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		<p>& if so to arrange a Transactional Correction to be sent to the branch prior to closure.</p> <p>Please note that closure processes for Core and Outreach branches have additional activities.</p> <p>Ensure the branch has some one-trip rem pouches, particularly coin pouches for each denomination.</p> <p>Ask if the branch transacts Biometric Residence Permits. If it does contact should be made with Stevie West either by phone on GRO or by email stevie.c.west@postoffice.co.uk GRO who will advise where these items should be sent.</p> <p>On no account should they be sent to Bristol.</p> <p>Ensure the outgoing postmaster understands that they are responsible for all obsolete documents, reports, forms, etc. being destroyed as confidential waste. Any non-conformance to this process can lead to financial penalties to Post Office Ltd and these costs could be passed on.</p>	
3	Planning RMSD	<p>Agree audit attendance time with the outgoing postmaster considering:</p> <ol style="list-style-type: none"> 1. If cash and stock is to be returned using Shared Service confirm the mail 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 postmaster to return excess cash over the limit for RMSD/Shared Service. 3. Ask the outgoing postmaster 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. 4. Please refer to instructions on how to return by Shared Service 5. Confirm preparations have been made for any mail or parcels left in the office to be returned to the appropriate depot. 	Planned

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		<p>6. For PO Local self-funded. If BDC and stock is to be returned using Shared Service confirm the collection time so audit attendance can be aligned. Please refer to appendix I for instructions on how to return by Shared Service.</p>	
4	Planning	Prepare ART (Audit Reporting Tool) – planned closures before audit – unplanned on audit.	Planned and unplanned
5	On site	<p>Confirm what activities have taken place in preparation for closure.</p> <p>Ensure all documents, files, reports, etc. that are not being stored are to be destroyed in the correct manner by the outgoing postmaster. Again, point out the consequences of inappropriate behaviour regarding this.</p>	Planned
6	Logging On To Horizon Online	<p>Ask the Postmaster/ OIC to add you to Horizon On Line with Manager access (Make sure you have your SmartID available).</p> <p>If dealing with an unplanned closure you may need to use your Global User Account and password. If there is a problem in arranging for you to be logged on to HOL, use your Global User Account sign on to Horizon – unplanned closures only.</p>	Planned/ Unplanned
7	Rem Verification	Contact Network Support Admin Team on GRO to confirm the inward and outward rems and Outstanding Debt.	Planned
8	Asset Verification	<p>Ensure that cash and stock is recorded correctly on Horizon Online.</p> <p>Cash and stock to be checked against the Office Snapshot/Trial Balance. Discrepancies to be resolved prior to remitting out all cash and stock by selling or reversing. If the branch has an ATM this must be taken out of service and the cash withdrawn. Readings from reports 1, 3 and 6 must be produced and dispensed figure processed via Horizon Online, if before 16:30 this figure will be the current withdrawal figure, if after 16:30 then the 16:30-16:30 AND the current withdrawal figure should be processed via Horizon Online. The cash on hand should be verified and this amount declared as on hand in the ATM stock unit. Once a balance is achieved, the cash should be transferred to the final stock unit and then remitted to the cash centre. If the ATM stock unit fails to balance then any shortfall should be made good by the</p>	Planned/ Unplanned

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		Postmaster or settled centrally to FSC. Any surplus should be declared using the surplus cash icon and the amount remitted to FSC.	
9	Suspense Accounts	Ensure all Suspense Accounts (local and Emergency) are cleared – any items which cannot be removed (i.e. locked in) must be recorded on the ART with a description of the entry.	Planned/ Unplanned
10	Postage labels & Official Postage	Print postage labels for final Archiving Boxes (If not already printed by the Postmaster) Use Parcelforce Express48 as a consignment transaction and claim amount as official postage.	Planned
11	Royal Mail & Parcelforce items	Any mail items awaiting collection by customers need to be returned to the appropriate depot. For PFWW Convenient Delivery items use the Parcelforce contact list. For Royal Mail Local Collect items and Amazon collection items contact NBSC and ask for the contact number of the appropriate Royal Mail Delivery Office. If you have any issues with Royal Mail collecting the items contact the Branch Support Services Team via email following the closure. Ensure to follow the Horizon Online process for returning these items. Ensure that the Closure Notice is completed and displayed in a prominent position for customers to see.	Planned/ Unplanned
12	Paystation, Self Service Kiosk (SSK) & National Lottery Paystation	Upon closure of a branch to the public, the Paystation or Lottery Terminal must be removed from service at the same time that the branch closes irrespective of whether or not the retail side remains open. At time of closure, you must check the Horizon TA records to assess the last TA's received in branch for the Paystation and/or Lottery. For the Paystation, you will need to ensure that there are no outstanding barcode summaries by undertaking the following process: Report for Outstanding and Processed TA's is available via Office Daily Reports. To ensure that you account for any transactions taken after the final TA, print off from	Unplanned Planned

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	<p>the Paystation terminal a manual BCS – press menu several times until you see Manual BCS – enter – Print - check if the batch ID number is the one after the latest Batch ID number on the Transaction Acknowledgment report taken from Horizon. If a TA has not been received for this ID number then this will indicate the amount of money to be secured from the postmaster for which a TA will be received the following morning.</p> <p>Print an unseen Batch Control Summary report using the following path: ADMIN, Enter, Reports Menu, Enter, unseen batch Control summary report enters YES. The terminal will produce a report detailing all outstanding batch control summaries. These must be reprinted using the following path: ADMIN, Enter, Print BCS, enter. At this point, enter the batch ID number from the unseen BCS report. The BCS will then print out and this must be kept for association with TA that will appear the following day.</p> <p>Check the Receipt Number of the Batch Control Summaries (BCS) follows the last number recorded on the Outstanding & Processed TA report</p> <ul style="list-style-type: none"> • This will tell you how much cash to secure from the retail side of the branch and place this in the PO account. (Any cash discrepancy will be accounted as a final account surplus as per normal practise against the outgoing Postmaster) Settle this amount to Late Account as a surplus. <p>DO NOT enter this amount into the emergency suspense account, it must be shown as part of the figure settled to Late Account and shown on the ART with as much detail as possible.</p> <p>Ensure you e-mail the closure report on ART on the day of the transfer this will enable the relevant departments to associate the TA with the amount required.</p> <p>For business as usual closures, follow the process detailed above for unplanned closures. The Paystation terminal can then be disconnected from the power supply and telephone line the terminal is packed up ready for collection and that the Postmaster is aware of the collection.</p> <p>On a planned closure it should have been organised for INGENICO to carry this out. The</p>	<p>Unplanned</p>
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	<p>Self Service Kiosk & National Lottery</p>	<p>Postmaster should have received a phone call from INGENICO confirming the collection details. If the Postmaster cannot confirm this the Auditor must contact PROPERTY SUPPORT TEAM on GRO to arrange collection of terminal. DPD will come to collect the Paystation, so ensure it is parceled up ready for collection. The Postmaster should be instructed to contact the NBSC if the terminal is not collected on the due date.</p> <p>At unplanned closures where the branch is to be defunded the terminal must be packed up and returned by Royal Mail Special Delivery to: Ingenico UK, Lock 13, Ridge Way Donibristle Ind Pk, Dalgety Bay, Fife, KY11 9JU.</p> <p>Email POLServiceManagement@GRO within 24 hours, with branch details and the Special Delivery number. Keep the RMSD receipt with branch paperwork.</p> <p>If the branch is to be re-opened then disconnect the terminal and place in the safe. If it is impractical to have the Paystation in the safe then look to see if it can be locked away securely elsewhere such as a coin cabinet and establish that you have all the keys. If this is not feasible then a secure site such as a local Crown Branch or CTO. If required contact your Line Manager.</p> <p>If you locate other red or old grey Paystation on-site, return to Ingenico at the above address, informing POLServiceManagement@GRO</p> <p>If the Paystation is not on site email POLServiceManagement@GRO</p> <p>Where a branch has Self Service Kiosk or National Lottery the process is similar to that above for Paystation</p> <ul style="list-style-type: none"> • The auditor will need to identify how much cash to secure from the retail side of the branch and place this in the PO account. (Any cash discrepancy will form part of the final account deficit as per normal practice against the outgoing Postmaster) • Auditor to e- mail ART closure report on that day, and e-mail apclient.enquiries.chesterfield@GRO with the re-opening date for the branch where appropriate. 	
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13	Transaction Corrections and Debt recovery	<p>Bring any outstanding Transactional Corrections to account and discuss how the postmaster will make good any losses.</p> <p>Credit/Debit card payments can be accepted by calling Debt Recovery team on Tel: GRO (If after 5:00pm this number reverts to an answer machine) - Tel: GRO - Tel: GRO</p> <p>Debit/credit card payments can only be offered if before 5pm Monday to Friday.</p> <p>Any amounts made good by this method should be transferred to FSC either by using your Global User and settling the amount as a final account deficit.</p>	Planned/ Unplanned
14	Rems to BdC	<p>BDC currency should be returned using horizon print out and in purple pouch marked Currency. Please refer to appendix I for instructions on how to return by Shared Service.</p>	Planned/ Unplanned
15	Cash Rems	<p>Rem out all the notes on hand and seal in grey pouches enclosing the Horizon print out ensuring that you keep to the pouch limits of £26,000 and scan prior to sealing. (If ACC is disabled and the grey pouch bar-code cannot be used affix a coin bar code label P6097 to the grey pouch and use this).</p> <p>Coin bags should be remitted out and bar code label P6097 affixed to the back of the coin return advice.</p> <p>For PO Local Self-Funded Branches, the cash is to be returned to the Postmaster and reported on Horizon Online utilising the LOAN FROM PO Icon.</p> <p>If there is a discrepancy that the Postmaster does not rectify, contact the Contracts Advisor for guidance. A decision will be made to whether cash on hand is to be: (1) used to make good the shortage, (2) remmed out and kept securely pending a decision or (3) handed back to the postmaster.</p> <p>Please refer to instructions on how to return by Shared Service</p> <p>CORE & OUTEACH –</p> <p>TAA at the partner site would:</p>	Planned/ Unplanned Unplanned Closures at Core and Outreach branches

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		<ol style="list-style-type: none"> 1. Transfer cash and stock to the CORE branch via Horizon using Core and Outreach internal transfer pouch numbers (separate pouch numbers for cash, stock and foreign currency). The cash, stock, foreign currency would then be placed in normal pouches for despatch. 2. Inform TAA at the Core branch what the pouch numbers are (branch to branch) and the cash and stock pouch numbers, the items are actually placed in, for CViT collection. <p>The lead would:</p> <ol style="list-style-type: none"> 1. Accept the transfer to the Core and input the barcode manually. (branch to branch) 2. Rem in the stock items as transfer from Outreach. (Cash and foreign currency should have gone into the Core automatically). 3. Rem out to ADC cash, stock and foreign currency and manually input the pouch numbers given for the Outreach branch CViT collection. <p>Prepare the partners pouch collection manually in order to hand over assets when the CViT arrives at both the Core and Partner site if necessary. CViT may need to be advised to make a small detour from the Core to the Partner branch to complete collection.</p>	
16	Stock Rems to ADC	Rem out all stock on hand and seal in GPR002 Clear Stock pouches, enclosing the Horizon Online receipt. For temporary closures and relocations please see vaulting instructions.	Planned/ Unplanned
17	Postal Orders	Rem out all sealed packs of 250 x Postal Orders. All open packs of Postal Orders must be destroyed. Adjust stock accordingly. Complete the Destruction Certificate and store with other documents being despatched to Box-it UK Ltd.	

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18	POCA	<p>All POCA cards at the branch have to be destroyed. Prior to destruction - Complete the Card Destruction Log P6187 and store with other documents being despatched to Box-it UK Ltd. Enter onto Horizon - Front Office, F3 Banking, 66 Card Management, 26 Report Withdrawn card, Swipe card, Apply reason, Apply reason other: PO closure.</p>	Planned/ Unplanned
19	<p>National Lottery Instants</p> <p>Unplanned Closures ONLY (following a suspension)</p>	<p>Planned Closures TAA to ensure that the Lottery Terminal is not being used.</p> <p>If there are any issues, contact this branches Area Network Change Manager (ANCM) who will need to contact the BAU NOST team. Remind them of the date that the branch is closed from and the time that no further transactions are to take place under the current retailer number.</p> <p>If lottery is being retained then a new retailer number will be issued.</p> <p>In all cases email nadya.adams@GRO with the details of the office and the type of closure.</p> <p>Unplanned Closures ONLY (following a suspension) TAA will be speaking to this branches Contract Advisor for instructions regarding the precautionary suspension; during these calls, the TAA must inform the Contract Advisor that the branch has National Lottery and remind the Contract Advisor to "supress the Lottery terminal" because the branch is closed until further notice.</p> <p>In all cases email nadya.adamski@GRO with the details of the office and the type of closure.</p> <p>Check all Scratchcards against the Lottery Matrix to verify the Scratchcards that are current (KC – Audits – Chapter 02 Working Papers).</p> <p>All out of date Scratchcards are the responsibility of the Postmaster. Verify Unactivated Scratchcards to print out from lottery terminal. Unactivated packs to be returned to Camelot by Special Delivery and postage claimed as Official Postage. The address is at the bottom of this page in "What goes where and how?" A WH1 form should be completed (4 copies). This should have been sent to the branch by Camelot. A copy of this is available on KC – Audits – Chapter 05 Closures –</p>	Planned/ Unplanned

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	<p>National Lottery Cheque Books</p>	<p>Destructions Certificates. (Suggest you print 4 copies before attending closure).</p> <ul style="list-style-type: none"> • 1 copy to go with the Scratchcard despatch in the Special Delivery envelope, • 1 to go with other documents to Box-it, • 1 to stay with the Postmaster, • 1 to be retained by the Training & Audit Advisor <p>(Copy the Special Delivery number onto this copy)</p> <p>All activated Instant Lottery tickets are to be remmed out and returned with the activation slips in PVC20 Clear Stock Pouches. If activation slips are not on hand contact the NBSC to confirm that all activated cards on hand are within the final return date. NBSC will provide a ref. number to be returned with the cards. Any obsolete tickets are not to be returned and the shortage is to be made good by the agent.</p> <p>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, (WH1), and returned by special delivery to: Kim Kelly, Returns Department, Camelot PLC, The Kestrel Centre Unit, 44 Salthouse Road, Brackmills Trading Estate, Northampton.NN4 7EX.</p> <p>Please refer to instructions on how to return by Shared Service.</p> <p>Please email nadya.adamski@postoffice.gro and kim.kelly@postoffice.gro with the Branch Name & Code, Game Name & Pack Number, Date Returned, and Retailer Number along with the Special Delivery tracking number. Pro-forma for this is in forms and guides.</p> <p>Winning tickets and scratchcards and the validation tickets are to be archived and despatched to Box-it.</p> <p>The Lead TAA carrying out the closure must destroy all NL Cheques by the approved methods</p> <ol style="list-style-type: none"> 1. Shredding using a cross-cut shredder (with a grill size not more than 6mm). 2. Incineration (not dumping on a bonfire). 	
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		<p>3. Pulping. 4. Secure collection service (ensuring that you check and confirm the identity of the collection officer and obtain a signed receipt for the number of bags/boxes collected.)</p> <p>If there is a surplus of Lottery cheques on hand i.e. there are physically more on hand than is shown on Horizon remit in the difference to ensure the two agree, then on HOL scan the cheques barcode and select to Spoil Cheque.</p> <p>If there is a shortage i.e. there are fewer Lottery cheques than shown on Horizon it is not possible to reduce the HOL figure in branch so only scan the number of cheques necessary to reduce the HOL figure to zero, then destroy all cheques as above.</p> <p>Email Michael D Johnson and provide the branch name, branch code and the discrepancy figure.</p> <p>Complete 2 copies of the Destruction Certificate - One copy to be emailed to michael.d.johnson@postoffice.gro and the other copy to be archived with other paperwork that is sent to Box-it.</p>	
20	Biometric Residence Permits	<p>Biometric Residence Permits should be sent by special delivery to the nominated branch (see section 2 planning above). DO NOT SEND these to Bristol</p>	Planned/ Unplanned.
21	International Driving Permits (IDP's)	<p>700 plus branches now issue these from February 2019. If you are at a branch that issues them, you will need to remove them from the site at closure/ defund. In the interim:</p> <ul style="list-style-type: none"> • drop the physical IDP's at the next branch you attend which issues IDP's (preferably a Crown/ WHSmith (larger) branches) • The IDP validations stamps are to be either stored with the branch Date-stamps (currently set to NSAT for storage, if they are not being sent for destruction) or dropped off with the physical IDP's, if the date stamps are being sent for destruction. • Recycle any instruction booklets / laminates as you see fit. 	Planned/ Unplanned

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22	CIT same day	<p>Prepare collection before the CViT officer arrives. On arrival of CViT, handover the pouches obtaining a signature for them on the collection receipt. Retain one of the collection slips and file with the closure documentation. You can only complete a Final Trading Statement once the CViT collection is complete when the ACC is still enabled. Where the ACC card has been disabled HOL process is: Prepare Collection 22. Dispatch 23. Then office can be rolled over and Final Account prepared.</p>	Planned/ Unplanned
	CIT next day	<p>Prepare collection and obtain 3 pouch collection slips. Keep the collection receipt with the pouches ready for despatch the following day.</p> <p>To remove the amounts from Suspense the process on HOL is:</p> <p style="padding-left: 40px;">Prepare Collection 22. Despatch 23.</p> <p>Then roll stock unit over. When ACC is still enabled.</p> <p>Where the ACC card has been disabled HOL process is:</p> <p style="padding-left: 40px;">Prepare Collection 22. Dispatch 23.</p> <p>Then office can be rolled over and Final Account prepared.</p> <p>For an unplanned closure where CViT cannot collect on the same day, we should deal with the despatch according to what the conditions allow. A practical approach is required. Despatch needs to be agreed with the:</p> <ul style="list-style-type: none"> • Contract Advisor, • Security (Grapevine [GRO]) • or POL Security Support Team [GRO] • and Cash Management [GRO] • Nazeem Shafi [GRO], Tim McDonald [GRO] 	Planned/ Unplanned

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23	Despatch of Rem pouches	<p>If you need further guidance contact your Training & Audit Manager.</p> <p>If CVIT are not attending ON the same day and the Postmaster will be despatching the pouches, transfer the pouches to the outgoing Postmaster and complete the STATEMENT CONFIRMING AGREEMENT OF DESPATCH TO CASH CENTRE OR RELOCATED OFFICE BY OTHER THAN THE TRAINING & AUDIT ADVISOR ATTENDING THE CLOSURE (KC – Audits – Chapter 05 Closures – Rems – Non-TAA Rem Despatch) Print 2 copies.</p> <p>Bring the signed statement away with you and leave a self-addressed envelope on hand so the Postmaster can send you the despatch note once complete.</p> <p>Inform NSAT and Cash Management of the pouch numbers via email.</p> <p>PLEASE NOTE FOR UNPLANNED CLOSURES WE SHOULD DEAL WITH THE DESPATCH DIRECTLY OR AGREE DESPATCH WITH CONTRACTS & SERVICE TEAM.</p>	Planned/ Unplanned
24	Horizon Users	<p>Remove all users from Horizon Online.</p> <p>(Horizon Online will prevent you removing the final manager from the system so make sure you have created yourself as a User with Manager access prior to removal of all branch staff).</p> <p>This should be completed even if the ACC has not been disabled, under no circumstances should any branch staff be left on Horizon Online.</p>	

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27	Advise Supply Chain	<p>Advise Supply Chain initially by phone and followed by email confirmation immediately it is made aware a branch is closed as a result of audit or any other reason where the closure will be for more than 24 hours. This will make sure the cash, bureau or stock are not dispatched. Recovery of any items dispatched as a result of no or late notification of closure will be the Networks responsibility. If it is found that Network was at fault. Any loses incurred as a result, will be investigated and a decision made on individual case merits.</p> <p>Branch closure escalation contacts:</p> <p>: GRO</p> <p>Email: Cash Management Support Mail</p>	Unplanned/Temporary
28	Safe Keys/Codes	<p>For temporary closure where no defund is to occur ensure all safe keys are handed over or safe codes changed.</p> <ul style="list-style-type: none"> • If only 1 key produced make enquiries as to the whereabouts of the second and/ or third keys. • If the "Master Safe Code is not available for keyless safes, contact the Contract Advisor & Security for instructions to follow. <p>If not satisfied with any response contact the Contracts Advisor for instructions. If a Contract Advisor is not available contact your Training & Audit Manager.</p> <p>It may be necessary to contact the Training & Audit Manager to raise a framework order to Insafe from the OBC Budget.</p> <p>If safe is keyless, you must change all the codes (delete codes if necessary).</p> <p>Do not forget to change the alarm codes (if it is possible to), contact Grapevine for assistance: GRO</p>	Temporary

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30	Investigation support	Procedure to be followed on closures following suspensions. 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
31	MI notification	For closures where pouches are left with Postmaster contact Cash Management whilst ON SITE to confirm the following: Branch name, Branch 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 scheduled date of collection. Copy TAM in to all emails.	Planned/ Unplanned
32	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

What goes where and how?

Branch Closure pack to be completed:

Send to FSC - Chesterfield	Send to BSST - Chesterfield	Incoming Operator	Outgoing Operator	Retain
P242 Final Cash Account	P301	N/A	P301	P242 Final Cash Account
P344	The Pack Front Sheet			RMSD Receipts

All closure packs to be sent direct to:

Branch Support Services Team (BSST), Post Office limited, No. 1 Future Walk, Chesterfield, S49 1PF

Old accounting records via Parcelforce 48 - Box-it UK Ltd, GRO

Metal Datestamp via Special delivery – Andy Warmer, COLOP UK, Clifton House, 32 Lower Essex Street, Birmingham B5 6SN

Self-inking datestamp via Special delivery - Andy Warmer, COLOP UK, Clifton House, 32 Lower Essex Street, Birmingham B5 6SN

Un-activated Instants via Royal Mail Special Delivery –
FAO Kim Kelly, Returns Department, Camelot PLC, The Kestrel Centre Unit,
44 Salthouse Road, Brackmills Trading Estate, Northampton, NN4 7EX