

Large Value TC Process

Product and Branch Accounting

Content: **Large Value Transaction Correction Process**

Deployment Date: **1st June 2009**
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Version 0.1

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1. Document Control

1.1 Version History

VERSION	DATED	
0.1	19 TH MAY 2009	Initial Draft for review
1.0	28 TH MAY 2009	Final Issued Version

1.2 Reviewers

Reviewer	Position
Rod Ismay	Head of P&BA
Alison Bolsover	Financial Serv's & Bill Payments - P&BA
Marie Cockett	Branch Conformance & Liason - P&BA
Martin Knights	Reporting & Analysis Manager - P&BA
Kay Wilson	Government, Mails & Stock - P&BA
Matt Hibbard	Billing , Debt & Payment - P&BA

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Andrew Winn	Relationship Manager- P&BA

2. Scope

The purpose of this document is to ensure that a consistent, controlled Large Value process for transaction correction amounts of £10,000 and over is deployed across all P&BA Teams.

3. Checks for compensating amounts

A large value credit must have a compensating debit somewhere in the branch accounts. A large debit value ought to have a compensating amount also, but could be a fraud or theft from the branch.

If the compensating amount is not known, before issuing a large value transaction correction, the following actions should be undertaken.

3.1 Interlinked products

Check with the products most closely linked to your product for a compensating amount e.g Personal Banking and Cheques to EDS.

3.2 Branch View - open items

In POLFS select GL Account line items and select the variant "Branch View", enter branch code and change the open items date to current date. Run report, this shows all current open items on General ledgers where TCs are issued. Please note this will not include customer driven items nor A&L or NS&I.

3.3 Customer Account

In POLFS select accounts receivable, customer account and enter fad code using * at the end to pull up all customers at that branch. Select required postmaster and enter. Select all items and special GLs, this will show all transaction corrections issued and all branch discrepancies settled centrally.

3.4 Discrepancy Accounts

Check in POLFS select GL Account line items and select GL 539590 & GL 539591 and enter branch code, selecting all items within given dates. This will show all discrepancies submitted on branch snapshots and on Branch Trading statements. Note, the balance may show zero if the branch trading statement has been completed and discrepancy settled.

3.5 CREDENCE

The "Sales transactions all" report in CREDENCE may also identify what has happened at the branch.

3.6 Contact the branch

If no compensating amount can be found then the branch needs to be contacted to understand what has happened, then follow through with the relevant team. If the branch is a multiple or crown, please also inform Cathy Macdonald.

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3.7 Suspense

Relevant teams to check related suspense accounts.

4. Actions following checks for compensating amounts

If a compensating open item is found, contact the relevant team and ensure that both transaction corrections are issued together. If the branch is a singleton branch, select “settle centrally” only option.

If a compensating amount is visible in customer account, discrepancies or suspense, contact the branch and explain that you now have the compensating transaction correction to issue. For singleton branches, if the compensating amount was “settled centrally” then the transaction correction should also be issued selecting the “settle centrally” only option. If the compensating amount was “made good”, you need to write on the TC that this should also be made good. NB. A change has been requested to allow us to select make good only.

If no compensating amount, then escalation should be made to Cathy Macdonald as this may be fraud or theft.

5. Authority levels

Before issuing a large value transaction correction the attached form should be sent by email to your team leader who will send on to the appropriate authority.

The following authority limits apply:

- | | |
|---|------------------------------|
| • Values between £10,000 & £29,999.99 | Team Leader |
| • Values between £30,000 & £49,999.99 | Senior Manager |
| • £50,000.00 and over
cover absence) | Head of P&BA (senior manager |

This form will be returned to you within 24 hours, where possible. If it is urgent that the transaction correction is issued i.e. where a branch is waiting to balance, please speak with the relevant person. The transaction correction can then be issued.

6. Appendix A

6.1 Large Value TC authorisation form.

6.2 Process Flow chart

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LARGE VALUE TC FORM

To be completed by Duty Holder (Please delete as appropriate)

Account / Product	
Branch Code (Profit Centre)	
Branch Type	Singleton / Multiple / Crown
Value (Debit/Credit)	£ Debit / Credit
Reason for Issue	
Contact made with Branch / Multiple Discussion notes to include who and when	
Compensating Amounts (please tick) and give further details Compensating TC also issued <input type="checkbox"/> Compensating amount already seen <input type="checkbox"/> No compensating amount found <input type="checkbox"/>	
Duty Holder	
Date	

To Be Completed By Authoriser

Team Leader Authoriser	
Date	
2 nd Line Authoriser (If Required)	
Date	

Values Between £10,000 & £29,999.99 Team Leader	Values Between £30,000 & £49,999.99 Senior Manager	£50,000.00 And Over Head Of P&BA
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Large Value TC Process flowchart

