

Creating a stock on HOL at the beginning of the day (Day3)

Time	Topic	Objective	Delivery	Resources
	<p><b>SETUP INSTRUCTIONS FOR HORIZON:</b></p>	<p>Ready the Horizon kit</p>	<p><b>Learners will be doing all the work on the HOL terminal under your instruction.</b></p> <p><b>Ask them</b> to Switch the HOL terminal <b>ON</b>.</p> <p>Learners will need to touch the screen or the enter button to be able to access the logon screen.</p> <p><b>Ask the learners</b> to use the generic name and password below, to log on to their terminal.</p> <p style="text-align: center;">User name: <span style="border: 1px dashed black; padding: 2px 10px;"><b>GRO</b></span></p> <p style="text-align: center;">Password:</p> <p>They are now ready to set up a new user and the "live" stock, ready to use on Day 3.</p>	

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		<p>Adding a User</p>	<p>The learners to add themselves as user in their name using the correct HOL user format (first letter of their first name and first 2 letters of their surname followed by 3 numbers – e.g. Tom Jones: TJO001).</p> <p>With all learners logged on as TMM567 on the “Front Office” screen: ask the learners to go to:</p> <ul style="list-style-type: none"> <li>• Back Office [F14]</li> <li>• Admin [F3]</li> <li>• Create User (41)</li> <li>• Enter their name as stated above (they will all be different)</li> </ul> <p>The system asks the user to input a password – twice.</p> <p><b>Tell the learners</b> to use the generic password – <span style="border: 1px dashed black; padding: 2px;">GRO</span></p> <p>When they log on for the first time as a new user, the system will ask them to change their password and at that point they can use any password they like, so long as it is at least 7 characters long and less than 14 characters; and contains at least 1 letter and 1 number.</p> <p>Learners will need to enter their full name and confirm what level of system access they need this new user to have for the level listed below:</p> <ul style="list-style-type: none"> <li>• Clerk – lowest level of access – full in serve customer but basic back office access only.</li> <li>• Supervisor – can do most things but can’t create new users or stocks.</li> <li>• Manager – full access to everything.</li> </ul> <p>In this case all the learners will choose “<b>MANAGER</b>” level.</p> <p>The learners will be asked if they wish to attach the new user to a “stock unit”; the <b>learners should decline being attached to a stock unit</b> at this point.</p> <p><b>Tell the learners</b> that this will place them in the DEF unit (the Default unit) which allows them to access only the Back Office, Admin screens.</p>	
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<p><b>CREATING STOCK UNITS FOR LEARNERS TO USE DURING THE COURSE:</b></p>	<p>Creating a Stock Unit</p>	<p>Now learners will create a new 'live' stock unit. This should be names the same on each terminal to keep the instructions simple for the learners. The stock will be names "SP2" and it is to be a "Shared" stock unit.</p> <ul style="list-style-type: none"> <li>• Users are already attached to the login off TMM567 / TMA1234.</li> <li>• It may be necessary to reset the systems using your Global User access <b>but only do this if necessary</b> as the terminal might already be set up for a "Day 1 &amp; 2" course.</li> <li>• No physical cash/coins or stock will be used during Day 3 and the figures in the stock unit we are creating are designed as a complex jigsaw balance exercise.</li> <li>• You will be supply the figures to the learners</li> <li>• Stamps are rem'd in by denomination.</li> <li>• Cash can go in as one figure.</li> <li>• Use the laminated remittance barcodes from instructor's desk/cupboard when Horizon asks you to scan the pouch. If there are none in the CTO then telephone Sandra McBride for replacements.</li> <li>• If you have time when you arrive at the CTO, log on to 'BB' at each position to get rid the cash declaration request that usually comes up. This will save time and explanations, but it is not vital - be ready to talk learners past this quickly, should it occur.</li> </ul>	
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		<p>Login under their user name.</p>	<p>Ask the learners to "log out" [F13].</p> <p>Now ask them to login using the user account they have just set up. You may need to talk them through the login process as they need as much practice as possible.</p> <ul style="list-style-type: none"><li>• Touch the HOL screen</li><li>• Touch ENTER to continue</li><li>• Enter the USER NAME- then ENTER</li><li>• Type the generic PASSWORD (FRED123) – then ENTER</li></ul> <p>HOL will request that a new password is entered (TWICE) and then it will open on the Front Office.</p> <p>Learners will need to be guided on how to attach to the stock they have just created (SP2) so continue...</p> <p>Once all learners have successfully logged in, guide them through attaching to a stock unit:</p> <ul style="list-style-type: none"><li>• Back Office [F14]</li><li>• Admin [F2]</li><li>• Attach User (23) – top line in the grey</li><li>• Highlight their user name – then ENTER</li><li>• Highlight the stock they wish to attach to (SP2) – then ENTER</li><li>• ENTER to confirm</li></ul> <p>Explain that the stock they are attached to is displayed at the foot of the screen.</p>	
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		<p>Information around Stock &amp; Cash Delivery (Rem In)</p>	<p>Explain to the learners how stock would arrive at their branch:</p> <ul style="list-style-type: none"> <li>• By CiTV on their standard Inward Rem delivery</li> <li>• By Royal Mail Special Delivery Guaranteed</li> </ul> <p>When a "cash/ currency remittance" (cash rem) arrives at your branch, the barcode will be scanned in to HOL and at the end of the process, the system will "auto complete" with the correct values to the stock you are attached to.</p> <p>When we accept cash today, we will be manually completing this as we are using training-kit and generic barcodes.</p> <p><b>For stock</b>, this is the same on training as it is in branch: you will scan the barcode in when it is delivered, but you will need to manually enter on HOL the items that have been delivered to you.</p> <p>Detailed "Rem" instructions are available on the <b>subspaceonline- Training Support Documents</b> under <b>Handouts</b> – and the title of the document is "<b>Accounting – Remittance Handout</b>".</p> <p>Trainer to guide the learners through remitting in the cash and stock.</p>	
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		Rem In- cash	<p>Note to Trainer – We can't rem in Travellers Cheques and Currency. Travellers Cheques are not part of this balance. Currency will be "bought" in from a customer as part of the explanation of managing currency and cash has been added to our remittance to cover this.</p> <p>Hand the learners To rem in we go to:</p> <ul style="list-style-type: none"> <li>• Back Office [F14]</li> <li>• Rems &amp; Transfers [F5]</li> <li>• Delivery (21)</li> <li>• Scan a CASH barcode (notes and coin should be entered as a bulk figure here e.g. 3561.96)</li> </ul> <p>A message will pop-up saying manual fallback is necessary – press ENTER THE LEARNERS will be asked to enter the cash value twice. They will then press ENTER HOL will ask for a second Barcode – learners just press ENTER again. Learners need to PRINT the <b>Delivery Receipt - PRINT(42)</b>. ENTER to continue (this prints the second copy). LEARNERS now press ENTER – this will print the auto-settled receipt to confirm the value has been accepted by HOL.</p>	
		Rem In - Stock	<p>To accept stock to a branch the individual pieces of stock will be entered manually once they have been checked. In the classroom setting, this is identical to the branch other than the scanning of the "pouch barcode" during the delivery stage.</p> <p>Talk the learners through the path to the stock rem screen:</p> <ul style="list-style-type: none"> <li>• Back Office [F14]</li> <li>• In from ADC [F2] (ADC stands for Automated Distribution Centre)</li> </ul> <p>At this point, remind the learners that the "quantity button" needs to be used to stop errors in volumes. If you "rem in" 1 book of 1<sup>st</sup> class x 12 stamps instead of 50, you will have a gain that will result in a future Transaction Correction and this mistake could mask losses that would have to be made good when the transaction correction was received.</p>	Jigsaw Balance Figures: ONE – Opening Stock Values

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		<p>Ask the learners to carefully enter the stock from the:</p> <p><b>Jigsaw Balance Figures: ONE – Opening Stock Values</b></p> <p>Remind them that this is not a race and it is better to take longer than to make a mistake.</p> <p>Mistakes can be rectified using the reversal process.</p> <p>A detailed "Reversal Guide" is available on the <b>subspaceonline- Training Support Documents</b> under <b>Handouts</b> – and the title of the document is "<b>Accounting – Revesal Handout</b>".</p> <p>Remind them that you are there to help and to ask you if they are unsure of any item that they are entering.</p> <p>Once the learners have entered all the stock listed, they should press SETTLE – the system will print a receipt shown what has been added.</p> <p>This receipt should be kept with the remittance paperwork for that delivery.</p> <p>Suggest that a Balance Snapshot should be printed to confirm the stock has been populated.</p> <ul style="list-style-type: none"><li>• Back Office [F14]</li><li>• Stock Balancing [F3]</li><li>• Balance Snapshot (41)</li><li>• Print (22)</li></ul> <p>That is the end of this session.</p>	
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