

PLEASE NOTE AN OPENING PACK, , IS REQUIRED FOR ALL NEW POSTMASTERS WHEN A MODEL CHANGES EITHER ON OR OFF SITE ONLY SECTIONS 16, 17, 21, 23 and 25 WILL APPLY. NO TRANSFER PACK IS REQUIRED FOR AN EXISTING POSTMASTER AT OWN BRANCH WITH JUST A MODEL CHANGE EITHER ON OR OFF SITE		
Activity	Transfer Workaid	
1 Planning	Contact Agent Accounting Team (Debt Recovery) to ascertain if any outstanding debt is to be recovered on closure of the branch by telephoning [GRO] or [GRO] to ascertain if any outstanding debt is to be recovered on transfer of the branch. Or email [GRO]	Planned
2 Planning	Contact the outgoing postmaster at least 5 working days prior to transfer. Ensure the branch is preparing for transfer ie 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) Julie Farenden [GRO] or Clive Burton [GRO] Stock Discrepancies Chantelle Hird [GRO]	Planned
3 Planning	Agree audit attendance time with the outgoing Postmaster considering: <ol style="list-style-type: none"> 1. The number of stock units and level of cash and stock at the branch 2. The resource allocated for the transfer 3. The incoming Postmaster has a right to verify all cash and stock 4. Time of transfer 5. If the branch is relocating will the new incoming Postmaster be on site to accept cash and stock 6. Inform the outgoing Postmaster that activation slips for National Lottery Instants on sale will be required on the day of the transfer. <p>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.</p> <p>Please note that for Core and Outreach branches a separate Transfer FAT Tool, P242 Final Account, P344 Transfer Report and 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 P242 Final Account, P344 Transfer Report and Transfer pack in addition to the Core branch.</p> <p>A pre populated transfer pack will be emailed by NSAT to the lead FSA prior to the transfer. It must be printed and taken to the branch on the day of the transfer. If not received a generic pack should be printed and taken.</p> <p>Please note within the Transfer chapter on EASE (route Audits>Audit Process Manual>Chapter 4 Transfers) there are now three packs to be used when transferring, closing or opening a branch.</p> <p>The three 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 Appendix H of the closure chapter within EASE). 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 Postmaster but the new branch will receive new cash and stock. Opening pack:- to be used when a new branch opens with new cash and stock.</p>	Planned

		<p>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 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>	
4	On site	On arrival, introduce yourself and sign the visitors book.	Planned
5	Rem Verification	Contact the Network Support Admin Team to confirm the inward and outward remittances for the current Branch Trading period. Telephone number ([GRO])	Planned/ Unplanned
6	On site	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.	Planned/ Unplanned
7	Pay station (cont.. on next page)	<ul style="list-style-type: none"> Ensure that the Paystation has been reconciled as part of the final account as follows <p>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 print offs 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>Emergency payment (21) Ensure FSC are emailed on the day of the Branch transfer (cheryl.woodward@[GRO]) or contact [GRO] Please provide the amount that has been entered into emergency suspense and why and where known the re-opening date for the branch.</p> <p>Overnight this data will populate the relevant POLSAP 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 POLSAP balance. Please note different instructions apply to closures, see closure workaid.</p> <p>If there were any difficulties encountered during this process or the discrepancy between the figures in suspense occur please contact P&BA (Paul Lebeter x [GRO] or [GRO])</p>	Planned/ Unplanned

		<ul style="list-style-type: none"> • Ensure that it is listed in the network equipment sheets (ARS110) that are signed by the incoming and outgoing Postmaster. • If the Paystation is not on site contact . POLServiceManagement [GRO] 	
8	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. 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,</p> <p>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.</p>	Planned/ Unplanned
9	Asset Verification	<p>Oversee the transfer as described in the process manual, Chapter 4 Transfers.</p> <p>Assist the incoming Postmaster to ensure that cash and stock is recorded correctly on Horizon. It is not, re declare cash and stock on hand; agree any discrepancies on hand with the outgoing Postmaster.</p> <p>Balance any SSKs in the branch (instructions available on EASE)</p> <p>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. The following day the current withdrawal figure entered the previous day MUST be deducted from the 16:30 to 16:30 figure.</p>	Planned/ Unplanned
10	FAT	<p>On a Transfer ALL cash, foreign currency and Non-Value Items including spoilt postage labels (as listed on the FAA FAT Input Page) must be checked by the Network Field Support Team member performing the audit. The checking of postage and the remaining non-value items can be done by the incoming Postmaster over seen by an NFST member. 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 an FAT, 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.</p> <p>If a Transfer follows a Tier 2 audit then the Tier 2 FAT must be fully completed and then the process above must be followed (a new FAA FAT completed with the Transfer details). Audit code 10 should be used on the planning page. Both FAT's must be submitted in the normal way.</p> <p>NB Any outreach branches will require a separate Transfer FAT</p>	Planned/Un planned
11	TC's	Bring any outstanding Transaction Corrections to account.	Planned/

			Unplanned
12	Reconciliations	Complete all the reconciliation's and prepare the weekly pouches to Chesterfield, Santander etc.	Planned/Unplanned
13	Rems to BdC	Please note that Travellers Cheques cannot be transferred to a branch changing branch code. Spoil traveller cheques & complete TC8 - annotate branch transfer and despatch in 'green/clear' pouch marked TC's	Planned/Unplanned
14	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 Agent accounting team on either GRO or GRO. Debit/credit card payments can be accepted Monday to Friday between 08.00am and 5.00pm. Please note that any credit/debit cards payments should not be reflected in the final account i.e. the Debt Recovery team would match the loss in the Final Trading Statement with the payment.</p> <p>Any discrepancy need to be corrected via Horizon ie 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:</p> <ul style="list-style-type: none"> • 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. <p>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
15	Final Account	Print two copies of the Trading Statement or Office snap shot and prepare 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 at 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.	Planned/Unplanned
16	Horizon	<p>On Horizon create a new user at manager access level for the incoming Postmaster and ensure that the outgoing Postmaster has been deleted as a user. Supervise the incoming Postmaster whilst he/she adds any new staff. Print off a Horizon On Line User Summary.</p> <ol style="list-style-type: none"> 1. Check that all Horizon User ID's on the system are in the correct format and that any previous employees have been removed from the system. All employees on long term absence must have their account disabled. 2. Check the Horizon User ID's against the list of Registered Assistants. This will be sent by NSAT 48 hours prior to the onsite training taking place. Any staff working in the office not registered with HR should be reported via the P356 Anomalies Report located on EASE. – Audits – Audit Process Manual – Chapter 3 Performing a Branch Audit. <p>Inform the Postmaster of the correct process for registering assistants with HR.</p>	Planned/Unplanned

17	Transfer Pack	Complete the remaining papers in the transfer pack. All staff recorded on the Horizon user summary should be on the P356. (see what goes where below)	Planned/ Unplanned
18	Alarm Code/ATM code	<p>Change the alarm codes ensuring that the new Postmaster enters his own code into alarm panel. If the alarm is monitored, the outgoing Postmaster will need to contact Kings Security to inform them of the transfer and new Postmaster details by telephoning <input type="text" value="GRO"/> Details should be confirmed by email (ensuring that the branch code is included) to admin <input type="text" value="GRO"/></p> <p>Procedure to change keyless safe code: Almost all branches have the Managers access code set to 1 2 3 4 5 6 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</p>	Planned/ Unplanned
19	Former Postmasters account	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	Planned/ Unplanned
20	P242	Ensure that both the outgoing and incoming Postmaster sign the P242, as well as the lead FTM. 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 Team and send to Chesterfield on the day of the transfer by Special Delivery (No1 Future walk, Chesterfield, S49 1PF.)	Planned/ Unplanned
21	Transfer only (no training)	If no training is taking place ensure that you email the Branch Standards Team to confirm whether Mail Segregation is taking place or not. Also ensure that the Paystation opening hours are updated via Horizon On Line. Complete the accessibility tool and dangerous goods survey	Planned/ Unplanned
22	Despatch	Despatch all weekly pouches/envelopes as soon as operationally possible	Planned/Unplanned
23	Despatch	Return all relevant paperwork to Agent Application Team and the Former Agent Accounting Team as per transfer pack instructions.	Planned/ Unplanned
24	Investigation support	Contact should be made with the Fraud Team to confirm which, if any, accounting documents they require. These should be taken off site if requested by the investigators.	Unplanned
25	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 (Process Manual Chapter 9).(PLEASE NOTE THE ALL POSTING RECEIPTS SHOULD BE RETAINED FOR SIX MONTHS)	Planned/ Unplanned
26	What goes where	Despatch completed P242 Final Account, P344 Transfer report and one signed copy of the Acknowledgement of Appointment form to Agents Accounting Team, Finance Service Centre, Post Office Ltd, No. 1 Future Walk, Chesterfield, S49 1PF by RMSD using FSA T&S process : retain the receipt for six months.	Planned/ Unplanned

	Despatch all other transfer documentation to the Contract Admin Team, Post Office Ltd, Financial Service Centre, No 1 Future Walk, Chesterfield S49 1PF by placing these in a separate envelope, addressed to CAT and including in the envelope addressed to Agents Accounting Team.	
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