

POST OFFICE INTERNAL

	Activity	Transfer Workaid	Type of transfer
1	1	<p>Contact the Agent Accounting Team (Debt Recovery) to ascertain if any outstanding debt is to be recovered on closure of the branch by telephoning [GRO] or to ascertain if any outstanding debt is to be recovered on transfer of the branch. Or email Agents.accounting.team@[GRO]</p>	Planned
6	2	<p>Contact the outgoing postmaster at least 5 working days prior to transfer. Ensure the branch is preparing for transfer i.e. has returned any excess cash and stock. 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. Cash in pouches Remittances discrepancies (cash) — Jill Southern — [GRO] Stock Discrepancies — Chantelle Hird — [GRO] and Jill Thompson — [GRU]</p>	Planned
7	3	<p>Agree audit attendance time with the outgoing Postmaster considering: The number of stock units and level of cash and stock at the branch The resource allocated for the transfer The incoming Postmaster has a right to verify all cash and stock Time of transfer If the branch is relocating will the new incoming Postmaster be on site to accept cash and stock Inform the outgoing Postmaster that activation slips for National Lottery Instants on sale will be required on the day of the transfer. Contact the incoming Postmaster and agree an attendance time. If a Core and Outreach and the incoming Postmaster does not wish to attend all sites then written authority is required to authorise a named person to sign on his/her behalf. Please note that for Core and Outreach branches a separate Transfer Audit Reporting Tool (ART) and fully completed Transfer pack is required for each site. E.g. if the branch has a mobile van which visits 6 different locations during the week on transfer this will require one Transfer pack in addition to the Transfer pack completed for the Core branch. A transfer pack must be downloaded from the Knowledge Centre by the lead TAA prior to the transfer. It must be printed and taken to the branch on the day of the transfer. A spare generic (blank) pack should be printed and carried by all TAA's. The Transfer Paperwork Guide details which papers should be used for which activity (Opening / Closing / Transfer). A separate Closure pack has been created and held in Chapter 05 Closures. The packs should be used as follows: Transfer pack : to be used for a transfer between two Postmasters either on site or could be off site either with or without a vaulting. (For vaulting instructions please see the Knowledge Centre Audits Chapter 04 Transfers Vaulting Form). Closure pack: to be used when a Postmaster is leaving the business and the branch is closing. Also to be used when a branch is closing and relocating to a new site with a new or existing Postmaster but and the new branch will receive new cash and stock. Opening pack: to be used when a new branch opens with new cash and stock. NB There is no pack required when an existing Postmaster converts to a Mains/Local model either on or off site. A pack is only required when a branch changes Postmaster, a branch closes and is not re-opening with the same Postmaster or for a new or existing Postmaster taking over a branch but not taking the cash and stock from the former branch. You should never need to complete two different packs at the same time.</p>	Planned
8	4	<p>On arrival, introduce yourself and any colleagues and sign the visitors book.</p>	Planned
9	5	<p>Contact the Network Support Admin Team to confirm the inward and outward remittances for the current Branch Trading period. Telephone number (0) [GRO] Mobile [GRO]</p>	Planned/Unplanned
10	6	<p>Ask the outgoing Postmaster to add you to Horizon with Manager access. If dealing with a suspension or you need to post items to late account you will need to use your Global User Account and password.</p>	Planned/Unplanned

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7	National Lottery	Verify all activated packs to activation slips and ensure via the TA print out that all for all packs on sale the TA has been accepted. If the activation slips cannot be found telephone the Camelot Retailers Helpline who will detail the date of activation. If any packs are activated for which the TA has not been received the cash value should be entered into the emergency suspense account using the same process as per Paystation instructions above. Remember lottery prizes should be processed as normal and the cash paid to the retail till. Scratchcard sales should be processed via Horizon and the cash received from the retail till. The only amounts to be entered into the emergency suspense account are for outstanding TAs, using the route outlined in the paystation section above. Lottery cheques: 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. If there is a shortage i.e. there are fewer cheques on hand than is shown on Horizon, contact Michael D Johnson via email or on GRO and provide him with branch name, branch code and actual number of cheques on hand. Michael will arrange for the figure to be corrected on Horizon. It is not possible for you to reduce the number of Lottery cheques on hand on Horizon in branch.	Planned/Unplanned
8	Asset Verification	Oversee the transfer as described in the Audit Process: Knowledge Centre Audits Chapter 04 Transfers. Assist the incoming Postmaster to ensure that cash and stock is recorded correctly on Horizon. If it is not, re declare cash and stock on hand; agree any discrepancies on hand with the outgoing Postmaster. Balance any SSKs in the branch (instructions available on the Knowledge Centre Guides & Handouts Self Service Kiosks) If the branch has an ATM then the current withdrawal figure should be processed via Horizon as dispensed. The cash in the ATM should be physically examined and reconciled to the balance snap shot of the ATM stock unit. When the 16:30 figure is next entered on HOL (by the incoming), the current withdrawal figure entered during the transfer MUST be deducted from the new 16:30 to 16:30 figure (therefore the value of the 2 entries made will total the 16:30 new figure).	Planned/Unplanned
9	TC's	Bring any outstanding Transaction Corrections to account.	Planned/Unplanned
10	Reconciliations	Complete all the reconciliation's.	Planned/Unplanned
11	Paystation	Ensure that the Paystation has been reconciled as part of the final account as follows At time of transfer, you must check the Horizon TA records to assess the last TA's received in branch. Report for Outstanding & Processed TA's is available via Office Daily Reports. To ensure you account for any transactions taken after the final TA Print off from the paystation terminal an unseen Batch Control Summary report using the following path: ADMIN , Enter, Reports Menu, Enter, unseen batch Control summary report enter 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. Check the Receipt Number of the Batch Control Summary (BCS) follows the last number recorded on the Outstanding & Processed TA report 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 deficit as per normal practise against the outgoing Postmaster) The amount identified as outstanding from the terminal printed BCS (Batch Control Summary) will be entered into the emergency suspense account for this to be accounted for in Horizon. The route to do this is Back Office Housekeeping (F8) Emergency Receipt (23) Ensure FSC are emailed on the day of the Branch transfer	Planned/Unplanned

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1			
20	12 ART	<p>(cheryl.woodward@postoffice.co.uk) GRO Please provide the amount that has been entered into On a Transfer ALL cash, foreign currency and Non-Value Items including spoilt postage labels (as listed on the Transfer ART Input Page) must be checked by the TAA performing the audit. The checking of postage and the remaining non-value items can be done by the incoming Postmaster over seen by a TAA. Once all items have been checked and agreed between the outgoing and incoming Postmaster the Branch should be rolled into the next BP (or TP if relevant). If there is more than one Stock Unit then an Office Snapshot needs to be obtained after all Stock Units have been rolled. The figures from the Final Balance (or final Office Snapshot) need to be entered on the Transfer ART, these figures will then feed through once the "click here" box in Section A on the Office Snapshot and Results page. In order to complete the PAA and for QAR purposes you will also need to print off the following Horizon reports if applicable – Final Office Snapshot, Balance Snapshot for each stock unit, Currency holdings, Outstanding Summaries, Suspense Account, Transaction Corrections Outstanding and Processed (last 42 days), Rems In and Out, Lottery Terminal Printouts, Unactivated Instant Pack Status and ATM printouts. If a Transfer follows a Tier 2 audit then the Tier 2 ART must be fully completed and then the process above must be followed (a new Transfer ART completed with the Transfer details). Audit code 10 should be used on the planning page. Both ART's must be submitted in the normal way. NB Any outreach branches will require a separate Transfer ART</p>	Planned/Unplanned
21	13 Loss or gain-clearance	<p>Has the branch got sufficient funds available to make the discrepancy good at that time? Discuss how the Postmaster will make good any losses. 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) Debit/credit card payments can only be offered if before 5pm Monday to Friday. Please note that any credit/debit cards payments should not be reflected in the final account meaning the branch should be balanced to show any discrepancy and this will be posted as a Final Account Shortage using your Global User ID. The Debt Recovery team would match the loss in the Final Trading Statement with the payment to be made by the outgoing Postmaster. Any discrepancy needs to be corrected via Horizon Online i.e. the physical cash is put in or taken out of the till. If mid TP, adjust cash by re-declaring (physically adjust). If the 'end' of a TP select 'make good cash' and physically adjust. A Trial Balance is produced following BAU processes The Branch should roll into the next BP or TP as appropriate. If the branch is permanently closing it should roll into the next TP. If the branch is changing ownership and it is NOT a scheduled TP rollover week then it should roll into the next BP. If the branch is changing ownership and it is a scheduled TP rollover week then it should roll into the next TP if no further transactions are to be conducted that day. An Office Snapshot should be produced following BAU processes. The snapshot is checked to ensure that no discrepancies are being carried forward at the expense of an incoming Postmaster. If the Postmaster presents a cheque in settlement of the amount due to POL in a branch that does not accept cheque payments then the cheque should be accepted and an official receipt issued (if the shortfall is in excess of £1000.00 the Contracts Advisor should be contacted to ensure that a cheque is acceptable). The cheque should be sent with a cover note (to include Postmasters name, branch name and code and date of transfer) to FSC in the envelope containing the P242 etc. and posted by Special Delivery</p>	Planned/Unplanned
22	14 Final Account	<p>Print two copies of the Trading Statement or Office Snapshot and complete a Transfer Pack including a P242 Final Trading Statement. If the transfer is taking place on a day outside the allocated Trading Statement day, then an Office Snapshot should be attached to the P242. If this is at the completion of a TP, then a reprint of the Trading Statement should be attached to the P242. Please do not attach a final balance report or balance snapshot.</p>	Planned/Unplanned

POST OFFICE INTERNAL

Subject	<u>Chapter 4a Transfer Audit Workaid</u>
Version Control	<u>V7.0</u>
Purpose	<u>Outlining the preparation, on site and post audit processes associated with the transfer of Post Office® branches.</u>
Audience	<u>Training and Onboarding team/ Audit team</u>
Next Review date	<u>November 2019</u>

Stakeholders

Stakeholder Name	Responsibility
<u>Tim Perkins</u>	<u>Head of Loss Prevention</u>
<u>Pamela Heap</u>	<u>Head of Retail Operations</u>
<u>Jayne Bradbury</u>	<u>Head of Postmaster Onboarding and Operational Support</u>
<u>Alison J Clark</u>	<u>Branch Analysis and Control Manager</u>
<u>Paul O'Leary</u>	<u>Lead Support Advisor</u>
<u>Sheinaze Aboobaker/ Liesl Jackson</u>	<u>Regional Lead Support Managers</u>
<u>Gill Hoyland</u>	<u>Finance Service Centre</u>
<u>Jason Mumby</u>	<u>Contracts Team</u>

Responsibilities in change

Role	Job Title(s)	Date
<u>Author</u>	<u>Simon Talbot – Area Audit Manager</u>	<u>05/11/19</u>
<u>Assurance</u>	<u>Victoria Gill – Audit Advisor</u>	<u>05/11/19</u>
<u>Authorised</u>	<u>Alison Clark – Branch Analysis and Control Manager</u>	
<u>Communication</u>	<u>Jayne Bradbury - Head of Postmaster Onboarding and Operational Support</u>	

Version control

Version No.	Reason for issue	Date
<u>V7.0</u>	<u>Version control added and full review undertaken</u>	<u>05/11/19</u>

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<u>Activity</u>	<u>Transfer Workaid</u>	<u>Type of transfer</u>
1 Planning	<p>Contact the outgoing Agent/Postmaster at least 5 working days prior to transfer. Ensure the branch is preparing for transfer i.e. has returned any excess cash and stock. 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>Cash in pouches _____ Remittances discrepancies (cash) Jill Southern GRO Stock Discrepancies _____ Stock and Mails team GRO</p>	Planned
3 Planning	<p>Agree audit attendance time with the outgoing Agent/Postmaster considering:</p> <ol style="list-style-type: none"> 1. <u>The number of stock units and level of cash and stock at the branch (make sure any outreach kits are at the core site)</u> 2. <u>The resource allocated for the transfer</u> 3. <u>The incoming Agent/Postmaster has a right to verify all cash and stock</u> 4. <u>Time of transfer</u> 5. <u>Inform the outgoing Agent/Postmaster that activation slips for National Lottery Instants on sale will be required on the day of the transfer.</u> <p>Contact the incoming Agent/Postmaster and agree an attendance time.</p> <p>Please note that for Core and Outreach branches, the core branch will require an ART and Transfer Pack, as usual. However, you only need one ART and Transfer Pack per outreach kit FAD code, not one for each location visited. A single piece of kit could visit several locations during the week that have different FAD codes, but these are not relevant for transfer purposes and you should only use the FAD associated with the outreach kit itself. This also applies to the Horizon kit on a mobile van.</p>	Planned
4 On site	<p>On arrival, introduce yourself and any colleagues and sign the visitors book.</p>	Planned
5 Rem Verification	<p>Contact the Postmaster Onboarding Team ^{JM1} to confirm the inward and outward remittances for the current Branch Trading period. Telephone number GRO Mobile GRO</p>	Planned/ Unplanned
6 On site	<p>Ask the outgoing Agent/Postmaster to add you to Horizon with Manager access. If dealing with a suspension or you need to post items to Late account you will need to use your Global User Account and password.</p>	Planned/ Unplanned
7 National Lottery	<p>Verify all activated packs to activation slips and ensure via the TA print out that all for all packs on sale the TA has been accepted. If the activation slips cannot be found telephone the Camelot Retailers Helpline who will detail the date of activation. If any packs are activated for which the TA has not been received the cash value should be entered into the emergency suspense account using the same process as per Paystation instructions above.</p>	Planned/ Unplanned

Page 5 Comments

- JM1** This is the correct team, but do they have the information? Tried to call them and they said it's a grey area – may depend who you call. They used to do this but now not everyone has access – should it be Cash Control team instead?
Jo Milton, 18/11/2019 01:54 PM

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Remember lottery prizes should be processed as normal and the cash paid to the retail till. Scratchcard sales should be processed via Horizon and the cash received from the retail till. The only amounts to be entered into the emergency suspense account are for outstanding TAs, using the route outlined in the paystation section above.

Lottery cheques: 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. If there is a shortage i.e. there are fewer cheques on hand than is shown on Horizon, contact **Michael D Johnson** via email or on GRO and provide him with branch name, branch code and actual number of cheques on hand. Michael will arrange for the figure to be corrected on Horizon. It is not possible for you to reduce the number of Lottery cheques on hand on Horizon in branch.

53	<u>8</u>	<u>Asset Verification</u>	<p><u>Oversee the transfer as described in the Audit Process: Training section of the Knowledge Centre – Chapter 04 Transfers.</u></p> <p><u>Assist the incoming Agent/Postmaster to ensure that cash and stock is recorded correctly on Horizon. If it is not, re declare cash and stock on hand; agree any discrepancies with the outgoing Agent/Postmaster.</u></p> <p><u>Balance any SSKs in the branch (instructions available on the Training section of the Knowledge Centre –Self Service Kiosks)</u></p> <p><u>If the branch has an ATM then the current withdrawal figure should be processed via Horizon as dispensed. The cash in the ATM should be physically examined and reconciled to the balance snap shot of the ATM stock unit.</u></p> <p><u>When the 16:30 figure is next entered on HOL (by the incoming), the current withdrawal figure entered during the transfer MUST be deducted from the new 16:30 to 16:30 figure (therefore the value of the 2 entries made will total the 16:30 new figure).</u></p>	<u>Planned/ Unplanned</u>
59	<u>9</u>	<u>TC's</u>	<u>Bring any outstanding Transaction Corrections to account.</u>	<u>Planned/ Unplanned</u>
71	<u>11</u>	<u>Paystation</u>	<ul style="list-style-type: none"> <u>Ensure that the Paystation has been reconciled as part of the final account as follows</u> <p><u>At time of transfer, you must check the Horizon TA records to assess the last TA's received in branch. Report for Outstanding & Processed TA's is available via Office Daily Reports.</u></p> <p><u>To ensure you account for any transactions taken after the final TA Print off from the paystation terminal an unseen Batch Control Summary report using the following path:</u></p> <p><u>ADMIN, Enter, Reports Menu, Enter, unseen batch Control summary report enter YES.</u></p> <p><u>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.</u></p> <p><u>Check the Receipt Number of the Batch Control Summary (BCS) follows the last number recorded on the Outstanding & Processed TA report</u></p> <p><u>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 deficit as per normal practise against the outgoing Agent/Postmaster)</u></p> <p><u>The amount identified as outstanding from the terminal printed BCS (Batch Control Summary) will be entered into</u></p>	<u>Planned/ Unplanned</u>

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the emergency suspense account for this to be accounted for in Horizon.
The route to do this is Back Office – “Housekeeping”(F8) - Emergency Receipt (23) ^{JM2}
Ensure FSC are emailed on the day of the Branch transfer, or contact 0333 665 1137. Please provide the amount that has been entered into emergency suspense and why and where known the re-opening date for the branch.

Overnight this data will populate the relevant POL accounts, and a TA will be created awaiting the branch re-opening.
The following morning either you or the branch must accept the TA’s; this will cause a cash discrepancy, which will relate to the amount in emergency suspense.
Either you or the branch must redeem this figure from the emergency suspense this will ensure both Horizon and POL accounts balance. Please note different instructions apply to closures, see closure workaid.

If there were any difficulties encountered during this process or the discrepancy between the figures in suspense occur please contact FSC, Agent Accounting Section (Knowledge Centre – Audits – Contacts)

- Ensure that the Paystation is listed in the network equipment sheets (ARS110) that are signed by the incoming and outgoing Agent/Postmaster.
- If the Paystation is not on site contact. POLServiceManagement@atos.net

12	ART	<p><u>On a Transfer ALL cash, foreign currency and Non-Value Items including spoilt postage labels (as listed on the Transfer ART Input Page) must be checked by the TOA performing the audit. Once all items have been checked and agreed between the outgoing and incoming Agent/Postmaster the Branch should be rolled into the next BP (or TP if relevant). If there is more than one Stock Unit then an Office Snapshot needs to be obtained after all Stock Units have been rolled. The figures from the Final Balance (or final Office Snapshot) need to be entered on the Transfer ART, these figures will then feed through once the “click here” box in Section A on the Office Snapshot and Results page. In order to complete the PAA and for QAR purposes you will also need to print off the following Horizon reports if applicable - Final Office Snapshot, Balance Snapshot for each stock unit, Currency holdings, Outstanding Summaries, Suspense Account, Transaction Corrections Outstanding and Processed (last 42 days), Rems In and Out, Lottery Terminal Printouts, Unactivated Instant Pack Status and ATM printouts. ^{JM3}</u></p> <p><u>If a Transfer follows a risk audit then the Audit Reporting Tool (ART) must be fully completed and then the process above must be followed (a new ART must be completed with the Transfer details). Both ART tools are to be submitted in the normal way.</u></p>	Planned/Unplanned
13	Discrepancy clearance	<p><u>If the Agent/Postmaster is aware of any undisputed discrepancies already settled centrally and offers payment, this can be resolved by calling the Loss Recovery team on telephone number: GRO</u></p> <p><u>Any discrepancy found during the transfer needs to be corrected via Horizon Online i.e. the physical cash can be put in or taken out of the till, if the Agent/Postmaster offers to do so. If the discrepancy is more than £1000, contact the Contract Advisor. ^{JM4}</u></p> <p><u>If the Agent/Postmaster does not offer to make good any discrepancy, settle to the amount to late account and advise the outgoing Agent/Postmaster that any discrepancy settled to the Final Account on the day of the transfer audit.</u></p>	Planned/Unplanned

Page 7 Comments

- JM2** “ “
Jo Milton, 04/12/2019 02:08 PM
- JM3** Check QAR and bullet point
Jo Milton, 04/12/2019 02:12 PM
- JM4** Does this/should this happen? Is th amount 1k, as in chapter 4 it says large amount or sim
Jo Milton, 04/12/2019 02:13 PM

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could be the responsibility of the outgoing Agent/Postmaster. The Agent/Postmaster will be notified of this discrepancy and given the chance to accept or dispute the amount.

If mid TP, adjust cash by re-declaring (physically adjust). If the `end `of a TP select `make good cash` and physically adjust.

A Trial Balance is produced following BAU processes
The Branch should roll into the next BP or TP as appropriate:

- If the branch is changing ownership and it is NOT a scheduled TP rollover week then it should roll into the next BP
- If the branch is changing ownership and it is a scheduled TP rollover week then it should roll into the next TP if no further transactions are to be conducted that day.

An Office Snapshot should be produced following BAU processes. The snapshot is checked to ensure that no discrepancies are being carried forward at the expense of an incoming Agent/Postmaster.
If the Agent/Postmaster presents a cheque in settlement of the amount due to POL in a branch that does not accept cheque payments then the cheque should be accepted and an official receipt issued. The cheque should be sent with a cover note (to include Agent/Postmaster s name, branch name and code and date of transfer) to FSC in the envelope containing the P242 etc. and posted by Special Delivery.

93 94	<u>14 Final Account</u>	<u>Print two copies of the Trading Statement or Office Snapshot and complete a Transfer Pack including a P242 Final Trading Statement. If the transfer is taking place on a day outside the allocated Trading Statement day, then an Office Snapshot should be attached to the P242. If this is at the completion of a TP, then a reprint of the Trading Statement should be attached to the P242. Please do not attach a final balance report or balance snapshot.</u>	<u>Planned/ Unplanned</u>
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15	Horizon Online	<p>On Horizon Online create a new user at manager access level for the incoming Agent/PostmasterPostmaster and ensure that the outgoing Agent/PostmasterPostmaster has been deleted as a user. ^{JM6} Supervise the incoming Agent/PostmasterPostmaster whilst he/she adds any new staff. Print off a Horizon Online User Summary.</p> <ol style="list-style-type: none"> 1. Check that all Horizon User ID's <u>are</u> on the system are in the correct format (non SmartID branches) and that any previous employees have been removed from the system. All employees on long term absence must have their account disabled. <p>Inform the Agent/PostmasterPostmaster of the correct process for registering assistants with HR. In a branch that uses SmartID's, All the staff will need to have been registered with HR and have received their SmartID, before they can be added as a user.</p>	Planned/ Unplanned
16	Transfer Pack	<p>Complete the remaining papers from the Transfer Pack. All staff recorded on the Horizon user summary should be on the P356. ^{JM7} (use the Transfer Paperwork Guide from the Knowledge Centre – Audits – Chapter 04 Transfers)–</p>	Planned/Un planned
17	Alarm Code/ATM code	<p>Change the alarm codes ensuring that the new Agent/PostmasterPostmaster enters his own code into alarm panel. If the alarm is monitored, the outgoing Agent/PostmasterPostmaster will need to contact Grapevine to inform them of the transfer and new Agent/PostmasterPostmaster's details by telephoning GRO</p> <p>Details should be confirmed by email using the New PM -Grapevine Keyholder April 2018 (available from the Knowledge Centre – Audits – Chapter 04 Transfers) to <a 1px="" 2px;"="" black;="" border:="" dashed="" href="mailto:admin@GRO">admin@GRO</p> <p>Procedure to change keyless safe code:</p> <p>Almost all branches have a 6 digit Managers access code (sometimes this is set to 1 2 3 4 5 6) If the manager code is not available, contact CBRE Helpdesk GRO</p> <p>FIRSTLY – this has to be done when the safe door is OPEN.....</p> <ul style="list-style-type: none"> • Press → twice till display shows MANAGER CODE then confirm with ✓ • → twice again till CHANGE CODE is displayed – Confirm with ✓ • Press → till display shows CHANGE MANAGER CODE - Confirm with ✓ • ENTER OLD CODE • ENTER NEW CODE • CONFIRM NEW CODE • At prompt that code has been changed press → until EXIT appears on display, Now confirm with ✓ • Now, TEST the code out to make sure all OK before you shut the SAFE DOOR. <p>The ATM code will also need to be changed 6x 0 / current code /new code/ confirm new code – a detailed guide is available on the Knowledge Centre – Guides & Handouts – ATM – LeGard Lock Code Change ^{JM8}</p>	Planned/ Unplanned
18	Former Agent/PostmasterPostmaster	<p><u>Advise the outgoing Agent/Postmaster that any discrepancy either held at FSC, settled to the Late Account on the day of the transfer audit or subsequently coming to light at a later date could be the responsibility of the outgoing Agent/Postmaster (if the amounts relate to his period of office). There will be a time lapse between any amounts</u></p>	Planned/ Unplanned

Page 9 Comments

- JM5** Isn't this all Smart ID? We removed from Ch 4
Jo Milton, 04/12/2019 02:14 PM
- JM6** Put back in
Jo Milton, 05/12/2019 04:17 PM
- JM7** We may get rid of this form (we have?)
Jo Milton, 18/11/2019 03:39 PM
- JM8** Hugo checking if they have this
Jo Milton, 04/12/2019 02:17 PM

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109	s account	coming to light and after some months (minimum of 6) the Agent/Postmaster will be notified of any discrepancies and given the chance to accept or dispute the amounts. If there is a discrepancy in the Agent/Postmaster's favour, payment details will be requested. Inform the outgoing Postmaster that he/she is still liable for any errors revealed at a later date that were made during his/her term of appointment	
19	P242	Ensure that both the outgoing and incoming Agent/Postmaster ^{JM9} Postmaster sign the P242, as well as the lead TOATAA . If there is an amount in suspense, note the reason for the suspense item. In addition to the completed P242 enclose a copy of the suspense account report annotated with the reason along with the P344 and one signed copy of the Acknowledgement of Appointment ; marked FAO Former Agent Accounting Loss Recovery Team and send to Chesterfield on the day of the transfer by Royal ^{JM9} Mail Special Delivery (No1 Future walk, Chesterfield, S49 1PF. – as detailed on the front page of the Transfer Pack).	Planned/ Unplanned
20	Transfer only (no training)	Also ensure that the Paystation opening hours are updated via Horizon On Line. Complete the accessibility tool if one hasn't been completed in the last 12 months.	Planned/ Unplanned
21	Despatch	Despatch all weekly pouches/envelopes as soon as operationally possible	Planned/ Unplanned
22	Despatch	Return all relevant paperwork to Contract Admin Team ^{JM9} Postmaster Onboarding Team (Bolton) and the Former Agent Accounting Loss Recovery Team (FSC) as per Transfer Pack instructions.	Planned/ Unplanned
23	Investigation support	If required, contact should be made with the Fraud Security Team to confirm which, if any, accounting documents they require. These should be taken off site if requested by the investigators.	Unplanned
24	Retention of paperwork	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. (Knowledge Centre Audits Chapter 09) . (PLEASE NOTE THE ALL POSTING RECEIPTS SHOULD BE RETAINED FOR SIX MONTHS)	Planned/ Unplanned
25	What goes where ^{JM9} Despatch	A full guide to help with transfer paperwork is available from the Knowledge Centre Audits Chapter 04 Transfers Transfer Paperwork Guide Despatch via Royal Mail Special Delivery the completed P242 Final Account, P344 Transfer report and one signed copy of the Acknowledgement of Appointment form to: <ul style="list-style-type: none"> Agents Accounting Team ^{JM9}Loss Recovery Team, Finance Service Centre 2nd floor, Post Office Ltd, No. 1 Future Walk, Chesterfield, S49 1PF <p>Despatch all other transfer documentation via Royal Mail Signed For to the:</p> <ul style="list-style-type: none"> Contract Admin Team ^{JM9}Postmaster Onboarding Team, Post Office Limited, 4th Floor, 120 Bark Street, BOLTON, BL1 A full guide to help with transfer paperwork is available from the Knowledge Centre Audits Chapter 04 Transfers Transfer Paperwork Guide Costs to be claimed back using TOATAA T&S process: retain all receipt for six months. ^{JM10}	Planned/ Unplanned
26	ART Naming	The ART must be named:- [branch code][ddmmyy][branch name] TRANSFERART (e.g.- 123456 101018 Any Town TRANSFERART)	

Page 10 Comments

- JM9** Simplify that
Jo Milton, 04/12/2019 02:19 PM
- JM10** Wait to understand emailing
Jo Milton, 04/12/2019 02:27 PM

Track Changes

1	Insert	<i>Jo Milton, 11/11/2019 10:22 AM</i>
2	Change	<i>Jo Milton, 11/11/2019 10:27 AM</i>
3	Change	<i>Jo Milton, 11/11/2019 10:18 AM</i>
4	Delete	<i>Jo Milton, 11/11/2019 10:21 AM</i>
5	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
6	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
7	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
8	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
9	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
10	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
11	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
12	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
13	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
14	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
15	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
16	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
17	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
18	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
19	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
20	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
21	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
22	Delete	<i>Jo Milton, 05/11/2019 02:49 PM</i>
23	Insert	<i>Jo Milton, 11/11/2019 10:22 AM</i>

Track Changes (Continued)

24	Insert	<i>Jo Milton, 11/11/2019 10:22 AM</i>
25	Insert	<i>Jo Milton, 11/11/2019 10:22 AM</i>
26	Insert	<i>Jo Milton, 11/11/2019 10:22 AM</i>
27	Insert	<i>Jo Milton, 11/11/2019 10:22 AM</i>
28	Insert	<i>Jo Milton, 11/11/2019 10:22 AM</i>
29	Insert	<i>Jo Milton, 11/11/2019 10:27 AM</i>
30	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
31	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
32	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
33	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
34	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
35	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
36	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
37	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
38	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
39	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
40	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
41	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
42	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
43	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
44	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
45	Insert	<i>Jo Milton, 11/11/2019 11:09 AM</i>
46	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
47	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
48	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
49	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
50	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
51	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
52	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
53	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
54	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
55	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>

Track Changes (Continued)

56	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
57	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
58	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
59	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
60	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
61	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
62	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
63	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
64	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
65	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
66	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
67	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
68	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
69	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
70	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
71	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
72	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
73	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
74	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
75	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
76	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
77	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
78	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
79	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
80	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
81	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
82	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
83	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
84	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
85	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
86	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
87	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>

Track Changes (Continued)

88	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
89	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
90	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
91	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
92	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
93	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
94	Insert	<i>Jo Milton, 11/11/2019 10:21 AM</i>
95	Change	<i>Jo Milton, 11/11/2019 11:18 AM</i>
96	Change	<i>Jo Milton, 11/11/2019 11:18 AM</i>
97	Change	<i>Jo Milton, 11/11/2019 11:18 AM</i>
98	Insert	<i>Jo Milton, 05/11/2019 03:39 PM</i>
99	Delete	<i>Jo Milton, 05/11/2019 03:39 PM</i>
100	Change	<i>Jo Milton, 11/11/2019 11:18 AM</i>
101	Change	<i>Jo Milton, 05/11/2019 03:39 PM</i>
102	Delete	<i>Jo Milton, 05/11/2019 03:39 PM</i>
103	Delete	<i>Jo Milton, 29/11/2019 04:32 PM</i>
104	Change	<i>Jo Milton, 11/11/2019 11:18 AM</i>
105	Change	<i>Jo Milton, 11/11/2019 11:18 AM</i>
106	Change	<i>Jo Milton, 11/11/2019 11:18 AM</i>
107	Change	<i>Jo Milton, 11/11/2019 11:18 AM</i>
108	Change	<i>Jo Milton, 11/11/2019 11:18 AM</i>
109	Change	<i>Jo Milton, 05/11/2019 03:41 PM</i>
110	Change	<i>Jo Milton, 11/11/2019 11:19 AM</i>
111	Change	<i>Jo Milton, 11/11/2019 11:34 AM</i>
112	Change	<i>Jo Milton, 04/12/2019 02:18 PM</i>
113	Delete	<i>Jo Milton, 18/11/2019 03:40 PM</i>
114	Change	<i>Jo Milton, 05/11/2019 03:41 PM</i>
115	Change	<i>Jo Milton, 18/11/2019 03:41 PM</i>
116	Change	<i>Jo Milton, 18/11/2019 03:41 PM</i>
117	Insert	<i>Jo Milton, 05/11/2019 03:42 PM</i>
118	Change	<i>Jo Milton, 05/11/2019 03:42 PM</i>
119	Change	<i>Jo Milton, 04/12/2019 02:26 PM</i>

Track Changes (Continued)

120	Change	<i>Jo Milton, 05/11/2019 03:44 PM</i>
121	Delete	<i>Jo Milton, 05/11/2019 03:44 PM</i>
122	Delete	<i>Jo Milton, 18/11/2019 03:51 PM</i>
123	Delete	<i>Jo Milton, 18/11/2019 03:52 PM</i>
124	Change	<i>Jo Milton, 18/11/2019 03:52 PM</i>
125	Change	<i>Jo Milton, 18/11/2019 03:52 PM</i>
126	Change	<i>Jo Milton, 18/11/2019 03:52 PM</i>
127	Delete	<i>Jo Milton, 05/11/2019 03:44 PM</i>
128	Change	<i>Jo Milton, 11/11/2019 11:34 AM</i>
129	Delete	<i>Jo Milton, 05/11/2019 03:44 PM</i>