

Ver. 13.4	Activity	Closure Workaid	Planned/ Unplanned
1	Planning	<p>Contact Debt Recovery team to ascertain if any outstanding debt is to be recovered on closure of the branch.</p> <p>Agent Debt (Branch Control) Paul Dann (PL) [GRO] or [GRO] or (PL) [GRO] or [GRO]</p> <p>Contact Retail Cash Management on [GRO] to confirm CIT collection times if not known.</p> <p>Confirm that the ACC has been disabled by contacting the Outlet Field Support Team on [GRO] [GRO] or Post Line [GRO] at least 5 days before date of closure. If the date of closure is less than 5 days away contact the Reference Data Service on [GRO] or Post Line [GRO]</p> <p>Ensure spare Closure Pack is carried to office Closure (P242 Final Cash Account, P344 Transfer Report, P301 Non disclosure statement) <i>Best practice, to always carry spare Closure Pack with you.</i></p>	Planned/ Unplanned
2	Planning	<p>Contact the outgoing agent at least 5 working days prior to closure and confirm receipt of closure letter.</p> <p>Discuss the Post Closure Activities list (attached to closure letter sent to branch) to ensure the branch is preparing for closure. Post Closure Activities list can be found overleaf. Ensure the branch has some one-trip rem pouches.</p> <p>If there are any unresolved Cash In Pouch or Remittance discrepancies (cash) please contact the appropriate team below to confirm they are proper to be held & if so to arrange a Transactional Correction to be sent to the branch prior to closure.</p> <p>Carol King (PL) [GRO] or [GRO] Jenny Smith (PL) [GRO] or [GRO]</p> <p>Dave Lancashire (PL) [GRO] or [GRO] Ann Bailey (PL) [GRO] or [GRO]</p>	Planned
3	Planning	<p>Agree audit attendance time with the outgoing agent considering:</p> <ol style="list-style-type: none"> 1. If cash and stock is to be returned using Shared Service confirm the collection time so audit attendance can be aligned. 2. Confirm the value of cash held by the branch. If it is over the £10K limit for Shared Service or the amount of coin on hand exceeds 4 full or part bags, asks the agent to return excess cash over the limit for RMSD/Shared Service. 3. Ask the outgoing agent to confirm with the Postman that a collection is planned from the branch on the day of our visit or following day depending on our attendance time. 	Planned
4	On site	<p>On arrival, ask the agent for the Pre Closure Activity list and the closure pack. Confirm what activities have taken place in preparation for closure.</p>	Planned

10	TC's and Debt recovery	Bring any outstanding Transactional Corrections to account and discuss how the agent will make good any losses. Credit/Debit card payments can be accepted by calling Debt Recovery team on GRO debit/credit card payments can be offered if before 5pm Monday to Friday	Planned/ Unplanned
11	Rems to BdC	Spoil traveller cheques, complete Certificate of Inventory Destruction, (TC8), despatch in Green pouch marked branch closure TC's. BdC currency should be returned using horizon print out and in purple pouch marked Currency.	Planned/ Unplanned
12	Cash Rems	Rem out all the cash on hand and seal in grey pouches enclosing the Horizon print out ensuring that you keep to the pouch limits for the branch. Affix coin bar code label P6097 and scan prior to sealing. Coin bags should be remitted out and bar code label P6097 affixed to the back of the coin return advice. Presentation standards can be found in Operational Workaid week 15 2003 & should be adhered.	Planned/ Unplanned
13	Stock Rems to ADC Activated Instant Lottery Tickets Unactivated Instant Lottery Tickets	Rem out all stock on hand and seal in Green Stock pouches enclosing the Horizon receipt. PLEASE NOTE MVL DISC'S ARE REMMED OUT BUT DESTROYED LOCALLY. All activated Instant Lottery tickets are to be remmed out and returned with the activation slips in Green Stock Pouches. If activation slips are not on hand contact the Helpline to confirm that all activated cards on hand are within the final return date. Any obsolete tickets are not to be returned and the shortage is to be made good. Unactivated Packs are to be verified by confirming they agree with the Unactivated Pack Summary and Individual Pack Status reports obtained from the Camelot Terminal. The Pack numbers are then to be recorded on the National Lottery Return Ticket Form, (WH 1), and returned by special delivery to Paula Sheriff, Returns Department, Camelot PLC, The Kestrel Centre Unit, 44 Salthouse Road, Brackmills Trading Estate, Northampton, NN4 7EX.	Planned/ Unplanned
14	CIT same day	Prepare collection before the CIT officer arrives – F1, F3, and F13, scan barcodes then F1 to complete. On arrival of CIT F1, F3 and F14, scan the barcode on the ACC (prior to transferring EACH pouch to CIT) then handover the pouches obtaining a signature for them on the collection receipt and F1 to complete. Retain one of the collection slips and file with the closure documentation. You can only complete a Final Trading Statement once the CIT collection is complete	Planned/ Unplanned

15	CIT next day	To prepare pouch F1, F3, F13, F1 then F4 to print, obtain 3 pouch collection slips. To despatch pouches F1, F3 and F14 scan barcode then F1 to complete. Keep the collection receipt with the pouches ready for despatch the following day. To move the amount into table 9 you will need to roll over the stock unit - if you have already rolled over prior to undertaking the despatch pouch process you will need to roll over into the next c/a week.	Planned/ Unplanned
16	Despatch of Rem pouches	If CIT are not attending ON the same day and the postmaster will be despatching the pouches, transfer the pouches to the outgoing Subpostmaster using the reverse of one of the Pouch Collection receipts from Horizon. Write this statement on the reverse of the receipt, I confirm receipt of the pouches listed overleaf. I will secure the pouches in the safe and despatch as agreed signed by the outgoing agent and the NFSA. Bring the signed statement away with you and leave a self-addressed envelope on hand so the agent can sent you the despatch note once complete. PLEASE NOTE FOR UNPLANNED CLOSURES WE SHOULD DEAL WITH THE DESPATCH DIRECTLY OR AGREE DESPATCH WITH CONTRACTS & SERVICE TEAM.	Planned/ Unplanned
17	Reconciliations	Complete all the reconciliation's and despatch the weekly pouches Chesterfield and Girobank as per the Counter Operations manuals.	Planned/ Unplanned
18	Admin	Despatch datestamp with destruction certificates (Appendix J & K) & national lottery scratch cards via RMSD at the nearest available P.O. The parcel datestamp should be destroyed locally by removing the rubber and cut in 4. Travel insurance policy pads should be destroyed locally.	Planned
19	Final Account	Proceed to complete the Trading Statement and prepare P242 final trading statement. Ensure that the outgoing agent signs the P242, as well as the NFSA. If there is an amount in suspense, note the reason for the suspense item. Enclose in an envelope; mark FAO Paul Dann, Debt Recovery Team and forward to Chesterfield in the brown pouch on the day of the closure. Please note that for late account items over £1k, a copy of the report should be sent to Paul Dann.	Planned/ Unplanned

20	Transaction synchronisation	Before you contact P.O. Helpline on [GRO] option 2 ensure that more than 30 minutes have elapsed since the last CUSTOMER transaction and that the final cash account as been printed. Please identify yourselves in the following way: "I am a Post Office NFSA A N Other, Pass Number XXX at A N Other Post Office Branch" calling to confirm (For Single Counter Branches) synchronisation with the mirror disk, (For Multi Counter Branches) End of day marker. Confirm the time and date that the last cash account was completed & inform them that they need to refer this call to Tier 2.	Planned
21	Transaction synchronisation failure	If the transaction synchronisation failed, Call the Fujitsu Services OBC team on [GRO] or [GRO] in order to initiate data retrieval by FS Mobile Engineering. In the event that the above number cannot be reached (for example due to local telephony problems), then a contingency number of [GRO] should be used. Obtain from the Fujitsu Services OBC team the call reference number and record on a working paper. Advise Post Office Ltd's NIST on: South West & Midlands NIET area branches - [GRO] (Postline [GRO]) or South East and North NIET area branches - [GRO] (Postline [GRO]). Attach a label to the counter base unit stating that data synchronisation has not been confirmed. Ensure that the Horizon equipment remains switched on at all times	Planned
22	Romec support	Locate the PMMC and pin. Secure in the safe so the RoMEC engineer can access for removal of horizon equipment or agree storage with retail line for unplanned closures. Add the following user: first name - Romec, surname - Omec. User id therefore = [GRO] Password - [GRO] [GRO]	Planned
23	Datestamp	Date stamps should be secured in the locked safe and arrangements made with the retail line for the storage of the keys. Note: Only where the Field Advisor has concerns regarding the security of the safe, or where no safe exists, then the datestamp head or self inking datestamp should be returned, with any branch keys and alarms codes, to the Network Support Admin Team in Leeds.	Unplanned/ Temporary
24	Investigation support	Contact should be made with the investigators to confirm what/if any accounting documents they require. These should be taken off site if requested by the investigators.	Unplanned

25	MI notification	For ALL closures contact the relevant Admin Team (see number 5) whilst ON SITE to confirm the following: Branch name, FAD code, Type of closure - Suspension/BAU, deficiency/surplus in final account, date of closure, Pouch numbers and contents i.e. cash or stock and amount of cash enclosed in pouch, Cash Centre and Coin Centre that deal, Permanent or Temporary closure, rem pouches despatched or not and date of collection?	Planned/ Unplanned
26	National Lottery branches	Contact Camelot retailer hotline on <input type="text" value="GRO"/> & inform them that the branch is closed and no further transactions are to take place under the current retailer number. If lottery is being retained then a new retailer number will be issued. Verify unactivated scratchcards to print out from lottery terminal.	Unplanned/Planned
27	Retention of documentation	File paperwork locally for 60 days. If there were issues on closure or if there was a suspension please retain the paperwork in accordance with the Retention of paperwork policy.	Planned/ Unplanned
28	Post Audit activities	Save and password protect the P32 in the correct format e.g. SUSPENSION.023323.010105.xls and email to P32 file generic email address.	Unplanned

What goes where and how?

Old accounting records via Parcel post standard - Royal Mail Account, Iron Mountain Records Management, Norman Road, Pickardy Manor Way, Belvedere, KENT DA17 6JY

Metal Datestamp via Special delivery - A M Precision, Unit 1, Georges Ground, Marston trading Estate, Frome, Somerset, BA11 4RP

Self inking datestamp via Special delivery - Ludwigs Ltd, Unit 19 Handley Page Way Colney Street St Albans AL2 2DQ

Unactivated Instants via Special delivery - Paula Sheriff, Returns Department, Camelot PLC, The Kestrel Centre Unit, 44 Salthouse Road, Brackmills Trading Estate, Northampton, NN4 7EX