

Branch Write Off Process

Proposal to write-off a branch loss could result from several scenarios.

If discrepancy is disputed by agent/operator, then the disputes process should be followed and the agent advised to contact the Relationship Manager (RM) in the Finance Service Centre (FSC).

FSC Relationship Manager investigates case and makes decision on whether the discrepancy is proper to stand and whether this loss is attributable to the agent/operator, FSC or Network. If consideration is to be sought for write off, documentary evidence to support recommendation will be provided.

There may be occasions where Network propose write-off of a discrepancy after completing investigations which indicate an agent should not be held responsible for the cause of the loss. If investigations highlight the cause is outside of Network, the case should be passed to the appropriate team within Post Office Ltd. to deal with the case. (These cases should be minimal as majority of cases will be resolved within FSC and Network).

With these cases, liaison with the Relationship Manager is essential to agree course of action.

If consideration is to be given for FSC to write-off the loss:

Case forwarded to appropriate person for authorisation by proposer.

Return authorised case to Relationship Manager

Relationship Manager communicates decision to agent

Relationship Manager arranges for any necessary branch accounting procedures to clear the loss from the branch accounts

Relationship Manager arranges for the loss to be charged to the relevant FSC budget

Supporting documentation retained for probity purposes.

If consideration is to be given for Network to write-off a disputed loss:

The Relationship Manager advises the agent/operator in writing that the case is being passed to the Contract Advisor (CA) for further investigation.

The Relationship Manager forwards the case to the relevant Contract Advisor who will review the case and make further investigations as required. If the loss relates to Field Support Advisor (FSA) activity it will be necessary for the CA to refer the case to the relevant BAU Area Manager (AM) for the Field Change Advisor (FCA) to investigate.

Proposer (either CA or FCA) for write-off completes first section of 'Write-off Proposal' document and the decision rationale document detailing why the recommendation for writing off a debt partially or wholly is being made. The relevant (branch) cost centre code will be supplied by the CA on request.

The documents to be completed are embedded below:

Rationale document-



Write off proposal form-



The case is forwarded to the relevant sign off authority as shown in the section headed Authority levels.

Authority levels:-

- < £5k – Agents Contracts Deployment Manager or BAU Regional Manager
- < £25k – Head of Network Services or Head of Network Operations
- >£25k and <£100k – General Manager Network Agency Sales, Services & Transformation
- >£100k – would need to be referred to Finance for write off by Director

Complete write-off documentation and return to the proposer for action.

Return authorised case to Contract Advisor if passed to higher level for authorisation who will send to Proposer and where appropriate the proposer's line manager.

Contract Advisor to advise the Network Services Finance Analyst by email, of the write off decision.

Proposer returns authorised case to Relationship Manager and arranges via Contracts Admin Team for copy to be filed on branch EFC.
der communicates decision to agent – in certain instances it may be more appropriate for the proposer to advise the agent. This should be agreed between the proposer and Relationship Manager e.g. where the case has been instigated by Network. If the case is not going to be completed within 10 working days of the escalation, due to the complexity of the case or additional time required for verification of data, then the agent/operator should be advised accordingly in writing by the Contract Advisor and the Relationship Manager updated.

If appropriate the Relationship Manager arranges for any necessary branch accounting procedures to clear the loss from the branch accounts.

Relationship Manager arranges for the loss to be charged to Network budget.

Supporting documentation retained for probity purposes.



