)

- Check that each withdrawal slip appears on the Girobank Horizon Daily Record of Withdrawals
- Check that the value of the withdrawal slips agrees with the totals on the Horizon Daily Giro Withdrawals form
- If they do not agree, correct the error (refer to the Horizon System User Guide; Reports; Daily summaries; Producing a daily office summary)
- When the figures agree reprint the report, select cut-off (F12), accept the messages and exit (F16)
- Associate the withdrawal slips with the Girobank Horizon Daily Record of Withdrawals (G9902MA) ready for despatch in accordance with existing instructions

Horizon Office Daily Girobank Deposits and Withdrawals Report

- Print the Horizon Office Daily Girobank Deposits or Withdrawals Report
- From the desktop menu select:
 - Reports (F2)
 - Office daily (F2)
 - Giro Deposits (F1) / Withdrawals (F2)
 - Print (F4)
- Check that the totals of all the Girobank Horizon Daily Record of Deposit or Withdrawals forms agree with the Horizon office Daily Girobank Deposits or Withdrawals Reports total
- If they do not agree correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint the report, select cut-off (F12), accept the messages and then select exit (F16)
- Destroy the Office Daily Report(s)

Please note:

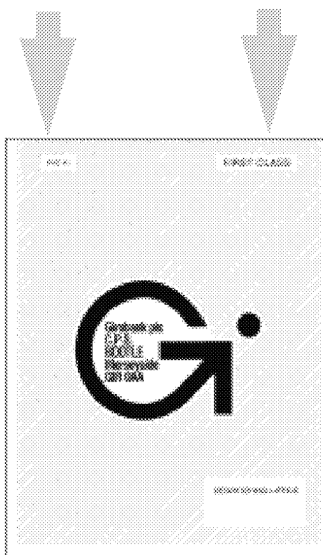
As this report contains the transactions for all stock units, you only need to print one report (not one for each stock unit)

Girobank Horizon Daily Record of Deposits form (G9901MA)

- Despatch the Girobank Horizon Daily Record of Deposits form G9901MA and the associated deposit slip(s) in your Girobank pouch, in accordance with the existing despatch procedures

Girobank Horizon Daily Record of Withdrawals form (G9902MA)

- Despatch the Girobank Horizon Daily Record of Withdrawals form G9902MA and the associated withdrawal slip(s) in your Girobank pouch, in accordance with the existing despatch procedures



- Retain the office copy of the Girobank Horizon Daily Record of Deposits form in your office for 2 years
- Retain the office copy of the Girobank Horizon Daily Record of Withdrawals form in your office for 2 years

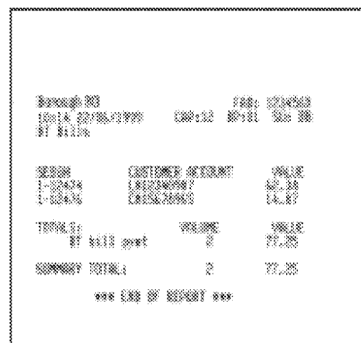
horizon

British Telecom Report (non barcoded bills) – all offices

This procedure will only apply to BT bills that do not have a bar-code. The majority of BT bills will be bar-coded and will be accepted as an Automated Payment.

Horizon Counter Daily British Telecom Bills Daily Report (BT Bill)

- Print the Horizon Counter Daily BT Bill report at the authorised cut-off time
- From the desktop menu select:
 - Reports (F2)
 - Counter Daily (F1)
 - BT Bill (F3)
 - Print (F4)
- Check that the account numbers and values of each paid BT bill appears on the Horizon Counter Daily BT Bill report
- Check that the details and total of the BT bills accepted agrees with the Horizon Counter Daily BT Bill report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint the report, select cut-off (F12), accept the messages and select exit (F16)



```

Horizon BT          PRR: 07/05/03
15/14 22/06/1999  080132 08101  00.00
BT Bill:

SESSION  CUSTOMER ACCOUNT  VALUE
1-02474  181224997          60.38
1-02474  2835270960          14.87

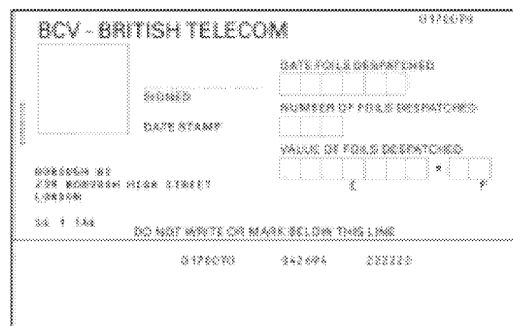
TOTALS:  BT bills print  VOLUME  VALUE
SUMMARY TOTAL  2          75.25

*** END OF REPORT ***
  
```



Manual British Telecom Batch Control Voucher

- Complete the manual BT Batch Control Voucher (BCV)
- Associate vouchers with BCV ready for despatch (refer to the Counter Operations Manual)



BCV - BRITISH TELECOM 01756198

DATE FOLDS DESPATCHED: []

NUMBER OF FOLDS DESPATCHED: []

VALUE OF FOLDS DESPATCHED: []

SESSION BT
238 BUSHMAN HIGH STREET
LONDON

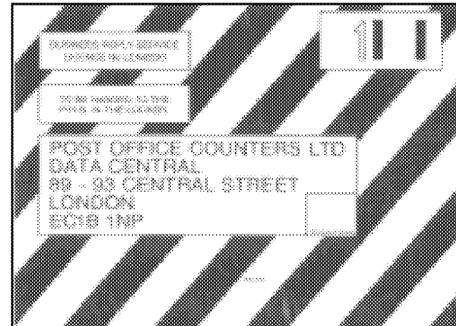
SR 1 148 DO NOT WRITE OR MARK BELOW THIS LINE

01756198 042694 252220





- Despatch the Batch Control Voucher (BCV) and the associated bills in the red and white striped envelope (ENV2062) in accordance with existing instructions
- Retain the Horizon Counter Daily Report in your office for 2 years



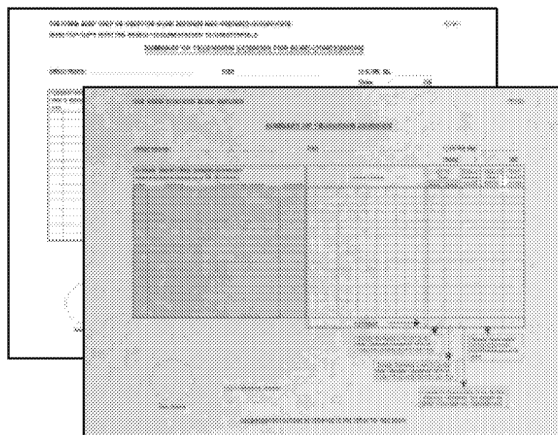
For Multiple Stock Units

- Print the Horizon Office Daily BT Bills Report
- From the desktop menu select:
 - Reports (F2)
 - Office daily (F2)
 - BT Bill (F3)
 - Print (F4)
- Check that the total on the manual British Telecom Batch Control Voucher agrees with the Horizon Office Daily BT Bills report
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint the report, select cut-off (F12), accept the messages and select exit (F16)
- Retention of the Office Daily Report is optional.

TV Licensing Report – all offices

Manual Daily Summary of Television Licences for Blind Concessions (P5743) and Manual Daily Summary of Television Licences (P5744)

- Complete the manual Daily Summary of Television Licences for Blind Concessions (P5743)
- Complete the manual Daily Summary of Television Licences (P5744)
- Retain for checking against the Horizon Counter Daily TV Licences report



Horizon Counter Daily TV Licence Report

- Print the Horizon Counter Daily TV Licence report at the authorised cut-off time
- From the desktop menu select:
 - Reports (F2)
 - Counter Daily (F1)
 - TV Licences (F11)
 - Print (F4)
- Check that all Blind Concession TV Licences have been listed on the form P5743
- Check that all **other** TV Licences have been listed on the form P5744
- Check that the totals on the manual Daily Summary of Television Licences (P5744) and the Daily Summary of Television Licences for Blind Concessions (P5743) agree with the Horizon Counter Daily TV Licence report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree, select cut-off (F12), accept the messages and select exit (F16)

DESCRIPTION	PRODUCT	QUANTITY	UNIT PRICE	TOTAL
1-12492	None TV Lic	1	23.50	23.50
1-12491	Customer TV Lic	1	101.00	101.00
TOTALS:			UNIT PRICE	TOTAL
	None TV Lic	1	23.50	23.50
	Sub Totals	1	23.50	23.50
	Customer TV Lic	1	101.00	101.00
	Sub Totals	1	101.00	101.00
SUMMARY TOTAL:		2		124.50

*** END OF REPORT ***

Manual Television Counterfoils Batch Control Voucher

- Complete the blue manual TV Counterfoils Batch Control Voucher (BCV)
- Complete the white manual Over 75 Licences BCV
- Associate the appropriate TV licence counterfoils with the appropriate BCV ready for despatch (see Counters Operations Manual; BBC booklet; Television Licensing)

The diagram shows a stack of forms. The top form is titled "BCV - TELEVISION COUNTERFOILS [LAWAIN...]" and the bottom form is titled "BCV - TELEVISION COUNTERFOILS - 75+ LICENCES [LAWAIN...]". The forms contain various fields for data entry, including "NUMBER OF COLOUR COUNTERFOILS" and "NUMBER OF MONO COUNTERFOILS".

- Despatch the Batch Control Voucher (BCV) and the associated TV Licence counterfoils in the red and white striped envelope (ENV 2062), in accordance with existing instructions



Weekly:

- Complete the Weekly Summary of Mono/Colour Refunds and Blind Concessions and refunded Mono Licences P5187 (See Counters Operations Manual; BBC; Television Licence Savings Stamps; Weekly accounting and despatch)
- Retain the manual Daily Summary of Television Licences (P5744), the undercopies of Daily Summary of Television Licences for Blind Concessions (P5743) and the Horizon Counter Daily TV Licence report in your office for 2 years
- Place the top copy of the Summary of Television Licences for Blind Concessions (P5743) and the Weekly Summary of Mono/Colour Refunds and Blind Concessions and refunded Mono Licences P5187 in an envelope
- Seal the envelope, datestamp it and write your office name, FAD code and the cash account week number on it
- Forward the envelope to Chesterfield in the daily one-trip pouch at the end of the cash account week.

UKPA (United Kingdom Passport Agency) Report

Manual Daily Passport Schedule (P5035)

- Complete the manual Daily Passport Schedule (P5035)
- Retain for checking against the Horizon Counter Daily UKPA report

The form is titled 'UKPA DAILY PASSPORT SCHEDULE P5035 (04/08)'. It contains several sections for data entry:

- Applicant Information:** Name, Sex, Date of Birth, Date of Issue, Date of Expiry, and Date of Issue (for renewals).
- Passport Information:** Passport Number, Type, and Date of Issue.
- Application Details:** Number of applications about, Date of issue, and other administrative fields.
- Checklist:** A series of checkboxes for various conditions, such as 'Applicant is a British citizen', 'Applicant is a British citizen by descent', etc.
- Signature and Date:** Fields for the manager's signature, date, and the date of submission.



Passport Application receipt (P4921)

- Retain the undercopies for checking against the Horizon Counter Daily UKPA report

The form is titled 'PASSPORT APPLICATION RECEIPT'. It includes the following sections:

- Financial Summary:** A table showing 'Acceptance Charge', 'Passport Fee', and 'Total Amount Paid' in pounds (£).
- Application Details:** A table with columns for 'Applicant's name', 'Type', and 'Description'. It lists 'Applicant's name', 'Applicant's sex', 'Applicant's date of birth', and 'Applicant's date of issue'.
- Checklist and Notes:** A series of checkboxes and text boxes for recording the status of the application, such as 'If you need to present this application again, you must return you to us with the supporting documents and this receipt'. It also includes a 'Checked Date Stamp'.
- Signature and Date:** Fields for the manager's signature, date, and the date of submission.



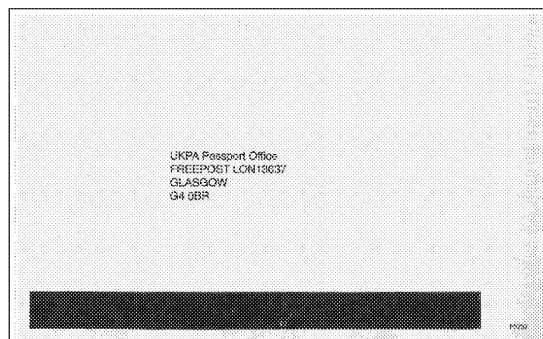
horizon

- Associate the second (yellow) copy of the UKPA DailyPassport Schedule form P5035 with the passport applications ready for despatch
- Complete the weekly despatch section on the UKPA DailyPassport Schedule form P5035 on the schedule for the final day of the week only at the end of the Cash Account week (in accordance with the Counters Operations Manual)

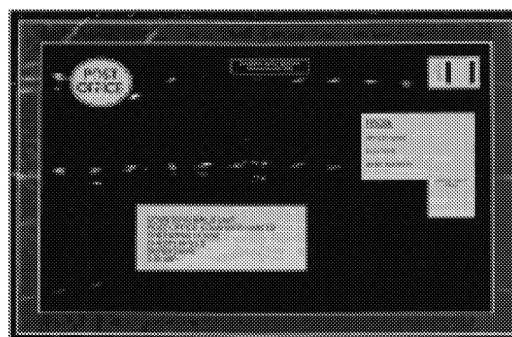
The image shows the UKPA Daily Passport Schedule Form P5035 06/02. It is a complex form with multiple sections for recording passport applications, including fields for date, time, and application details. The form is divided into several columns and rows, with various checkboxes and input fields.



- Despatch the passport applications and the second (yellow) copy of the UKPA Daily Passport Schedule form P5035 in the first class despatch envelope addressed to your regional Passport Office, in accordance with existing instructions



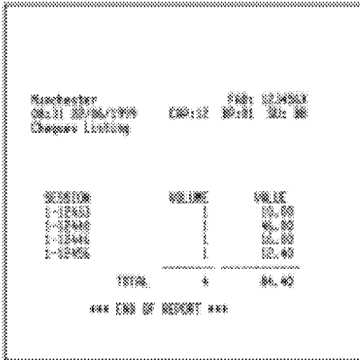
- Despatch the top (white) copies of UKPA Daily Passport Schedule Form P5035 to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions
- Associate the bottom (pink) copies of the UKPA Daily Passport Schedule form P5035, the Horizon UKPA Counter Daily Report and the undercopies of the Passport Application Receipts (P4921) and retain in your office for 2 years



Cheque Listing Report (excluding Personal Banking, POCL cheques, RD Cheques and Other Banks' Cheques) – all offices

Horizon Counter Daily Cheques Listing Report

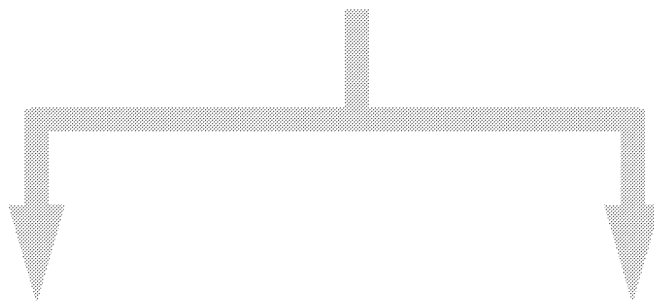
- Print the Horizon Counter Daily Cheque Listing report at the authorised cut-off time
- From the desktop menu select:
 - Reports (F2)
 - Counter Daily (F1)
 - Cheque Listing (F10)
 - Print (F4)
- Check that the value of cheques agrees with the Horizon Counter Daily Cheques Listing report total
- If they do not agree, correct the error by using the 'Adjust Stock' facility to reflect the actual **value** of cheques on hand (volume is irrelevant in this instance)
- Select 'exit', without selecting 'cut-off'
- Rem out your cheques from the stock unit to the appropriate destination (see Section 1: Daily Reports; Transfers and Remittances)
- After performing the rem out, print the Horizon Counter Daily Cheques Listing report again to check that the rem out was performed correctly and that the cheque total shows only the value of cheque still on hand.
- If it is not zero, check that the Rem Out figure is correct and correct the error
- When the figure is zero, select cut-off (F12), accept the messages and select exit (F16)



SECTION	VOLUME	VALUE
1-12433	1	10.00
1-12440	1	46.00
1-12446	1	10.00
1-12450	1	10.40
TOTAL	4	86.40

*** END OF REPORT ***





Offices in Northern Ireland

- Enter the value of cheques to be remitted on the Inward Remittance Advice P884MA
- **Branch Offices** – post cheques to the Bank of Ireland, Donegall Place, Belfast, BT1 5BX
- **Other offices** – remit cheques to your Distribution Centre

Offices in England, Scotland and Wales

- A Sub total slip P4099 is required for each batch or part batch of 30 cheques when the number of cheques is 30 or more (eg total of 51 cheques, first batch shows a total of 30 cheques and the second batch shows a total of 21 cheques).



- Complete the Cheque Batch Control Voucher
 - Associate the BCV with the cheques on hand
 - Dispatch the cheques and BCV to Data Central
-
- It is advised to complete form P4630 with the relevant details of the cheques and retail this form in your office for 2 years

horizon

Daily Cash Declaration (DCD) Report – all offices (Mandatory Report)

Horizon Counter Daily Cash Declaration Report

- Print the Horizon Counter Cash Declaration report at the close of business
- From the desktop menu select:
 - Reports (F2)
 - Counter Daily (F1)
 - Daily Cash Declaration (F9)
 - Enter your cash on hand against the correct coin or note denominations
 - Enter your stock unit ID number (Shared Stock Units only)
 - Print (F4)
 - Exit (F16)

DESCRIPTION	AMOUNT
Coin 05	5.00
Coin 10	10.00
Coin 20	20.00
Coin 50	50.00
Coin 100	100.00
Coin 200	200.00
Coin 500	500.00
Coin 1000	1000.00
Note 1	5000.00
Note 2	10000.00
Note 5	50000.00
Note 100	100000.00
Note 200	200000.00
Note 500	500000.00
Note 1000	1000000.00
TOTAL:	13775.22

SYSTEM TEST OPERATIONS
WEEKLY RETURNS

Office Code: [] Week Ended: []

Total Cash on Hand at Close of Business: []

WEEKLY RETURNS

1. Thursday: []
2. Friday: []
3. Saturday: []
4. Sunday: []
5. Monday: []
6. Tuesday: []
7. Wednesday: []

Weekly Returns

DATE	AMOUNT	DESCRIPTION
01/01/2000	100.00	...
01/02/2000	200.00	...
01/03/2000	300.00	...
01/04/2000	400.00	...
01/05/2000	500.00	...
01/06/2000	600.00	...
01/07/2000	700.00	...
01/08/2000	800.00	...
01/09/2000	900.00	...
01/10/2000	1000.00	...
01/11/2000	1100.00	...
01/12/2000	1200.00	...
01/13/2000	1300.00	...
01/14/2000	1400.00	...
01/15/2000	1500.00	...
01/16/2000	1600.00	...
01/17/2000	1700.00	...
01/18/2000	1800.00	...
01/19/2000	1900.00	...
01/20/2000	2000.00	...
01/21/2000	2100.00	...
01/22/2000	2200.00	...
01/23/2000	2300.00	...
01/24/2000	2400.00	...
01/25/2000	2500.00	...
01/26/2000	2600.00	...
01/27/2000	2700.00	...
01/28/2000	2800.00	...
01/29/2000	2900.00	...
01/30/2000	3000.00	...
01/31/2000	3100.00	...
02/01/2000	3200.00	...
02/02/2000	3300.00	...
02/03/2000	3400.00	...
02/04/2000	3500.00	...
02/05/2000	3600.00	...
02/06/2000	3700.00	...
02/07/2000	3800.00	...
02/08/2000	3900.00	...
02/09/2000	4000.00	...
02/10/2000	4100.00	...
02/11/2000	4200.00	...
02/12/2000	4300.00	...
02/13/2000	4400.00	...
02/14/2000	4500.00	...
02/15/2000	4600.00	...
02/16/2000	4700.00	...
02/17/2000	4800.00	...
02/18/2000	4900.00	...
02/19/2000	5000.00	...
02/20/2000	5100.00	...
02/21/2000	5200.00	...
02/22/2000	5300.00	...
02/23/2000	5400.00	...
02/24/2000	5500.00	...
02/25/2000	5600.00	...
02/26/2000	5700.00	...
02/27/2000	5800.00	...
02/28/2000	5900.00	...
02/29/2000	6000.00	...
03/01/2000	6100.00	...
03/02/2000	6200.00	...
03/03/2000	6300.00	...
03/04/2000	6400.00	...
03/05/2000	6500.00	...
03/06/2000	6600.00	...
03/07/2000	6700.00	...
03/08/2000	6800.00	...
03/09/2000	6900.00	...
03/10/2000	7000.00	...
03/11/2000	7100.00	...
03/12/2000	7200.00	...
03/13/2000	7300.00	...
03/14/2000	7400.00	...
03/15/2000	7500.00	...
03/16/2000	7600.00	...
03/17/2000	7700.00	...
03/18/2000	7800.00	...
03/19/2000	7900.00	...
03/20/2000	8000.00	...
03/21/2000	8100.00	...
03/22/2000	8200.00	...
03/23/2000	8300.00	...
03/24/2000	8400.00	...
03/25/2000	8500.00	...
03/26/2000	8600.00	...
03/27/2000	8700.00	...
03/28/2000	8800.00	...
03/29/2000	8900.00	...
03/30/2000	9000.00	...
03/31/2000	9100.00	...
04/01/2000	9200.00	...
04/02/2000	9300.00	...
04/03/2000	9400.00	...
04/04/2000	9500.00	...
04/05/2000	9600.00	...
04/06/2000	9700.00	...
04/07/2000	9800.00	...
04/08/2000	9900.00	...
04/09/2000	10000.00	...
04/10/2000	10100.00	...
04/11/2000	10200.00	...
04/12/2000	10300.00	...
04/13/2000	10400.00	...
04/14/2000	10500.00	...
04/15/2000	10600.00	...
04/16/2000	10700.00	...
04/17/2000	10800.00	...
04/18/2000	10900.00	...
04/19/2000	11000.00	...
04/20/2000	11100.00	...
04/21/2000	11200.00	...
04/22/2000	11300.00	...
04/23/2000	11400.00	...
04/24/2000	11500.00	...
04/25/2000	11600.00	...
04/26/2000	11700.00	...
04/27/2000	11800.00	...
04/28/2000	11900.00	...
04/29/2000	12000.00	...
04/30/2000	12100.00	...
05/01/2000	12200.00	...
05/02/2000	12300.00	...
05/03/2000	12400.00	...
05/04/2000	12500.00	...
05/05/2000	12600.00	...
05/06/2000	12700.00	...
05/07/2000	12800.00	...
05/08/2000	12900.00	...
05/09/2000	13000.00	...
05/10/2000	13100.00	...
05/11/2000	13200.00	...
05/12/2000	13300.00	...
05/13/2000	13400.00	...
05/14/2000	13500.00	...
05/15/2000	13600.00	...
05/16/2000	13700.00	...
05/17/2000	13800.00	...
05/18/2000	13900.00	...
05/19/2000	14000.00	...
05/20/2000	14100.00	...
05/21/2000	14200.00	...
05/22/2000	14300.00	...
05/23/2000	14400.00	...
05/24/2000	14500.00	...
05/25/2000	14600.00	...
05/26/2000	14700.00	...
05/27/2000	14800.00	...
05/28/2000	14900.00	...
05/29/2000	15000.00	...
05/30/2000	15100.00	...
05/31/2000	15200.00	...
06/01/2000	15300.00	...
06/02/2000	15400.00	...
06/03/2000	15500.00	...
06/04/2000	15600.00	...
06/05/2000	15700.00	...
06/06/2000	15800.00	...
06/07/2000	15900.00	...
06/08/2000	16000.00	...
06/09/2000	16100.00	...
06/10/2000	16200.00	...
06/11/2000	16300.00	...
06/12/2000	16400.00	...
06/13/2000	16500.00	...
06/14/2000	16600.00	...
06/15/2000	16700.00	...
06/16/2000	16800.00	...
06/17/2000	16900.00	...
06/18/2000	17000.00	...
06/19/2000	17100.00	...
06/20/2000	17200.00	...
06/21/2000	17300.00	...
06/22/2000	17400.00	...
06/23/2000	17500.00	...
06/24/2000	17600.00	...
06/25/2000	17700.00	...
06/26/2000	17800.00	...
06/27/2000	17900.00	...
06/28/2000	18000.00	...
06/29/2000	18100.00	...
06/30/2000	18200.00	...
07/01/2000	18300.00	...
07/02/2000	18400.00	...
07/03/2000	18500.00	...
07/04/2000	18600.00	...
07/05/2000	18700.00	...
07/06/2000	18800.00	...
07/07/2000	18900.00	...
07/08/2000	19000.00	...
07/09/2000	19100.00	...
07/10/2000	19200.00	...
07/11/2000	19300.00	...
07/12/2000	19400.00	...
07/13/2000	19500.00	...
07/14/2000	19600.00	...
07/15/2000	19700.00	...
07/16/2000	19800.00	...
07/17/2000	19900.00	...
07/18/2000	20000.00	...
07/19/2000	20100.00	...
07/20/2000	20200.00	...
07/21/2000	20300.00	...
07/22/2000	20400.00	...
07/23/2000	20500.00	...
07/24/2000	20600.00	...
07/25/2000	20700.00	...
07/26/2000	20800.00	...
07/27/2000	20900.00	...
07/28/2000	21000.00	...
07/29/2000	21100.00	...
07/30/2000	21200.00	...
07/31/2000	21300.00	...
08/01/2000	21400.00	...
08/02/2000	21500.00	...
08/03/2000	21600.00	...
08/04/2000	21700.00	...
08/05/2000	21800.00	...
08/06/2000	21900.00	...
08/07/2000	22000.00	...
08/08/2000	22100.00	...
08/09/2000	22200.00	...
08/10/2000	22300.00	...
08/11/2000	22400.00	...
08/12/2000	22500.00	...
08/13/2000	22600.00	...
08/14/2000	22700.00	...
08/15/2000	22800.00	...
08/16/2000	22900.00	...
08/17/2000	23000.00	...
08/18/2000	23100.00	...
08/19/2000	23200.00	...
08/20/2000	23300.00	...
08/21/2000	23400.00	...
08/22/2000	23500.00	...
08/23/2000	23600.00	...
08/24/2000	23700.00	...
08/25/2000	23800.00	...
08/26/2000	23900.00	...
08/27/2000	24000.00	...
08/28/2000	24100.00	...
08/29/2000	24200.00	...
08/30/2000	24300.00	...
08/31/2000	24400.00	...
09/01/2000	24500.00	...
09/02/2000	24600.00	...
09/03/2000	24700.00	...
09/04/2000	24800.00	...
09/05/2000	24900.00	...
09/06/2000	25000.00	...
09/07/2000	25100.00	...
09/08/2000	25200.00	...
09/09/2000	25300.00	...
09/10/2000	25400.00	...
09/11/2000	25500.00	...
09/12/2000	25600.00	...
09/13/2000	25700.00	...
09/14/2000	25800.00	...
09/15/2000	25900.00	...
09/16/2000	26000.00	...
09/17/2000	26100.00	...
09/18/2000	26200.00	...
09/19/2000	26300.00	...
09/20/2000	26400.00	...
09/21/2000	26500.00	...
09/22/2000	26600.00	...
09/23/2000	26700.00	...
09/24/2000	26800.00	...
09/25/2000	26900.00	...
09/26/2000	27000.00	...
09/27/2000	27100.00	...
09/28/2000	27200.00	...
09/29/2000	27300.00	...
09/30/2000	27400.00	...
10/01/2000	27500.00	...
10/02/2000	27600.00	...
10/03/2000	27700.00	...
10/04/2000	27800.00	...
10/05/2000	27900.00	...
10/06/2000	28000.00	...
10/07/2000	28100.00	...
10/08/2000	28200.00	...
10/09/2000	28300.00	...
10/10/2000	28400.00	...
10/11/2000	28500.00	...
10/12/2000	28600.00	...
10/13/2000	28700.00	...
10/14/2000	28800.00	...
10/15/2000	28900.00	...
10/16/2000	29000.00	...
10/17/2000	29100.00	...
10/18/2000	29200.00	...
10/19/2000	29300.00	...
10/20/2000	29400.00	...
10/21/2000	29500.00	...
10/22/2000	29600.00	...
10/23/2000		

National Savings Bank Deposits and Withdrawals Reports

– all offices

Manual daily Account Sheet (NSA 53NA)

- Enter details of NS deposits and withdrawals onto the manual Daily Account Sheet (NSA 53MA), at the close of business or at quiet periods during the day
- Complete volume and value totals
- Retain for checking against the Horizon Counter Daily NS Deposits and Withdrawal reports



Horizon Counter Daily NS Deposits and Withdrawals reports

- Print the Horizon Counter Daily NS Deposits and Withdrawal reports at the close of business
- From the desktop menu select:
 - Report (F2)
 - Counter Daily (F1)
 - NS Deposit (F5) / Withdrawals (F6)
 - Print (F4)
- Check that the deposits and withdrawal totals on the manual Daily Account Sheet (NSA 53MA) agrees with the Horizon Counter Daily NS Deposits and Withdrawal report totals
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint report select cut-off (F12), accept the messages and exit (F16)
- Associate the deposit and withdrawals slips with the manual Daily Account Sheet (NSA 53MA)

SESSION	PRODUCT	VOLUME	VALUE
			50.00
			110.00
			50.00
			110.00
			50.00
			110.00
TOTALS:			
	0rd s/c Dep	1	25.00
	Invest Dep	1	50.00
***** TOTAL:		2	75.00

*** END OF REPORT ***



- Complete manual Daily Summary NSA 56MA

DAILY SUMMARY Cash account week number: Date Range:

FUNCTIONS: (1) 1 2001 001 00101
00000000000000000000

WED 000 0

Check that the office ends its work

Despatch to date in envelope NSI with the daily account sheet and withdrawal slips.

NSI-NSI should be the daily account

Transfer to:

Total Withdrawals of the account for:

Signature: _____

NSA 56MA

- Transfer the totals to NSA 54 MA Weekly Summary Sheet
- Associate the manual Daily Summary NSA 56MA with the deposit and withdrawal slips and the manual Daily Account Sheet NSA 53MA and despatch daily, in accordance with existing instructions, See Counters Operations Manual; National Savings accounts; Ordinary and Investment Account Withdrawals; Daily accounting and despatch.
- Retain Horizon Counter Daily NS Deposits and Withdrawals reports in your office for 2 years

FOR: National Savings
FUNCTIONS: (1) 1 2001 001 00101
00000000000000000000

WED 000 0

WEEKLY SUMMARY Date Range:

Week for period ending:

Cash account week number:

Deposits:

Withdrawals:

Signature: _____

Send the completed form to National Savings Office in the envelope NSI-NSI for the daily

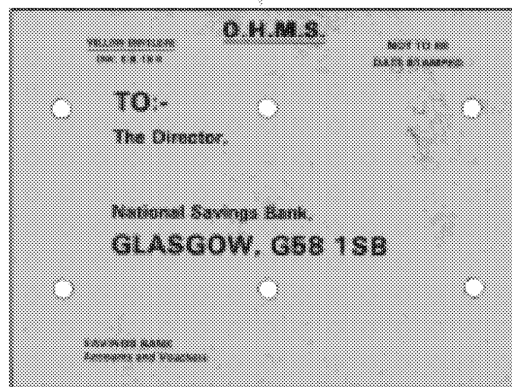
NSA 54 MA (2000)

	Deposits		Withdrawals	
	£	p	£	p
Thursday				
Friday				
Saturday				
Sunday				
Monday				
Tuesday				
Wednesday				
TOTALS				



Weekly accounting and despatch

- Despatch the deposit and withdrawal slips, NSA 53MA, NSA 54MA and NSA 56MA to Glasgow in accordance with existing instructions, See Counters Operations Manual; National Savings accounts; Ordinary and Investment Account Withdrawals; Daily accounting and despatch



For Multiple Stock Units:

- Print the Horizon Office Daily NS Deposits and Withdrawals reports
- From the desktop menu select:
 - Reports (F2)
 - Office daily (F2)
 - NS Deposits (F5) / NS Withdrawals (F6)
 - Print (F4)
- Check that the totals of all the manual Daily Account sheets (NSA 53MA) agrees with the Horizon Office Daily Reports total
- If they do not agree, correct the error (see Horizon System User Guide; Reports; Daily summaries; Producing a daily office summary)
- When the figures agree reprint report select cut-off (F12), accept the messages and select exit (F16)
- Destroy the Office Daily Report

Please note:

As this report contains the transactions for all stock units, you only need to print one report (not one for each stock unit)

Cashing Other Banks' Cheques

The following procedure applies to the despatch of Other Banks Cheques only.

Personal Banking transactions (ie. Lloyds TSB and Co-op) are processed differently.

Offices that send OB Cheques to Data Central (all offices except Northern Ireland)

Completing the Customer Transaction

- Enter details of the transaction at the time of serving the customer
- From the desktop menu select:
 - Transactions (F1)
 - Serve Customer (F1)
 - Other Products (F13)
 - Pers Finance (F8)
 - OB chq to DPC (F1)
- Print (F4)

OB Cheques (Data Central) Report

Manual Daily Record of Encashed Cheques (P4034)

- Complete the manual daily record of Encashed Cheques (P4034)
- Associate OB cheques with the manual daily record of Encashed Cheques (P4034)
- Retain for checking against the Horizon Counter Daily OB Cheques report (OB Chq to DPC)

Horizon Counter Daily OB Cheque to Data Central Report (OB Chq to DPC)

- Print the Horizon Counter Daily OB Cheques report at the authorised cut-off time
- From the desktop menu select:
 - Reports (F2)
 - Counter Daily (F1)
 - OB Chq to DPC (F14)
 - Print (F4)
- Retain the report in your office for 2 years
- Check that all OB cheques have been entered onto the manual daily record of Encashed Cheques (P4034)
- Check that the value of OB cheques on the manual daily record of Encashed Cheques (P4034) agrees with the Horizon Counter Daily OB Cheques report total(s)
- If the totals do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree, select cut-off (F12), accept the messages and exit (F16)

240326
1 May 2003

The Post Office
Daily record of
encashed cheques

Checked by: _____ Mobile Number: _____
Office Name: _____

The encashed cheques must be forwarded with this form Daily to Cheque Processing Centre.

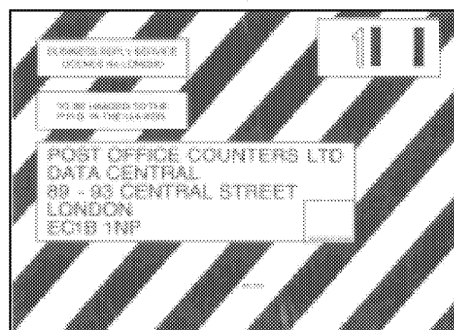
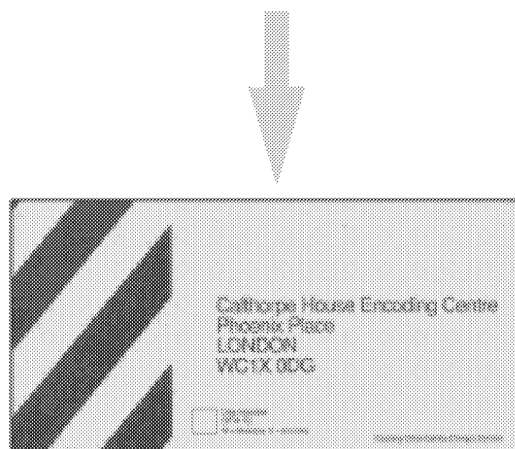
Enter the Gross Value of Cheques in columns 1-6

	£	20	2	£	20	2	£	20	2	£	20	2
1			00			00			00			00
2			00			00			00			00
3			04			08			12			16
4			08			16			24			32
5			12			24			36			48
6			16			32			48			64
7			20			40			60			80
8			24			48			72			96
9			28			56			84			112
10			32			64			96			128
11			36			72			108			144
12			40			80			120			160
13			44			88			132			176
14			48			96			144			192
15			52			104			156			208
16			56			112			168			224
17			60			120			180			240
18			64			128			192			256
19			68			136			204			272
20			72			144			216			288
21			76			152			228			304
22			80			160			240			320
23			84			168			252			336
24			88			176			264			352
25			92			184			276			368
26			96			192			288			384
27			100			200			300			400
28			104			208			312			416
29			108			216			324			432
30			112			224			336			448
31			116			232			348			464
32			120			240			360			480
33			124			248			372			496
34			128			256			384			512
35			132			264			396			528
36			136			272			408			544
37			140			280			420			560
38			144			288			432			576
39			148			296			444			592
40			152			304			456			608
41			156			312			468			624
42			160			320			480			640
43			164			328			492			656
44			168			336			504			672
45			172			344			516			688
46			176			352			528			704
47			180			360			540			720
48			184			368			552			736
49			188			376			564			752
50			192			384			576			768
51			196			392			588			784
52			200			400			600			800
53			204			408			612			816
54			208			416			624			832
55			212			424			636			848
56			216			432			648			864
57			220			440			660			880
58			224			448			672			896
59			228			456			684			912
60			232			464			696			928
61			236			472			708			944
62			240			480			720			960
63			244			488			732			976
64			248			496			744			992
65			252			504			756			1008
66			256			512			768			1024
67			260			520			780			1040
68			264			528			792			1056
69			268			536			804			1072
70			272			544			816			1088
71			276			552			828			1104
72			280			560			840			1120
73			284			568			852			1136
74			288			576			864			1152
75			292			584			876			1168
76			296			592			888			1184
77			300			600			900			1200
78			304			608			912			1216
79			308			616			924			1232
80			312			624			936			1248
81			316			632			948			1264
82			320			640			960			1280
83			324			648			972			1296
84			328			656			984			1312
85			332			664			996			1328
86			336			672			1008			1344
87			340			680			1020			1360
88			344			688			1032			1376
89			348			696			1044			1392
90			352			704			1056			1408
91			356			712			1068			1424
92			360			720			1080			1440
93			364			728			1092			1456
94			368			736			1104			1472
95			372			744			1116			1488
96			376			752			1128			1504
97			380			760			1140			1520
98			384			768			1152			1536
99			388			776			1164			1552
100			392			784			1176			1568



- **Do not** remit out the cheques on the Horizon System. Simply despatch the cheques as highlighted below

- Place the manual Daily Record of Encashed cheques (P4034) and the OB cheques in data processing envelope and place sealed envelope into the Data Processing Centre pouch.
- Despatch in accordance with the existing despatch procedures



Offices that send OB Cheques to Distribution Centre (Northern Ireland offices only)

Completing the Customer Transaction

- Enter details of transaction at the time of serving the customer
- From the desktop menu select:
 - Transactions (F1)
 - Serve Customer (F1)
 - Other Products (F13)
 - Pers Finance (F8)
 - OB Chq to CRU (F2)
- Print (F4)

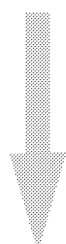
You **must** enter the value of the OB Cheque minus the fee (e.g. if the face value of the OB cheque is £50 and the fee is £5, you must enter a value of £45)

The OB Cheque will now become part of your stock unit cheque total, i.e. your stock unit cheque total will increase by the net value of the OB Cheque (the face value minus the fee) and must be remitted out as part of your next cheque remittance.

OB Cheques (CRU) Report

Horizon Counter Daily OB Cheques Report (OB Chq to CRU)

- Print the Horizon Counter Daily OB Cheque report at the authorised cut-off time
- From the desktop menu select:
 - Reports (F2)
 - Counter Daily (F1)
 - OB Chq to CRU (F13)
 - Print (F4)
- Retain the report in your office for 2 years
- Check that the value of cheques agrees with the Horizon Counter Daily OB Cheque report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree, reprint report, select cut-off (F12), accept the messages and exit (F16)
- Remit the OB Cheque out to your Distribution Centre
- From the desktop menu select:
 - Transactions (F1)
 - Remittances (F3)
 - Out other Pos (F6)
 - Cheques (F2)



Manual Daily Record of Encashed Cheques (P3888)

- Complete the manual daily record of Encashed Cheques (P3888)
- Associate OB cheques with the manual Daily Record of Encashed Chques (P3888)
- Enter the total value (net value - total face values minus the fees) on the manual Daily Record of Encashed Cheques (P3888) onto the Inward Remittance Advise (P884 MA)
- Despatch the P3888 and P884 MA in accordance with existing instructions

Transfers

Transfers are the process for receiving and supplying cash and stock between stock units internally within an office. Transfers are only normally applicable to multi-stock unit offices, as users attached to the same shared stock unit do not record on the Horizon system transfers between themselves. **However**, if a single stock unit office creates additional stock units for correction purposes or for 'out of hours' transactions, they will automatically become a multi-stock unit office, and transfers may need to be recorded (see out of hours and corrections sections within this guide).

For any stock or cash sent or received from an external source, the Remittance function must be used.

The supplying stock unit must record the 'transfer out' on the Horizon system before the receiving stock unit can record the 'transfer in'. If the receiving stock unit attempts to record the 'transfer in' before the corresponding 'transfer out' has been recorded, it will be prevented by the Horizon system.

A stock unit can not balance and rollover to the next Cash Account Period until all outstanding transfers due to the stock unit have been transferred in or reversed by the sender.

Process for transfer out

- From the desktop menu select:
 - Transactions (F1)
 - Transfers (F2)
 - Transfer out (F2)
 - Select the stock unit that will receive the transfer and press (F1) to confirm
 - Enter the stock / cash that is to be transferred out onto the system

Once all the stock / cash to be transferred out has been entered onto the system, the counter printer will automatically print a transfer receipt. This must be signed by the recipient and retained by the supplying stock unit until the end of the week. The recipient and the supplier of the transfer must check that the amount of stock/cash agrees with the amount shown on the slip and that any discrepancies should be rectified by a reversal and a re-entry of the transfer. The transfer receipt is then retained in the office for 2 years for audit purposes.

Process for transfer in

- From the desktop menu select:
 - Transactions (F1)
 - Transfers (F2)
 - Transfer in (F1)
 - Select the appropriate transfer (F1)
 - Check the details on the screen are correct
 - Print (F4)
 - Accept the transfer and complete (F16)

The system will display a list of any outstanding transfers which are appropriate to that stock unit. It will also inform the user which stock unit the transfer has come from and the total value of the transfer outstanding.

Remittances

This facility is used by all offices when they receive/return stock, cash and cheques from/to, an external source.

When you carry out stock remittance transactions it is vital to ensure that the correct source/destination is selected on the Horizon system (failure to do so will lead to cash account errors). Listed below are the remittance sources and destinations together with general guidelines as to when each one would be used.

Remittance sources

'In Automated Distribution Centre (ADC)': Used for receipt of stock, cash and POCL cheques. For instructions on how to deal with remittances from the ADC (see Transactions - Other - Part one booklet; Transfers & remittances; Dealing with remittances)

'In Client': Used for receipt of National Lottery instants. Instructions on how to deal with Lottery instants can be found at National Lottery Instants Received from clients, page 36.

Remittance destinations

'Out Automated Distribution Centre (ADC)': Used for when stock is remitted to Hemel Hempstead and cash and POCL cheques are returned to the Distribution Centre. For instructions on how to deal with remittances sent to the ADC (see Transactions - Other - Part one booklet; Transfers & remittances; Dealing with remittances to the Automated Distribution Centre)

'Out Client': Used for when National Lottery instants are returned to the client. Instructions on how to deal with Lottery instants can be found at National Lottery Instants Returned to Client, page 37 .

'Out Data Cntrl': Used for daily rem out of cheques which are sent to Data Central. Instructions on how to rem out cheques to Data Central can be found at Cheques sent to Data Central, page 36.

Cheques sent to Data Central

See the Daily Reports section within this document for information on reconciling and sending cheques to Data Central.

- From the desktop menu select:
 - Transactions (F1)
 - Remittances (F3)
 - Out to Data Cntrl (F7)
 - Cheques (F2)

National Lottery (Instants) Activations

National Lottery Instants Received from clients

Once you have activated Instants through your Lottery terminal, you will need to carry out the remittance in transaction on the Horizon system. Do not perform the remittance prior to activation. This is to ensure that all activated tickets are accounted for in the correct cash account week.

- From the desktop menu select:
 - Transactions (F1)
 - Remittances (F3)
 - In-Client (F4)
 - Select the appropriate icon/product (F1/F2)

National Lottery Instants Returned to Client

- From the desktop menu select:
 - Transactions (F1)
 - Remittances (F3)
 - Out-Client (F8)
 - Select the appropriate icon/product (F1/F2)

Please remember:

Littlewoods Lottery Scratchcards are remitted in on Horizon as a stock item as soon as they are received. For instructions on how to 'Rem in' stock from Hemel Hempstead or Distribution Centre can be found (see Transactions - Other - Part one booklet; Transfers & remittances; Dealing with remittances).

Section 2: Weekly Reports

Name of report	Type of report	Where to despatch manual forms	Procedure for Horizon reports	Other information	Page
Cash Flow	Office Weekly	P4105 or ONCH1 To Local Cash Management team	Destroy	Can be used for the completion of P4105 or ONCH1 form at the end of the week	42
Counter Revenue	Office Weekly	N/A	To Chesterfield	This is mandatory for branch offices only	43
DVLA V10	Counter Weekly	V594 & V570 to DVLA Swansea	Can be destroyed	Complete and despatch at the end of week	44
DVLA V11	Counter Weekly	V595 & V570 to DVLA Swansea	Can be destroyed	Complete and despatch at the end of week	45
Green Giros	Counter Weekly	ID docket to Girobank	To Girobank	Complete and despatch at the end of week	47
Green Giros	Office Weekly	N/A	Destroy	Can be used to obtain Giro Milk Tokens issued	47
Pension & Allowances	Counter Weekly	N/A	Counter Weekly Reports to Lisahally	Despatch at the end of week	49
Pension & Allowances	Office Weekly	N/A	P2311MA to Chesterfield	Make sure Counter Weekly report bundles agree with report	50
Pension & Allowances	Office Weekly	N/A	P2311MA(b) to Lisahally		50
Pension & Allowances summary	Office Weekly	N/A	Summary to Lisahally		50
Milk Tokens	Manual	To Lisahally	N/A	Complete and despatch at the end of week	52
Redeemed Stamps Weekly	Office Weekly	N/A(BO only need to complete the reverse of P3731MA)	To Chesterfield	Ensure that envelope totals have been entered manually and despatch at the end of week	54
Postal Orders Paid	Counter Weekly	P492 or P490 & P2037 to Chesterfield	Destroy	Complete and despatch at the end of week	56
Suspense Account	Office Weekly	N/A	Retain for 2 years in office		60
Transfer Reconciliation	Office Weekly	N/A	Destroy		61
Remittance Summary	Counter Weekly	N/A	Destroy		62
Miscellaneous Transactions	Counter Weekly	N/A	Destroy		62

Section 2: Weekly Reports

End of Week Horizon Reports

The following reports must be completed at the end of the cash account week:

Reports produced for each stock unit

- DVLA V10/ V11 Reports (V594 & V595)
- Green giro Report
- P & A Report
- PO Paid Report (P490)
- Rem summary (Optional)
- Miscellaneous transactions (Optional)

Reports produced once for the office

- Cash Flow Report (P4105/ ONCH 1)
- Counter Revenue Report
- DVLA V570 Summary
- P & A report P2311MA, P&A P2311MA(b)
- Milk token summary (P3890)
- Redeemed Stamps summary
- PO Paid Report (P492MA/ P2037 MA)
- Suspense account report
- Transfers / unreconciled transfers – Multiple Stock Unit Office (Optional)

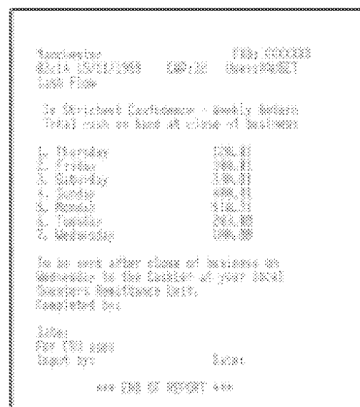
Please remember:

1. You **must** check the vouchers / dockets against the Horizon produced report and manual summaries to ensure the totals in value and volume totals agree.
2. If you have other transaction dockets for which there is no Horizon system report, check against the balance snapshot or miscellaneous transaction report, but remember these figures are cumulative during the CAP. If an error is found, refer to the corrections section in this guide.
3. If you have high volumes of transactions, the following reports can be produced on an ad hoc basis throughout the week. It is important that you select 'cut-off' after printing any of these reports otherwise the information in the report will be duplicated on any future report.
 - Green giro Report
 - P & A Report
 - PO Paid Report (P490)
 - DVLA V10/ V11 Reports (V594 & V595)
4. **For shared-stock unit offices** – When checking dockets against reports, you should keep the 'cut-off' screen visible. This will ensure that any transactions being carried out simultaneously at other positions will not be added to the existing report you are checking. When you have finished checking the report and have selected 'cut-off', any transactions that were carried out during this time will be automatically added to the system and will be available for checking on the next report.

Cash Flow Report – all offices (mandatory report)

Horizon Office Weekly Cash Flow Report

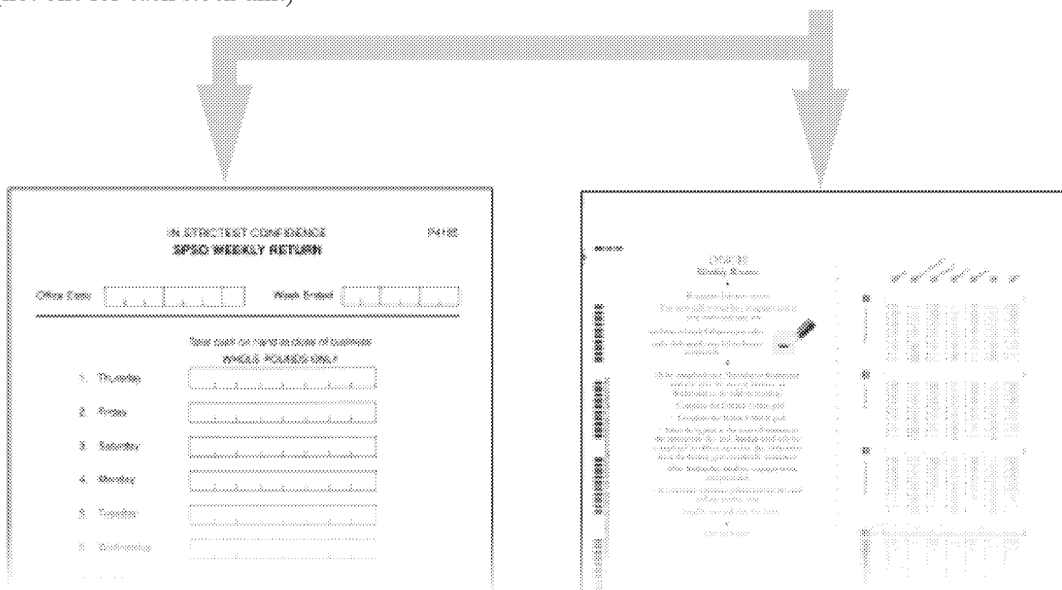
- Print the Office Weekly Cash Flow report
- From the desktop menu select:
 - Reports (F2)
 - Office Weekly (F6)
 - Cash Flow (F12)
 - Print (F4)
 - Exit (F16)
- Retain for checking against the manual weekly Cash Flow report (P4105 or ONCH 1)



Any stock unit that has not declared its cash prior to the report being produced will not be included.

Please note:

As this report contains the transactions for all stock units, you only need to print one report (not one for each stock unit)



Manual Weekly Cash Flow Report (P4105)

- Complete the manual Weekly Cash Flow Form P4105
- Check that all daily cash declarations have been entered correctly
- Destroy Horizon Cash Flow Office Weekly Report
- Despatch the Manual Cash Flow Form to the local Cash Management team

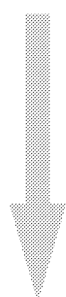
Manual Weekly Cash Flow Report (ONCH 1)

- Complete the manual Weekly Cash Flow Form ONCH 1
- Check that all daily cash declarations have been entered correctly
- Destroy Horizon Cash Flow Office Weekly Report
- Despatch the Manual Cash Flow Form to the local Cash Management team

DVLA V10 Report – all DVLA offices

V10 Renewal Schedule (V594)

- Complete the manual V10 Renewal Schedule (V594) at the time of the transaction
- Associate with V10 renewal forms
- When V10 Renewal Schedule (V594) is full, or at the end of the week, complete the total on manual V10 Renewal Schedule (V594)
- Retain for checking against the Horizon Counter Weekly V10 Report



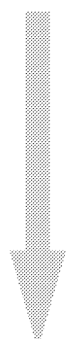
Horizon Counter Weekly V10 Report

- Print the Horizon Counter Weekly V10 Report
- From the desktop menu select:
 - Reports (F2)
 - Counter Weekly (F5)
 - V10 (F6)
 - Print (F4)
- Check that the manual V10 Renewal Schedule (V594) total(s) agree with the total values & volumes on the Horizon Counter Weekly V10 Report
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint report , select cut-off (F12), accept the messages and select exit (F16)
- Retention of the Horizon Counter Weekly V10 Report is optional
- This process can be completed on ad hoc basis throughout the week.
- Retain the manual V10 Renewal Schedule (V594) for the end of week despatch

```

Member: 18/01/2019/1999 00112 00101 00100
DVLA V10

V10 Renewal
Licence No. Licence Number Registration Date Licence Type Licence Status Licence Fee
1-10011 00101 00101 1 1 1 325.50
1-10012 00102 00102 1 1 1 325.50
1-10013 00103 00103 1 1 1 325.50
-----
Total Licence No. 3 325.50
Group Total 3 325.50
-----
TOTAL: Licence No. 3 325.50
Sub Total: 3 325.50
SUMMARY TOTAL: 3 325.50
*** END OF REPORT ***
    
```



DVLA V11 Report – all DVLA offices

V11 Renewal Schedule (V595)

- Complete the manual V11 Renewal Schedule (V595) at the time of the transaction
- Associate with V11 renewal forms
- When V11 Renewal Schedule (V595) is full, or at the end of the week, complete the total on manual V11 Renewal Schedule (V595)
- Retain for checking against the Horizon Counter Weekly V11 Report



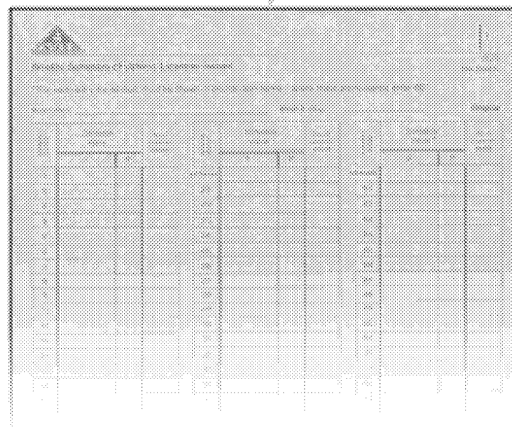
Horizon Counter Weekly V11 Report

- Print the Horizon Counter Weekly V11 Report
- From the desktop menu select:
 - Reports (F2)
 - Counter Weekly (F5)
 - V11 (F5)
 - Print (F4)
- Check that the manual V11 Renewal Schedule (V595) total(s) agree with the total value and volumes on the Horizon Counter Weekly V11 Report
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint report, select cut-off (F12), accept the messages and select exit (F16)
- Retention of the Horizon Counter Weekly V11 Report is optional
- This process can be completed on an ad hoc basis throughout the week.
- Retain the manual V11 Renewal Schedule (V595) for the end of week despatch

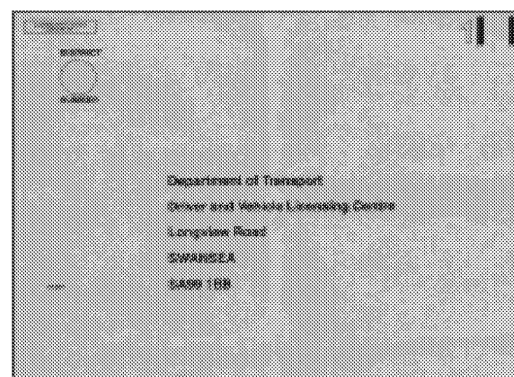
Horizon Counter Weekly V11 Report		
Branch/center:	03:20 22/06/1999	F68: 022496Z
	00:00 011	CRP:02 RP:01 00:00
V11 Issued		
001 V11	00100	000.00
1-12482	130.00	130.00
1-12484	85.25	255.75
Total 001 V11	4	418.75
Group Total	4	418.75
TOTAL 001 V11	4	418.75
TOTALS:	Volume	Value
V11 Issued		
001 V11	4	418.75
Sub Totals:	4	418.75
SUMMARY TOTAL:	4	418.75
*** END OF REPORT ***		



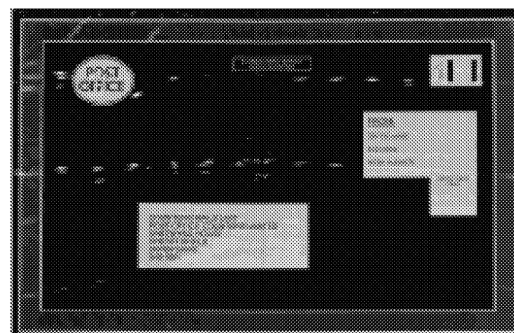
- Complete the manual Weekly Summary of Vehicle Licences Issued V570, in accordance with existing instructions
- Check that the total agrees with the V10/V11 totals on the office balance snapshot
- Associate the V570 Summary with the appropriate V594/V595 Schedules



- Despatch the V10/V11 Renewal Forms, the top copies of the V594/V595 Schedules and V570 Summary to DVLA Swansea in the envelope ENV 207 in accordance with existing instructions



- Despatch the bottom copies of the V594/V595 Schedules and V570 Summary to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions



Green Giro Report – all offices

Horizon Counter Weekly Green Giro Report

- Print the Horizon Counter Weekly Green Giro report
- From the desktop menu select:
 - Reports (F2)
 - Counter Weekly (F5)
 - Green Giros (F2)
 - Print (F4)
- Check that all the Green Giros encashed appear on the Horizon Green Giro Counter Weekly Report and the values are correct

REFERENCE	VOLUME	VALUE
1-12784	1	95.20
1-12787	1	
1-12788	1	98.40
1-12789	1	172.50
1-12790	1	
1-12791	1	200.00
TOTALS:	VOLUME	VALUE
Green Girocheques	4	577.20
Milk Tokens	0	

*** END OF REPORT ***

Please note:

You must ensure that the Green Giros are sorted into the order that they appear on the report.

- Check that the Milk Token volume is correct
- If they do not agree, correct the error (refer to the corrections section in this guide)
- When the report is correct, select cut-off (F12), accept the messages and select exit (F16)
- Wrap the Horizon Green Giro Counter Weekly Report around the Green Giros ready for despatch

This process can be completed on an ad-hoc basis throughout the week.

When all stock units have balanced:

Horizon Office Weekly Green Giro Report

- Print the Horizon Office Weekly Green Giro Report
- From the desktop menu select:
 - Reports (F2)
 - Office Weekly (F6)
 - Green/Violet Giro (F1)
 - Print (F4)
- Check that all the bundles of Green Giros appear on the report
- Select cut-off (F12), accept the messages and select exit (F16) if the report is correct
- Complete an ID Docket G6311 or G6323 and place this in front of vouchers

ISS OFFICE IDENTIFICATION DOCKET G6311 R:97

Girobank

USE ONLY ONE G6311 PER WEEK

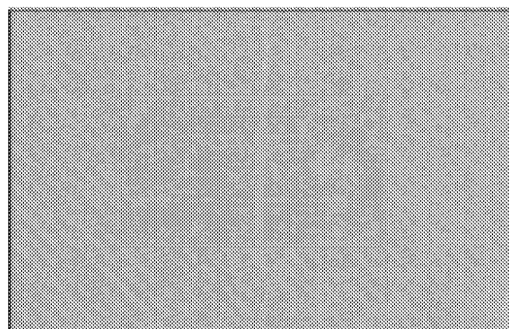
Form above cutting form should be completed and placed on front of the post green Girocheques or envelopes 10/10/1999

DO NOT WRITE BELOW THIS LINE

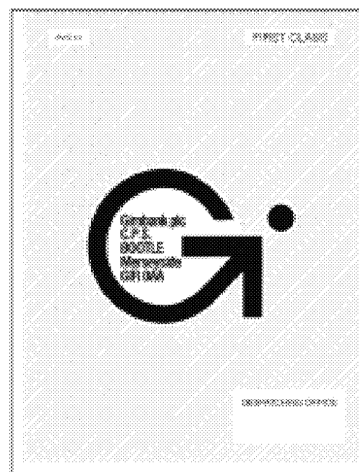
USE Docket No. []

horizon

- Place the vouchers, the Horizon Counter Weekly Green Giro Report(s) and ID Docket (G6311 or G6323) in the Green Striped Envelope G631 or G631A



- Despatch the envelope G631 or G631a in the Girobank Envelope in accordance with the existing despatch procedures



Pension and Allowance Reports – all offices

Horizon Counter Weekly P&A Report

- Print the Horizon Counter Weekly P&A report
- From the desktop menu select:
 - Reports (F2)
 - Counter Weekly (F5)
 - P&A Weekly (F1)
 - Print (F4)
- Do not cut-off
- Check that all the Pensions and Allowances and Milk Tokens appear on the Horizon Counter Weekly P&A Report
- The dockets should be sorted as per Horizon Counter Weekly P&A Report
- If the report is not correct, select exit (F16) and correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures). Once corrections have been completed start process again from the desktop menu

Please remember:

Any corrections must be made against the P&A group where the original error occurred.

- When the figures agree, select cut-off (F12), accept the messages and exit (F16)
- Fold the Horizon Counter Weekly P&A report neatly in front of the relevant dockets and secure with an elastic band, ensuring that the encashment totals at the base of the report are visible, ready for despatch
- After all stock units have balanced, the office weekly reports must be produced

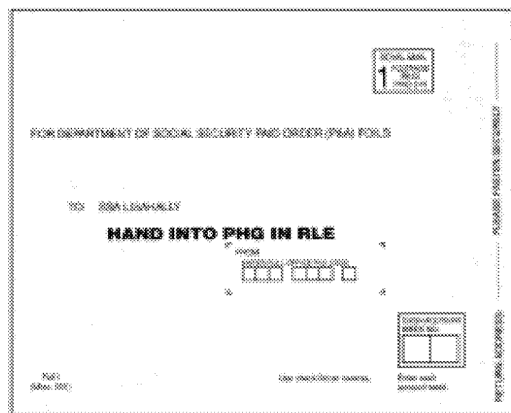
Please remember:

Any corrections must be made against the P&A group where the original error occurred.

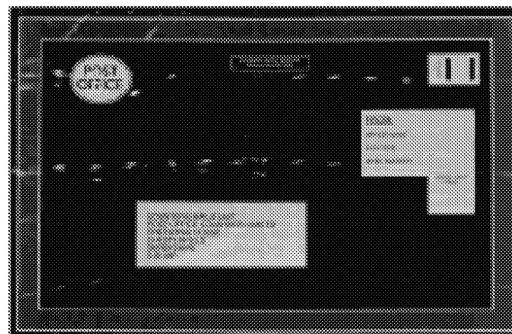
P&A 5 photo ben		PRICE	VOLUME	VALUE
		54.48	4	237.92
		26.48	3	79.44
		33.88	1	33.88
Total P&A 5 photo ben			8	351.24
P&A 10 cow ben		PRICE	VOLUME	VALUE
		88.28	1	88.28
Total P&A 10 cow ben			1	88.28
P&A 11 line opt		PRICE	VOLUME	VALUE
		44.88	3	154.64
		63.68	2	127.36
Total P&A 11 line opt			5	282.00
P&A 13 ret pens		PRICE	VOLUME	VALUE
		35.92	4	143.68
Total P&A 13 ret pens			4	143.68
P&A 14 low ben		PRICE	VOLUME	VALUE
		16.68	2	33.36
Total P&A 14 low ben			2	33.36
P & A milk ben		PRICE	VOLUME	VALUE
			5	0.00
Total P & A milk ben			5	0.00
TOTALS:		PRICE	VOLUME	VALUE
P&A 5			8	351.24
P&A 10			1	88.28
P&A 11			5	282.00
P&A 13			4	143.68
P&A 14			2	33.36
P & A Milk			5	0.00
Sub Total:			25	818.56
Milk Tokens P & A				
P & A Milk			5	0.00
Sub Total:			5	0.00
SUMMARY TOTAL:			30	818.56



- Despatch the P&A docket, Horizon Counter Weekly P&A Report and the Horizon Office Weekly Report P2311(b)MA and P&A summary in the white One-Trip Envelope Misc 551/552 to DSS Lisahally at the end of the week, in accordance with existing instructions



- Despatch the Horizon Office Weekly Report P2311MA to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions



Milk Token Summary – all offices

Manual Weekly Record and Reconciliation of Milk Tokens form P3890

- Complete the manual Weekly Record and Reconciliation of Milk Tokens form P3890



- Obtain the number of P&A Milk Tokens issued from the Horizon Office Weekly Report P2311MA
- Enter these on form P3890

Date	Description	Amount	Total
01/01/2000	1	0	0.00
01/02/2000	2	0	0.00
01/03/2000	3	0	0.00
01/04/2000	4	0	0.00
01/05/2000	5	0	0.00
01/06/2000	6	0	0.00
01/07/2000	7	0	0.00
01/08/2000	8	0	0.00
01/09/2000	9	0	0.00
01/10/2000	10	0	0.00
01/11/2000	11	0	0.00
01/12/2000	12	0	0.00
01/13/2000	13	0	0.00
01/14/2000	14	0	0.00
01/15/2000	15	0	0.00
01/16/2000	16	0	0.00
01/17/2000	17	0	0.00
01/18/2000	18	0	0.00
01/19/2000	19	0	0.00
01/20/2000	20	0	0.00
01/21/2000	21	0	0.00
01/22/2000	22	0	0.00
01/23/2000	23	0	0.00
01/24/2000	24	0	0.00
01/25/2000	25	0	0.00
01/26/2000	26	0	0.00
01/27/2000	27	0	0.00
01/28/2000	28	0	0.00
01/29/2000	29	0	0.00
01/30/2000	30	0	0.00
01/31/2000	31	0	0.00
02/01/2000	32	0	0.00
02/02/2000	33	0	0.00
02/03/2000	34	0	0.00
02/04/2000	35	0	0.00
02/05/2000	36	0	0.00
02/06/2000	37	0	0.00
02/07/2000	38	0	0.00
02/08/2000	39	0	0.00
02/09/2000	40	0	0.00
02/10/2000	41	0	0.00
02/11/2000	42	0	0.00
02/12/2000	43	0	0.00
02/13/2000	44	0	0.00
02/14/2000	45	0	0.00
02/15/2000	46	0	0.00
02/16/2000	47	0	0.00
02/17/2000	48	0	0.00
02/18/2000	49	0	0.00
02/19/2000	50	0	0.00
02/20/2000	51	0	0.00
02/21/2000	52	0	0.00
02/22/2000	53	0	0.00
02/23/2000	54	0	0.00
02/24/2000	55	0	0.00
02/25/2000	56	0	0.00
02/26/2000	57	0	0.00
02/27/2000	58	0	0.00
02/28/2000	59	0	0.00
02/29/2000	60	0	0.00
03/01/2000	61	0	0.00
03/02/2000	62	0	0.00
03/03/2000	63	0	0.00
03/04/2000	64	0	0.00
03/05/2000	65	0	0.00
03/06/2000	66	0	0.00
03/07/2000	67	0	0.00
03/08/2000	68	0	0.00
03/09/2000	69	0	0.00
03/10/2000	70	0	0.00
03/11/2000	71	0	0.00
03/12/2000	72	0	0.00
03/13/2000	73	0	0.00
03/14/2000	74	0	0.00
03/15/2000	75	0	0.00
03/16/2000	76	0	0.00
03/17/2000	77	0	0.00
03/18/2000	78	0	0.00
03/19/2000	79	0	0.00
03/20/2000	80	0	0.00
03/21/2000	81	0	0.00
03/22/2000	82	0	0.00
03/23/2000	83	0	0.00
03/24/2000	84	0	0.00
03/25/2000	85	0	0.00
03/26/2000	86	0	0.00
03/27/2000	87	0	0.00
03/28/2000	88	0	0.00
03/29/2000	89	0	0.00
03/30/2000	90	0	0.00
03/31/2000	91	0	0.00
04/01/2000	92	0	0.00
04/02/2000	93	0	0.00
04/03/2000	94	0	0.00
04/04/2000	95	0	0.00
04/05/2000	96	0	0.00
04/06/2000	97	0	0.00
04/07/2000	98	0	0.00
04/08/2000	99	0	0.00
04/09/2000	100	0	0.00
04/10/2000	101	0	0.00
04/11/2000	102	0	0.00
04/12/2000	103	0	0.00
04/13/2000	104	0	0.00
04/14/2000	105	0	0.00
04/15/2000	106	0	0.00
04/16/2000	107	0	0.00
04/17/2000	108	0	0.00
04/18/2000	109	0	0.00
04/19/2000	110	0	0.00
04/20/2000	111	0	0.00
04/21/2000	112	0	0.00
04/22/2000	113	0	0.00
04/23/2000	114	0	0.00
04/24/2000	115	0	0.00
04/25/2000	116	0	0.00
04/26/2000	117	0	0.00
04/27/2000	118	0	0.00
04/28/2000	119	0	0.00
04/29/2000	120	0	0.00
04/30/2000	121	0	0.00
05/01/2000	122	0	0.00
05/02/2000	123	0	0.00
05/03/2000	124	0	0.00
05/04/2000	125	0	0.00
05/05/2000	126	0	0.00
05/06/2000	127	0	0.00
05/07/2000	128	0	0.00
05/08/2000	129	0	0.00
05/09/2000	130	0	0.00
05/10/2000	131	0	0.00
05/11/2000	132	0	0.00
05/12/2000	133	0	0.00
05/13/2000	134	0	0.00
05/14/2000	135	0	0.00
05/15/2000	136	0	0.00
05/16/2000	137	0	0.00
05/17/2000	138	0	0.00
05/18/2000	139	0	0.00
05/19/2000	140	0	0.00
05/20/2000	141	0	0.00
05/21/2000	142	0	0.00
05/22/2000	143	0	0.00
05/23/2000	144	0	0.00
05/24/2000	145	0	0.00
05/25/2000	146	0	0.00
05/26/2000	147	0	0.00
05/27/2000	148	0	0.00
05/28/2000	149	0	0.00
05/29/2000	150	0	0.00
05/30/2000	151	0	0.00
05/31/2000	152	0	0.00
06/01/2000	153	0	0.00
06/02/2000	154	0	0.00
06/03/2000	155	0	0.00
06/04/2000	156	0	0.00
06/05/2000	157	0	0.00
06/06/2000	158	0	0.00
06/07/2000	159	0	0.00
06/08/2000	160	0	0.00
06/09/2000	161	0	0.00
06/10/2000	162	0	0.00
06/11/2000	163	0	0.00
06/12/2000	164	0	0.00
06/13/2000	165	0	0.00
06/14/2000	166	0	0.00
06/15/2000	167	0	0.00
06/16/2000	168	0	0.00
06/17/2000	169	0	0.00
06/18/2000	170	0	0.00
06/19/2000	171	0	0.00
06/20/2000	172	0	0.00
06/21/2000	173	0	0.00
06/22/2000	174	0	0.00
06/23/2000	175	0	0.00
06/24/2000	176	0	0.00
06/25/2000	177	0	0.00
06/26/2000	178	0	0.00
06/27/2000	179	0	0.00
06/28/2000	180	0	0.00
06/29/2000	181	0	0.00
06/30/2000	182	0	0.00
07/01/2000	183	0	0.00
07/02/2000	184	0	0.00
07/03/2000	185	0	0.00
07/04/2000	186	0	0.00
07/05/2000	187	0	0.00
07/06/2000	188	0	0.00
07/07/2000	189	0	0.00
07/08/2000	190	0	0.00
07/09/2000	191	0	0.00
07/10/2000	192	0	0.00
07/11/2000	193	0	0.00
07/12/2000	194	0	0.00
07/13/2000	195	0	0.00
07/14/2000	196	0	0.00
07/15/2000	197	0	0.00
07/16/2000	198	0	0.00
07/17/2000	199	0	0.00
07/18/2000	200	0	0.00
07/19/2000	201	0	0.00
07/20/2000	202	0	0.00
07/21/2000	203	0	0.00
07/22/2000	204	0	0.00
07/23/2000	205	0	0.00
07/24/2000	206	0	0.00
07/25/2000	207	0	0.00
07/26/2000	208	0	0.00
07/27/2000	209	0	0.00
07/28/2000	210	0	0.00
07/29/2000	211	0	0.00
07/30/2000	212	0	0.00
07/31/2000	213	0	0.00
08/01/2000	214	0	0.00
08/02/2000	215	0	0.00
08/03/2000	216	0	0.00
08/04/2000	217	0	0.00
08/05/2000	218	0	0.00
08/06/2000	219	0	0.00
08/07/2000	220	0	0.00
08/08/2000	221	0	0.00
08/09/2000	222	0	0.00
08/10/2000	223	0	0.00
08/11/2000	224	0	0.00
08/12/2000	225	0	0.00
08/13/2000	226	0	0.00
08/14/2000	227	0	0.00
08/15/2000	228	0	0.00
08/16/2000	229	0	0.00
08/17/2000	230	0	0.00
08/18/2000	231	0	0.00
08/19/2000	232	0	0.00
08/20/2000	233	0	0.00
08/21/2000	234	0	0.00
08/22/2000	235	0	0.00
08/23/2000	236	0	0.00
08/24/2000	237	0	0.00
08/25/2000	238	0	0.00
08/26/2000	239	0	0.00
08/27/2000	240	0	0.00
08/28/2000	241	0	0.00
0			

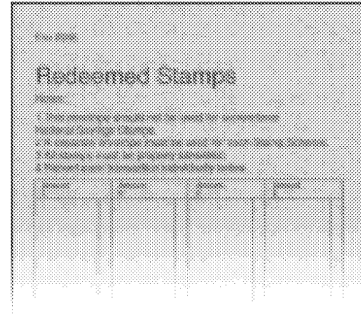
- Obtain the number of Green Giro Milk Tokens issued from Horizon Green Giro Office Weekly Report
- Enter these on form P3890
- Reconcile figures in accordance to existing instructions

- Despatch the top copy of form P3890 in white One-Trip Envelope Misc 551 / 552 to DSS Lisahally at the end of the week, in accordance with existing instructions

- Retain bottom copy of P3890 in your office for 2 years

Redeemed Stamps Weekly Report – all offices

- Complete the Saving Stamp Envelopes in accordance with existing instructions



Horizon Office Weekly Redeemed Saving Stamp report

- Print the Horizon Redeemed Stamp Office Weekly Report
 - Produce this after all stock units have balanced
- From the desktop menu select:
 - Reports (F2)
 - Office Weekly (F6)
 - Redeemed Stamp (F7)
 - Print (F4)
 - Exit (F16)
- Check that the saving stamp envelope totals agree with the Horizon Redeemed Stamp Office Weekly Report total
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- Record the number of envelopes against each stamp type, and the total number of envelopes on the Horizon Redeemed Stamp Report – as shown in example

Redeemed Saving Stamp: Totals

Stamp Type	Quantity	Value
Stamp Type 1	100	100.00
Stamp Type 2	50	50.00
Stamp Type 3	20	20.00
Stamp Type 4	10	10.00
Stamp Type 5	5	5.00
Stamp Type 6	2	2.00
Stamp Type 7	1	1.00
Stamp Type 8	1	1.00
Stamp Type 9	1	1.00
Stamp Type 10	1	1.00
Total	191	191.00

Printed: 10/10/2010 10:10:10 AM

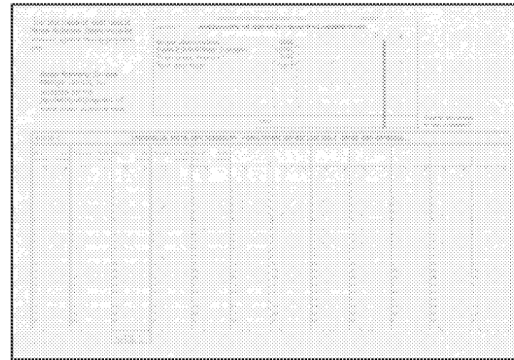




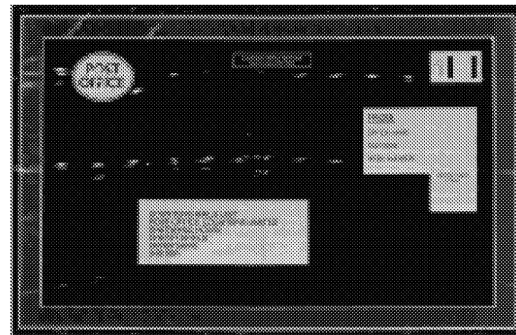
This step is mandatory for BOs

- Complete the reverse of the existing manual Redeemed Stamp Summary P3731MA and staple it to the back of the Horizon Redeemed Stamp Office Weekly Report.

For information on completing form P3731MA see the relevant section in the Counters Operations Manual



- Despatch in brown plastic one-trip pouch
- Wrap Horizon Redeemed Stamp Office Weekly Report around Redeemed Stamp envelopes ready for despatch
- Despatch the Redeemed Stamp envelopes and the Horizon Office Weekly Report to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week, in accordance with existing instructions



Postal Orders (PO) Paid Report – all offices

Produce Horizon Counter Weekly PO Paid Report

- Print the Horizon Counter Weekly PO Paid report
- From the desktop menu select:
 - Reports (F2)
 - Counter Weekly (F5)
 - POs Paid (F3)
 - Print (F4)
- Check that the total volume and value of POs paid and stamps agrees with the Horizon Counter Weekly PO Paid Report
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint report, select cut-off (F12), accept the messages and exit (F16)
- After the stock unit has balanced complete the manual PO Encashed Form P492 MA
- Check that the POs paid total on the P492MA agrees with the POs paid total on the Horizon Counter Weekly PO Paid Report
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- Wrap the manual Form P492MA around the POs paid
- Despatch the POs paid, and the form P492 MA to Chesterfield in the brown plastic one-trip pouch at the end of the cash account week in accordance with existing instructions (refer to the Counter Operations manual)
- Destroy the Horizon PO Paid Counter Weekly Report

```

Manchester          FNB: 0234567
10:29 22/04/1990  CRP:12  BP:01  02: 00
Postal Orders Paid

Product Name: PO ord paid
Primes      5.00
SESON      VOLUME      VALUE      STAMPS
1-02543      1          5.00        0.00
Sub Total      1          5.00

Primes     10.00
SESON      VOLUME      VALUE      STAMPS
1-02542      1         10.00        0.00
Sub Total      1         10.00        0.00

Sub Total Postal Order Cashed Inv  2         15.00        0.00

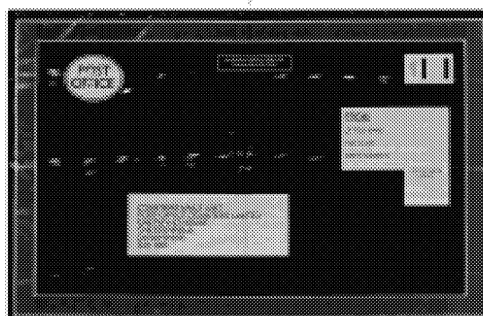
SUMMARY FOR POSTAL ORDERS PAID
TOTAL VOLUME TOTAL VALUE
2          15.00
*** END OF REPORT ***
    
```



POSTAL ORDERS PAID P492MA
(This document is NOT to be used when a summary is required)
To: Transaction Processing, Chelwynd House, CHESTERFIELD S40 1PP

Cash Account wk 00 Date week ending

ST Number	ST Value	STAMP VALUE	ST Stamps
00			
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
11			



For Multiple Stock Unit Offices

Manual PO Paid Summary (P490)

- Complete the manual PO Paid Summary (P490)

P490 (Rev. 4/10/92)

POSTAL ORDERS PAID

To be used by:
 (1) Station or Office processing Postal Orders for postage
 (2) Counter Printer when Postoffice checked P490/P490 (reassigned)
 (3) District, Submission date:

Postage on _____
 Date of _____
 Time in Currency _____

Post-on: _____
 No. _____ Value _____ Stamps _____

Rate	Quantity	Value of Order (Including Stamp)	Number
00		0	0
01			
02			
03			



Horizon Counter Weekly PO Paid report

- Print the Horizon Counter Weekly PO Paid report
- From the desktop menu select:
 - Reports (F2)
 - Counter Weekly (F5)
 - POs Paid (F3)
 - Print (F4)
- Check that the total volume and value of POs paid and stamps agree with P490
- If they do not agree, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- When the figures agree reprint report, select cut-off (F12), accept the messages and exit (F16)

Headquarters: _____ FBR: 102453
 10/29 02/06/1996 CR:12 20:01 00: 00
Postal Orders Paid

Product Name: PO and paid

PRICE	VOLUME	VALUE	STAMPS
5.00	1	5.00	0.00
10.00	1	10.00	0.20
Sub Total: 1 15.00 0.20			
Sub Total Postal Order Lashed Ord 15.00 0.20			
GRAND TOTAL FOR POSTAL ORDERS PAID 15.00 0.20 23.00			

*** END OF REPORT ***



Miscellaneous Transactions Report – all offices

Horizon Counter Weekly Miscellaneous Transactions Report

- Print the Horizon Counter Weekly Miscellaneous Transactions report
- From the desktop menu select:
 - Reports (F2)
 - Counter Weekly (F5)
 - Misc Transaction (F16)
 - Print (F4)
 - Exit (F16)
- Use this report to check volume and value of transactions for which there is no specific report, e.g. MVL SORN, Bureau de Change, etc.

Please note:

Although this is a weekly report, it can be produced on an ad hoc basis throughout the week. The figures on this report are cumulative, however, if the 'cut off' option is selected, the figures for all products on the report will be cut off. This will mean that any transactions performed that are listed on the current report will not be included on the next report produced.

***** OFFICE *****		
Miscellaneous Transactions - Office Cash		
Product	VOLUME	VALUE
Co-op chq cash	1	88.88
Product total	1	88.88
LTSD cash chq		
LTSD cash chq	VOLUME	VALUE
1-1944-1	1	88.88
1-1944-1	1	70.88
Product total	2	159.76
TOTALS		
Co-op chq cash	VOLUME	VALUE
LTSD cash chq	1	88.88
LTSD cash chq	1	159.76
SUMMARY TOTAL	2	248.64

Co-op Personal Chq Dep		
Co-op Personal Chq Dep	VOLUME	VALUE
1-1944-1	1	8.88
1-1944-1	1	8.88
1-1944-1	1	8.88
Product total	3	26.64
Co-op pers		
Co-op pers	VOLUME	VALUE
1-1944-1	1	8.88
Product total	1	8.88
TOTALS		
Co-op pers	VOLUME	VALUE
Co-op pers	1	8.88
Co-op pers	1	8.88
SUMMARY TOTAL	2	17.76

Co-op Personal Cash Dep		
Co-op Personal Cash Dep	VOLUME	VALUE
1-1944-1	1	8.88
1-1944-1	1	8.88
Product total	2	17.76
Co-op Personal Cash Dep		
Co-op Personal Cash Dep	VOLUME	VALUE
1-1944-1	1	88.88
1-1944-1	1	88.88
1-1944-1	1	159.76
Product total	3	337.52
Co-op Personal Chq Dep		
Co-op Personal Chq Dep	VOLUME	VALUE
1-1944-1	1	8.88
Product total	1	8.88
TOTALS		
Co-op chq dep	VOLUME	VALUE
Co-op cash dep	1	88.88
LTSD cash dep	1	248.64
LTSD cash dep	1	8.88
SUMMARY TOTAL	3	346.40

Suspense Account Report – all offices

Produce the Horizon Office Weekly Suspense Account Report

- Print the Horizon Office Weekly Suspense Account report
- From the desktop menu select:
 - Reports (F2)
 - Office Weekly (F6)
 - Suspense Account (F11)
 - Print (F4)
- Check that any vouchers / RD cheques and supporting documentation appear on the printed report and there are no negative figures
- If the report is incorrect, correct the error (see Section 4: Correcting errors on Horizon and Out Of Hours procedures)
- Exit (F16)
- Retain the report in the office for two years

Section 3: Balancing and Suspense Account

Activities which can be done before close of business on Balance Day

- * Complete Counter Daily Reports - see Section 1: Daily Reports
- * Summarise large volume products during balance day such as pensions and allowances, green giros etc.
- * Prepare despatch forms and envelopes

Step by step:

1. Complete Counter Daily Reports (of transactions taken after cut-off)
2. Complete Counter Weekly Reports – see Section 2: Weekly Reports
3. Post figures to the Suspense Account
4. Record non-accounting data (Table 10g) and parcel traffic (Table 12)
5. Produce stock unit Balance Snapshot and carefully check figures
6. Declare Non-value stock
7. Declare Stamps
8. Adjust Stock
9. Declare Cash
10. View discrepancies
11. Ensure shared stock unit users are logged off
12. Produce Trial Balance report
13. Roll stock units over into next CAP or Balance Period – apart from 'Out of Hours' (OOH) stock unit
14. Print office snapshot report – optional
15. Print all mandatory Office Weekly reports – see Section 2: Weekly Reports
16. Complete all other outstanding manual Summaries
17. Confirm Non-value stock Declaration
18. Balance and rollover OOH stock unit
19. Produce Trial Cash Account report
20. Errors found after Stock Unit(s) Rollover
21. Produce final Cash Account
22. Check office rollover into next CAP
23. Despatch Cash Account and Summaries
24. Extending the Cash Account period

Other end of week activities

- * Print an OBCS Stoplister

Do not make manual amendments to the Cash Account as Chesterfield receive an electronic version

Section 3: Balancing and Suspense Account

Balance Day

On Balance Day you can prepare for balancing throughout the day in order to save time later. This should only be done at quiet times and should not impact on customer service. The following list of activities take you through a recommended series of steps which you can use as a checklist prior to and during balancing.

Close of Business

Remember to switch on the A4 Printer and ensure that the printer has an adequate supply of paper (approx. 25 sheets).

1&2. Complete Counter Daily Reports and Counter Weekly Reports

- The Daily Reports include the Daily Cash Declaration, in addition to the Declare Cash which is part of the stock unit balance process
- All daily transactions, accepted after the authorised cut-off time, must be summarised and additional reports completed before you balance with the Horizon system. They cannot be held in the Suspense Account. This means that you may need to complete two daily despatches on balance day for some transactions i.e. One when the postman comes at your cut-off time during the day and another at the close of business before you balance, although these may not leave the office until the following day. Even though the second despatch may not leave the office until the following day the summaries/BCVs must have the balancing day's date and week number entered on them or errors will be generated.

3. Post figures to the Suspense Account (unclaimed payments and uncharged receipts) as necessary and print report

- For details of posting and removing items to and from the Suspense Account, see the Suspense Account section within this document
- You must print the Suspense Account report before producing the Cash Account. In multi-stock offices, only one stock unit will need to produce this report
- The only exception to this is when nothing is being held in the Suspense Account.

4. Record non-accounting data (table 10g) and parcel traffic (table 12)

- From the desktop menu select:
 - Transactions (F1)
 - Non Accounting Data (F14) / Parcel Traffic (F15)
- This activity will need to be undertaken prior to the stock being rolled over into the next cash account period

In multi-stock offices, non-accounting data and parcel traffic can either be entered individually by users or the total for the whole office can be entered onto one stock unit. To prevent errors, i.e. duplication of entries, it is recommended that one person/stock be assigned to enter the figures for the whole office.

5. Produce Stock Unit Balance Snapshot and carefully check figures

- From the desktop menu select:
 - Stock Balancing (F4)
 - Bal Snapshot (F5)
 - Print (F4)
- Check the Balance Snapshot carefully, ensuring that the system held stock figures match your actual stock holdings. Use the adjust stock facility to rectify any discrepancies, see step 8. Adjust Stock on page 66
- Reconcile all receipt and payment transaction totals for which no report is available with the supporting vouchers / documentation
- Discrepancies with receipt and payment transactions should be rectified before proceeding further by entering missing transactions or by reversing transactions entered incorrectly (i.e. overstated or duplicated transactions)

6. Declare Non-value stock

- From the desktop menu select:
 - Stock Balancing (F4)
 - Declare Non-value stock (F11)
 - Print (F4)
- Enter on the system the total holdings of non-value stock items (note that non-value stock declarations are carried forward from the previous CAP allowing them to be edited if required).
- Offices with shared stock units will need to undertake more than one declaration if more than one user has non-value stock to declare. In such cases, ensure that separate declaration ID numbers are used for each for each portion of non-value stock.

7. Declare Stamps

- From the desktop menu select:
 - Stock Balancing (F4)
 - Declare Stamps (F2)
 - Print (F4)
- Enter on the system the totals of each denomination of stamp (excluding 1st and 2nd class) held in your stock
- Offices with shared stock units may be required to undertake more than one declaration if more than one user has stamps to declare. In such cases, ensure that separate declaration ID numbers are used for each portion of stock

8. Adjust Stock

- From the desktop menu select:
 - Stock Balancing (F4)
 - Adjust Stock (F4)
- Check actual stock on hand agrees with balance snapshot
- Any discrepancies should be re-checked before making an adjustment
- Check that the totals shown on the 'postage stamp' figure on the Balance Snapshot matches the total of stamps you have declared
- Any discrepancies should be re-checked before making an adjustment

- If you adjust your stamp figure after a stamp declaration you will need to check your original declaration and confirm it is correct, i.e. select the confirm option

Please note:

Adjustment of stock is the recommended method of ensuring that system totals and actual stock holdings agree. However, an alternative method to stock adjustment is to make a stock declaration. This entails declaring your stock holdings as opposed to adjusting the system held totals. If you have used the method of stock declaration and you subsequently need to make an amendment to the stock you must re-declare the stock on the system.

9. Declare Cash

- From the desktop menu select:
 - Stock Balancing (F4)
 - Declare Cash (F1)
 - Print (F4)
- Enter your total cash holdings by denomination. Offices with shared stock units may be required to undertake more than one declaration (i.e. where more than one user has cash to declare). In such cases, ensure that separate declaration ID numbers are used for each portion of cash

10. View Discrepancies

- From the desktop menu select:
 - Stock Balancing (F4)
 - Discrepancies (F8)
- The system may display a list of cash and stock discrepancies

11. Ensure Shared Stock Users are Logged Off

- Before producing a Trial Balance Report, ensure that only one user is logged on to the stock unit (i.e. the user who is producing the trial balance report)

12. Produce Trial Balance Report

- From the desktop menu select:
 - Stock Balancing (F4)
 - Balance Report (F6)
 - Print (F4)
- Once the trial balance has been produced, check that all totals are correct.
- If totals are correct proceed to rollover (step 13. Roll Stock Units over into the next Cash Account Period or Balance Period on page 67)
- If there are still discrepancies, touch the exit (F16) icon (do **not** rollover) and adjust stock/redeclare or enter missing receipts/payments transactions or reverse incorrect transactions as required.
- Once you have investigated the discrepancies and/or made re-declarations you will need to repeat the Produce balance report process

13. Roll Stock Units over into the next Cash Account Period or Balance Period

- After the balance report has been produced and you are satisfied that all totals are correct, select:
 - Rollover (F12)
 - Select CAP or BP (Balance Period)

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By selecting the rollover option the stock unit final balance will automatically be produced

- **If your office performs out of hours transactions, for example if you are an on-line lottery office, you should see the Out Of Hours (OOH) procedures in Section 4**
- **You will also need to ensure that inactive stock units (i.e. stock units where no transactions have taken place during that Cash Account week) are also rolled over. To rollover an inactive stock unit use the following icon sequence:**
- From the desktop menu select:
 - Office Balancing (F8)
 - Inact SU roll (F9)

Please note:

This activity can only be performed by users with manager level access.

There are many reasons why an inactive stock unit fails to roll over. For more information see Horizon System User Guide; Balancing; General stock unit activities; Rolling over an inactive stock unit.

14. Print Office Snapshot Report**Please note:**

This report is optional for single stock offices.

- Print an Office Snapshot Report
- From the desktop menu select:
 - Office Balancing (F8)
 - Office Snapshot (F1)
 - Print (F4)
- Check receipts and payments totals against manual records in multi stock offices.

15. Print all mandatory Office Weekly Reports – see Section 2**16. Complete all other outstanding manual Summaries; i.e summaries that are required but are not produced by the system****17. Confirm Non-value Stock Declaration**

- From the desktop menu select:
 - Office Balancing (F8)
 - Confirm Non-Val (F2)
- Confirmation of non-value stock needs only to be undertaken by one user as performing the activity confirms the non-value stock totals for the whole office. The user undertaking this must have manager level access.
- A printed report of the non-value stock holdings should be produced and the figures checked against the actual stock holdings. Any discrepancies should be rectified by editing the appropriate incorrect declaration after completion of the Cash Account.
- For SAP ADS to receive the amended figures any alterations to a non-value stock declaration must take place on the same day as the Cash Account

18. Balance and Rollover OOH Stock unit

For information about balancing and rolling over a stock unit see Horizon System User Guide; Balancing; Balancing an individual stock unit; Balancing a stock unit (for individual stock units) or Horizon System User Guide; Balancing; Balancing a shared stock unit; Balancing a stock unit (for shared stock units).

19. Produce Trial Cash Account Report

- Print a Trial Cash Account Report
- From the desktop menu select:
 - Office Balancing (F8)
 - Cash Account Report (F6)
 - Print (F4) / Preview (F8)
- The trial cash account is the last opportunity for checks to be made before producing the cash account. Retention of this report is optional.

20. Errors found after Stock Unit(s) Rollover

- If an error is found prior to Cash Account rollover, but after all stocks have been balanced and rolled over, a new stock unit will need to be created to rectify the error. Note that the stock unit must be created before the final Cash Account is produced (see correction section of this guide)

21. Produce Final Cash Account

- Rollover (F12)
- By selecting the rollover option 2 copies of the Final cash account will be automatically produced

22. Check Office rollover into next CAP

- From the desktop menu select:
 - Office Balancing (F8)
 - Office CAP (F10)
- If you have rolled over correctly the new CAP will be displayed

23. Despatch Cash Account and Summaries

- Sign and datestamp both copies of the Cash Account
- Send one copy to Chesterfield in the brown one-trip pouch
- Retain the 2nd copy in the office for 6 years

24. Extending the Cash Account Period (CAP)

This procedure can only be performed once authority has been obtained from your RNM via Network Business Support Centre on 0845 6011022.

The procedure to extend the CAP must be carried out during the Cash Account Period preceding the one you want to extend and before you have balanced any stock units.

Please note:

If permission has been given not to perform a Cash Account for week 03 and 04 and to produce a three week Cash account in week 05, the procedure to extend the Cash account must be selected during week 02 before any stock unit balances and rolls into CAP 03. Once the Cash account has been produced in week 05 the system will reset back to normal.

- **To extend the Cash Account period use the following icon sequence**

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- From the desktop menu select:
 - Office Balancing (F8)
 - Extended CAP (F11) (By selecting this icon you will now be able to choose to extend the cash account by 2 or 3 weeks)
 - The Extended CAP icon must be selected before starting to balance

Please remember:

Do not make manual amendments to the cash account as Chesterfield receive an electronic version.

Other End of Week Activities

1. Print OBCS Stoplist

- This report must be produced at the close of business on a Wednesday
- Print an OBCS stoplist for each counter position
- From the desktop menu select:
 - Reports (F2)
 - OBCS Stops (F10) in case of system failure
 - Print (F4)

Suspense Account

Overview

Suspense Account is the section of the Cash Account previously known as Unclaimed Payments (Table 2), Authorised Cash Shortages (Table 2A) and Uncharged Receipts (Table 3) (see below). This section clarifies the reasons for using the Suspense Account and how to move items into and redeem items from Suspense. All of the icons which move products to, and redeem from the Suspense Account, can be found by the following selection process.

- From the desktop menu select:
 - Transactions (F1)
 - House Keeping (F13)
 - The relevant icon

Please remember: The products work 'as matching pairs' – whichever product you select to move an item to the Suspense Account has a partner which you must use to redeem that item from the same place.

For example: Within 'Losses tbl 2A' one of the products available is 'Loss A to Table 2A'. Its partner within the 'Loss rdmd' option is 'Loss A redeemed'.

If you do not use the icons in pairs it will create errors in your Cash Account.

For example: Potential errors following an incorrect Suspense Account transaction could result in negative stock or inflated values.

Therefore extreme care should be taken when moving and redeeming items which have more than one line on the Cash Account (i.e. Losses, Gains and RD Cheques).

Only the following items can be held in the Suspense Account:

Uncharged Receipts

- Gains
- Rem shortages*
- Migration†
- Pre-purchase‡

*see Horizon System User Guide; Transactions - Other - Part one; Transfers & remittances; Dealing with a remittance discrepancy.

†The Migration option can be used by the Horizon Field Support Officer (HFSO) at the time Horizon is installed in your office, where products are not currently available on your system. If it is used, the HFSO will explain how to deal with any items contained within this section of the Suspense Account and will leave a manual form (TP1).

The item(s) will need to be removed from the Suspense Account when the missing product becomes available. Failure to remove these items from the Suspense Account could result in inaccurate calculation of remuneration, and settlements not being made to clients.

‡see Horizon System User Guide; Transactions - Serve Customer - Part three; Miscellaneous; Pre-purchase transactions.

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Unclaimed Payments

- Rem shortages^{*}
- Migration[†]
- Vouchers[‡]
- POCL cheques[‡]
- RD cheques[‡]
- Authorised Cash Shortages (TBL 2A)

^{*}see Horizon System User Guide; Transactions - Other - Part one; Transfers & remittances; Dealing with a remittance discrepancy.

[†]The Migration option can be used by the Horizon Field Support Officer (HFSO) at the time Horizon is installed in your office, where products are not currently available on your system. If it is used, the HFSO will explain how to deal with any items contained within this section of the Suspense Account and will leave a manual form (TP1).

The item(s) will need to be removed from the Suspense Account when the missing product becomes available. Failure to remove these items from the Suspense Account could result in inaccurate calculation of remuneration, and settlements not being made to clients.

[‡]The system will not allow you to balance if you are holding these items as value stock or methods of payment (MOP). Therefore, you must move these items to the Suspense Account before the Stock Unit is balanced and rolled into the next CAP. The items must then be removed from the Suspense Account the following day. For further information, see Horizon System User Guide; Transactions - Other - Part two; Miscellaneous; RD cheques, Vouchers and POCL cheques.

If you have any other products which you think should be moved to the Suspense Account, and you need authorisation, you must contact the NBSC (0845 6011022) for the correct advice.

Dealing with losses – offices authorised to hold losses

Please note: This section is intended for branch offices and other offices that have received authority from their Retail Network Manager to hold a loss. All other offices must refer to the procedure described in Section 3: Dealing with losses – other offices.

Any losses incurred within stock units that are not being 'made good' should be moved to the Suspense Account (Unclaimed Payments) **after** the production of the final balance and CAP (not BP) rollover. This **must** be done using the stock unit in which the loss occurred.

It is important that these instructions are followed carefully as offices that previously operated ECCO would not have needed to post a loss to the Suspense Account prior to Horizon being implemented. Failure to post a loss to suspense will mean that the loss will remain with the stock unit.

Move any loss incurred to the Suspense Account directly after completing Stock Unit Balance and CAP Rollover

- From the desktop menu select:
 - Transactions (F1)
 - Housekeeping (F13)
 - Losses tbl 2a (F14)

The system will display a picklist of loss products:

- Scroll down to the appropriate product and select 'Select' (F1)
- Enter the amount of the loss
- Select the ✓ option
- Select the 'Finish' option
- Print a receipt (by pressing the RECPT key) and attach this to the stock unit balance report

Please note: The following activities are **optional** but will ensure the stock unit will commence the new CAP with a net discrepancy of zero. You will need to undertake the declarations before the stock unit is used for further transactions (i.e. perform the declarations either that same evening or the following day - before any other activities are performed on the stock unit)

Complete a cash and stamp declaration using the EXACT figures declared for the stock unit balance

Please remember: When making cash and stamp declarations you must ensure that the figures are entered against the appropriate denominations (e.g. declare 1p stamps against 1p, 2p stamps against 2p etc) as declarations are transmitted to SAP ADS to be used for cash and stock replenishment purposes.

To make a Stamp Declaration

- From the desktop menu select:
 - Stock Balancing (F4)
 - Decl Stamp (F2)
 - Providing figures have been declared correctly there will be no discrepancy

To make a Cash Declaration

- From the desktop menu select:
 - Stock Balancing (F4)
 - Decl Cash (F1)

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Individual stock units: Provided cash has been declared correctly, the system will display a compensatory gain discrepancy for the same amount as the loss incurred as part of the balance.

Shared stock units: To check that you have declared your cash correctly you will need to view the discrepancy.

To view discrepancies

- From the Desktop menu select:
 - Stock Balancing (F4)
 - Discrepancies (F8)
 - Provided cash has been declared correctly, the system will display a compensatory gain discrepancy for the same amount as the loss incurred as part of the balance.

By following this procedure all stock units will start the new CAP with a net discrepancy of zero. Should any discrepancies be shown later in the week, they will be as a result of work carried out during the current CAP.

E.g. Week One	Week Two
<ul style="list-style-type: none"> * Stock Unit incurs loss of £10 * Loss total will show £10 * Gain total will show nil * Net discrepancy = £10 short <p>After CAP rollover office/stock holder enters the £10 loss into Suspense Account via the appropriate loss product, for example, 'Loss A to Table 2A' and declares cash and stamps.</p>	<ul style="list-style-type: none"> * Loss total will show £10 * Gain total will show £10 * Net discrepancy = nil <p>Should the net discrepancy be any other amount, this will be the stock unit discrepancy for this particular CAP.</p>

Any losses held in the Suspense Account must be redeemed in line with POCL business rules. For further information:

- Branch Offices refer to the Horizon System User Guide; Transactions - Other - Part two; Losses, gains & error notices; Dealing with a branch office loss or gain.
- Other offices refer to the Horizon System User Guide; Transactions - Other - Part two; Losses, gains & error notices; Dealing with losses or gains in offices other than branch offices.

Agency offices

Some agency offices have an agreement with Post Office Counters Ltd to hold all losses and gains in the Suspense Account for a specified period. In these instances, amounts can be held in the Suspense Account and adjusted in accordance with the agreement.

The net discrepancy must be adjusted within the timescales laid down in the terms of the agreement. Failure to do so may render the company in breach of its contract.

Dealing with gains – offices authorised to hold gains

Please note: This section is intended for branch offices and other offices that have received authority from their Retail Network manager to hold a gain. All other offices must refer to the procedure described in Section 3: Dealing with gains – other offices.

Any gains incurred within stock units that are not being 'made good' need to be moved to the Suspense Account (Uncharged Receipts) **after** the production of the final stock unit balance and CAP (not BP) rollover. This will need to be done using the stock unit in which the gain occurred.

It is important that these instructions are followed carefully as offices that previously operated ECCO would not have needed to post a gain to the Suspense Account prior to Horizon being implemented. Failure to post a gain to suspense will mean that the gain will remain with the stock unit.

Move any gain incurred to the Suspense Account directly after completing Stock unit Balance and CAP Rollover

- From the desktop menu select:
 - Transactions (F1)
 - Housekeeping (F13)
 - Gains UR in (F13)

The system will display a picklist of gain products:

- Scroll down to the appropriate product and select 'Select' (F1)
- Enter the amount of the gain
- Select the ✓ option
- Select the 'Finish' option
- Print a receipt (by pressing the RECPT key) and attach this to the stock unit balance report

Please note: The following activities are **optional** but will ensure the stock unit will commence the new CAP with a net discrepancy of zero. You will need to undertake the declarations before the stock unit is used for further transactions (i.e. perform the declarations either that same evening or the following day – before any other activities are performed on the stock unit)

Complete a cash and stamp declaration using the EXACT figures declared for the stock unit balance

Please remember: When making cash and stamp declarations you must ensure that the figures are entered against the appropriate denominations (e.g. declare 1p stamps against 1p, 2p stamps against 2p etc) as declarations are transmitted to SAP ADS to be used for cash and stock replenishment purposes.

To make a stamp declaration

- From the desktop menu select:
 - Stock Balancing (F4)
 - Decl Stamps (F2)
 - providing figures have been declared correctly, there will be no discrepancy

To make a cash declaration

- From the desktop menu select:
 - Stock Balancing (F4)
 - Decl Cash (F1)

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Individual stock units: Provided cash has been declared correctly, the system will display a compensatory loss discrepancy for the same amount as the gain incurred as part of the balance.

Shared stock units: To check that you have declared your cash correctly you will need to view the discrepancy.

To view discrepancies

From the Desktop menu select:

- Stock Balancing (F4)
- Discrepancies (F8)
- Provided cash has been declared correctly, the system will display a compensatory loss discrepancy for the same amount as the gain incurred as part of the balance.

By following this procedure all stocks will start the new CAP with no discrepancies. Should any discrepancies be shown later in the week they will be as a result of work carried out during the current CAP.

E.g. Week One	Week Two
<ul style="list-style-type: none"> * Stock Unit incurs gain of £10 * Loss total will show nil * Gain total will show £10 * Net discrepancy = £10 (over) <p>After CAP rollover office/stockholder enters £10 excess into Suspense Account via the appropriate gain product, for example, 'Gain A to UR', and declares cash and stamps.</p>	<ul style="list-style-type: none"> * Loss total will show £10 * Gain total will show £10 * Discrepancy = nil <p>Should the net discrepancy be any amount other than nil this will be the stock unit discrepancy for this particular CAP.</p>

Any gains held in the Suspense Account must be redeemed in line with current POCL business rules. For information on redeeming gains from the Suspense Account:

- Branch offices, refer to Horizon System User Guide; Transactions - Other - Part two; Losses, gains & error notices; Dealing with a branch office loss or gain.
- Other offices, refer to Horizon System User Guide; Transactions - Other - Part two; Losses, gains & error notices; Dealing with losses or gains in offices other than branch offices.

Agency offices

Some agency offices have an agreement with Post Office Counters Ltd to hold all losses and gains in the Suspense Account for a specified period. In these instances, amounts can be held in the Suspense Account and adjusted in accordance with the agreement.

The net discrepancy must be adjusted within the timescales laid down in the terms of the agreement. Failure to do so may render the company in breach of its contract.

Dealing with losses – other offices

Please note: This procedure must be used by offices other than branch offices when a loss is incurred that needs to be made good. For dealing with a loss in branch offices and losses in other offices which your Retail network manager has agreed can be held within the Suspense Account, refer to the procedure described in see Section 3: Dealing with losses – offices authorised to hold losses.

In other offices, there is a distinction between losses which an office has authority to hold within the Suspense Account and those which need to be made good.

If a loss is discovered on balancing a stock unit, it should be made good directly after rollover to the next CAP. If the loss is the result of a known error, for which an error notice will be issued, the amount can be moved to the Suspense Account and authority to hold the amount sought from the retail network manager (via the Network Business Support Centre on 0845 601 1022 who will provide you with a call reference to associate with the loss). In addition to this, if the loss is of such a value that making it good would result in financial hardship, the amount may be moved to the Suspense Account and permission sought from your retail network manager, to hold the loss pending a compensating error coming to light.

Making Good Losses

If you have not obtained authority to hold a loss within the Suspense Account, you will need to make good the discrepancy after the final stock unit has rolled to the next CAP.

Make good the loss

- This involves placing the cash for the amount of the loss in your till

Please note: The following activities are **optional** but will ensure the stock unit will commence the new CAP with a net discrepancy of zero. You will need to undertake the declarations before the stock unit is used for further transactions (i.e. perform the declaration either that same evening or the following day before any other activities are performed on the stock unit)

Complete a stamp declaration using the EXACT figures declared for the stock unit balance

Please remember: When making cash and stamp declarations you must ensure that the figures are entered against the appropriate denominations (e.g. declare 1p stamps against 1p, 2p stamps against 2p etc) as declarations are transmitted to SAP ADS to be used for cash and stock replenishment purposes.

To make a stamp declaration

- From the desktop menu select:
 - Stock Balancing (F4)
 - Decl Stamps (F2)
 - Providing figures have been declared correctly there will be no discrepancy

Complete a cash declaration entering your actual cash holdings including the cash placed in the till to make good the loss

- From the desktop menu select:
 - Stock Balancing (F4)
 - Decl Cash (F1)

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Individual stock units: Provided cash has been declared correctly, the system will display a compensatory gain discrepancy for the same amount as the loss incurred as part of the balance.

Shared stock units: To check that you have declared your cash correctly you will need to view the discrepancy.

To view discrepancies

- From the Desktop menu select:
 - Stock Balancing (F4)
 - Discrepancies (F8)
 - Provided cash has been declared correctly, the system will display a compensatory gain discrepancy for the same amount as the loss incurred as part of the balance.

By following this procedure all stock units will start the new CAP with a net discrepancy of zero. Should any discrepancies be shown later in the week, they will be as a result of work carried out during the current CAP.

E.g. Week One	Week Two
<ul style="list-style-type: none"> * Stock Unit incurs loss of £10 * Loss total will show £10 * Gain total will show nil * Net discrepancy = £10 short 	<ul style="list-style-type: none"> * Loss total will show £10 * Gain total will show £10 * Net discrepancy = nil
<p>After CAP rollover office/stock holder makes good the £10 loss and re-declares cash and stamps.</p>	<p>Should the net discrepancy be any amount other than nil this will be the stock unit discrepancy for this particular CAP.</p>

Obtaining authority to hold a loss in suspense

If a loss is moved to the Suspense Account, the retail network manager must be contacted (via Network Business Support Centre on 0845 601 1022) the day after the balance has taken place to seek permission to hold the amount. Your retail network manager will provide you with written authority to hold the loss, which will also have an end date. If a compensating error has not been revealed by the end of the authority period, the amount must be removed from the Suspense Account and the loss made good.

If the retail network manager refuses authority to hold the amount, it should be removed from the Suspense Account and made good **before** the end of the next balance period.

Dealing with gains – other offices

Please note: This procedure must be used by offices other than branch offices when a gain is incurred and is adjusted by removing money from the till (after balance). For dealing with gains in branch offices and gains in other offices which your Retail network manager has agreed can be held within the Suspense Account, refer to the procedure described in see Section 3: Dealing with gains – offices authorised to hold gains.

Any gains incurred in a stock unit can be dealt with either by moving the gain to the Suspense Account or removing money from the till.

If a large counter gain is discovered on balancing a stock unit, the amount should be moved to the Suspense Account directly after rollover to the next CAP. If a gain is moved to the Suspense Account, your retail network manager must be contacted the day after the balance has taken place to seek permission to hold the amount. Your retail network manager will provide you with written authority to hold the gain, which will also have an end date. If a compensating error is not revealed at the end of the authority period, the gain may be withdrawn from post office funds and the amount removed from the Suspense Account. If an error comes to light after the money has been withdrawn it **must** be made good with immediate effect.

Removing money from the till

If you have not obtained authority to hold a gain within the Suspense Account, you will need to correct the discrepancy after the stock unit has been balanced and rolled over to the next CAP.

Move any gain incurred directly after completing Stock Unit Balance and CAP Rollover

- Remove the cash for the amount of gain from your till

Please note: The following activities are **optional** but will ensure the stock unit will commence the new CAP with a net discrepancy of zero. You will need to undertake the declarations before the stock unit is used for further transactions (i.e. perform the declarations either that same evening or the following day before any other activities are performed on the stock unit)

Complete a stamp declaration using the exact figures declared for the stock unit balance

Please remember: When making cash and stamp declarations you must ensure that the figures are entered against the appropriate denominations (e.g. declare 1p stamps against 1p, 2p stamps against 2p etc) as declarations are transmitted to SAP ADS to be used for cash and stock replenishment purposes.

To make a stamp declaration

- From the desktop menu select:
 - Stock Balancing (F4)
 - Decl Stamps (F2)
 - Providing figures have been declared correctly there will be no discrepancy

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After removing the gain from the till complete a cash declaration entering your new cash holdings.

To make a cash declaration

- From the desktop menu select:
 - Stock Balancing (F4)
 - Decl Cash (F1)

Individual stock units: Provided cash has been declared correctly, the system will display a compensatory loss discrepancy for the same amount as the gain incurred as part of the balance.

Shared stock units: To check that you have declared your cash correctly you will need to view the discrepancy.

To view discrepancies

From the Desktop menu select:

- Stock Balancing (F4)
- Discrepancies (F8)
- Provided cash has been declared correctly, the system will display a compensatory loss discrepancy for the same amount as the gain incurred as part of the balance.

By following this procedure all stock units will start the new CAP with a net discrepancy of zero. Should any discrepancies be shown later in the week they will be as a result of work carried out during the current CAP.

E.g. Week One	Week Two
<ul style="list-style-type: none"> * Stock Unit incurs gain of £10 * Loss total will show nil * Gain total will show £10 * Net discrepancy = £10 (over) 	<ul style="list-style-type: none"> * Loss total will show £10 * Gain total will show £10 * Discrepancy = nil
<p>After CAP rollover office/stock holder removes the excess £10 and re-declares cash and stamps.</p>	<p>Should the net discrepancy be any amount other than nil this will be the stock unit discrepancy for this particular CAP.</p>

Section 4: Correcting errors on Horizon and Out Of Hours Procedures

Section 4: Correcting errors on Horizon and Out Of Hours procedures

Errors found when checking reports before 'cut-off'

Reports produced from the Horizon system must be checked against the actual supporting dockets on hand or the supporting information before the cut-off is selected.

If an error is discovered it must be corrected. The report reproduced from the Horizon system should not be 'cut-off' until the dockets/supporting information agrees with the report.

This type of error is corrected by using either:

- The reversal facility (where the original transaction has been entered incorrectly)
- By entering a new transaction (where the original transaction has not been entered at all)
- Combination of the two (reversing the original transaction and then entering the transaction correctly). See Examples 1 to 3 below.

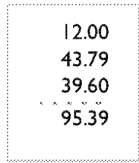
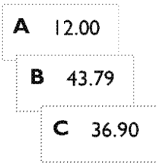
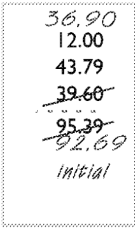
Please note:

If an Alliance and Leicester Girobank transaction has been reversed before the Alliance and Leicester Girobank report is produced both the reversal and the original transaction will not be shown on the report.

Horizon report	Supporting dockets	Possible cause	Solution	Horizon report after correction
<p>Example 1</p> <div style="border: 1px dashed black; padding: 5px; width: fit-content;"> 12.00 43.79 55.79 </div>	<div style="border: 1px dashed black; padding: 5px; width: fit-content;">A 12.00</div> <div style="border: 1px dashed black; padding: 5px; width: fit-content;">B 43.79</div> <div style="border: 1px dashed black; padding: 5px; width: fit-content;">C 36.90</div>	Docket C has not been entered on the system	Do not select cut-off. Enter Docket C on the system. Re-print the report. Select cut-off.	<div style="border: 1px dashed black; padding: 5px; width: fit-content;"> 12.00 43.79 36.90 92.69 </div>
<p>Example 2</p> <div style="border: 1px dashed black; padding: 5px; width: fit-content;"> 12.00 43.79 36.90 24.00 116.69 </div>	<div style="border: 1px dashed black; padding: 5px; width: fit-content;">A 12.00</div> <div style="border: 1px dashed black; padding: 5px; width: fit-content;">B 43.79</div> <div style="border: 1px dashed black; padding: 5px; width: fit-content;">C 36.90</div>	Entry on report for 24.00 with no supporting docket.	Do not select cut-off. Complete a reversal for the incorrect entry. Re-print the report. Select cut-off.	<div style="border: 1px dashed black; padding: 5px; width: fit-content;"> 12.00 43.79 36.90 -24.00 -24.00 92.69 </div>
<p>Example 3</p> <div style="border: 1px dashed black; padding: 5px; width: fit-content;"> 12.00 43.79 39.60 95.39 </div>	<div style="border: 1px dashed black; padding: 5px; width: fit-content;">A 12.00</div> <div style="border: 1px dashed black; padding: 5px; width: fit-content;">B 43.79</div> <div style="border: 1px dashed black; padding: 5px; width: fit-content;">C 36.90</div>	Docket C entered as 39.60 instead of 36.90.	Do not select cut-off. Complete a 'Reversal' for the entry for 39.60. Enter Docket C for the correct amount (36.90). Re-print the report. Select cut-off.	<div style="border: 1px dashed black; padding: 5px; width: fit-content;"> 12.00 43.79 39.60 -39.60 36.90 92.69 </div>

horizon**Errors found when checking reports after 'cut-off'**

If the 'cut-off' button has been selected prior to checking the report against the actual dockets / supporting information and an error is found, the correction can still be made using the reversal facility. Once the correction has been made, a further report must be produced from the Horizon system with the 'cut-off' facility selected again, this report can then be discarded. The first report must be manually altered so that the correct entries for volume and value are shown. Any manual alterations must be initialled (see Example 4 below).

Horizon report	Supporting dockets	Possible cause	Solution	Horizon report after correction
<p>Example 4</p> 		<p>Docket C entered as 39.60 instead of 36.90. Report has been 'cut-off' prior to clerk completing checks.</p>	<p>Complete an 'Existing Reversal' for the entry for 39.60. Enter Docket C for the correct amount (36.90). Print the report this time selecting 'cut-off'.</p> <ul style="list-style-type: none"> This report can be discarded Manually annotate the original report with the correct total and initial the alteration. 	

If an Alliance and Leicester Girobank report is found to be incorrect after cut-off:

Step 1. Reverse the incorrect transaction(s). For information on reversing transactions see the Horizon System User Guide; Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions.

Step 2. If the transaction was entered for a wrong amount re-enter it correctly

Step 3. Produce and cut-off an Alliance and Leicester Girobank report. This should ideally be done before any further Girobank transactions are carried out so that the only transactions accounted for in the report are the reversed transactions and any re-entered transactions that were required.

If the incorrect report has already left your office before any required corrections have been made:

- amend the office copy of the report (the top copy of which has been despatched) to reflect the correct totals. Associate the report produced in step 3 with the amended office copy

Please note:

Even if the original report sent to Girobank was incorrect making the correction in steps 1 and 2 will prevent your office getting an error notice.

If the incorrect report has not left your office:

- Produce a manual Girobank summary (G6301/G6302)

Please note:

In this instance the manual summary will replace the system produced summary.

- Despatch the manual summary with the associated dockets as described in section 1
- Associate the report produced in step 3 with the manual undercopy.

Dealing with transaction reversals

If a transaction has been entered and the customer session completed, and you subsequently find you have made an error, you can correct the error by 'reversing' the transaction.

Depending on the transaction, you can reverse it in one of four ways:

- as an existing reversal
- a new reversal
- a transfer reversal
- an automated payment reversal.

Existing Reversal

An existing reversal can only be performed on the stock unit that carried out the original transaction, and only within the same Cash Account Period.

All transactions have a session number – this can be obtained from the transaction log.

- From the desktop menu select:
 - Reports (F2)
 - Transaction log (F3)

Transaction reversals can only be done whilst the voucher(s) are still in the office (e.g. Girobank deposit error spotted before voucher(s) have been despatched).

For information on how to complete an existing reversal on the Horizon system, see Horizon System User Guide; Transactions - Other - Part two; Reversing transactions; Reversing Electronic Point of Sale transactions. For specific information on Redeemed savings stamps reversals – see below.

```

Session: 0915 22:06/1999 09:12 09:05 00:00
Transaction Log
=====
DATE      TRANSACTION REF  ST  CASH  BP
DESC PRODUCT  VOLUME  VALUE
-----
09/06/1999  0-12500  00  10  00
BT bill pay  1-  25.00-
-----
TOTALS:  VOLUME  VALUE
          1-  25.00-
=====
*** End of Report ***

```

Redeemed Savings Stamp Reversal

You can only reverse redeemed savings stamps if you also reverse the associated product for which they were accepted. For example, if you have redeemed BT Savings Stamps to reverse, you must also reverse the associated BT Bill payment.

To do this you will need the session numbers for the transaction. If you do not know these you will need to examine the transaction log.

For information on producing the transaction log, see Horizon System User Guide; Reports; Administration reports; Producing a transaction log report.

Once you have identified the correct session numbers, proceed as follows:

- Select the existing reversal option
- Enter the session number of the BT bill payment to be reversed
- The BT Bill transaction will appear on the stack
- Enter the session number of the BT savings stamp payment to be reversed
- The BT savings stamp payment will appear on the stack
- To complete the reversal select the Finish option
- Once the transaction is completed a receipt is automatically printed with the reversal details
- The BT bill payment and correct method of payment must now be entered onto the Horizon system

Correcting errors found after stock units have balanced and rolled over

This section tells you what action to take if you discover an error (prior to the production of the final Cash Account) in a stock unit that has already been balanced and rolled over into the next CAP.

To correct the error you must create another stock unit, called ZZZ, on which you make the correction. This ensures that the stock unit can be easily distinguished from any other stock unit in the office.

If you have found errors in more than one stock unit, you can use stock unit ZZZ to rectify all errors. Create ZZZ as an individual stock unit.

Once created, stock unit ZZZ can be used each week to make any necessary corrections. If it is not used, it can be rolled over using the inactive stock unit rollover procedure (see Horizon System User Guide; Balancing; General stock unit activities).

If any errors are found after ZZZ has been rolled over another stock unit should be created in addition to ZZZ. Additional stock units created should be deleted as soon as you are allowed.

Please remember:

Stock unit ZZZ **must not** be balanced until you have checked the office balance snapshot and are sure that no corrections are required.

For information on how to create and attach yourself to a stock unit see Horizon System User Guide; Office Administration; Stock unit administration.

For information on producing an Office Snapshot Report, see Print Office Snapshot Report on page 68.

See the examples below for details on what action to take when you discover an error has been made in a stock unit after it has balanced and rolled over.

Example 1 – Rod Licence not recorded on the system

Stock unit AA balanced and rolled over to CAP 20 showing a gain discrepancy of £18 in CAP 19.

Whilst checking the Rod Licence weekly sales summary form P4678 against the office snapshot you discover that stock unit AA has understated their rod licences by one transaction amounting to £18.

- To correct the error create stock unit ZZZ and attach yourself to it
- Enter a Rod Licence transaction for £18 and settle for cash
- Declare stamps and cash as nil
- Complete a balance on stock unit ZZZ – showing a loss discrepancy of £18 - and roll over the stock unit to CAP 20

The loss (£18) in stock unit ZZZ compensates for the gain (£18) in stock unit AA

- Complete the office cash account and roll over to CAP20
- In CAP 20 'transfer out' £18 cash to stock unit AA (do not physically hand over any money)
- In CAP 20 attach yourself to SU AA. Complete the 'transfer in' of £18 cash (do not physically hand over any money)
- Re-attach yourself to stock unit ZZZ and declare stamps and cash as nil
- Complete a trial balance on stock unit ZZZ
- Stock unit ZZZ will show a loss discrepancy of £18 and a gain discrepancy of £18, giving a net discrepancy of zero
- When the stock unit balance is completed for stock unit AA it will show a loss discrepancy of £18 and a gain discrepancy of £18, giving a net discrepancy of zero. (The net discrepancy of zero is carried forward to CAP 21).

Example 2 - Extra Rod Licence transaction recorded on the system

Stock unit AA balanced and rolled over to CAP 20 showing a loss discrepancy of £18 in CAP 19.

Whilst checking the Rod Licence weekly sales summary form P4678 against the office snapshot you discover that stock unit AA has overstated their rod licences by one transaction amounting to £18.

To correct the error create / attach yourself to stock unit ZZZ

- Reverse a Rod Licence transaction for £18 and settle for cash
- Declare stamps and cash as nil
- Complete a trial balance on stock unit ZZZ - showing a gain discrepancy of £18 - and roll over the stock unit to CAP 20
- The gain (£18) in stock unit ZZZ compensates for the loss (£18) in stock unit AA
- Complete the office cash account and roll over to CAP20
- In CAP 20 - attach yourself to stock unit AA and 'transfer out' £18 cash to stock unit ZZZ (do not physically hand over any money)
- In CAP 20 attach yourself to stock unit ZZZ and complete the 'transfer in' of £18 cash from stock unit AA (do not physically hand over any money)
- Complete a trial balance on stock unit ZZZ declaring stamps and cash as nil
- Stock unit ZZZ will show a loss discrepancy of £18 and a gain discrepancy of £18, giving you a net discrepancy of zero
- When the stock unit balance is completed for stock unit AA it will show a loss discrepancy of £18 and a gain discrepancy of £18, giving you a net discrepancy of zero
- The net discrepancy of zero is carried forward to CAP 21

'Out of Hours' procedures

'Out of Hours' transactions

'Out of Hours' refers to post office transactions which occur outside of the agreed post office opening hours, such as before the post office opens, during the lunchtime period or after the post office closes for the day.

The procedure for dealing with transactions on the Horizon system which are performed 'Out of Hours' will depend on whether you have obtained permission to access the post office area outside the agreed post office hours. If you are unsure check with your RNM.

A separate stock unit should be created to deal with all 'Out of Hours' transactions. For ease of use and to assist in balancing and cash account preparation, Lottery transactions should be performed using the 'Out of Hours' stock unit, including those transactions which occur during normal post office hours of business. This may or may not include Scratchcards, depending on local practices.

- Create the stock unit following the normal procedure, using the stock ID called 'OOH' ('Out of Hours') (see Horizon System User Guide; Office Administration; Stock unit administration; Creating a stock unit).

Please note:

Once an 'Out of Hours' period is complete and you need to use another stock unit (for example on the following morning) you must remember to attach yourself to the other stock unit, see Horizon System User Guide; Office Administration; Stock unit administration; Attaching users to a stock unit

National Lottery transactions, including 'Out of Hours' Lottery transactions

For ease of use and to assist in balancing and cash account preparation, all Lottery transactions should be performed using the 'Out of Hours' stock unit (OOH), including those transactions which occur during normal post office hours of business.

Dealing with lottery transactions accepted on days other than the day of the office balance

Step 1. Perform Lottery transactions, including any 'Out of Hours' Lottery transactions on the Lottery on-line terminal

Step 2. At the end of the day print the following summaries from the on-line terminal:

- On-line summary
- Instants summary
- Dome tickets summary
- Thunderball summary

Step 3. Using the National Lottery prize payments summary calculate the total of prize payments made by cheque for the day

- Print the Instants summary from the General Validation Terminal (GVT)
- Calculate the value of Instants sales for the day (a separate total of £1 and £2 scratch cards is required)

The total value of Instants sales = the total value of activated Scratch Cards on hand at the start of day, plus any activated during the day, less activated cards on hand at the end of the day

Step 4. Using the OOH stock unit, enter the total value of the on-line sales transactions, Thunderball transactions and Dome ticket transactions under the 'Nat Lot Game' option

horizon

- From the desktop menu select:
 - Transactions (F1)
 - Serve customer (F1)
 - Other products (F13)
 - Leisure (F6)
 - Nat Lot Game (F5) (note - each total can be entered separately)

Step 5. Enter the total value of prize payments made by cheque onto the Horizon system, using the OOH stock unit

- From the desktop menu select:
 - Serve customer (F1)
 - Other products (F13)
 - Leisure (F6)
 - National Lottery Cheque Prize (F6)
 - National lottery Cheque Bal (enter twice to make value = zero)

Step 6. Deduct the total of prize payments made by cheque from the grand total of prize payments shown on the 'on line summary' and the 'instants summary' report. This will provide the total of cash prizes paid during the day

- Enter the total of cash prize payments onto Horizon, using the OOH stock unit
- From the desktop menu select:
 - Transactions (F1)
 - Serve customers (F1)
 - Other products (F13)
 - Leisure (F6)
 - National Lottery cash prize (F4)

Step 7. Transfer cash to Counter Stock Unit

- From the desktop menu select:
 - Transactions (F1)
 - Transfers (F2)
 - Transfer out (F2)

On balance day the transfer should be undertaken after both the 'OOH' and recipient stocks have been rolled over to the next CAP.

For information on activating / de-activating Instants, see Section 1: Daily Reports; Transfers and Remittances.

Dealing with lottery transactions accepted on the day of the office balance

Stock unit "OOH" must not be balanced and rolled into the next Cash Account Period, until all Lottery transactions have been recorded on the Horizon system. This stock unit can be balanced on the morning after the balance (usually Thursday morning).

- On balance day: Balance all stock units except the 'OOH' and any correction stock units. Roll all stock units except the OOH stock unit into the next Cash Account Period, as normal. (see Horizon System User Guide; Balancing; General stock unit activities)

Once these stock units have been rolled into the next Cash Account Period, they will be available for use on the next working day, even if the Cash Account has not been produced.

- The 'OOH' stock unit must be kept in the current Cash Account Period (CAP) for the purpose of recording the out of hours transactions
- After the Lottery cut-off, follow the procedure for dealing with Lottery transactions at the end of the day ('Dealing with transactions accepted on days other than the day of the office balance')

- When all other 'Out Of Hours' transactions have been entered into the 'OOH' stock unit, balance the OOH stock unit and roll into the next CAP, as normal (see 'Out of hours' transactions')
- Proceed with the Cash Account (see Horizon System User Guide; Balancing; General stock unit activities)

APS transactions

Any APS transactions conducted on the Horizon system must be included in the current Office Cash Account (CAP).

- For ease of use, for APS transactions conducted out of hours use the "OOH" stock unit on balance day
- Offices using APT imprinter for magnetic card transactions may enter the transactions on the Horizon System the following day after the office cash account has been completed

Smart Card transactions

These cannot be conducted without access to the Horizon system

Section I: Daily Reports

Name of report	Type of report	Where to despatch manual forms	Procedure for Horizon reports	Other information	Page
Personal Banking Deposits	N/A	BCV to processing centre	Retention optional	Manual summary P5085 12 months	8
Personal Banking Enchasmments	N/A	BCV to processing centre	Retention optional	Manual summary P5086 12 months	10
Personal Banking Cheque Envelopes	N/A	BCV to processing centre	Retention optional	Manual summary P5085 12 months	11
Council Tax Schemes	Counter Daily	Local council	Retain 2 years in office	N/A	12
Rent Schemes	Counter Daily	Local council	Retain 2 years in office	N/A	14
Alliance & Leicester Girobank Deposits	Counter Daily	Summary G 4631 to Girobank	Retain 2 years in office	N/A	16
Alliance & Leicester Girobank Withdrawals	Counter Daily	Summary G 4632 to Girobank	Retain 2 years in office	N/A	16
Alliance & Leicester Girobank reports	Office Daily	N/A	Retention optional	To aid outlets	17
British Telecom	Counter Daily	BCV to processing centre	Retain 2 years in office	Office Daily Report can be produced to aid outlets	18
TV Licensing	Counter Daily	BCV to processing centre	Retain 2 years in office	Manual Summary P5065 2 years	20
UKPA	Counter Daily	P5035 (yellow copy) to passport office	Retain 2 years in office	Despatch Summary P5035 (white copy) at end of week to Chesterfield Retain undercopies of passport application receipts P4921 in office for 2 years.	22
Cheque Listing (all offices except N.Ireland)	Counter Daily	BCV to processing centre	Retain 2 years in office	Ensure cheques have been 'remitted out' to correct destination	25
Cheque Listing (N.Ireland offices only)	Counter Daily	P884MA Selected offices: send to Bank of Ireland Other offices: send to Distribution Centre	Retain 2 years in office	Ensure cheques have been 'remitted out' to correct destination	25
APS Transactions	Counter Daily	N/A	Retain 2 years in office	N/A	27
Daily Cash Declaration	Counter Daily	N/A	Retain 2 years in office	Can be used to complete end of week ONCH 1 form or P4105	28
National Savings Bank	Counter Daily	NSA53MA and NSA56MA to NSB Glasgow	Retain 2 years in office	NSA54MA at end of C.A. week despatch to NSB Glasgow	29
National Savings Bank	Office Daily	NSA53MA and NSA56MA to NSB Glasgow	Retention optional	NSA54MA at end of C.A. week despatch to NSB Glasgow	31
Cashing Other Banks Cheques (all offices except N.Ireland)	Counter Daily	BCV to processing centre	Retain 2 years in office	Do not rem out these cheques	32

Name of report	Type of report	Where to despatch manual forms	Procedure for Horizon reports	Other information	Page
Cashing Other Banks Cheques (N.Ireland)	Counter Daily	P884MA and P3888 Selected offices: send to Bank of Ireland Other offices: send to Distribution Centre	Retain 2 years in office	Rem out these cheques	33
Transfers	System receipt	N/A	Retain 2 years in office	System receipt is produced once the transfer is completed	35
Remittances	System receipt	N/A	Retain 2 years in office	System receipt is produced once the remittance is completed	36

Section 2: Weekly Reports

Name of report	Type of report	Where to despatch manual forms	Procedure for Horizon reports	Other information	Page
Cash Flow	Office Weekly	P4105 or ONCH1 To Local Cash Management team	Destroy	Can be used for the completion of P4105 or ONCH1 form at the end of the week	42
Counter Revenue	Office Weekly	N/A	To Chesterfield	This is mandatory for branch offices only	43
DVLA V10	Counter Weekly	V594 & V570 to DVLA Swansea	Can be destroyed	Complete and despatch at the end of week	44
DVLA V11	Counter Weekly	V595 & V570 to DVLA Swansea	Can be destroyed	Complete and despatch at the end of week	45
Green Giros	Counter Weekly	ID docket to Girobank	To Girobank	Complete and despatch at the end of week	47
Green Giros	Office Weekly	N/A	Destroy	Can be used to obtain Giro Milk Tokens issued	47
Pension & Allowances	Counter Weekly	N/A	Counter Weekly Reports to Lisahally	Despatch at the end of week	49
Pension & Allowances	Office Weekly	N/A	P2311MA to Chesterfield	Make sure Counter Weekly report bundles agree with report	50
Pension & Allowances	Office Weekly	N/A	P2311MA(b) to Lisahally		50
Pension & Allowances summary	Office Weekly	N/A	Summary to Lisahally		50
Milk Tokens	Manual	To Lisahally	N/A	Complete and despatch at the end of week	52
Redeemed Stamps Weekly	Office Weekly	N/A(BO only need to complete the reverse of P3731MA)	To Chesterfield	Ensure that envelope totals have been entered manually and despatch at the end of week	54
Postal Orders Paid	Counter Weekly	P492 or P490 & P2037 to Chesterfield	Destroy	Complete and despatch at the end of week	56
Suspense Account	Office Weekly	N/A	Retain for 2 years in office		60
Transfer Reconciliation	Office Weekly	N/A	Destroy		61
Remittance Summary	Counter Weekly	N/A	Destroy		62
Miscellaneous Transactions	Counter Weekly	N/A	Destroy		62

Section 3: Balancing and Suspense Account

Activities which can be done before close of business on Balance Day

- * Complete Counter Daily Reports - see Section 1: Daily Reports
- * Summarise large volume products during balance day such as pensions and allowances, green giros etc.
- * Prepare despatch forms and envelopes

Step by step:

1. Complete Counter Daily Reports (of transactions taken after cut-off)
2. Complete Counter Weekly Reports – see Section 2: Weekly Reports
3. Post figures to the Suspense Account
4. Record non-accounting data (Table 10g) and parcel traffic (Table 12)
5. Produce stock unit Balance Snapshot and carefully check figures
6. Declare Non-value stock
7. Declare Stamps
8. Adjust Stock
9. Declare Cash
10. View discrepancies
11. Ensure shared stock unit users are logged off
12. Produce Trial Balance report
13. Roll stock units over into next CAP or Balance Period – apart from ‘Out of Hours’ (OOH) stock unit
14. Print office snapshot report – optional
15. Print all mandatory Office Weekly reports – see Section 2: Weekly Reports
16. Complete all other outstanding manual Summaries
17. Confirm Non-value stock Declaration
18. Balance and rollover OOH stock unit
19. Produce Trial Cash Account report
20. Errors found after Stock Unit(s) Rollover
21. Produce final Cash Account
22. Check office rollover into next CAP
23. Despatch Cash Account and Summaries
24. Extending the Cash Account period

Other end of week activities

- * Print an OBCS Stolist

Do not make manual amendments to the Cash Account as Chesterfield receive an electronic version

