

CTO2022 July 2023

SECTION 12 Monthly Accounting V4.0

Monthly Accounting: Trading Period (TP) balance

1. Complete end of day activities in section 10, except the cash declaration

- The cash declaration will be completed as part of the weekly balancing activities and should be the last declaration you make before rolling over your stock unit

2. Complete weekly balance activities in section 11

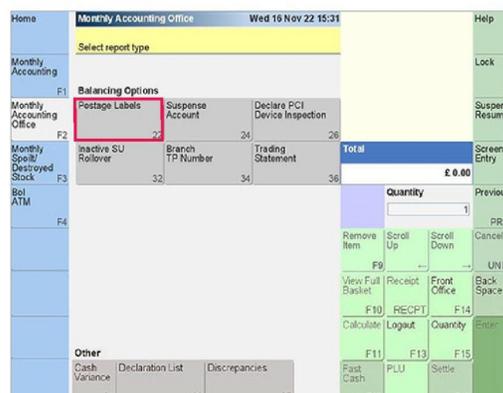
- Every stock unit needs to be rolled over into the new Trading Period before you can roll the whole office into the new Trading Period and then complete steps 3, 4, 5 and 6 as follows

3. Postage Label report

Print and cut off a Postage Label report. This report only needs to be printed by one user, and lists the value of the confirmed and rejected labels for each stock unit and user:

- From Horizon 'Back Office' select 'Monthly Accounting' then 'Monthly Accounting Office'
- Under 'Balancing Options' heading, select 'Postage Labels'
- Select 'Print' and check the totals against the rejected postage label you have on hand
- Select 'Cut off', press 'Yes' and then 'Continue'
- Keep the report in your branch for two years

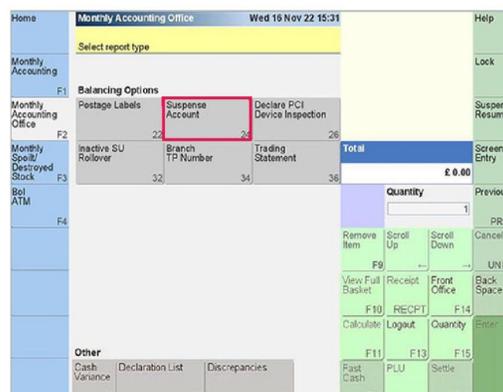
Remember! Please only complete a Trading Period (TP) balance on the date shown under 'Branch TP Number' on your Back Office home screen. You cannot complete more than 9 TP balances in a 62-day period otherwise you will not be able to use your Horizon system.



4. Suspense Accounts

Once you have printed the Postage Labels report, print the Suspense Account report. This report only needs to be printed by one user as it provides suspense account totals for the whole branch:

- After printing the Postage Labels report, Horizon will return you to the Weekly Accounting Office page. Under 'Balancing Options' heading, select 'Suspense Account'
- Select 'Print'
- Press 'Enter'
- Keep the report in your branch for two years



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Operational Training & Development
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Post Office – Operational training guide

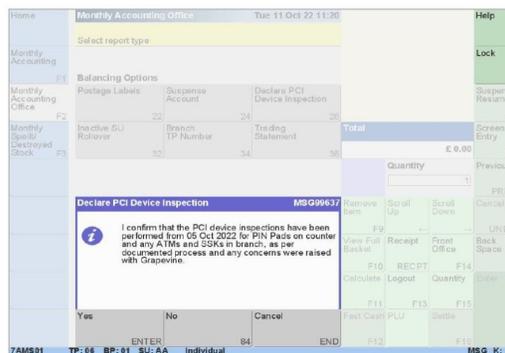
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5. Declare PCI Device Inspection

- From Horizon 'Back Office' select 'Monthly Accounting' then 'Monthly Accounting Office'
- Under 'Balancing Options' heading, select 'Declare PCI Device Inspection'
- Read the declaration statement
- Select 'Yes' to confirm. (If you have not completed the required inspections please select 'No', complete the inspections and then start the 'Declare PCI Device Inspection' process again)
- The PCI Device Inspection report will print on the Back Office printer
- Once printed, sign and keep in your branch for 12 months

Note: The report can be completed at any time during the month through the 'Monthly Accounting Office' screen



Important! If a PIN pad has been swapped out by an engineer please note this on the PCI Device Inspection report

6. Office Rollover and Trading Statement

- From Horizon 'Back Office' select 'Monthly Accounting' then 'Monthly Accounting Office'
- Under 'Balancing Options' heading, select 'Trading Statement'
- Select 'Print' or 'Preview'
- Rollover, then the Trading Statement will print on the back office printer
- Once printed, sign, date-stamp and keep in your branch for six years, preferably in a separate folder to the reports being stored for two years

Top tip! If you are unable to print a Trading Statement:

- Have all stock units rolled into the next TP? From Horizon 'Back Office' Home Screen select 'Admin', then Stock Units 'View'
- Have you moved out of the 'Monthly Accounting' screen since printing the Postage Labels or Suspense Account? Try previewing these again before attempting to print the Trading Statement

Top tip! Section 20 Troubleshooting of the Operational Training Guide contains guidance on the causes of errors and discrepancies when completing a weekly or monthly balance, and the steps to take to resolve them and/or access support.

Monthly Accounting: Settling discrepancies

When you complete a monthly trading period balance, any branch discrepancies for that trading period will need to be accounted for so that you can start the new trading period afresh, with zero discrepancies.

Depending on your branch type, before rolling over into the new trading period, you will have at least one of the following three options available on the Horizon screen:

1. Review Dispute CALL BSC

You can select this option for all discrepancies. The discrepancy amount will move into a centralised holding account at the end of the trading period, awaiting dispute, further investigation, a Transaction Correction or payment to Post Office.

If you choose 'Review Dispute CALL BSC', it's really important that you call the Branch Support Centre as soon as possible. They'll ask you to provide information, so they can support you to understand and resolve the discrepancy sooner.

2. Make good cash

This is optional if you would like to settle the discrepancy without disputing it. You can select this option, then physically add or remove cash to balance without a discrepancy.

3. Assign to nominee

If you work in a strategic partner branch, for example, where a Post Office branch is based within a store chain such as McColl's or Co-op, then this is the only option for settling discrepancies for any amount.

This option acts in the same way as 'Review or Dispute' does for other branch types.

How to dispute a discrepancy

Strategic Partner branches: If you are unable to resolve any discrepancies, please contact your Partner Relationship Manager in the first instance.

All other branches: Whichever option you use to settle a discrepancy at the end of the trading period, you can still dispute the discrepancy with Post Office. To do this contact the Branch Support Centre.

If you can demonstrate the reason for the discrepancy or if you firmly believe the discrepancy will be resolved through a Transaction Correction, please call the Branch Support Centre with all the details you have.

Top Tips for investigating discrepancies in your branch

1. Re-count the cash – has some cash been missed, for example, cash left in a drawer or drop safe?
2. Check the values entered for the cash declaration on Horizon – have you miskeyed a value or left a '0' off an entry?
3. Are there multiple cash declaration IDs showing for one stock unit, where there should only be one? For example, declaration 01 and 02
4. Recheck the stock on hand and values entered for the postage stamps declaration
5. Ask someone else who works in the branch to check for you – sometimes a new pair of eyes will spot something you missed
6. Are there any outstanding transfers between stock units that haven't been accepted?
7. If you have Camelot Lottery or Paystation, have you moved the cash across to the stock unit for the Transaction Acknowledgements you accepted that morning?
8. Have you left a receipt to the side to reverse later and then forgotten to do it?
9. If you have an ATM, have the correct amounts been entered into Horizon during your weekly balance? Is there any ATM cash held in the safe?

Remember!

If you need any support investigating a discrepancy in your branch, please call the Branch Support Centre.

Guidance on disputing a discrepancy or Transaction Correction

Making that initial call into the Branch Support Centre

Once you make an initial call into the Branch Support Centre, they will support you through your balancing issue. They will need vital contact information such as an email address and telephone numbers from you to help them keep you updated about progress. If required, they will ask about your discrepancy and perform some basic checks over the phone to try to resolve the issue there and then.

If they are unable to resolve your issue right away, they will pass it to the investigations team.

When it gets passed to the investigations team

An investigations advisor will notify you by telephone and/or email to let you know they are working on your case, and they might request further information about it.

They will then triage your case and let you know how long it might take to resolve. If they cannot resolve your case within the target timeline, they will call to apologise and update you on progress.

What happens at the end of the investigation?

The investigations advisor will let you know the outcome of your discrepancy and offer you a report of the findings to help explain what has been done.

If a discrepancy amount has been investigated by Post Office, or agreed by the Postmaster, and is found to be a genuine loss to Post Office, the discrepancy will be passed to the Postmaster Account Support Team to support you through the options regarding settling the amount.

If the investigation cannot find a genuine loss to the Post Office, a decision about clearing the discrepancy will be taken and any gains to the Post Office will be paid back to you, and the Postmaster Account Support Team will advise about the steps.

Whatever the outcome, they will support you through what this means in terms of branch accounting operations and your options regarding the outcome of the investigation.

What if you don't agree with the outcome of the investigation?

If you disagree with the outcome of an investigation, you can request that your case is reviewed by the Review Committee for compliance with Post Office policies and procedures, and if further evidence is provided to support your reasons for dispute, that further investigation is undertaken.