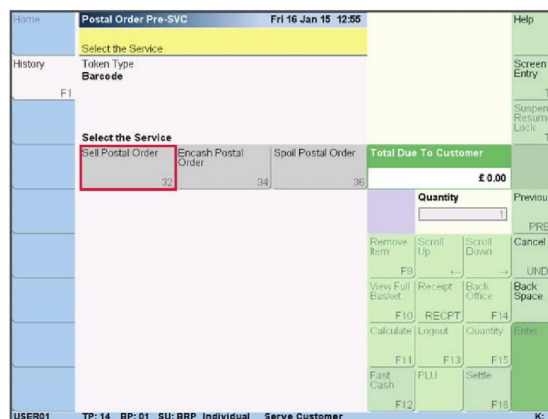


# Postal Orders

Postal Orders are sold and encashed at all Post Office branches. The value of a Postal Order can be between 50p and £250. Although Postal Orders do not show a value until they have been processed through Horizon Online, they should be treated as secure stock and stored securely at all times. Cash is the only acceptable method of payment.

## Selling a Postal Order

- Ask the customer the value required and confirm to the customer it is a cash only transaction and there is a fee
- Obtain a blank Postal Order from your stock.
- From the 'Home Screen' scan the barcode on the back of the Postal Order, and select 'Sell Postal Order'.
- Input the value the customer has requested and advise the customer of the total amount payable (including the fee)
- Follow all on-screen prompts confirming the details with the customer at each stage



## Printing the Postal Order

- Insert the scanned Postal Order into the slip input slot on the printer, make sure it is face up with the Queen's head on the left hand side. Ensure the right hand side of the Postal Order is against the right hand side of the slot.
- Select 'Print'
- Check that the Postal Order has printed correctly
- Press 'Settle' and accept the cash payment
- Hand the customer the Postal Order and the customer receipt. Place the second copy of the receipt in your stock unit



# Postal Orders continued

## Encashing a Postal Order

When a customer wishes to encash a Postal Order:

- Ask the customer to sign the back of the Postal Order, check the signature against the payee's name on the front, and check it hasn't been altered or defaced

### Remember

If the Postal Order presented is 'Crossed', advise the customer that it needs to be paid into their bank account

- From the 'Home Screen', scan the barcode on the back of the Postal Order, and select 'Encash Postal Order'
- Check the value on the screen matches the value on the Postal Order and select 'Yes'
- Settle the transaction, and hand the customer the cash value as well as the first printed receipt
- Datestamp the Postal Order, attach the branch

The image shows the back of a 'giftaid it' Gift Aid declaration Postal Order. It features a barcode at the top with the number 9326 9345 9509 0015. Below the barcode are fields for 'Payee's signature', 'Name', 'Address', and 'Postcode'. A red circle highlights the 'POST OFFICE' stamp area. A red arrow points to the 'Payee's signature' field. The form also includes a 'REVERSE' section with 'PRICED 1' and '04-01-06'.