

Useful information

Name	Number	Further information
Branch Support Centre	GRO	Transaction advice, stock queries, Smart ID, balancing and discrepancy support
IT Helpdesk		Horizon technical help, PIN Pad faults, printer issues, Paystation, AEI
Grapevine		Alarm Issues, faults, verify engineer, report suspicious activity
Cash Management Cash Centre		Open from 08:30 to 17:00 For notes call between 11:30 and 17:00 For coins call between 11:30 and 15:00
Disputes Team		To dispute a Transaction Correction
CBRE Helpdesk		Faults with scales and safes (Safetell and Insafe)
24/7 dedicated helpline		For postmasters to use after a traumatic incident at work - leaflet MISC1701 can also be ordered via Horizon Online
Adare Passports		Passport stock enquiries
Her Majesty's Passport Office		09:00 - 17:00 Monday to Friday 09:00 - 13:00 Saturday
ATM Helpdesk (Diebold Nixdorf)		Faults and queries about ATM
Bank of Ireland ATM		Queries about ATM
Post Office Card Account		Lost and stolen POca cards
Post Office customer helpline		For customer queries or complaints that you can't help them with
DWP National Benefit Fraud Hotline		If you suspect benefit fraud, call this number
DVLA customer enquiries		For customers queries about DVLA services that you can't help them with
HR Service Centre		Queries about pay, recruitment,
MoneyGram		For Post Office use only; not to be given out to customers
HH Global		Opening hours signage
National Lottery Retailer Hotline		Queries about National Lottery
Data Protection		GRO Queries about data protection
Information rights		GRO

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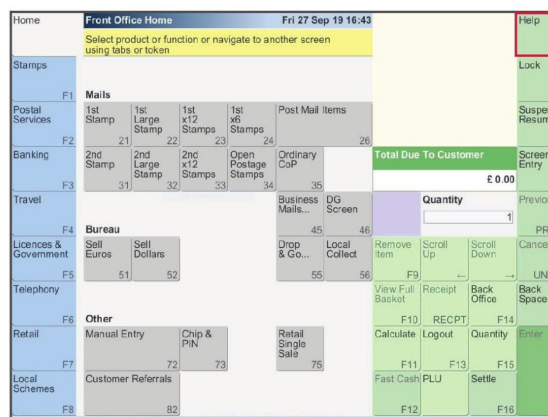
Horizon Online Help

For information about all our products and services at the touch of a button, you can use Horizon Online Help.

You can select 'Help' from any Horizon screen. If you select 'Help' whilst you're in a transaction it will take you to the product relevant pages (e.g. If you are processing a Passport Check & Send transaction, then press 'Help', you will see the help pages for Passport Check & Send.

If you select 'Help' from the Horizon Home screen, you can select 'F7' for the help pages, or choose a number of options from the home page, including:

- Branch Focus
- Compliance workbooks
- IT self-help
- Stock codes



Branch Hub

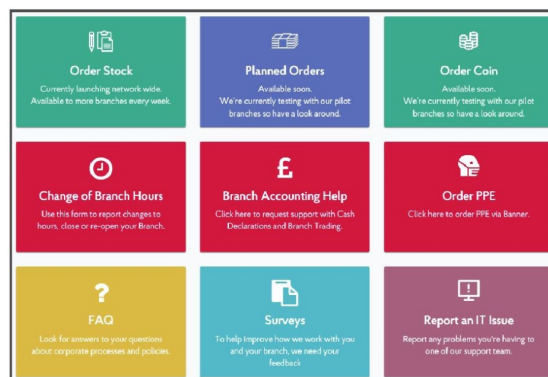
You can access Branch Hub from your computer, tablet or smart phone. To access Branch Hub on your web browser and register, please go to: <http://branchhub.postoffice.co.uk>

You can use this site to record change of branch hours, to seek support with branch accounting and to report IT issues.

There's also a 'Help & How To' section where you'll find 'How to' guides and the Postmaster Operational Training Catalogue.

Branch Hub is regularly updating the site with new ways to help you run your branch efficiently and conveniently. Look out for:

- Stock ordering
- Planned orders
- Coin ordering



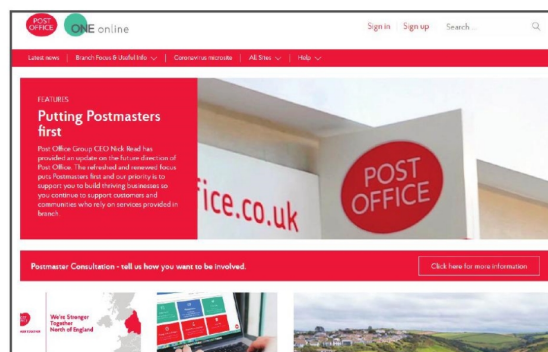
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One

You can register your branch at <http://onepostoffice.co.uk>

Once registered, you'll be able to view all the sales and remuneration for your branch and:

- Branch Focus
- Postmaster Operational Training Catalogue
- Compliance workbooks
- Distance Learning Packs
- Product microsites, such as ATM
- Postmaster Support Guide



Stock ordering

- From the Horizon Online 'Home Screen' select 'Licences and Government'
- Select 'Compliance', then 'Stock Ordering'
- Select 'Create Stock Order'
- Then, either select 'Secure Stock' for value stock items, or 'Transaction Stock' for stationery items, such as till rolls, postage labels and ink



Customer Referrals

When a customer has a genuine interest in a financial services product, all branches can complete a customer referral on Horizon Online.

- From the Horizon Online 'Home Screen' select 'Customer Referrals'
- Select the product the customer has a genuine interest in and follow the on-screen prompts - Horizon will let you know if a field is required or optional
- All customers who provide a mobile number will instantly receive a text message verification
- All customers who provide an email address will receive an email with a link to the relevant Post Office product website
- Remind the customer to enter your 'branch response code', also known as a 'Branch Code' or 'FAD Code' when they apply online

