



# A guide to managing stamps



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## SECTION 1

# Introduction

## The purpose of this guide

This guide has been published to offer you support and tips to help you manage the supply, booking in, accounting and return of stamps in your branch.

It is not intended to be a full transactional guide, but aims to offer you support in managing stamps. Full operational guidance can be found on Horizon Help or you can contact the Branch Support Centre on

**GRO**

## Why has this guide been created?

Post Office has changed and continues to change. The support Post Office offers Postmasters has been significantly increased both in the network and in the support centres. We have reviewed and revised our procedures for stamps to make them more secure and wanted to share this with you in this guide.

We recognise that sometimes things do go wrong, and if they do we will work with you to resolve things as quickly as possible through the support processes we have in place. Some of these scenarios relating to stamps are described in this guide.

We know Post Office hasn't always got things right and we hope this guide gives you confidence that we are changing, with Postmasters at the heart of everything we do.

## Partnership

We want to work with you to help you best manage stamps and stock in your branch, to best meet the needs of our customers and branches.

| What we will do                                                           | What we ask of you                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Deliver your stock order securely to you                                  | Please accept the pouch into branch and, for security purposes, place securely in the safe for 30 minutes                                                                                                                                   |
| Count the stamps to make sure you receive what you expect                 | Please open the pouch, check that the contents match what the advice note states, then manually enter onto appropriate Horizon lines within 24 hours of receipt – and if the contents don't match, please contact the Branch Support Centre |
| Provide enough stamps to you so you can meet your customers' needs        | Continue to sell the stamps to exhaustion – please don't return any usable stamps to the National Stock Centre unless you are asked to do so                                                                                                |
| Check the contents of all pouches you return to the National Stock Centre | Please check you have entered the returned items accurately on Horizon and you have inserted the return advice note into the pouch                                                                                                          |
| Provide support if you discover a discrepancy in your stock               | Please sell stamps from the correct Horizon buttons and count your stock on hand preferably every week, but at least monthly                                                                                                                |



## SECTION 2

# Booking in a Stock Remittance

## Receipt of a Stock Remittance

If your Stock Remittance is delivered by Cash in Transit, please check that you have received the correct number of pouches, before selecting:

- Back Office
- Rems and Transfers
- Delivery

Then please scan, in turn, the delivery pouch barcode on each pouch listed on the Delivery Advice Note. Once complete, Horizon will produce two copies of a pouch delivery receipt, one of which should be handed to the Cash in Transit representative.

Although you scan a Stock Remittance pouch onto Horizon, unlike cash it does not automatically add the contents onto Horizon. You'll need to do this manually by selecting:

- Back Office
- Rems and Transfers
- In from ADC
- Enter relevant quantities received from the Stock Remittance Advice Note

All Stock Remittances should be booked in on Horizon within 24 hours of receipt. Please open and check all pouches, check that the contents match the Stock Remittance Advice Note and manually enter the quantities received onto Horizon.

Please take care to book in the stock received on the correct line on Horizon and enter the correct volume received, as otherwise it may cause a discrepancy in your accounts, and to Rem in the whole of your Stock Remittance delivery, not just parts of it.

The Stock Remittance Advice Note is double-sided, with one side showing the Pick List used by the National Stock Centre and the other the Despatch Note for your use in branch. Please use the Despatch Note side when checking and booking in your stock, as the units of measure differ.

Please attach the Delivery Advice Note to the Remittance In slip and retain it, along with the pouch delivery receipt, in your branch for two years.

## Stock Remittance Advice Note

ORDER NO: 0035138906/000

Post Office Limited  
National Stock Centre  
Whitstone Road  
Dorcan  
SWINDON  
SN3 5HG

Order No  
Total Despatches  
Due Despatch Date

0035138906/000  
1  
30-SEP-2020

Despatch Note Page 1/1

| Line No | Slu   | Description                   | On Sale Date | Qty  |
|---------|-------|-------------------------------|--------------|------|
| 1       | SA2L  | 50X2ND S/ADHIV LAG LTR NDS SH |              | 50   |
| 2       | P1    | DEFINITIVE 1P                 |              | 250  |
| 3       | P2    | DEFINITIVE 2P                 |              | 250  |
| 4       | P10   | DEFINITIVE 10P                |              | 500  |
| 5       | P50   | DEFINITIVE 50P                |              | 1000 |
| 6       | P100  | DEFINITIVE 1.00               |              | 250  |
| 7       | P145  | DEFINITIVE 1.45               |              | 250  |
| 8       | SA10T | NVI 100X10T                   |              | 150  |
| 9       | SA2ND | NVI STP 100X2ND S/ADHIVIVE    |              | 150  |

THE FOLLOWING ITEMS LISTED BELOW ARE CURRENTLY UNAVAILABLE.  
PLEASE DO NOT RE-ORDER AS THEY WILL FOLLOW SHORTLY

SA2L 50X2ND S/ADHIV LAG LTR NDS SH 000010

Please enter quantity details from this side onto Horizon

| Pick List: TN2772208      |       | QA 17                         |                       |
|---------------------------|-------|-------------------------------|-----------------------|
| ORDER NO: 0035138906/000  |       | Pick List Page 1/1            |                       |
| Route Code: S01-AB1M07    |       |                               |                       |
| Ship By Date: 30-SEP-2020 |       |                               |                       |
| Loc                       | Slu   | Description                   | Quant. Packs / Sheets |
| IND03                     | SA10T | NVI 100X10T                   | 15                    |
| IND06                     | SA2ND | NVI STP 100X2ND S/ADHIVIVE    | 15                    |
| ADIST06                   | P145  | DEFINITIVE 1.45               | 10                    |
| W01                       | P2    | DEFINITIVE 2P                 | 10                    |
| A03                       | P1    | DEFINITIVE 1P                 | 10                    |
| P1                        | SA2L  | 50X2ND S/ADHIV LAG LTR NDS SH | 50                    |

This side is for National Stock Centre use – please ignore it





## Discrepancy in your Stock Remittance

Please report any discrepancy in your Stock Remittance as soon as you discover it.

If the contents of a Stock Remittance pouch do not match the Stock Remittance Advice Note inside the pouch:

- Please record the particulars of the discrepancy on the Stock Remittance Advice Note
- Sign the entry
- If possible, ask a second person to check the remittance. They should then write 'checked by' and their name and sign the entry
- Please contact the Branch Support Centre about the discrepancy right away on **GRO** before booking in the stock on Horizon
- They will take details of the discrepancy from you and advise you what accounting entries to make
- They will also issue you with a call reference number for you to record on the relevant Stock Remittance Advice Note

## Non-delivery of expected Stock Remittance

If you are expecting a Stock Remittance and you do not receive it:

- Please do not place any further orders for the same items
- Please contact the Branch Support Centre on **GRO** to report the non-delivery and they will advise on the next steps



## SECTION 3

# Managing Special Stamp issue stock

## Special Stamp issues and philatelic items

Special Stamps and related philatelic products are issued by Royal Mail periodically throughout the year at pre-determined dates, which are published in Branch Focus.

If your branch receives these items, please Rem in the Special Stamps as 'Special Stamps' on Horizon. Choosing the appropriate Horizon button means your stock is accounted for and sold accurately.

Please book the items in on the correct lines and sell them from the correct buttons, to help us supply you with the correct amount of stock for future issues, and please remember to book your stock onto Horizon within 24 hours of receipt.

Following a change to the process in March 2021, **Special Stamps no longer need to be moved to 'Ordinary Stamps' on Horizon two weeks after the first day of sale.** Special Stamps should continue to be accounted for as 'Special Stamps' on Horizon as long as they are held within your stock.

Christmas Stamps should be booked in and remain on the same accounting lines until sold or returned to the National Stock Centre.

- **First Day Envelopes** are special envelopes that customers can fix Special Stamps or definitive stamps to on the first day of issue, so they receive a special postmark

- A set of **Royal Mail Stamp Cards** (postcards) is produced to illustrate each issue of pictorial and definitive Special Stamps. Some cards show a picture of one of the Special Stamps enlarged to postcard size. Please ensure Stamp Cards are sold as full packs – they should not be opened to be sold as individual Stamp Cards

- A **Presentation Pack** is produced with each new pictorial and definitive Special Stamp issue. Each pack

contains a set of the stamps, held behind transparent strips on card, and protected by a transparent sleeve. The card opens up to reveal information about the stamps and colour illustrations

- **Smilers Sheets** are issued on selected Special Stamp issues and always with the Christmas stamp issue. They consist of a sheet of stamps with labels attached to each stamp
- **Miniature Sheets** are issued on selected Special Stamp issues to commemorate a particular event or anniversary. The sheets may contain pictorial or definitive Special Stamps, which are surrounded by a border

- A **Prestige Book** is a small book with multiple pages displaying various stamps from the issue, often with an explanation of each one
- A **Coin Cover** is a C5 envelope with 1 coin attached, including a set of stamps for the issue with a franked impression on top

**Specific details about the sale and withdrawal of these items are contained in the relevant Branch Focus article for each Special Stamp issue.**



## Disposal of time-expired philatelic items

Please don't return withdrawn **First Day Envelopes** and **Royal Mail Stamp Cards** to the National Stock Centre.

Instead, please account for these items on Horizon, then destroy them locally. We will let you know the issue and withdrawal dates in Branch Focus.

### On the next working day following the withdrawal date of the First Day Envelopes and Royal Mail Stamp Cards:

From the Back Office menu, please select:

- Weekly (or Monthly) Accounting
- Weekly (or Monthly) Spoilt/Destroyed Stock
- Input the quantity you have withdrawn
- Select First Day Envelope or Stamp Card as appropriate
- Settle the transaction as normal

Your stock on hand will automatically be reduced.

The system will print a receipt – please keep this in your branch for two years.

Please destroy the First Day Envelopes and Royal Mail Stamp Cards you have withdrawn locally, by tearing in half and disposing in accordance with your disposal instructions.

| Monthly Spoilt/Destroyed Stock        |            | Mon 26 Oct 20 13:46 |  |
|---------------------------------------|------------|---------------------|--|
| Select spoilt/destroyed stock product |            |                     |  |
| <b>Destroyed Stock/Philatelic</b>     |            |                     |  |
| First Day Envelope                    | Stamp Card |                     |  |
| 22                                    | 24         |                     |  |
| <b>Total</b>                          |            | £ 0.00              |  |
| <b>Quantity</b>                       |            | 1                   |  |

## Withdrawn Presentation Packs, Miniature Sheets, Smilers Sheets, Prestige Books and Coin Covers

If you still have any of these items on hand when you are notified of the withdrawal of the issue, they should be returned to the National Stock Centre on the appropriate stock line (see Section 5, '[Returning stock to the National Stock Centre](#)' for details of how to do this).

Please return any withdrawn items to the National Stock Centre within the timescale given in the relevant Branch Focus article. The date is important as the facility to Rem out will be removed from Horizon shortly after the withdrawal date, potentially resulting in a discrepancy in your branch account.





### Special Stamp issue distribution

Where possible, quantities of philatelic stock items sent to your branch will be based on your previous branch sales. You can order additional stock on Horizon or Branch Hub.

Your philatelic standard distribution is based on your previous customer demand.

Please sell Special Stamps to exhaustion where possible rather than returning them to the National Stock Centre.

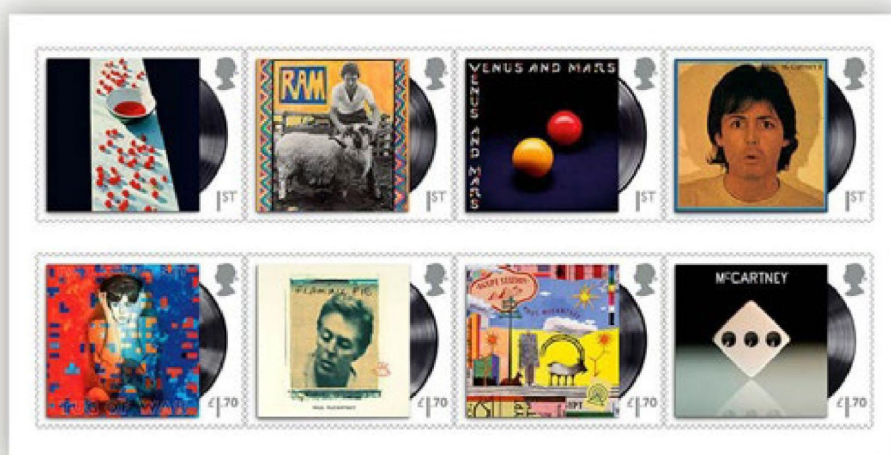
The exception to this is for Christmas Stamps. We will publish the withdrawal date and process in Branch Focus.

### How to amend your Special Stamp standing order

We aim to align the supply of philatelic stamp stock you receive to the sales in your branch. This should help minimise over-supply of stock to you and any returns you may need to make to the National Stock Centre.

If the amount of philatelic stock you currently receive does not reflect your branch sales, please contact the Branch Support Centre or **GRO** to amend the amount. If your requirements change over time, you can continue to amend the level of stock you receive by letting the Branch Support Centre know your new requirements.

Please don't return any Special Stamps to the National Stock Centre unless you're asked to do so.



## SECTION 4

## Stock holding levels

**You should only hold enough stock in your branch to last for the next six weeks.**

Holding too much stock can result in greater potential for discrepancies and more of your time spent having to count them.

If you are holding a lot more stamps than you'll be able to sell in six weeks, please return excess stock to the National Stock Centre (see Section 5, ['Returning stock to the National Stock Centre'](#) for details of how to do this).

After the initial two-week sales period, please sell any remaining Special Stamps ahead of definitive/ordinary stamps where possible.

If you would like to amend the number of stamps you receive for Special Stamp issues, please contact the Branch Support Centre on **GRO**





## SECTION 5

# Returning stock to the National Stock Centre

## Returned stock process

Returned secure stock should only be remitted to the National Stock Centre when you are asked to do so by Post Office, unless you have large volumes of excess stock on hand.

We will publish a Branch Focus article to let you know the specific product withdrawal date and timescale for return. Please meet the published timescales so your customers are not inconvenienced and to minimise any potential branch discrepancies.

Please remit out any stock against the correct accounting lines, otherwise this could potentially result in discrepancies in the branch accounts.



You can order pouches for returning stock on Horizon or Branch Hub. The stock code is GRP002 – Bundle of 20.



## Remitting stock back to the National Stock Centre

When returning stock to the National Stock Centre, please use a Stock Pouch GRP002. It is a green/clear pouch.

**Please remember:** stock items should be Remitted out separately from cash and coin on Horizon.

From the Back Office menu on Horizon, please select:

- Rems & Transfers
- Out to ADC
- Input Quantity and select appropriate stock item

Then, please place the item in the pouch

- Select further items until the pouch is full – but not too full – or there are no more items to return
- Settle the session and scan the pouch
- Place the Horizon Return Advice Note in the pouch and seal the pouch

If you have more items to return, please use a new pouch and start a new Remittance out session. Each pouch should have its own Return Advice Note enclosed. Please take care to place the correct Return Advice Note in the corresponding pouch it relates to.

The maximum value of stock you can put in a single pouch is £26,000. If the value of items being remitted exceeds this value, please complete a separate Remittance out session on Horizon for each pouch used.

**Remittance by Royal Mail Special Delivery:** If you send a remittance by Royal Mail Special Delivery, the maximum value of stock you can place in a single pouch is £2,500. If the value of items being remitted exceeds this limit, please complete a separate Rem out session on Horizon and use a separate pouch.

## Collection of your Stock Remittance

When you have entered all of the stock items you need to Remit out to the National Stock Centre on Horizon, please then gather together all the pouches and, from the Back Office menu on Horizon, select:

- Rems & Transfers
- Pouches Prepare Collection
- Scan the barcode on each of the Stock Pouches
- Once complete, please select Enter and keep both copies of the Collection Receipt with the pouches, awaiting collection

Stock Pouch (GRP002) details will automatically print on the collection receipt as a zero value.

When the Cash in Transit representative arrives, you should obtain their Authorised Collectors' Card (ACC) then, from the Back Office menu on Horizon, please select:

- Rems & Transfers
- Pouches Despatch
- Scan the barcode on the Authorised Collectors' Card to validate it

Please hand both copies of the Collection Receipt to the Cash in Transit representative, then the pouches, asking the Cash in Transit representative to initial against the relevant pouch number line on both Collection Receipts, as each pouch is handed over.

When all pouches have been handed over, please ask the Cash in Transit representative to enter their name, signature and date/time of collection on both Collection Receipts, before handing one copy and the Authorised Collectors' Card back to them.

Please keep the other copy of the Collection Receipt with the Remittance out slip in your branch for two years.



## Returning stock to the National Stock Centre

We fully check all returned stock at the National Stock Centre and will let you know as soon as possible if there are any discrepancies discovered between the Horizon Return Advice Note and the actual pouch contents.

**Return of stamps** – please don't return ordinary value indicator or non-value indicator stamps unless you're asked to do so. Please sell all stamps to exhaustion unless we ask you to do otherwise.

## Discrepancies in Stock Remittances to the National Stock Centre

If you think there was an error made in a stock pouch you have sent to the National Stock Centre, please contact the Branch Support Centre on **GRO**.

If we find an error in a stock pouch returned to the National Stock Centre, the Stock Team will contact you as soon as possible.

## Returning Special Stamps/stock (except First Day Envelopes and Royal Mail Stamp Cards)

Any of the following philatelic items still on hand when you are notified of the withdrawal of the issue should be returned to the National Stock Centre on the appropriate stock line:

- Miniature Sheets
- Presentation Packs
- Smilers Sheets
- Prestige Book
- Coin Cover

Please don't return withdrawn First Day Envelopes and Royal Mail Stamp Cards to the National Stock Centre. Instead, please account for these items on the system and then destroy them locally (see Section 3 '[Managing Special Stamp issue stock – Disposal of time-expired philatelic items](#)').

## Damaged, spoiled or torn postage stamps

Any damaged stamp or stock items should be returned to the National Stock Centre.

Please process them as a returned stock remittance, inputting the items against the relevant lines in Rem out to ADC, and despatch the pouch as normal from your branch.

## Obsolete stock

Please follow any product withdrawal instructions published in Branch Focus, including return timescales, to minimise the chance of you being left with obsolete stock in your branch.

If you have an obsolete stock item to hand that you are unable to return to the National Stock Centre, due to the button for that item no longer being available on Horizon, please contact the Branch Support Centre on **GRO**. They will advise you on the steps to take to resolve this.





## SECTION 6

# Use of Open Postage Stamps

## Use of Open Postage Stamps button on Horizon

The Open Postage Stamps button on the Horizon Front Office home screen should only be used to capture sales of stamps that don't have their own individual sales button.

If this button is used in error, for any item other than Open Postage Stamp sales, after the transaction has been settled:

- Please reverse out any transactions that aren't Postage, as otherwise this will affect your branch account and remuneration
- Please carry out this reversal as soon as the customer session has been completed

Please don't use the Adjust Stock/Declare Stamps function to do this as it may lead to accounting issues.

Selecting the correct buttons will ensure the correct remuneration is received.





## SECTION 7

# Accounting – managing discrepancies in your stock

## Accounting – stock items Remmed in incorrectly

If you discover a discrepancy and would like any help to resolve it, please contact the Branch Support Centre on

**GRO**

For a stock item Remmed in on the wrong line or an incorrect amount entered, **discovered after you have input your stock rem but within the same Trading Period or within 10 days after completion of previous Trading Period:**

- You can amend this by performing an Existing Reversal of the incorrect entry, then Remming in the correct entry again
- Please don't use the Adjust Stock function in this scenario, unless asked to by the Stock Team, as it may result in a cash discrepancy

For a stock item Remmed in on the wrong line or an incorrect amount entered, **discovered more than 10 days after the Trading Period** in which the rem was input:

- Please contact the Branch Support Centre on **GRO**. They will let you know the next steps to take to correct your account

## Incorrect item sold (for example, 1st Class stamp button selected when 2nd Class stamp was sold):

If you realise that you have pressed the wrong button and sold an incorrect item after the transaction has been settled:

- Please select 'New Reversal'
- Then select the item you wish to reverse (in the above example, the 1st Class stamp)
- Then sell the correct item (in the above example, the 2nd Class stamp)

This will correct the sales data to Royal Mail, amend your stock on hand and ensure the correct remuneration is received for the transaction.

## Definitives defined

Definitive stamps have the profile image of the Queen's head on them, and no other image. Designed by Arnold Machin, these are the most common types of stamp we sell.

Within definitive stamps, our biggest sellers are non-value indicator versions - these don't show a value on them, but indicate the service (such as 1st Class or 2nd Large).

An example of a definitive stamp



Non-value indicator definitive stamps



## Discrepancies in your stock when you balance (including new process from March 2021)

### Physical shortage or surplus in stock at balance

There are two elements involved in checking your stock when you balance:

1. **Definitive stamps (e.g. 1p/5p etc.)** – please complete a declaration of all definitive stamps you have on hand. The total of this is shown on the Balance Snapshot as 'Postage Stamp'
2. **Non-value indicator stamps (e.g. 1st/2nd Class, Special Stamps, philatelic items etc.)** – please check the Balance Snapshot or Stock on Hand report against the number you have on hand and adjust any differences, via a Stock Adjustment, using Reason Code 29 (Surplus) or 39 (Shortage) as appropriate

As of March 2021, we introduced a new process for dealing with a discrepancy in your stock items, including non-value indicator stamps, asking you to record the discrepancy as a Stock Adjustment. The new process means any discrepancy you find in your stock will be visible both to you and to us, so we can help you resolve any stock issues more easily.

Please see Section 8, '[Use of Stock Adjust](#)' for further details.

**In this scenario, you should no longer carry out sell/reverse transactions to correct the amounts.**

### Declaring your Definitive stamps

When completing your stock unit balance, please input on Horizon the quantities of each denomination of stamp you have in your stock (excluding the volume stock listed on the Stock on Hand Report, e.g. 1st Class, 2nd Class, Special Stamps, philatelic items etc.) as below:

From the Back Office Home Screen, please select:

- Weekly/Monthly Accounting (F2)
- Declare Stamps 22
- New Declaration

Please select the stamp line in the list for the stamp value you are declaring and input the actual quantity you have on hand. When you have declared all of your stamp values and selected Enter:

- The system will compare the declared stamps total with the system held total and will alert you if a discrepancy is found. You can then either confirm the discrepancy or check your declaration again – there is no limit to the number of times you can check your declaration

When your declaration agrees with the system held total or you have confirmed a discrepancy, please select Print the Stamp Declaration report and keep it with your Stock Unit Balance report for two years.

When you select 'Balance Report', any discrepancy in your stamp declaration will be visible. Please then select the appropriate Reason Code.

Please see Section 8, '[Use of Stock Adjust](#)' for further details.

## Discrepancies in your stock when you balance

### All other stock items (including non-value indicator stamps)

The Horizon system is designed to maintain a constant state of balance, and any alterations to stock levels result in a corresponding cash increase or decrease. Therefore, when balancing, please always correct your stock before you declare your cash.

Please use the Balance Snapshot or Stock on Hand report to check that your actual stock on hand agrees with the figures held on Horizon.

If the actual stock you have on hand is different from the figures shown on Horizon:

- Please Stock Adjust any such stock differences found when you balance your account. This will ensure any discrepancy you find in your stock is visible both to you and to Post Office

Please see Section 8, '[Use of Stock Adjust](#)' for further details.

Where possible, it is recommended that balancing is carried out weekly, to reduce discrepancies and enable more accurate balancing.



## SECTION 8

# Use of Stock Adjust

## Applicable use of Stock Adjust

The Stock Adjust function in Horizon should only be used for specific purposes:

- If, when you check your stock at balance, you find that the stock you have on hand does not match the figure on Horizon for that stock item
- To correct a discrepancy in your stock if the Post Office Stock Team asks you to

Using the Stock Adjust function for anything other than the above scenarios could cause cash errors, inaccurate remuneration, incorrect settlement and stock reconciliation for clients and additional work to monitor, investigate and correct them, so please only use Stock Adjust for the scenarios above.

## Stock Adjust

When you need to use the Stock Adjust function to adjust your stock figures:

From the Back Office menu, please select:

- Weekly/Monthly Accounting (F2)
- Stock Adjust 55

The system will display the Adjust Stock Holding screen, with a table showing the system held value and quantity for each stock item.

- Please select the line in the table for the stock item that needs correcting and input the actual quantity you have on hand
- When you have corrected all stock discrepancies, select Enter
- For each stock item, please select the appropriate Reason Code

You won't be able to proceed until you have applied a Reason Code against each stock item.

## Stock Adjust Reason Codes

We have revised the Reason Codes to make them clearer and more appropriately worded:

- 29 – To record more stock on hand than the system held figure
- 39 – To record less stock on hand than the system held figure
- 49 – Only to be used if asked to by the Post Office Stock Team





## Record of Stock Adjustments

Carrying out a Stock Adjust transaction won't produce a receipt as a matter of course. However, if you wish to maintain a record of the stock adjustments made, a Transaction Log report can be produced, to show all Stock Adjustments made within a specified timeframe. This report can then be printed and associated with your Stock on Hand report.

### The steps to do this are:

- Back Office (F14)
- Report (F4)
- Transaction Log (32)
- Mode (54)
- Open the top bar, type SA, and the Horizon Online screen will show Stock Adjustment (Positive/Negative)
- Press Enter
- Select Date From and enter the date you wish to view from
- Select Date To and enter the date you wish to view to
- Press Enter and a Print or Preview option should be available
- Select Print

The report can be filtered down further if necessary, e.g. by Stock Unit, User, Time, Product etc.

The screenshot shows a screen titled "Transaction Log Report" with a timestamp "Tue 30 Mar 21 13:09". Below the title is a yellow bar labeled "Select option". Underneath, the text "Mode SA" is displayed. A grid of selection criteria is shown, with each cell containing a number for selection:

| Criteria   |                |            |
|------------|----------------|------------|
| Stock Unit | Trading Period | User       |
| 32         | 34             | 36         |
| Product    | Date From      | Date To    |
| 42         | 44             | 46         |
| Time From  | Time To        | Value From |
| 52         | 54             | 56         |
| Value To   | Mode           | Session ID |
| 62         | 64             | 66         |
| Node ID    |                |            |
| 72         |                |            |

If you discover a discrepancy and would like any help to resolve it, please contact the Branch Support Centre on

**GRO**





## SECTION 9

# Incidents that may cause discrepancies in your stock

## Stock physically lost

If you know that you have physically lost a particular stock item, please report it to the Branch Support Centre on **GRO** as soon as possible, obtain a reference number and follow the next steps given.

If you have a discrepancy in your stock that you don't know the reason for, please see the relevant section in this guide, carrying out a Stock Adjust transaction if needed to correct the difference between the system held figure and what you actually have on hand.

Please take care to treat stock in the same careful way that you treat cash. As an example, at the time this guide was written, a sheet of 1st Class stamps is worth £42.50, so it should be kept as secure as cash would be in your drawer. If it was lost, then it would become a loss to the branch, just as if you lose a £20 note.

## Stock physically found

If you physically find stock that you previously thought was lost, please see the relevant section in this guide ([Section 7](#)), carrying out a Stock Adjust transaction if needed to correct the difference between the system held figure and what you actually have on hand.

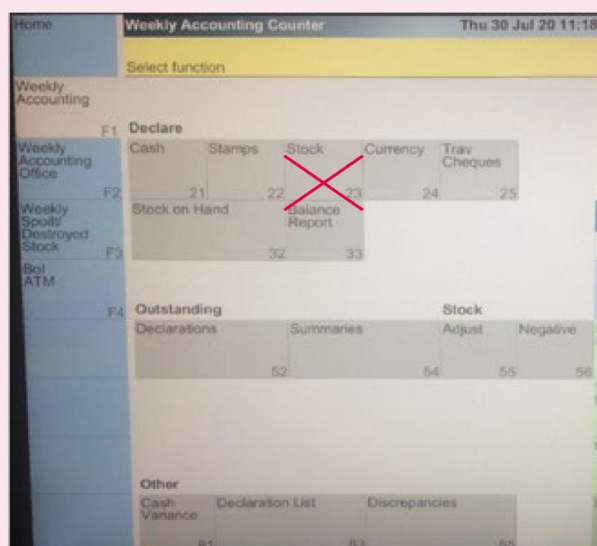
## Stock declarations

When completing the weekly Balance Period (BP) balance and monthly Trading Period (TP) balance, **please don't use the Declare Stock button (Weekly/Monthly Accounting – button 23) on Horizon.**

The stock in your branch is accounted for by following the processes described in this guide, carrying out a Stock Adjust transaction if needed to correct a difference between the system held figure and what you actually have on hand.

Using the Declare Stock button on Horizon will overwrite the stock on hand figures, which could cause discrepancies as it will result in the need to manually declare all value stock in the branch.

If you do find the Declare Stock button has been used, please call the Branch Support Centre on **GRO** for advice.



## SECTION 10

# Further support

There are Operational Training Guides available on [Branch Hub](#) that include further information and support on balancing processes and investigating discrepancies. From the home page:

- Please log in to Branch Hub
- Select FAQ – from the landing page
- Select Postmaster Operational Training – from the Knowledge Bases drop down
- Select Training Guide or Training Catalogue – from the categories section

The screenshot shows a web interface for 'Knowledge Bases'. At the top, there is a dropdown menu with 'Postmaster Operational Training' selected. Below this, a 'Categories' section lists several options, each with a red circular icon containing the number '1' to its right. The categories listed are: Compliance Workbooks, Distance Learning Packs, Training Calendar, Training Catalogue, Training Guide, and Work Aids.

| Knowledge Bases                 |   |
|---------------------------------|---|
| Postmaster Operational Training | ▼ |
| Categories                      |   |
| Compliance Workbooks            | 1 |
| Distance Learning Packs         | 1 |
| Training Calendar               | 1 |
| Training Catalogue              | 1 |
| Training Guide                  | 1 |
| Work Aids                       | 1 |

As well as the resources on Branch Hub above, if you or your team would like further training on these processes or other operational areas, you can also take a look at our [Postmaster Operational Training Catalogue on One](#) or contact [PostmasterTraining@GRO](#)



For questions about stamps and stock processes or if you experience a related issue, please call the Branch Support Centre on **GRO**

This guide will be updated as necessary. If you have any feedback or questions about the guide, please share this with your Area Manager or use the Feedback and complaints button on the [Branch Hub](#) home page.

Thank you.



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