

## Audit Process Update – Period 10

## CAT Tool – January

The CAT Tool for Period 10 will be available on EASE on Monday 17<sup>th</sup> December and should be used from Monday 24<sup>th</sup> December to Sunday 27<sup>th</sup> January 2013.

The following changes have been made to the CAT Tool for period 10:

## Planning Page:

- AEI added to cell AJ21 to reflect addition to All Branch Database

## CORE:

- CORE02, 05 & 06 – Wording amended slightly for clarity
- CORE07 & 08 – These two tests have been removed. This data is no longer required by Compliance.
- CORE24 – Dangerous Goods added to training receipts required

## Security:

- PSO042 – Expected/Possible Response - Information added regarding accessing the Security Ops Manual via HOL Help, as hard copies can no longer be obtained from Swindon Stores.

## Compliance Aid &amp; Working Papers Front Page:

- Dangerous Goods test added

## Contact:

Rob Bolton                      Sandra McBride                      Mark Sealey

**GRO**

## CAT Tool Instructions

Please remember that any gaps found at the current audit which were also gaps at the previous audit need to be highlighted in bold on Appendix A&B.

The CAT User Instructions have been updated and added to EASE.

## Contact:

Sandra McBride

**GRO**

## All Branches Database - AEI

In response to your feedback we have added a column to the All Branches Database to indicate if a branch has an AEI machine. This information has also been added to the CAT Tool and P32's.

## Contact:

Sandra McBride

**GRO**

## Security Operations Manual COMB 58/2

The Security Team have confirmed that the Security Operations Manual (COMB 58/2) can no longer be obtained in hard copy format from Swindon Stores and no reprints are available or planned.

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Branches should access the manual via HOL Help and should be able to demonstrate this as part of the compliance audit test PSO042 if a hard copy of the manual is not located (see CAT Tool updates above).

Horizon Help Path:

- Help Home - Other Help (F9) - Security (F3)

Contact:

Sandra McBride

**GRO**

### Transfer Pack

Judy Balderson and I have been working with the Agent Application Processing Team (AAPT) to update the Transfer Pack. As you know many of the documents in the different packs were duplicated across the packs, with the exception of the SERV135, which was an extract from the relevant contract. The SERV135 document has now been made obsolete and we have agreed with AAPT that one pack covering all branch models would be more user-friendly.

As a result we have created just one Transfer Pack which includes the appropriate number of copies of all the necessary documents/forms and is applicable for all branch models.

Please note that the pack now contains 3 copies of the Acknowledgement of Appointment, as two copies need to be returned to the AAPT in Leeds. This information has been updated on the Agent Recruitment page.

The new pack has been added to EASE so please ensure you print a copy and destroy any previous versions.

Contact:

Sandra McBride

**GRO**

## Audit Process Update – Period 10

## Security Programme Manager - South

Darrell Kennedy has taken over from Andrew Wise as the Security Programme Manager for the south.

His contact details are:

- Mobile
- Mobex

**GRO**

The relevant audit materials have been updated to reflect this change.

Contact:

Sandra McBride

**GRO**

## P32

The January P32's are now on EASE and are to be used from Monday 24<sup>th</sup> December until Sunday 27<sup>th</sup> January 2013 (Period 10).

**IMPORTANT - Period 09 (December) Cut Off Times - P32 and SharePoint (FAA)**

In order to coordinate deadlines for the P32 and SharePoint data, the end of period cut off time for the submission of both the P32 and SharePoint will be the period end date - Sunday 23<sup>rd</sup> December 2012. In the instance of a suspension taking place on the last working day of a period, please complete the P32 and enter on SharePoint as soon as practicably possible.

As a result of your feedback and changes to business procedure we have made the following improvements:

FAA & Tier 2:

- Planning Page – a column for AEI has been added to Row 24.
- PAA - Comment added to B24 to indicate when Lottery printout should be obtained.
- SharePoint Upload Page - Instructions adjusted to include how to use ctrl, end & home keys to reach the end of the spreadsheet quicker
- ECF - Wordings in cells A33 & A34 changed for clarification purposes and comment boxes expanded where necessary.

Stock Changes

There are no stock changes this month.

Please access EASE for all items and read all instructions prior to completing all P32s and Audit reports.

Contact: Sandra McBride Paul Humber

**GRO**