

## Balance Procedure

**ENSURE CASH & STOCK IS SECURED IN SAFE UNLESS BEING USED OR COUNTED, TAKING OUT SMALL AMOUNTS AT A TIME, MAKING SURE SAFE IS LOCKED AS SECURITY PROCEDURES.**

You can prepare for balancing throughout the day in order to save time later. This should only be done at quiet times and should not impact on customer service. This includes checking any Bulk Stock you may hold in your safe, with a recent copy of a Balance Snapshot, and/or listing any Bulk Cash and Stamps on a sheet of paper or a locally designed form.

1. Check Outstanding Transaction Corrections  
Back Office (F14)  
Housekeeping (F6)  
Process Transaction Corrections (42)

Process  
Transacti  
on  
Correctio  
ns  
  
42

Outstanding Transaction Corrections must be resolved before the Trading Period balance.

2. Complete Counter Daily Reports  
Back Office (F14), Select Reports (F1)

Daily  
  
21

3. Complete Counter Weekly Reports  
Back Office (F14), Select Reports (F1)

Weekly  
  
22

DWP Cash Cheques (22)  
Print (22)  
Print (22)  
Cut Off (26)  
Retain 1 copy of the report for own records.

Green /  
Violet  
Giros  
  
22

Redeemed Stamps (24)  
Print (22)  
Cut Off (26)

Redeemed  
Stamps  
  
24

Misc. Transactions (26)  
Print (22)  
Cut Off (26)

Miscellane  
ous  
Transactio  
ns  
  
26

4. Print a Balance Snapshot  
Back Office (F14)  
Stock Balancing (F3)  
Snapshot (41)  
Print (22)

Snapshot  
  
41

Using this Balance Snapshot you produced, carefully check figures. Check all receipt and payment transaction totals with the supporting vouchers/documentation. It is wise to check ALL transactions, the more you check, the less chance that you will incur Transaction Correction notices. Check the Snapshot carefully against the actual stock in your office, ensuring that the system held stock figures match your actual stock holdings. If there are any major differences, it is advisable to re-check that item of stock.

5. Amend Stock Discrepancies

To Reduce  
Stock  
Holdings

Front Office (F14) - then sell the difference between your figures and the systems figures, (e.g. the system thinks you have 225 1<sup>st</sup> class stamps, you actually have 221 1<sup>st</sup> class stamps You will then put in Quantity 4 and touch the 1<sup>st</sup> Class (21) stamp icon. This will alter your system figure to 221)

To Increase  
Stock  
Holdings

Back Office (F14) - Reversals New (21) - then sell the difference between your figures and the system figures, (e.g. the system thinks you have 400 2nd class stamps, you

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actually have 432 2nd class stamps. You will then put in Quantity 32 and touch the 2nd Class (31) stamp icon. This will alter your system figure to 432.)

6. Complete all other outstanding manual summaries and Reconciliations including:

Change Giving Return                      IPS Check and Send Summaries  
TC30 Traveller's Cheque  
Reconciliation

7. All the following Reports are completed from: Back Office (F14) - STOCK BALANCING (F3) Euro/Dollar and On Demand Branches will need to complete 1a and 1b each week. All other Branches, if a Buyback has taken place.

1a. Print Foreign Currency  
And carefully check the figures  
against your actual stock  
holdings.  
Back Office (F14)  
Reports (F1)  
Daily (21)  
Foreign Currency Holdings (52)  
Print (22)  
Return to Stock Balancing (F3)

1b

Curren  
cv  
24

- New Declaration
- Enter
- Enter Currency amounts
- ENTER
- ID No (eg.01)
- Print (62)

Travell  
ers  
25

- New Declaration
- Enter
- Enter Trav Chqs amounts
- ENTER
- ID No (eg.01)
- Print (62)

Declare Stamps  
Stamps (22)

Stamps  
22

Make a new declaration, and enter on the system the number of each different type of stamp you have. Press ENTER, give a Declaration Number and Print (62)  
You must keep this report with your office under copies

Declare Cash  
Cash (21)

Cash  
21

Double check the cash denominations on the system to your daily cash declaration. If correct press ENTER, give a Declaration Number and Print (62)  
You must keep this report with your office under copies

Produce Balance  
Report  
Report (42)

Report  
42

Check and accept messages until you arrive at the 'Produce Report' screen.  
Print (22) the Balance report.  
Once the Balance report has been produced, check that all totals are correct.

National Lottery Branches Only - On the last Wednesday in the Trading Period -  
If Scratchcards have been activated on Wednesday you will need to wait until the TA arrives on Thursday before Roll Over to next TP  
If NO Scratchcards have been activated on Wednesday you can Roll Over to next TP immediately

Roll Stock Units  
Balance Period (86)  
Trading Period (84)

Rollover  
26

At the End of Trading Period the discrepancy settlement screen appears on the last stock to Roll Over into next TP. Horizon will ask how you are going to settle the discrepancy, i.e. Cash, Cheque or provide you with an option to settle the discrepancy centrally if over £150. If this option is selected, then you will receive a statement from our accounting team in Chesterfield which provides you with the additional option of paying by

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credit or debit card. If the discrepancy is due to a known specific error made at the branch, then contact NBSC with the details to enable further accounting investigations to be made and appropriate accounting corrections to be issued.  
You do not need to 'make good' after each weekly balance, but you MUST make good at the end of your Trading Period.

### End of Trading Period

Back Office (F14) select Reports (F1), Office Weekly (F3)

Postage  
Labels  
(46)

Postage  
Labels

46

Print (32)  
Cut Off (36)  
Yes (ENTER)  
Continue (ENTER)  
Associate all rejected  
labels.  
Ensure report is signed.  
Retain in office.

Suspense  
Account  
(54)

Suspense  
Account

54

Print (32)  
Cut Off (36)  
Yes (ENTER)  
Continue (ENTER)  
Retain in office

Green/Violet  
Giros (44)

Green /  
Violet  
Giros

44

Print (32)  
Cut Off (36)  
Yes (ENTER)  
Continue (ENTER)  
Ensure report is signed.  
Retain in office.

Redeemed  
Stamps  
(52)

Redeemed  
Stamps

52

Print (32)  
Cut Off (36)  
Yes (ENTER)  
Continue (ENTER)  
Print and retain  
in office

YOU CAN NOW COMPLETE THE *Branch Trading Statement*

1. Back Office (F14) - Office  
Balancing (F4)

Office  
Balancing

F4

2. Produce Office Snapshot (26)

Office  
Snapshot

26

Any Spoilt Labels must be attached to an Office Snapshot produced just before printing the Trading Statement, in larger offices the Spoilt Labels may be attached to the Final Balance of each stock unit.

3. Produce Trial Trading statement  
Report  
Trading statement (32)

Trading  
Statement

32

You can either 'Preview' (24) or 'Print' (22) 'this report but you should check all relevant information before selecting..

4. ROLL OVER  
Roll Over (26)

Rollover

26

The system will print the Branch trading Statement. Remember to sign and date stamp and retain in a suitable folder for SIX years.

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5. Check Office rollover into next TP  
Branch TP (22)

Branch TP Number
22

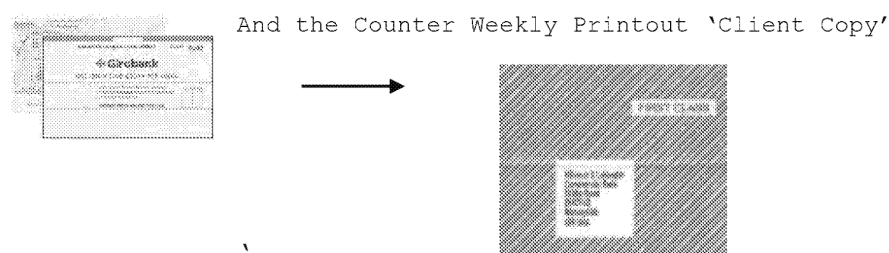
6. Sales Report  
Back Office (F14)  
Reports (F1)  
Sales Report (44)  
Enter To and From Dates for Trading Period (36)  
Print (32)

Sales
44

Optional - but can be used for checking your remuneration

## What Goes Where

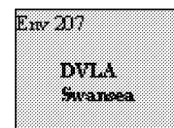
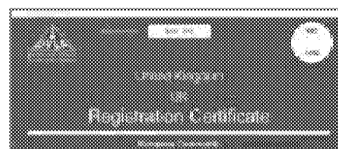
### Department for Works and Pensions – Cheques (Green Giros)



### DVLA – MVL Transactions

All and V5C's retained due of details

to change



### Trading Period Despatch

#### Post Office Card Account (POCA) Documents

- P6188 - Weekly Summary Form and P6190 - Manual Debit Voucher
- Send in normal post (postage can be claimed by using the Official Postage process) to - Government Services Team, P&BA Chesterfield, Future Walk, Chesterfield, S49 1PF

#### Post Office Saving Stamps (POSS) – Applications for Reimbursement

- Send in normal post (postage can be claimed by using the Official Postage process) to - The POSS Team, 2<sup>nd</sup> Floor West, 1 Future Walk, Chesterfield, S49 1PF

#### International Driving Permits (IDPs)

- Send by Royal Mail Special Delivery (postage can be claimed by using the Official Postage process) to - Christine Adlam, International Motoring Services, AA, Fanum House (13), Basing View, Basingstoke, RG1 4EA

#### Redeemed International Reply Coupons

- Send in normal post (postage can be claimed by using the Official Postage process) to - Siobhan O'Donnell, Spring Accounts Administrator, Accounts Worldwide, Royal Mail Group Ltd, Room BF20, Rowland Hill House, Boythorpe Road, Chesterfield, S49 1HQ

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