

DO I NEED A CASH REMITTANCE?

Offices on 'FLEXIBLE PLANNING' will receive a 'PLANNED ORDER' report on Horizon Online the day before any cash rem is delivered.

To print the PLANNED ORDER report:

From Back Office

- Reports (F1)
- Office Daily (F2)
- Planned Orders (24)
- Touch the line in the pick list for the Planned Order you wish to print,
- SELECT, Then Enter
- PRINT or PREVIEW.

Most of the time this should meet your needs, but if you are aware of something that will change your requirements (Receiving a large deposit or making a high repayment), you can alter the amount by contacting Network Support Services on the day you receive the 'PLANNED ORDER'. The PLANNED ORDER will also show if you are required to send back a cash remittance.

Coin is not included in the Flexible Planning and if coin is required OR you have a Standard Remittance for Coin then this should be ordered or amended separately by timescales listed below.

Offices not on Flexible Planning will either have a standard that will be sent to them each week, or they can order as and when required. If you wish to change this standard then call Network Support Services on the Numbers below, by the times indicated.

Remember to give Network Support Services your Branch Code and your NEW requirements when you contact them on **GRO**

GRO

Notes should be ordered bythe day before your cash arrives

Coin should be ordered by

STOCK REMITTANCES

Stock must be ordered from the National Secure Stock Centre (NSSC).

Refer to Stock and Stores Operational Manual.

From Front Office

- Licences and Government F5
- Compliance F2
- Stock Ordering 54

MY Stock is delivered on aday

RECEIVING A REMITTANCE:

NOTE: You must deal with the CvIT delivery officer as soon as possible. Extend your apologies to any customers who are waiting to be served whilst this is taking place.

Once you have finished serving your current customer...

From Back Office

- Rems and Transfers (F5)
- Pouches - Delivery (21)

You must scan the barcode on each pouch or coin advice that you receive. Then touch ENTER and PRINT (42) then touch ENTER. Then touch ENTER again to produce your copy of Cash Auto Settlement Receipt. Sign and date stamp both copies of Delivery Receipt and hand one to the CvIT Delivery Officer. Retain the other copy with your weekly records.

The pouches and coin should immediately be secured in the safe and left for at least 30 minutes until they are opened and checked against the enclosed Remittance advices. This should be done as soon as is operationally possible after 30 minutes, but should be done by the end of the day. You must check the contents of each pouch carefully

*If you have a discrepancy with any of your Remittances
please refer to Horizon Online Help facility or contact the
NBSC*

ENTERING THE REMITTANCE ON TO HORIZON ONLINE

CASH (and FOREIGN CURRENCY)

Under the Automated remittance process, you SHOULD NOT have to enter the cash received as it is automatically done by the Horizon system. But you must check that the pouch has the correct amount enclosed as soon as operationally possible.

STOCK

From Back Office

- Rems & Transfers (F5)
- In From ADC (F2)
- From the enclosed advice note
- Enter Quantity (F15)
- Select Product using Product Group buttons
- (View Full Basket F10 to check entries)
- Make sure that the grand total agrees with the advice before you touch SETTLE.

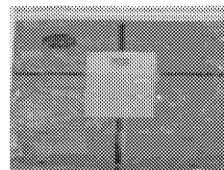
DESTROYING VALUE STOCK

PHILATELIC ITEMS (FIRST DAY ENVELOPES AND STAMP CARDS)

These items are not returned but are destroyed after 1 Year. To account for the Destruction of this Stock:

From Back Office

- Stock Balancing (F3)
- Destroyed Stock (F3)
- Quantity (F15)
- Enter Number
- Select Product
- SETTLE



SENDING A CASH REMITTANCE: NOTES AND FOREIGN/MUTILATED COIN

Before starting this you should obtain a grey bar-coded Remittance pouch. These pouches are for returning 'Usable notes' or 'Unusable notes and coin' to your LOCAL Distribution centre. DO NOT use them for any other purpose.

The total value of any Cash remittance pouch must not exceed £25,000

Note: You should only return Notes and Foreign and Mutilated Coin once every 4 weeks OR when the total amount is £1000 or more.

From Back Office

- Rems & Transfers F5)
- Out To ADC (F4)

Select - Notes (81).

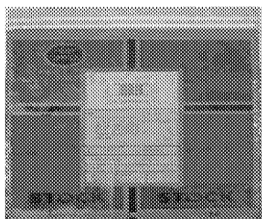
On page 1 of the pick list, enter the value of each different denomination of notes you are returning, (Remember - you can only return full envelopes of £20, £10 and £5 notes and any value of £50) Non Bank of England Banknotes and mutilated notes should be entered as 'unusable notes' on page 2

Select - Coins (83)

Enter the total value of foreign and mutilated coin you are returning.

When all of the cash is entered check the final total figure then touch "ENTER". Then SETTLE. The screen will tell you to scan the pouch bar-code. Obtain the GREY pouch and scan the barcode on the front. The system will print a Rem Out list, which you should sign, datestamp and place in the pouch along with the items you are returning. Seal the pouch, enter the name of your Cash Centre on panel C **AND the amount contained in the Pouch.**

Round the value up to the nearest thousand and write the first digit in box C i.e. £845 would be rounded up to 1,000 and £11,400 would round up to £12,000 and 12
Finally, touch the screen to produce the office copy, which should be retained with your weekly records. Place the pouch in the safe until the next CvIT collection.



SENDING A STOCK REMITTANCE:

Each month you will receive an RS1 which will detail any stock you are scheduled to return. Complete this form, and then obtain a green bar-coded STOCK remittance pouch.

NOTE: These pouches are for returning STOCK ONLY. DO NOT use these pouches for any other purpose.

REMEMBER Do not overfill the pouches. If you have to use more than one pouch to return stock, then complete the RS1 for the whole despatch, BUT complete a separate despatch for each pouch. Then place the RS1 in the first pouch, and mark each subsequent pouch Accordingly (i.e. 1 of 2, 2 of 2 etc)

From Back Office

- Rems & Transfers (F5)
- Out To ADC (F4)
- Enter Quantity (F15)
- Select Stock Item

Enter all items of stock to be returned. When all items are entered check the final Total figure then touch ENTER then SETTLE. The screen should tell you to scan a pouch. Obtain the Green stock pouch you will use for these items and scan the barcode on it. The system will then produce a receipt. Tear this receipt off, sign and date stamp and attach to the top copy of the RS1 return form. Put this into the green pouch with the stock, and seal.

Touch the screen to produce the office receipt and attach it to the under copy of the RS1 and file with the weekly reports. If you are using more than one pouch, repeat this process, but as the RS1 is in pouch one, place the printout in the pouch, preferably attached to some of the items being

returned. (Use an elastic band when possible) You can, of course, attach the second copy to the RS1 as usual.

Enter your Branch code and the total number of STOCK pouches you are returning (1 of 2, 2 of 2 etc)

Place the pouch(es) in the safe until the next CvIT collection.

SENDING A CASH REMITTANCE:

FULL BAGS OF COIN

Before starting this you should obtain a bar-coded label (P6097). These come in a booklet.

REMEMBER. You can only return FULL bags of 'usable' coin unless you have been given specific instructions otherwise.

From Back Office

- Rems & Transfers (F5)
- Out To ADC (F4)
- Usable Coin / Full Bag

Enter the number of bags you are returning against the denomination

When all items are entered touch ENTER confirm the figure then touch SETTLE

Scan the bar-coded label. This will produce a receipt with the number of bags of each denomination of coin being returned and total number of coin bags. This needs to be signed and date stamped.

The bar-coded sticker should be stuck to the back of this receipt, which should then be placed in a secure location, to be handed to the CvIT Delivery Officer when they arrive at your office

Touch Continue/Enter to produce the office copy, which should be retained with your weekly records. Remember -

Keep the receipt and coin secure until the next CvIT
collection.

SENDING A FOREIGN CURRENCY REMITTANCE

Most Offices only need to return 'Buy Backs', but any office that needs to return ANY foreign currency should follow this process

First obtain a purple remittance pouch. These pouches must not be used for any other purpose.

From Back Office

- Rems & Transfers (F5)
- Out To ADC (F4)
- Select either - Currency (51) or Travellers Cheques (53)

Select the Currency and type in the amount. Select next Currency and type in the amount. When all have been entered touch ENTER. Confirm amounts then touch SETTLE. Scan bar-code on the pouch. Place printed Stock Return Advice in Pouch and touch Continue/ Enter to print the office copy of the despatch, which should be retained with your weekly records.

Complete section C on the front of the pouch and place it in a secure place until collection.
For amounts under £9000 - Round the value up to the nearest thousand and write the first digit in box C i.e. £845 would be rounded up to 1,000 and 1 written in box C.
For amounts over £9000 - Round the value up to the nearest thousand and write the first two digits in box C i.e. £11,400 would round up to £12,000 and 12 written in box C

PREPARING FOR YOUR COLLECTION

Once you have completed the remittances you can then get them ready for collection by CvIT Delivery Officer. You can do this any time after you have completed the Rem Out procedure and before CvIT Delivery Officer arrives.

From Back Office

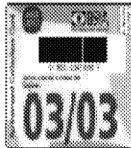
- Rems & Transfers (F5)
- Prepare Collection (22)

And you will be prompted to scan the barcodes on each pouch or coin rem you have prepared. When you have finished scanning, touch ENTER and then Print. The system will print two receipts. If you have prepared a coin rem then you must write the number of each type of coin bag against the relevant line on this printout. If you discover that you need to do another remittance, complete the above, but only scan in the extra pouches/coin slip. When the system prints out the collection receipts, this will replace any ones printed earlier (which can be discarded).

Place all remittance pouches and coin, being collected in a fully secure area (i.e. your safe) until the CvIT Delivery Officer arrives.

COLLECTION OF REMITTANCES BY CIT:

When the CvIT Delivery Officer arrives, inform them that you have items to be collected.



They MUST produce an Authorised Collectors Card (ACC), which looks similar to this:

The large red numbers indicate the expiry date of the card and the black stripe shown here is in fact a barcode.

Back Office

- Rems & Transfers (F5)
- Despatch (23)

Scan the barcode on the ACC. Accept the message on the screen

PLEASE NOTE

If Horizon Online is becomes unavailable before the Prepare Collection is done, hand the pouches to CvIT Delivery Officer who will scan the pouches and produce a receipt that lists the pouch numbers and the Authorised Collector Card number for entry into Horizon Online when it becomes available again.