

Back Office

Useful reports

Rems in/out reports

These reports can be used to make sure all incoming rem's have been accepted correctly and that all outgoing rem's have been despatched correctly. You can also check that all stock coming in from, or out to the Automated Distribution Centre (ADC) has been input correctly.

- From Horizon Online 'Back Office', select 'Reporting', then 'Reporting Rems'
- Select either 'Weekly Remittance IN' or 'Weekly Remittance OUT'
- Print or preview

Suspense account

The suspense account is a holding area for cash, stock or transaction values that have still to be cleared from your branch accounts. The suspense account report can be used to check for transaction corrections and rem shortages and surpluses.

- From Horizon Online 'Back Office', select 'Monthly Accounting', then 'Monthly Accounting Office'
- Select 'Suspense Account'
- Print or preview

Transaction Log Glossary

DD	-	Declaration Discrepancy (+ or -)
ER	-	Existing Reversal
HD	-	Settle Centrally
HK	-	Housekeeping
RIAD	-	Rem in ADC
RISP	-	Reverse Pouch
ROAD	-	Rem out to ADC
ROSP	-	Rem Out to Pouches
RV	-	Reversal/Refund
SA	-	Stock Adjustment (+ or -)
SC	-	Serve Customer
TA	-	Transaction Acknowledgement
TI	-	Transfer In
TO	-	Transfer Out

Transaction Log

This report is a list of all transactions and transfers completed in the branch in date and time order. The log can show data going back for up to 60 days from the present day regardless of Balance Period or Trading Period.

The log can be used to look at all transactions on a given time or day, or you can enter specific criteria to filter the data into a shorter report. For example, you could check transactions over a certain value in a specific stock unit.

- From Horizon Online 'Back Office', select 'Reporting', then 'Transaction Log'
- Select any specific criteria you want to check
- Print or preview

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Transaction reversals

Mobile Top-up (e-voucher)

A reversal has to take place within 10 minutes of completing the transaction and the customer has not used the credit.

1	Back Office – Reversals – New Reversal - Telephony
2	Select the provider and value of the top-up and input the transaction reference number, as displayed on the Top-up e-voucher, when prompted. Confirm refund value and press 'Enter'
3	Horizon Online will display the 'waiting for authorisation' screen
4	If authorised, the transaction will appear in the basket - settle the basket to the same method of payment as the original transaction
5	Give the customer the payment, reversal receipt and staple the refund receipt to the original receipt and keep in your branch for 2 years

Automated Payment reversal (e.g. barcoded or magnetic swipe card bill payments and Postal Orders)

Transactions cannot be reversed after your end of day cut-off. If the customer paid by cheque and it has been despatched you should **not** reverse the transaction. Please only reverse transactions using the original Horizon Online receipt

1	Back Office – Reversals – Existing
2	Enter 'Session ID' from the original Horizon Online receipt and press 'Enter'
3	If session ID has been accepted, enter the original transaction date and press 'Enter'
4	Select the transaction to be reversed from the list and press 'Enter'. Please remember to select the transaction and not the method of payment otherwise the reversal won't work
5	When the 'green message box' appears press 'Continue' to confirm the reversal
6	Select 'Settle' and then the appropriate method of payment. This should be the same as the payment type used to settle the original transaction.
7	<p>A blue message box will pop up confirming the data stored for reversal. Press 'Close' and three receipts will be printed.</p> <ul style="list-style-type: none"> - Give the first one to the customer and keep the other two with the original receipt in the drawer - Return to the Horizon Online 'Home Screen' and if needed, process the transaction again <p>Note: If you are reversing a Postal Order, follow the Spoilt Postal Orders process on the next page</p>


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Transaction reversals continued

Spoilt Postal Orders

1	Complete the full Automated Payment reversal process as shown on the previous page
2	Return to the 'Home Screen' and scan the barcode on the Postal Order. If it won't scan, input the barcode numbers manually via the 'AP Manual Entry' button on the 'Home Screen'
3	Select the 'Spoilt Postal Order' option and press 'Continue'
4	Insert the Postal Order into the printer and press 'Continue'
5	The printer will print 'Spoiled Postal Order' on the Postal Order and print a receipt. Note: By spoiling a Postal Order, the volume of Postal Orders stock will reduce by 1
6	Attach the receipt to the spoilt Postal Order and keep it in your branch for 2 years

Spoilt labels

1	If you physically have the label, you can spoil it by selecting 'Postal Services' on the 'Home Screen', then 'Spoilt Labels'
2	Select the relevant carrier and enter the Royal Mail or Parcelforce Worldwide code - this is the first character of the VAT code which are circled in the image below:
	
3	If applicable, Horizon Online might prompt you for the second character of the VAT code
4	Enter the value of the postage label to be spoilt and press 'Enter' to confirm the details on the screen are correct
5	You will be prompted to write 'SPOILT' across the label - attach this to the Horizon Online receipt that will print off and store them both in your branch for 2 years
6	Select 'Fast Cash' to settle the basket