

Introduction to the Horizon System

TRAINING WORKBOOK 1

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Introduction to the Horizon System

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

HORIZON SYSTEM

INTRODUCTION TO THE HORIZON SYSTEM

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Glossary of Terms

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Glossary of Terms used in the Training Workbooks:

APS	Automated Payment Service
BP	Balance Period
CA	Cash Account
CAP	Cash Account Period
CPP	Common Payment Package
CRN	Customer Reference Number
CRU	Cash Remittance Unit
DVLA	Driver and Vehicle Licensing Agency
EPOSS	Electronic Point of Sale Service
ESNCS	Electronic Stop Notice Computer Service
FAD	Financial Accounts Division (of the Post Office)
HFSO	Horizon Field Support Officer
HSH	Horizon System Helpdesk
HSUG	Horizon System User Guide
ICL	International Computers Limited
MOP	Method of Payment
MVL	Motor Vehicle Licence
NINO	National Insurance Number
NS	National Savings
OBCS	Order Book Control Service
P&A	Pensions and Allowances
PAN	Primary Account Number
PLU	Product Look Up
PMMC	Post Masters Memory Card
POCL	Post Office Counters Limited
POLO	Post Office Log On
SU	Stock Unit

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INTRODUCTION TO THE HORIZON SYSTEM

ORJECTIVES & INTRODUCTION

Objectives:

When you have completed this Workbook, you will be able to:

- 1. Identify the hardware components which make up the Horizon system.
- 2. Get started on the Horizon system.
 - a. Logon to the Horizon system.
 - b. Change your password.
 - c. Logout of the Horizon system.
- 3. Use the menu icons to move around the Horizon system.
 - a. Describe the icons on the Desktop menu.
 - b. Use the icons to move from the Desktop to the Serve Customer menu.
 - c. Describe the icons on the Serve Customer menu.
 - d. Describe the icons on the Other Products menu.

Introduction:

This Workbook is the first in a series of ten describing the actions and procedures for the Horizon system.

This Workbook is divided into two sections. Section 1 describes the equipment components which, when connected, make up the Horizon system. In addition to the equipment description, this section takes you through the step-by-step logon procedure. Section 2 introduces you to the three main menus and how you move around the menu system.

Note:

If you are carrying out any of these training examples in the post office, the Horizon system must be placed in Training Mode by the manager.

At the end of each Workbook, in the series there is an activity sheet which allows you to practise the transactions covered in the Workbook. If you are not sure of the answer to question, simply re-read the relevant section of the Workbook and try again.

The Workbooks do not cover every possible transaction which you can perform on the Horizon system. If you need further help, or if a specific example is not covered, you should consult the *Horizon System User Guide*.

Note:

The Workbooks provide values against a number of products and services that are correct at the time of going to press. This information is subject to change and you should refer to the appropriate POCL transaction documentation for up to date price information.

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SECTION 1 - GETTING STARTED

INTRODUCTION

Introduction:

This section describes the components that make up the Horizon system and the logon/logout procedure.

The descriptions of the components are accompanied by pictures to make them easier to recognise. The individual components connect and interact together to make up the Horizon system.

Access to the Horizon system is controlled by usernames and passwords. These are an important feature of system security. Usernames are used as part of the logon procedure, to link transactions carried out by a specific user. Passwords are a security facility.

THE SYSTEM WILL FORCE YOU TO CHANGE YOUR PASSWORD EVERY 30 DAYS.

If you believe that someone else knows your password, you must change it immediately. This section also explains how to change your password.

The flexibility of the Horizon system allows you to specify a password of your choice within certain defined parameters. To prevent unauthorised access, passwords MUST NOT be written down or revealed to anyone.

The outlet manager will be responsible for setting up users on the Horizon system after installation. Workbook 9 details these procedures.

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HORIZON SYSTEM Introduction to the Horizon System

Section 1: Hardware overview

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Here is a brief description of the individual components that make up the Horizon system:

1. Processor

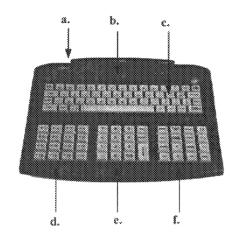
The processor is the brain of the Horizon system. It stores and processes the information passed to it.



2. Keyboard

The keyboard is one of the ways you communicate with the processor. It consists of six integral parts. These are:

- a. Magnetic Swipe Card Reader This enables the processor to read and action the information stored on the magnetic strips on plastic cards.
- b. Smart Card Reader This allows the Horizon system to process information to/from smart cards.
- c. Typing Area This is based on a standard typewriter keyboard.
- d. Function Keys (or F Keys) These keys perform specific functions on the Horizon system.
- e. Numeric Keys These are numbered keys 0 - 9 (including 00).
- f. Command Keys These keys perform specific commands on the Horizon system.



Section 1: Hardware overview, continued

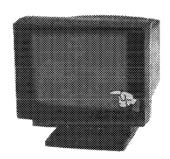
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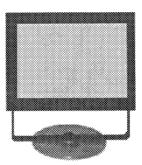
3. Monitor

The monitor is used to display information. It looks the same as any other visual display unit but has a touch screen facility. By touching specific areas, you can carry out procedures on the Horizon system.

There are two types of monitors used with the Horizon system:

- a. Standard monitor (shown above right)
- b. Flat screen monitor (shown below right)





4. Bar-code Reader

The bar-code reader enables you to read and record information from bar-codes onto the Horizon system.



5. Counter Printer

The counter printer enables you to issue receipts to your customers for items that they may purchase, or records any payments that you make to them.

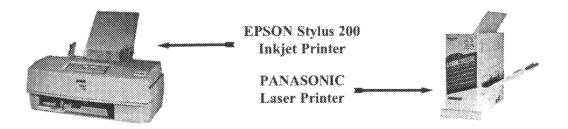


Section 1: Hardware overview, continued

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6. A4 Report Printer

A single A4 report printer will be provided to enable you to print all the post office A4 reports for stock and client balancing. There are two types of A4 report printer: the laser printer and the inkjet printer. The anticipated volume of printing dictates the type of printer allocated to the post office. Shown below are two types of A4 report printer currently in use with the Horizon system.



When all the component parts are put together they form the Horizon system, pictured below.

THE HORIZON SYSTEM



Introduction to the Horizon System

Section 1: Usernames & passwords

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Before you can logon to the Horizon system, you will need to enter your username and password.

A username and a password are required for operational and security reasons. They work in conjunction with each other so that the person to whom they belong can be recognised on the Horizon system.

You should note the following points about usernames and passwords:

Usernames

You will need to identify yourself when you logon. The system uses your username to control what you can do, according to the requirements of your job. It allows you to access information and to make any changes that you are authorised to do. It prevents you from reading or accidentally changing anything else.

You must apply the following rules:

- NEVER allow anyone else to use your username it is for your use only.
- Do not use, or attempt to use, any username that has not been issued to you.
- Always logout from the system when you have finished for the day or if you leave the counter for a period of time likely to exceed 15 minutes.

Your username will consist of six characters made up by the manager in the following way:

- Your first initial.
- The first two letters of your surname.
- A three-digit number which will always be 001, unless there has been an identical username created or in use on the Horizon system in last 12 months.

For example: Martin Taylor would be:

MTA001

Michael Taylor would be:

MTA002

Michelle Tait would be:

MTA003

Introduction to the Horizon System

Section 1: Usernames & passwords

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Passwords

ALL users of the system must take responsibility for its security and passwords are essential for that security.

Note:

There are a number of rules to follow when creating your password. A password must:

- 1. Be private, be selected by you personally and not be revealed to anyone else.
- 2. Be easy to remember.
- Not be obvious or the same as your username: eg don't use words like PASSWORD, SECRET, car registration numbers or personal names.
- 4. Be changed immediately if allocated to you by someone else. For example when you are first introduced to the system, or when you have forgotten your password and have been issued a new one.
- 5. Contain a minimum of 6 characters and a maximum of 14 characters.
- 6. Contain a combination of letters and numbers eg POST1234.
- 7. Be changed immediately if you suspect it has been compromised.

Note:

Never write your password down and make sure you are not being watched while you are changing it.

The system will automatically prompt you to change your password after the first successful logon and every 30 days thereafter. You cannot re-use a password you have previously used in the last 12 months on the Horizon system.

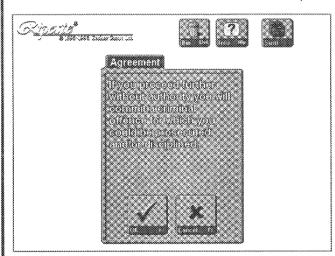
HORIZON SYSTEM Section 1: Logon

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At the beginning of each individual counter session you will have to tell the Horizon system that you wish to start the day's business. You do this by logging on, as described below:

From the Riposte Logo screen:

1. Touch the screen, or Press ENTER on the keyboard.



The Horizon system displays an Agreement message. You must read the message and acknowledge it by selecting the appropriate icon.

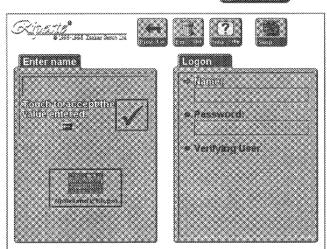
The OK green tick icon or ENTER on the keyboard will allow you to move on to the next step in the logon procedure.

The Cancel red cross icon or F1 on the keyboard will take you back to the Riposte Logo screen.

2. Touch the OK green tick icon,



or Press ENTER on the keyboard.



The Enter name screen is displayed. Name is highlighted in white in the right-hand box.

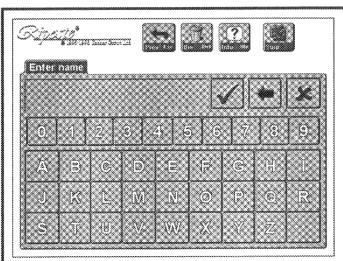
On the left-hand side of the screen there is an icon marked Alphanumeric Keypad. If you activate this icon, an alphanumeric keypad appears on the screen.

3. Touch the Alphanumeric Keypad icon.



Section 1: Logon, continued

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The Enter name box is displayed on the screen, incorporating a full alphanumeric keypad.

The system prompts you to enter your username.

In the example shown below, the username CAS001 will be used. If the system you are using in the post office is in Training Mode, you will need to obtain the username from the outlet manager.

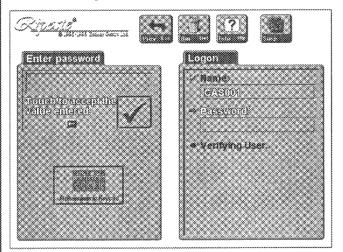
Note:

Wherever there is a requirement to enter letters as part of a manual entry procedure, there will always be an option to activate an alphanumeric keypad.

4. *Type* in your username (CAS001) using the keyboard, or the on screen alphanumeric keypad.

Check the username entered is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard to confirm your username.



Once you have confirmed your username, the Enter password screen is displayed.

The system prompts you to enter your password.

Note:

If you have forgotten your password, inform your manager, who will issue you with a new one (by using the modify a user procedure described in Workbook 9). If the manager is unavailable, you must telephone the Horizon System Helpdesk on GRO

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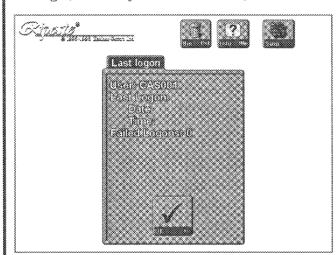
Section 1: Logon, continued

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- 6. Type in your password using the keyboard, or the on screen alphanumeric keypad.
- 7. Touch the green tick icon, or Press ENTER on the keyboard.

Note:

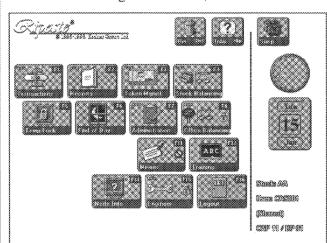
If you enter your username or password incorrectly, the system will display the following Error message: Invalid Name or Password supplied. Please try again. Acknowledge the message by touching the green tick icon, or press ENTERon keyboard, and then try the procedure again. After three unsuccessful attempts to logon to the Horizon system, your account will be locked for 15 minutes. If this happens, contact the manager, or if they are not available, the Horizon System Helpdesk on GRO



The Last logon screen is displayed. This screen provides details of the time and date when you were last logged on to the Horizon system. It also indicates if you have had any failed logon attempts.

Check the Failed Logons. If there are any failed logons that you do not recognise as having been carried out by you, contact the Horizon System Helpdesk on GRO

6. Touch the OK green tick icon, or Press ENTER on the keyboard.



Once you have completed the logon procedure, the main Desktop menu will appear on the screen.

Well done!

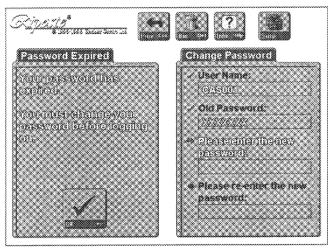
You have logged on to the Horizon system.

Section 1: System-forced change password

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During the logon procedure the Horizon system may display a message indicating that your password has expired. This will happen after the first use of your username and password and every 30 days thereafter.

Immediately after entering your password and activating the green tick icon, the following screen will appear:



The Password Expired screen is displayed.

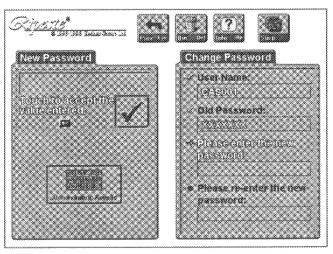
The message indicates that your password must be changed before the logon procedure is complete.

You must therefore acknowledge the message and enter a new password.

1. Touch the OK green tick icon,



or *Press* ENTER on the keyboard.



The New Password screen is displayed.

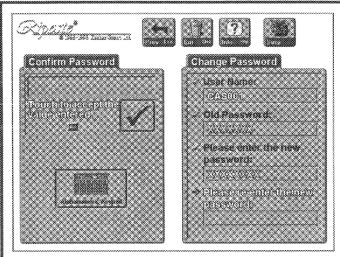
You must enter a new password incorporating the password requirements stated on page 13.

- 2. Type in your new password using the keyboard, or the on screen alphanumeric keypad.
- 3. Touch the green tick icon, or Press ENTER on the keyboard.

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Section 1: System-forced change password, continued

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The Confirm Password screen is displayed.

You must re-enter your new password.

- 4. Type in your new password using the keyboard, or the on screen alphanumeric keypad.
- 5. Touch the green tick icon, or Press ENTER on the keyboard.

If the two passwords you have entered are identical, the logon procedure will continue normally with the Last logon message displayed. If the two passwords are different, then the following message is displayed 'Error. Re-entered password does not match new password'. Acknowledge the message and re-enter your password.

6. Touch the OK green tick icon, or Press ENTER on the keyboard.

The Desktop menu is displayed. You will be required to carry out the same procedure every 30 days.

Well done!

You have changed your password using the Horizon system.

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Section 1: Changing passwords

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If, for any reason, another person knows your password, or you suspect that it may have been compromised, you must change it immediately.

From the Desktop menu:

1. Touch the Administration icon,



or *Press* F7 on the keyboard.

The Administration screen is now displayed showing three icons.

2. Touch the User icon,

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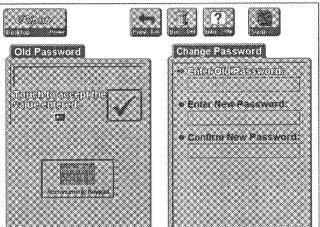
or Press F2 on the keyboard.

The User screen is now displayed showing three icons.

3. Touch the Chg Password icon,



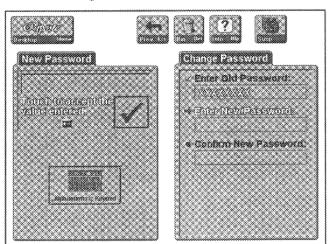
or Press F1 on the keyboard.



The Old Password screen is displayed.

The system prompts you to enter your old password.

- 4. Type in your old password using the keyboard, or the on screen alphanumeric keypad.
- 5. Touch the green tick icon, or Press ENTER on the keyboard.



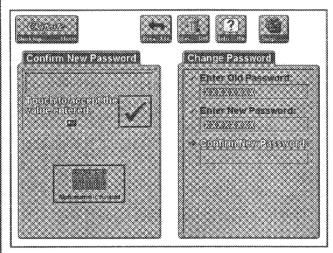
Once you have confirmed your old password, the New Password screen is displayed.

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Section 1: Changing passwords, continued

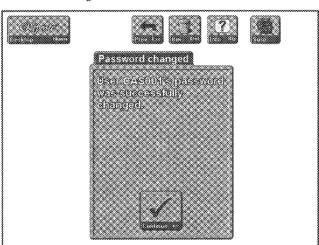
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- 6. Type in your new password using the keyboard, or the on screen alphanumeric keypad.
- 7. Touch the green tick icon, or Press ENTER on the keyboard.



Once you have typed in your new password, the system will then display the Confirm New Password screen.

- 8. Type in your new password a second time.
- 9. Touch the green tick icon, or Press ENTER on the keyboard.



If the two passwords you have entered are identical, then the system will display the Password changed screen.

If the passwords you have entered do not match, an error message 'Password and confirmed Password do not match' will appear. In this instance touch the green tick icon, or press ENTER on the keyboard and retry the procedure.

- 9. Touch the Continue green tick icon, or Press ENTER on the keyboard.
- 10. Touch the Riposte Desktop icon,



or Press HOME on the keyboard.

Well done!

You have changed your password using the Horizon system.

HORIZON SYSTEM Section 1: Logout

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When you want to leave the post office for the day, or for a period of time likely to exceed 15 minutes, you must logout of the Horizon system.

From the Desktop menu:

1. Touch the Logout icon,



or Press F16 on the keyboard.

The system will now ask you to confirm whether you want to logout of the Horizon system.

2. Touch the Confirm green tick icon, or Press ENTER on the keyboard.

If you decide you do not want to logout, you can abort the logout procedure by Touching the Abort red cross icon, or Press F1 on the keyboard.

The Riposte Logo screen is now displayed. This means you have successfully logged out of the Horizon system.

3. You should now switch the monitor off.

Well done!

You have logged out of the Horizon system.

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Activity Sheet 1 Workbook 1

If there are any questions you are unable to answer, read section 1 again.

1. What are the names of the three Horizon system components shown below?







a.

b.

C.

2.	How many integral parts are there on the keyboard?
3.	What is sometimes referred to as the brain of the system?
4.	Which component enables you to print receipts for the customer?
5.	What does the magnetic swipe card reader do?
6.	Name two occasions when you would change your password.

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SECTION 2 - THE DESKTOP

INTRODUCTION

Introduction:

Whenever you have completed the logon procedure on the Horizon system, you will always enter the system at the Desktop menu.

This section introduces you to the Desktop, Serve Customer and Other Products menus. It also explains the process for moving around the Horizon system from menu to menu.

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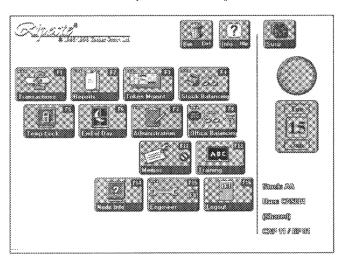
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When you have successfully logged onto the Horizon system, the Desktop menu is displayed. This menu is the top level of the Horizon system, and there are a number of options you can select from it, depending on the level of access you have been granted by the manager.

Horizon system Desktop menu

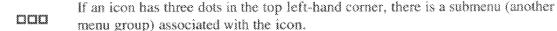




On the Desktop menu, you will see a number of pictures in boxes. Each of these pictures represents an icon. Activating an icon by *Touching* it (or *Pressing* the corresponding F key or command key on the keyboard) will allow you to move to another menu associated with that icon, to sell a product, or to carry out a specific function on the Horizon system. There are three other symbols that you may see superimposed on an icon, they are:



If an icon has a padlock symbol superimposed on it, you cannot access the function with your level of access.





If an icon has a no entry symbol superimposed on it, you normally have access to the function but you are carrying out a procedure on the system which is preventing you from accessing the function.

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You will have already used the Administration icon to change your password (pages 19 & 20). This section describes the other icons displayed on the Desktop menu, and the procedure for moving from the main Desktop to other submenus in the menu hierarchy.



Transactions (F1)

This icon allows you to navigate to the next level menu in the menu hierarchy (Transactions).



Reports (F2)

This icon allows you to access both daily and weekly reports, for the post office as a whole and for individual counter positions.



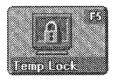
Token Mgmnt (F3)

This icon is used to access all the management features for the OBCS (Order Book Control Service).



Stock Balancing (F4)

This icon is used to access the menus for declarations of stamps, stock and cash. Summaries of reports and discrepancies may also be viewed from this icon group.



Temp Lock (F5)

This icon temporarily secures the system. To re-activate the Desktop, you need to re-enter your password.



End of Day (F6)

This icon marks the end of the current day's business.



Administration (F7)

This icon is used to access the Administration functions of the Horizon system. You can modify Users, Stock Units and passwords from the Administration icon submenu. Some functions on this menu are only available to users with manager access level to the system.



Office Balancing (F8)

This icon is used to access the Cash Account (CA) Report functions. Inactive Stock Units can be rolled over from an icon in this group. Only managers or supervisors can access this menu.

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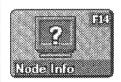
Memos (F11)

This icon allows you access the Message Broadcast Service. This is a facility whereby urgent messages can be sent to post offices from a central location. This facility is currently not available.



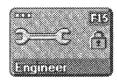
Training (F12)

This icon allows you to switch between the Training Mode and Live Mode of operation for the Horizon system. All receipts produced in Training Mode are clearly marked 'Training'. The screen colour will also change.



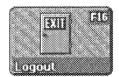
Node Info (F14)

This icon provides information for a specific Horizon counter position. The Help Desk may require this information if there is a problem with the system.



Engineer (F15)

This icon is used when an engineer visits your post office. They will use this icon to carry out various tests on the Horizon system.



Logout (F16)

This icon is used to logout from the Horizon system, either when you have finished for the day or if you are leaving the counter position for a period of time likely to exceed 15 minutes. If you are leaving the counter position to serve at the parcel hatch or to obtain a form, the Temp Lock (F5) function should be used.



Bin (Del)

This icon is used to delete a sale icon in the stack on the right-hand side of the screen, before the sale is completed. With the exception of Automated Payment (AP) transactions, any sale icon showing in the stack may be removed by first touching the Bin icon and then the sale item.



Info (Hlp)

The Info icon will enable you to find out additional information about the function of a particular icon, field or panel, should you need it.



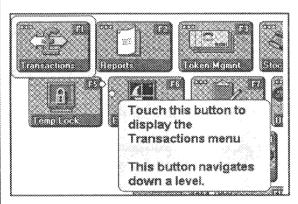
Susp

The Suspend icon can be used at any time during the operation of the system to suspend a session or transaction. Once activated, the icon title will change to Swap and when activated a second time, it will return you to the original transaction.

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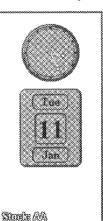
- 1. Touch the Info icon, or Press HELP on the keyboard. The on screen Info icon fades, then reappears after a few seconds.
- 2. *Touch* the Info icon, or *Press* HELP on the keyboard again and immediately *Touch* the Transactions icon, or *Press* F1 on the keyboard.



You will see a yellow speech bubble that explains the operation of the Transactions icon activated.

Once you have noted the information, *Touch* the speech bubble or *Re-Press* the HELP button. The bubble will disappear and the Info icon will return to its normal state.

3. Touch the yellow speech bubble, or Re-Press HELP on the keyboard.



(1500 CASOM (Shened) (CAP 42 / NP N On the right-hand side of the screen you will also notice a clock and calendar. The date, time, Balance Period (BP) and Cash Account Period (CAP) details will be automatically updated by the Horizon system.

If you return to this menu with an incomplete transaction, the display is replaced by the transaction stack.

Introduction to the Horizon System

Section 2: Moving to the Serve Customer menu

Ref: PATH/43/002 Date: 29/07/99

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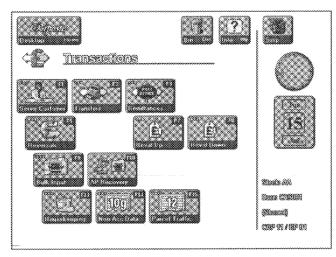
The Desktop menu is always displayed when you first logon to the system. To display other menus, you have to navigate through the system from the Desktop. On the Desktop menu you can see there is an icon for Transactions.

1. Touch the Transactions icon,



or Press F1 on the keyboard.

Transactions menu



The Transactions menu is now displayed. The icons on this menu and their use are described in subsequent Workbooks. In this example you need to navigate past the Transactions menu to get to the Serve Customer menu.

2. Touch the Serve Customer icon,



or Press F1 on the keyboard.

You have now navigated two levels down from the original Desktop menu to the Serve Customer menu. The display shows the two levels:

Transactions

_____st level

2nd level - Serve Customer

All counter sales can be processed from the Serve Customer menu or from other menus accessed from it.

You can return to the main Desktop at any time by *Touching* the Riposte Desktop icon, or by *Pressing* HOME on the keyboard.



Introduction to the Horizon System

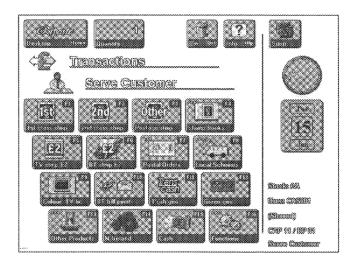
Section 2: The Serve Customer menu

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All customer sales can be made from the Serve Customer menu or menus accessed from it. Once you access this menu and register and finish sales, the Horizon system will always return to the Serve Customer menu. To navigate back to the main Desktop menu you can *Touch* the Riposte Desktop icon at the top left-hand corner of the screen or you can *Press* HOME on the keyboard.

This section provides a brief description of the Serve Customer menu icons and their use.

Serve Customer menu





Quantity

This icon will allow a quantity to be set before sale of an individual item from the Serve Customer menus. The icon will always display 1 as a default. You will set quantities for sales later in the EPOSS sections.



1st class stmp (F1)

This icon records the sale of 1st class stamps.



2nd class stmp (F2)

This icon records the sale of 2nd class stamps.



Postage stmp (F3)

This icon allows you to set the Amount of other value postage stamps sold.

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Stamp Books (F4)

This icon accesses the Stamp Books menu.



TV stmp £2 (F5)

This icon records the sale of £2 TV Stamps.



BT stmp £2 (F6)

This icon records the sale of £2 BT Stamps.



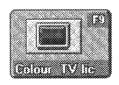
Postal Orders (F7)

This icon accesses the Postal Orders menu. Postal Orders - Sales & Encashment.



Local Schemes (F8)

This icon accesses the Local Schemes menu for Travel Schemes, Home Care, Meals on Wheels, Rent Cards, Electricity Schemes etc.



Colour TV lic (F9)

This icon records the sale of a Colour TV Licence.



BT bill pymt (F10)

This icon is used to register all BT payments.



T cash giro (F11)

This icon is used to register Alliance and Leicester Transcash payments.



Green giro (F12)

This icon is used to register Green giro payments.

Introduction to the Horizon System

Section 2: The Serve Customer menu, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



Other Products (F13)

This icon accesses the Other Products menu.



N Ireland (F14)

This icon accesses the Northern Ireland menu.



Cash (F15)

This icon will register the transaction immediately if the customer has paid the full amount with the correct cash (bypassing the Settlement menu).



Functions (F16)

This icon accesses the Horizon system Functions menu.

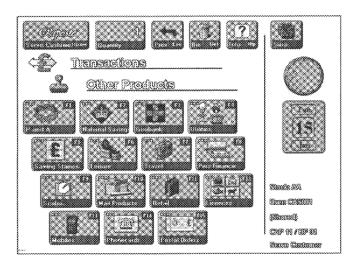
Section 2: The Other Products menu

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The Serve Customer menu allows you to select certain Post Office products directly from the menu. However all products, including those on the Serve Customer menu, may be selected via the Other Products menu.

From the Serve Customer menu, Touch the Other Products icon, or Press F13 on the keyboard.

Other Products menu



Here is a brief description of the Other Products menu icons:



P and A (F1)

This icon accesses all the functions related to Pensions and Allowances.



National Savings (F2)

This icon accesses all the National Savings functions.



Girobank (F3)

This icon accesses related Alliance & Leicester Girobank sales items including Transcash, Premium Bonds & Business Accounts (Cash Handling service).



Utilities (F4)

This icon accesses BT bill payments & APS manual payments.

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Saving Stamps (F5)

This icon accesses the Saving Stamps menu for sales of TV, MVL, Water, BT and Gas saving stamps.



Leisure (F6)

This icon accesses the Leisure menu for Littlewoods and National Lottery sales & prizes and Active life subscriptions.



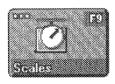
Travel (F7)

This icon accesses the Travel menu for all travel-related items including passport applications and travel insurance.



Pers Finance (F8)

This icon accesses Personal Finance-related payments and products including Other Banks' cheques, Personal Banking deposits & withdrawals etc.



Scales (F9)

This icon accesses all Postal Scales items including Post Inland, Post Europe and Post International.



Mail Products (F10)

This icon accesses the Mail Products menu for sales of Stamps, Stamp Books, Special Stamps, Philatelic Sales, Priority & Ordinary Stationery etc.



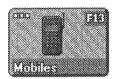
Retail (F11)

This icon accesses the Retail menu for commemorative coins and, under the Counters Rev icon, all sales shop items including Greeting Cards, Postcards & Calendars. (Only for use at Branch Offices)



Licences (F12)

This icon accesses the Licences menu for sales of TV, MVL, Fishing and Game Licences.



Mobiles (F13)

This icon accesses the Mobiles menu for 'phone-related items.

Introduction to the Horizon System

Section 2: The Other Products menu, continued

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Phonecards (F14)

This icon accesses the BT Phonecards menu.



Postal Orders (F15)

This icon accesses the Postal Orders menu.



Prev (Esc)

This icon will return the user one step backwards in the menu navigation process. From the Other Products menu, you would return to the Serve Customer menu.

This section has given you a brief overview of the menu structure, starting from Desktop down to the Serve Customer and Other Product menus. Don't worry at this stage if you can't remember where all the products and services can be accessed. Remember if you touch an icon and the product or service you require is not displayed under that group, you can use the Previcon to move backwards to the previous menu, and try again.

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Introduction to the Horizon System

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Activity Sheet 2 Workbook 1

If there are any questions you are unable to answer, read section 2 again. Some of the questions are practical and require you to use the Horizon system.

Note:

If you are completing these exercises in the post office, ensure that the Horizon system is in Training Mode.

1.	Which on screen function can be used to provide additional information about the menu icons?
2.	If an icon has a padlock symbol superimposed on it, what does this mean?
3.	How do you return the Horizon system to the Desktop menu?
4.	If you prefer to operate the keyboard, how do you activate the relevant icons?
5.	Apart from the calendar and clock, what other information can be found in the stack?
6.	Navigate from the Desktop to the Other Products menu.
7.	Return the display to the Desktop menu.



EPOSS 1 Electronic Point Of Sale Service Horizon System

TRAINING WORKBOOK 2

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HORIZON SYSTEM

EPOSS I HORIZON SYSTEM

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	Saving stamp sales using the Bin function
	Fixed price sale item (mixed payment)
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	Postal Order sales with stamps
	Priority stationery sales
	Ordinary stationery sales
	Parcel services transactions
	Letter services transactions
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HOLIZON SYSTEM

EPOSS 1 HORIZON SYSTEM

OBJECTIVES & INTRODUCTION

Objectives:

When you have completed this Workbook you will be able to:

- 1. Describe the Settlement options of the Horizon system.
- 2. Complete single and multiple EPOSS transactions using the Horizon system.
- 3. Complete EPOSS transactions using the Quantity & Bin functions.
- 4. Complete EPOSS transactions by registering a mixed payment.

Introduction:

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This Workbook is the first in a series of three describing the actions and procedures for the sale of, and payment for, post office products and postage items using the EPOSS (Electronic Point Of Sale Service) function of the Horizon system.

This Workbook is divided into two sections. Section 1 describes the Settlement menu and the options available to the customer when paying for the products purchased. Section 2 describes some single sale transactions to familiarise you with the Horizon system menus and then progresses to multiple sales from the same menu groups.

If you need to reverse a transaction for a customer or if you completed it incorrectly at the counter, refer to the procedures for reversing transactions described in Workbook 7.

Note:

If you are carrying out any of these training examples in the post office, the Horizon system must be placed in Training Mode by the manager.

At the end of each Workbook in the series there is an activity sheet which allows you to practise the transactions covered in the Workbook. If you are not sure of the answer to a question, simply re-read the relevant section of the Workbook and try again.

The Workbooks do not cover every possible transaction which you can perform on the Horizon system. If you need further help, or if a specific example is not covered, you should consult the *Horizon System User Guide*.

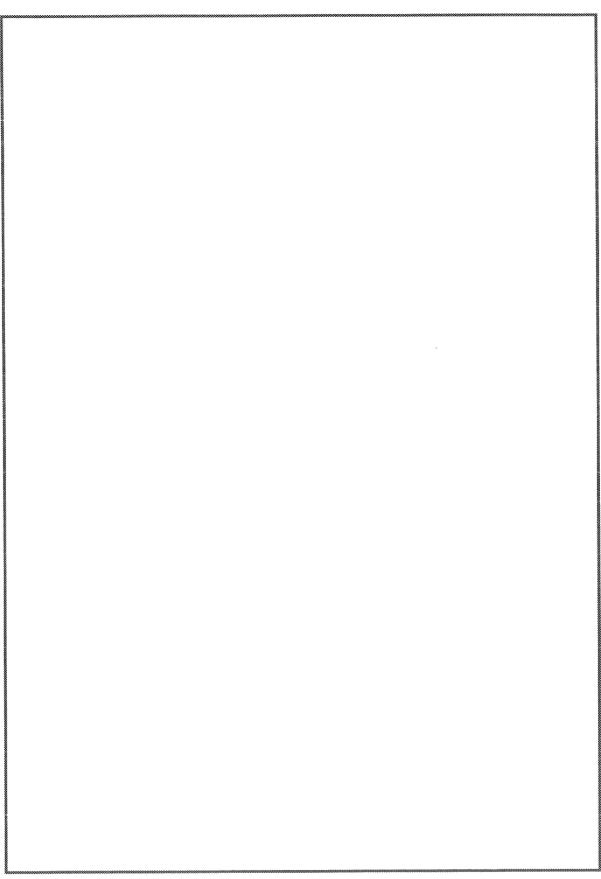
Note:

The Workbooks provide values against a number of products and services that are correct at the time of going to press. This information is subject to change and you should refer to the appropriate POCL transaction documentation for up to date price information.

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HORIZON SYSTEM

EPOSS 1 SECTION 1 - SETTLEMENT

INTRODUCTION

Introduction:

This section introduces you to the Settlement options of the Horizon system. At the end of most transactions there is a settlement from the customer, or from you to the customer. This section describes the options available to the customer when paying for the products purchased. Payments from you to the customer will be in cash.

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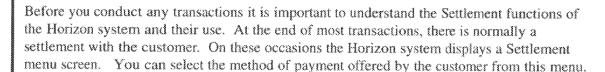
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EPOSS 1

Section 1: The Settlement menu

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



This section describes the Settlement menu icons and their use. Mixed payments can also be made using the settlement menu, eg if the customer wishes to pay part of the transaction with saving stamps and the outstanding balance with cash, this is supported by the settlement facility.

Note:

Only certain methods of payment are acceptable for each sale, eg a customer cannot redeem gas stamps against a water bill payment. The standard methods of payment are in accordance with current post office procedures for each product.

The initial example in this section starts from the Functions menu. In later examples the Settlement menu will be displayed automatically when the Finish icon or the ENTER key is activated. After each sale is completed the Horizon system will automatically return to the Serve Customer menu.

From the Desktop menu, select Transactions, then select Serve Customer.

1. Touch the Functions icon.



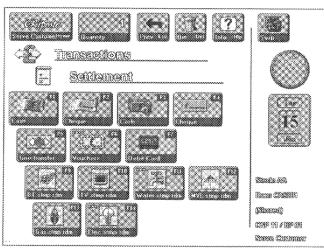
or Press F16 on the keyboard.

The Functions menu is displayed. At the bottom of the screen there is an icon for Settlement.

Touch the Settlement icon.



or Press F16 on the keyboard.



The Settlement menu is displayed. From this screen you can accept a variety of methods of payment.

Remember the customer can mix the methods of payments offered (within current post office rules) to meet the total settlement amount.

You can return to the Serve Customer menu by activating the Riposte Serve Customer icon at the top left-hand corner of the screen.

All the icons on this menu allow a certain type of payment to be made for a sale item. If a mixture of payments is made for certain supported items you will need to use more than one icon from the menu to finish the sale. If stamps or vouchers are redeemed against a sale, the Horizon system only allows payments specific to the redemption rules.

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Section 1: The Settlement menu, continued

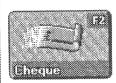
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Here are further details about individual icons from the Settlement menu and their specific use:



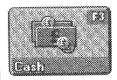
Cash (F1)

This icon is used when the payment offered is the correct amount in cash.



Cheque (F2)

This icon is used when the correct payment is offered as a cheque. Cheques can only be accepted for those products stipulated in current POCL procedures.



Cash (F3)

This icon can be used when the payment offered is in cash but change is required, eg a £5 note is offered as payment for product sales totalling £2.17.



Cheque (F4)

This icon can be used when the payment offered is a cheque which does not meet the full amount, eg the product cost totals £112 and the customer wants to pay £100 by cheque and the remainder in cash. Cheques can only be accepted for those products stipulated in current POCL regulations.



Giro transfer (F5)

This icon can be used when full or part payment for a product is made by Giro transfer.



Vouchers (F6)

This icon can be used when vouchers are an acceptable form of payment for the product.



Debit Card (F7)

This icon can be used when full or part payment is made by debit card.



BT stmp rdm (F9)

This icon can be used when full or part payment is offered in stamps for the product named on the icon.

EPOSS 1

Section 1: The Settlement menu, continued

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TV stmp rdm (F10)

This icon can be used when full or part payment is offered in stamps for the product named on the icon.



Water stmp rdm (F11)

This icon can be used when full or part payment is offered in stamps for the product named on the icon.



MVL stmp rdm (F12)

This icon can be used when full or part payment is offered in stamps for motor vehicle licences. If you are not an MVL office, you will not be allowed to access this icon.



Gas stmp rdm (F13)

This icon can be used when full or part payment is offered in stamps for the product named on the icon.



Elec stmp rdm (F14)

This icon can be used when full or part payment is offered in stamps for the product named on the icon.

You must observe Post Office regulations on the sale of stock items and rules for payment when you are accepting settlement.

3. Touch the Riposte Serve Customer icon, or Press HOME on the keyboard.

The system now returns to the Serve Customer menu.

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HORIZON SYSTEM

EPOSS 1 SECTION 2 - INTRODUCTION TO EPOSS

INTRODUCTION

Introduction:

This section will introduce you to the actions and procedures for the sale of, and payment for, post office products and postage items, using EPOSS (Electronic Point Of Sale Service).

The section begins with some single sale transactions to familiarise you with the Horizon system menus. The section then progresses to multiple sales from the same menu groupings.

In addition to actual sales, the Horizon system provides functions to assist you in the sales process, and these functions are used and explained in the examples.

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HORIZON SYSTEM

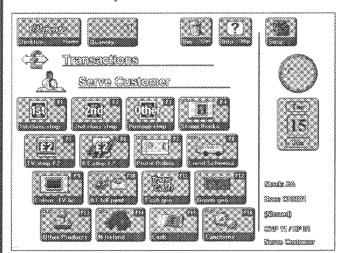
Section 2: Single stamp sales

Ref: PATH/43/002 Date: 29/07/99

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The following transactions are all for the sale of fixed price items using the Horizon system. All EPOSS transactions will start from the Serve Customer menu and will progress to the payment method used by the customer.

From the Desktop menu, select Transactions, then select Serve Customer.



The Serve Customer menu is displayed.

Some of the icons on screen have a lower level menu, indicated by the three white dots in the top left-hand corner of the icon.

You can register the sale of five products directly from this menu:

- First and Second Class stamps
- £2 BT stamps
- £2 TV stamps
- Colour TV Licence Fees.

In this example the customer wishes to purchase a single 1st Class Stamp.

1. Touch the 1st class stmp icon,



or Press F1 on the keyboard.



After the icon has been touched, the sale is logged and the sale and price registered at the bottom right of the screen. This visual display of the product sold is referred to as the 'sales stack'.

Note:

Products viewed in the stack are not registered with the Horizon system as a completed sale at this point in the transaction process.

Notice the Finish icon tells you to 'TAKE £0.26' from the customer.

2. **Touch** the Finish icon, or **Press** ENTER on the keyboard.

Section 2: Single stamp sales, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The Settlement menu is displayed automatically and you can now select the method of payment offered by the customer.

In this example the customer has tendered the correct cash.

3. Touch the Cash icon.



or Press F1 on the keyboard.

The action of selecting the method of payment completes the sale and the Horizon system returns to the Serve Customer menu.

Remember you can complete the sales of 1st and 2nd Class stamps, Colour TV licence fees, £2 TV and £2 BT saving stamps directly from this menu.

Note:

In this example the product required was obtained from the Serve Customer menu. As the customer paid with the correct amount in cash, the Cash icon (F15) should have been used to complete the sale. This icon is ONLY available on the Serve Customer menu. If during the sale you move to any other menu, the Finish icon or *Press* ENTER on the keyboard should be used.

Well done!

You have completed the sale of a single stock item using the Horizon system.

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Section 2: Saving stamp sales using the Quantity function

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

This exercise describes the sale of items using the Quantity function of the Horizon system. If a customer requests several items with the same fixed cost, it would be unrealistic and time-consuming to keep *Touching* the screen or *Pressing* the keys to reach the correct number required. The Quantity function of the Horizon system allows you to set the amount required before activating the icon for the product.

In this Quantity function example, the customer has requested the following items:

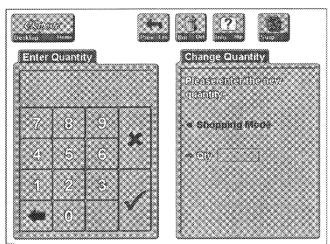
6 x £5 MVL saving stamps.

From the Serve Customer menu:

Notice that the Quantity icon will always display the figure 1 as a default.

1. Touch the Quantity icon,





The Enter Quantity screen is displayed. The system prompts you to type in the quantity required.

On the right-hand side of the screen you can see that there are two services offered from this menu, Quantity & Shopping Mode.

The service selected is highlighted in white, Qty in this example. The Shopping Mode is covered in Workbook 7 - Functions.

As with other Amount entry screens, you can either use the on screen keypad to enter in the amount required, or you can use the keyboard.

2. Type 6

Check the quantity entered is correct before continuing.

3. Touch the green tick icon, or Press ENTER on the keyboard.

The Horizon system has returned to the Serve Customer menu. Notice, however, that the Quantity icon is now displaying the number 6. Any fixed price item selected will automatically be multiplied by 6.

Note:

You can set the quantity prior to the sale of an item by simply typing in the number required using the keyboard WITHOUT activating the Quantity icon.

4. Touch the Other Products icon.



or *Press* F13 on the keyboard.

Section 2: Saving stamp sales using the Quantity function, continued

Ref: PATH/43/002

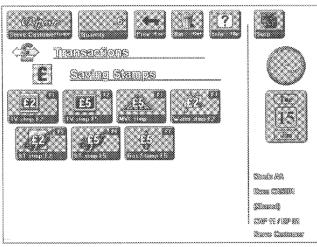
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5. Touch the Saving Stamps icon,



EPOSS 1

or Press F5 on the keyboard.



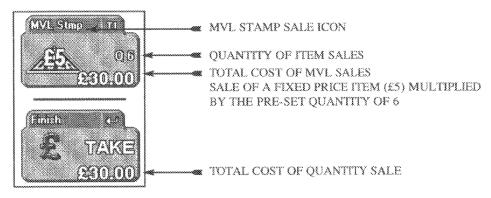
The Saving Stamps menu is displayed. There is an icon for the sale of MVL saving stamps.

6. Touch the MVL stmp icon,



or *Press* F3 on the keyboard.

Although the icon was activated only once for this item, the icon in the sales stack, shown below, has registered a sale for a total cost of £30. The Quantity icon has also re-set to its default value of 1. If further multiple sales were required you would have to re-enter the quantity for the relevant amount.



7. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the method of payment offered by the customer can now be activated using the relevant icon. In this sale item example:

8. Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed a sale using the Quantity function of the Horizon system.

Section 2: Saving stamp sales using the Bin function

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Occasionally, a customer may change their mind when requesting a sale item, or you could **Touch** the wrong icon by mistake. You can delete any sale item in the sales stack using the Bin function (with the exception of APS transactions, refer to Workbook 6). If, however, the transaction session has been completed and settlement made, you must reverse the transaction to rectify the error (refer to Workbook 7 for Reversals). The following example demonstrates the use of the Bin function.

In this example the customer has requested the following items:

- I x £2 TV Saving Stamp
- 1 x £2 BT Saving Stamp

From the Serve Customer menu:

- 1. Touch the TV Stamp £2 icon, or Press F5 on the keyboard.
- 2. Touch the BT Stamp £2 icon, or Press F6 on the keyboard.

Both sale items have now appeared in the sales stack on the right-hand side of the screen and the total of the two items requested is displayed in the Finish icon, (£4 in this example). The customer realises at this stage that they do not have sufficient funds for both items and now only wants the £2 BT stamp.

As the sale has not yet been completed, you can delete the £2 TV Stamp from the sales stack.

3. Touch the Bin icon.



or Press DEL on the keyboard.

As you can see, the Bin icon fades when you *Touch* it, then remains shaded for 5 to 7 seconds, after which it returns to its normal state. To delete an item from the sales stack, you must *Touch* it while the Bin icon is in its faded state. Allow the icon to restore.

4. Touch the Bin icon, or Press DEL on the keyboard.

Within seven seconds:

5. Touch the £2 TV icon in the sales stack, or Press T2 on the keyboard.

This time as you touch the TV Stamp £2 icon, it is deleted and only the £2 BT Stamp icon remains in the sales stack. The total displayed in the Finish icon also reflects the sale value total, and is now showing £2. You can complete the sale.

6. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the method of payment offered by the customer can now be activated using the relevant icon. In this sale item example:

Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed a sale using the Bin function of the Horizon system.

Section 2: Fixed price sale item (mixed payment)

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The following transaction is for the sale of a fixed price item from the Serve Customer menu.

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In the following example, your customer wishes to purchase a Colour TV Licence and pay £80 by cheque, with the balance in cash.

From the Serve Customer menu:

1. Touch the Colour TV lic icon,



or Press F9 on the keyboard.

As this is a fixed price item, the last action causes the sale to be registered in the sales stack on the right-hand side of the screen. This is the only item requested by the customer.

2. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed, and you can now specify the method of payment offered by the customer using the relevant icon.

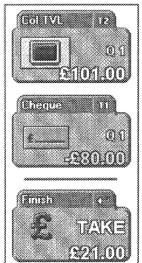
3. Touch the Cheque icon, or Press F4 on the keyboard.

The Amount screen is displayed. The system prompts you to type in the amount of the cheque offered as part payment.

4. Type £80.00

Check the amount entered is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.



You can see that there are now three icons displayed in the sales stack on the right-hand side of the screen. The top icon is the full cost of the sales item (in this example £101 for a Colour TV licence). The centre icon displays the amount deducted from the total payment by the cheque (note that this is highlighted in yellow because it has been received from the customer). The Finish icon at the bottom displays the outstanding amount still required to complete the transaction.

Note:

If a cheque is offered as full or part payment, all current POCL regulations regarding the acceptance of cheques at the counter still apply.

HORIZON SYSTEM EPOSS 1
Section 2: Fixed price sale item (mixed payment), continued

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As the sale has still to be completed, the Settlement menu is still displayed. The customer decides to pay the outstanding balance with the exact amount in cash.
6. Touch the Cash icon, or Press F1 on the keyboard.
This completes the sale and the Horizon system returns to the Serve Customer menu.
Well done!
You have completed the sale of a fixed price item accepting a mixed payment, using the Horizon system.

EPOSS I

Section 2: Postal Order sales

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

This example deals with the sale of Postal Orders. The fees on Postal Orders are added automatically to the value of the Postal Order selected. Again, this transaction will be completed from the Serve Customer menu.

In this example the customer has requested a £5 Postal Order. You have seen that similar products are grouped together on the same menu.

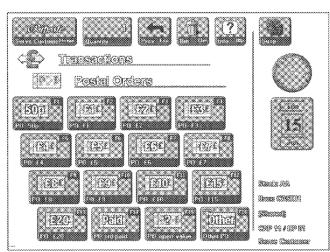
Postal Orders are grouped under the Postal Orders icon.

From the Serve Customer menu:

1. Touch the Postal Orders icon.



or Press F7 on the keyboard.



The Postal Orders menu is displayed. Select the specific Postal Order required from this menu.

2. Touch the PO £5 icon.



or Press F6 on the keyboard.

The £5 Postal Order now appears in the sales stack on the right hand-side of the screen. As a fee for this sale item is also incurred, it has been automatically added to the face value of the Postal Order and is included in the total sales cost.

This is the only item requested by the customer and the sale can now be completed.

3. Touch the Finish icon,



亚汉国 or Press ENTER on the keyboard.

The Settlement menu is displayed and the method of payment offered by the customer can now be activated using the relevant icon. In this example the customer offers to pay with a £10 note:

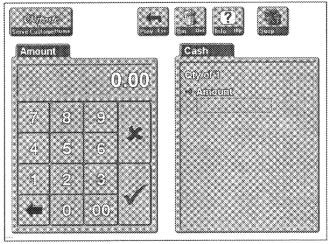
4. Touch the Cash icon.



or *Press* F3 on the keyboard.

Section 2: Postal Order sales, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Amount entry screen is displayed. Because the amount of cash offered by the customer was not exact, you now need to type in the amount tendered.

In this example £10.00.

You can use either the on screen numeric keypad or the keyboard to enter the amount of £10. If you make a mistake when entering the figures, to delete the last figure typed, either use the black arrow on the screen, or the BACKSPACE key on the keyboard. The red cross icon on the screen or the UNDO key will delete the amount entered. There is no need to enter the decimal point.

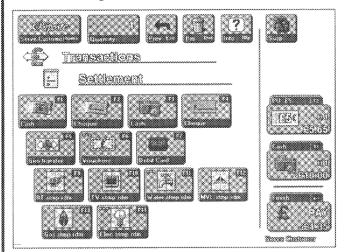
5. Type £10.00

Note:

400

It is very important to check the figures on the screen have been entered correctly before continuing with the transaction.

6. Touch the green tick icon, or Press ENTER on the keyboard.



Another icon is now added to the sales stack on the right-hand side of the screen. This icon shows the Cash tendered by the customer. Notice that the figure is preceded by a minus sign and is shown in yellow (indicating a payment received).

The Finish icon now shows the amount of change due to the customer.

The menu display has also reverted to the Settlement menu so that you can register how the change will be given.

Note:

All payments from you to the customer will be in cash, therefore the Cash icon (F1) must be used.

7. Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed the sale of a Postal Order using the Horizon system.

Section 2: Postal Order sales with stamps

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

This example explains the Horizon procedure for the sale of a Postal Order to the value of £7.39 where additional stamps need to be added to the face value of the Postal Order. Standard business procedures apply, ie no more than 3 stamps, up to a maximum value of 49p, may be attached to a single Postal Order.

Note:

It is still your responsibility to advise the customer of the best fit value of Postal Orders.

From the Serve Customer menu:

1. Tauch the Postal Orders icon, or Press F7 on the keyboard.

The Postal Orders sub menu is displayed.

2. Touch the PO £7 icon, or Press F8 on the keyboard.

The £7 Postal Order icon is now displayed in the sales stack on the right-hand side of the screen. The original request from the customer was for a Postal Order to the value of £7.39. You will now need to navigate from the Postal Orders menu to the Postage Stamp screen, to record the sale of the stamps required to make up the requested value.

3. Touch the Previcon.



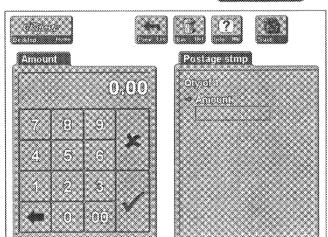
or Press ESC on the keyboard.

By activating this icon you have navigated backwards one step, from the Postal Orders menu to the Serve Customer menu. From the Serve Customer menu you can select the correct icon to sell the stamps.

4. Touch the Postage stmp icon,



or *Press* F3 on the keyboard.



The Amount screen is displayed.

You can now enter the amount of stamps required.

You can use either the on screen numeric keypad or the keyboard to enter the amount of stamps required. If you make a mistake when entering the figures, to delete the last figure typed, either use the black arrow on the screen or the BACKSPACE key on the keyboard. The red cross icon on the screen or the UNDO key will delete the amount entered. There is no need to enter the decimal point.

Section 2: Postal Order sales with stamps, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

5. Type £0.39

Note:

It is very important to check the figures on the screen display have been entered correctly before continuing with the transaction.

6. Touch the green tick icon, or Press ENTER on the keyboard.

A new icon appears in the sales stack for the extra stamps. The Finish icon at the bottom reflects the total of the Postal Order, the fee and the additional stamps.

7. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the method of payment offered by the customer can now be activated using the relevant icon. Again, the customer pays with a £10 note.

8. Touch the Cash icon, or Press F3 on the keyboard.

The Amount entry screen is displayed. The amount of cash offered by the customer can be entered.

9. Type £10.00

Note:

It is very important to check the figures on the screen display have been entered correctly before continuing with the transaction.

10. Touch the green tick icon, or Press ENTER on the keyboard.

The Finish icon now shows the amount of change due to the customer. The menu display has reverted to the Settlement menu so that you can register how the change will be given.

Note:

All payments from you to the customer will be in cash, therefore the Cash icon (F1) must be used.

11. Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu

Well done!

You have completed the sale of a Postal Order with stamps using the Horizon system.

Section 2: Priority stationery sales

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The following transaction is for the sale of a priority stationery fixed price item.

In this example the customer has requested a Swiftpack Small.

From the Serve Customer menu:

Touch the Other Products icon, or Press F13 on the keyboard.

The Other Products menu is displayed.

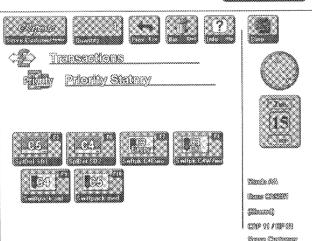
2. Touch the Mail Products icon, or Press F10 on the keyboard.

The Mail Products menu is displayed.

3. Touch the Priority Statnry icon,



or Press F11 on the keyboard.



The Priority Statnry menu is displayed. You can see the products which have been grouped in this menu.

No icons in this group have subordinate products associated with them.

Activating any icon from this menu causes the sale to appear in the sales stack on the right-hand side of the screen.

4. Touch the Swiftpack sml icon,



or *Press* F9 on the keyboard.

The sale has now been added to the sales stack on the right-hand side of the screen. The customer wishes to pay for the item with the correct cash.

5. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the method of payment offered by the customer can now be activated using the relevant icon. In this example:

6. Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed the sale of a priority stationery item using the Horizon system.

Section 2: Ordinary stationery sales

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The following transaction is for the sale of an ordinary stationery fixed price item.

In this example your customer has requested an Aerogramme.

From the Serve Customer menu:

1. Touch the Other Products icon, or Press F13 on the keyboard.

The Other Products menu is displayed.

2. Touch the Mail Products icon, or Press F10 on the keyboard.

The Mail Products menu is displayed.

3. Touch the Ordnry Statnry icon,



or Press F12 on the keyboard.

The Ordnry Statnry menu is

displayed: all the items are sale items.

You can see there is an icon for the sale of single Aerogrammes.

4. Touch the A/gram sngle icon,



\$3000 Cr 400 Distance (CONCRETE) (CONTRACTOR) COMP 99 # 100F 100 Same Caston

or Press F1 on the keyboard.

The sale of the Aerogramme has now appeared in the sales stack.

5. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the method of payment offered by the customer can now be activated using the relevant icon. In this sale item example:

6. Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed the sale of an ordinary stationery item using the Horizon system.

Section 2: Parcel services transactions

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

The following transaction is for parcel services sales. In this example the customer has requested a Datapost Inland service.

Note:

Mail transactions for items that weigh up to 6 kg can be carried out as EPOSS Scales transactions. Refer to Workbook 4.

From the Serve Customer menu:

1. Touch the Other Products icon, or Press F13 on the keyboard.

The Other Products menu is displayed.

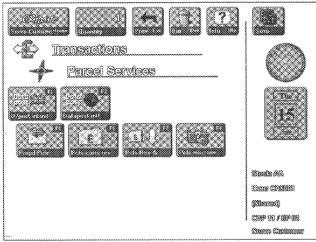
2. Touch the Mail Products icon, or Press F10 on the keyboard.

The Mail Products menu is displayed.

3. Touch the Parcel Services icon.



or Press F14 on the keyboard.



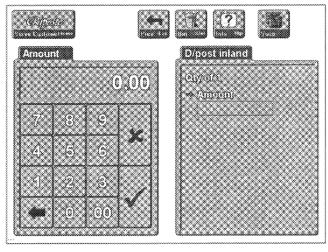
The Parcel Services menu is displayed. You can see there is an icon for Data Post Inland items.

4. Touch the D/post inland icon,



or Press F1 on the keyboard.

Ref: PATH/43/002 Date: 29/07/99 Section 2: Parcel services transactions, continued Issue: 2.0



The Amount screen is displayed. The system prompts you to enter the basic cost of the Datapost service required, which you will find in the compendium.

5. Type £14.50

Check the amount entered is correct before continuing.

- Touch the green tick icon, or Press ENTER on the keyboard.
- 7. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the method of payment offered by the customer can now be activated using the relevant icon. In this example:

8. Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed the sale of a parcel services item using the Horizon system.

EPOSS I

Section 2: Letter services transactions

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The following transaction is for letter services sales.

In this example the customer wishes to purchase £100 of Pre-Paid Letters.

From the Serve Customer menu:

1. Touch the Other Products icon, or Press F13 on the keyboard.

The Other Products menu is displayed.

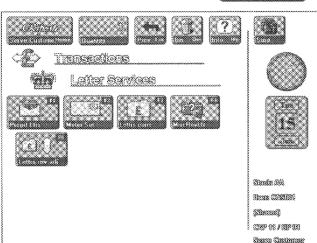
2. Touch the Mail Products icon, or Press F10 on the keyboard.

The Mail Products menu is displayed.

3. Touch the Letter Services icon.



or Press F15 on the keyboard.



The Letter Services menu is displayed. You can see that there are icons for the sale of various types of Services.

All the selections from this menu are value entry. This means that whichever service is selected, you will have to key in an amount.

For this example your customer has requested the Pre-Paid Letters service.

4. Touch the Prepd Ltrs icon,



or Press F1 on the keyboard.

This causes the Amount entry screen to be displayed (as you have seen in previous examples). You now need to enter the amount the customer has requested for this service.

Type £100.00

Check the amount entered is correct before continuing.

- 6. Touch the green tick icon, or Press ENTER on the keyboard.
- 7. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the method of payment offered by the customer can now be activated using the relevant icon. In this example:

8. Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed a letter services sale using the Horizon system.

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

So far in this Workbook all the sales have been for single items. This is a useful exercise in navigating the Horizon system menus, however it is more usual for customers to request several items. Some of the items requested in this exercise have not been mentioned specifically in the individual examples, but they are from the same or similar menu groups.

As with all EPOSS sales, the transaction will begin from the Serve Customer menu.

In this example the customer has requested the following items:

- 1 x 1st Class stamp
- 1 x 2nd Class stamp
- 1 x 1st Class stamp book (4 stamps)
- 1 x Swiftpack C4 Europe

Remember there are five sales that can be made directly from the Serve Customer menu: 1st & 2nd Class stamps, Colour TV Licence Fees, £2 TV and £2 BT Saving Stamps.

From the Serve Customer menu:

- 1. Touch the 1st class stmp icon, or Press F1 on the keyboard.
- 2. Touch the 2nd class stmp icon or, Press F2 on the keyboard.

The first two items requested by your customer have now been recorded and totalled in the sales stack on the right-hand side of the screen. The next item requested is a book of four 1st class stamps. This item is not available directly from the Serve Customer menu.

3. Touch the Stamp Books icon,



or *Press* F4 on the keyboard.

The Stamp Books menu is now displayed. You can see that there is an icon for the type of stamp book your customer has requested.

4. Touch the Stp bk 1st x 4 icon,



or Press F3 on the keyboard.

The Stamp Book requested by your customer has been recorded and added to the total in the sales stack on the right-hand side of the screen. The Horizon system does not return to the Serve Customer menu because the sale has not yet been completed.

The final item your customer has requested is a Swiftpack Europe. This item is not available from the Stamp Books menu, so you have to move to the Priority Stationery menu to make the sale.

Section 2: Multiple sales example 1, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

5. Touch the Previcon,



or Press ESC on the keyboard.

Activating the Previcon moves you backwards to the previous menu, in this case back to the Serve Customer menu. The Swiftpack Europe can be obtained from the Priority Stationery menu.

- 6. Touch the Other Products icon, or Press F13 on the keyboard.
- 7. Touch the Mail Products icon.



or Press F10 on the keyboard.

8. Touch the Priority Statnry icon,



or Press F11 on the keyboard.

The menu for Priority Stationery is displayed and there is an icon for a Swiftpack Europe.

9. Touch the Swftpk C4Euro icon,



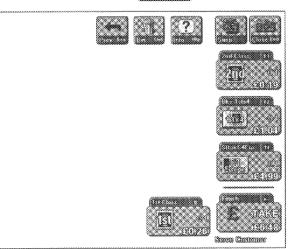
or Press F7 on the keyboard.

As with the previous items, the Swiftpack Europe is registered in the sales stack, and its individual cost is added to the overall total for this customer. There are now four items in the sales stack but only three are visible. Notice at the top of the sales stack the Open icon is now displayed. Activating this icon allows you to view all sales items in the stack including those which were no longer visible on screen.

10. Touch the Open icon,



or Press END on the keyboard.



The screen now displays icons for all the sale items.

The Open icon has now changed to a Close icon. Activating this icon will return you to the sale menu displayed prior to activating the Open icon.

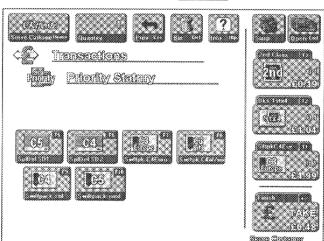
Section 2: Multiple sales example 1, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

11. Touch the Close icon,



or Press END on the keyboard.



The screen now returns to the Priority Statnry menu visible.

12. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the method of payment offered by the customer can now be activated using the relevant icon. In this sale item example:

13. Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed a multiple sale using the Horizon system.

EPOSS 1

Section 2: Multiple sales example 2

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Some of the items requested in the following exercise have not been mentioned specifically in the individual examples, but they can be accessed from menu groups on the Other Products menu.

For the second multiple sale example your customer has requested the following items:

- 1 x Colour TV Licence
- 1 x £3 BT Phonecard
- 5 x £1 National Lottery Instants
- 1 x £5 MVL Saving Stamp

The first item requested by the customer is a Colour TV Licence.

From the Serve Customer menu:

1. Touch the Colour TV lic icon,



or Press F9 on the keyboard.

To make the sales for the other items you must select the items from various menu groups under the Other Products menu. The next item the customer requires is a £3 BT Phonecard, which can be obtained from the Phonecards menu.

- 2. Touch the Other Products icon, or Press F13 on the keyboard.
- 3. Touch the Phonecards icon,



or Press F14 on the keyboard.

The Phonecards menu is displayed. You can see there is an icon for a BT £3 Phonecard.

4. Touch the BT card £3 icon,



or Press F2 on the keyboard.

As this is a fixed price item, it is registered directly into the sales stack.

The next items required are the five National Lottery Instant tickets. These can be sold from the Leisure menu.

5. Touch the Previcon.



or Press ESC on the keyboard.

6. Touch the Leisure icon,

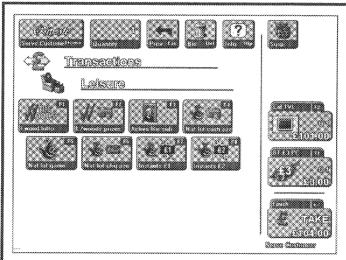


or Press F6 on the keyboard.

EPOSS 1

Section 2: Multiple sales example 2, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Leisure menu is displayed. You can see there are icons for National Lottery and Littlewoods scratchcards.

The next item requested is the 5 x £1 National Lottery Instants. You can see an appropriate icon on screen, but before you activate the icon you must set the Quantity to 5.

Using the keyboard:

7. Type 5

Check the Quantity required has been set correctly before continuing.

Note:

If you wish to use the touch screen to change the Quantity, the Quantity icon must be activated at the top of the screen and the Quantity entered, (see page 15 steps 1 - 3).

8. Touch the Instants £1 icon.



or *Press* F7 on the keyboard.

SALES STACK



The sale item now appears in the sales stack on the right-hand side of the screen, the National Lottery Instant sales icon shows Q5 on the icon. This indicates that a Quantity of 5 sales has been registered and the individual price for the fixed price item has been multiplied 5 times. This value has also been added to the total price of sales showing in the Finish icon. The Quantity icon has now returned to the default value of 1.

EPOSS I HORIZON SYSTEM

Section 2: Multiple sales example 2, continued

Ref: PATH/43/002 Date: 29/07/99

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The customer has requested one more item to complete the sales session, a £5 MVL Saving Stamp. The screen display is still showing the Leisure items, and you will now move to the Saving Stamps menu to record the sale.

9. Touch the Previcon.



or Press ESC on the keyboard.

The Other Products menu is displayed. You can see that there is an icon for Saving Stamps.

10. Touch the Saving Stamps icon,



or Press F5 on the keyboard.

The Saving Stamps menu is displayed, showing the stamps available. There is an icon for a £5 MVL Saving Stamp.

11. Touch the MVL stmp icon,



or Press F3 on the keyboard.

All the items requested by the customer are now recorded in the sales stack. Remember that if a sale stack icon is not visible, you can use the Open icon to view all items and the Close icon to return to the Sales menu.

12. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the method of payment offered by the customer can now be activated using the relevant icon. In this sale item example:

13. Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed a multiple sale using the Horizon system.

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Activity Sheet 1 Workbook 2

1 x £9 Postal Order

If there are any questions you are unable to answer, read this Workbook again. Some of the answers are practical and require you to use the Horizon system.

Note:

If you are completing these exercises in the post office, ensure that the Horizon system is in Training Mode.

	When is the Quantit	y icon used?		
2.	Which icon would	you use to delete an iter	n from the sales stack?	
3.	When would you u	se the Cash icon on the		
4.	Complete sales on your choice:	your Horizon system for	the following, using a r	nethod of payment of

1 x Aerogramme single 1 x 10 2nd Class stamp book

1 x Swiftpack Medium

Finish transaction Finish transaction Finish transaction

1 x £5 Postal Order

42p in stamps 5 x £2 TV stamps



EPOSS 2 Electronic Point Of Sale Service Horizon System

6.

TRAINING WORKBOOK 3

EPOSS 2

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

HORIZON SYSTEM

EPOSS 2 HORIZON SYSTEM

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EPOSS 2 HORIZON SYSTEM

OBJECTIVES & INTRODUCTION

Objectives:

When you have completed this Workbook you will be able to:

- 1. Complete transactions from the Travel, Licences and Personal Finance groups.
- Complete an MVL transaction registering a mixed payment.
- 3. Use the Horizon system to register Girobank and National Savings transactions.
- 4. Use the Horizon system to register Green Giro transactions.

Introduction:

This Workbook is the second in a series of three describing the actions and procedures for the sale of, and payment for, post office products and postage items using the EPOSS (Electronic Point Of Sale Service) function of the Horizon system.

This Workbook is divided into two sections. Section 1 covers general navigation and transactions from the Travel and Licences menu groups. Section 2 covers transactions from the Girobank and National Savings menus.

If you need to reverse a transaction for a customer or if you completed it incorrectly at the counter, refer to the procedures for reversing transactions described in Workbook 7.

Note:

If you are carrying out any of these training examples in the post office, the Horizon system must be placed in Training Mode by the manager.

At the end of each Workbook in the series there is an activity sheet which allows you to practise the transactions covered in the Workbook. If you are not sure of the answer to a question, simply re-read the relevant section of the Workbook and try again.

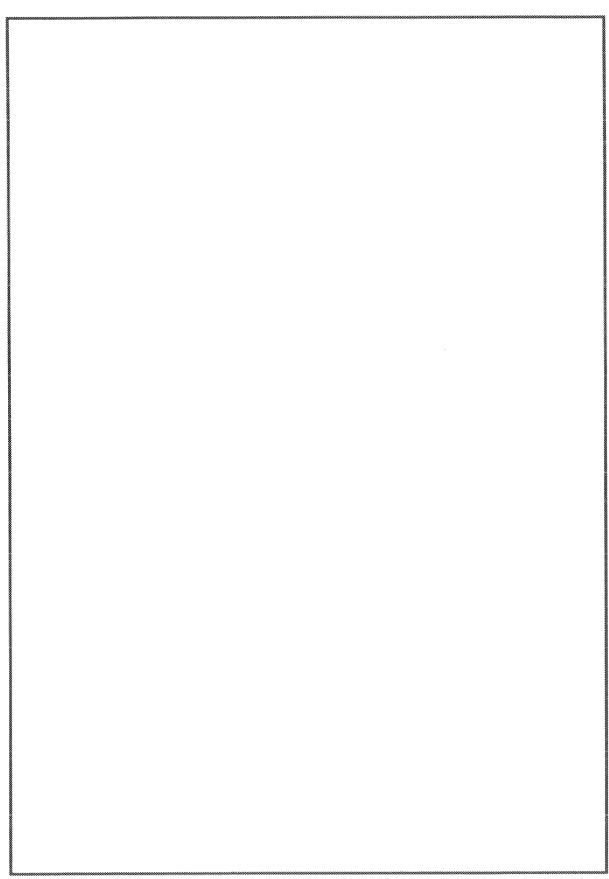
The Workbooks do not cover every possible transaction which you can perform on the Horizon system. If you need further help, or if a specific example is not covered, you should consult the *Horizon System User Guide*.

Note:

The Workbooks provide values against a number of products and services that are correct at the time of going to press. This information is subject to change and you should refer to the appropriate POCL transaction documentation for up to date price information.

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HORIZON SYSTEM

SECTION I - TRAVEL & LICENCES

INTRODUCTION

Introduction:

This section covers general navigation and transactions from the Travel and Licences menu groups.

There are examples for the MVL & Fishing Licence transactions included in this section, however these are only applicable to post offices which conduct MVL & Fishing Licence business.

Note:

Fishing Licences are currently not available in Scotland. You will be able to sell Fishing Licences over the counter in Scotland in the near future. The Horizon system will be updated when this facility becomes available.

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HORIZON SYSTEM

EPOSS 2

HORIZON SYSTEM
Section 1: Rod licences

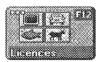
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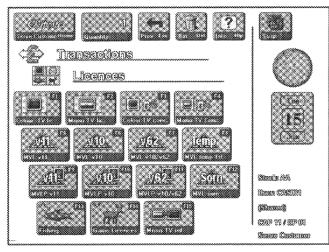
In the following example the customer has requested an 8 day salmon rod licence.

From the Desktop menu, select Transactions, then select Serve Customer.

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the Licences icon,



or Press F12 on the keyboard.



The Licences menu is now displayed. The customer has requested an 8 day salmon rod licence which appears on the Fishing menu.

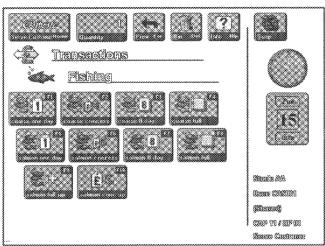
Note:

Fishing Licences are NOT available in Northern Ireland and as such the Fishing Licence icon will not be available on the Licences menu.

3. Touch the Fishing icon,



or Press F13 on the keyboard.



The Fishing menu is displayed, featuring the various rod licences available.

EPOSS 2

Section 1: Rod licences, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

4. Touch the salmon 8 day icon,



or Press F7 on the keyboard.

5. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the method of payment offered by the customer can now be activated using the relevant icon. For this sale item example:

6. Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed the sale of a rod licence using the Horizon system.

EPOSS 2

HORIZON SYSTEM

Section 1: E111 application

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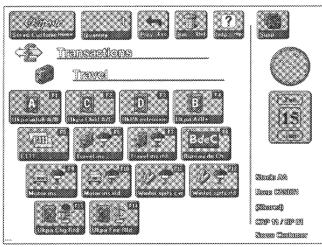
This exercise covers a non value transaction from the Travel menu. In this example the customer has returned to the post office with a completed E111 application to be checked.

From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- Touch the Travel icon,



or Press F7 on the keyboard.



The Travel menu is displayed. Some of the icons in this group have other menus subordinate to them.

In this example the customer has completed an E111 application form. You can see that there is an icon for registering E111 applications on screen.

Note:

Remember to carry out the existing POCL checks on the E111 application form.

3. Touch the E111 icon,



or Press F5 on the keyboard.

The 'sale' of the E111 is registered in the sales stack on the right-hand side of the screen. Note that there is no charge to the customer for processing the E111 application.

Touch the Finish icon, or Press ENTER on the keyboard.

Since there was no charge to the customer, activating the Finish icon completes the transaction and the Horizon system returns to the Serve Customer menu.

Well done!

You have processed an E111 application and registered the transaction using the Horizon system.

EPOSS 2

Section 1: DVLA mixed payment

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

This exercise covers a single transaction, utilising the mixed payment feature of the settlement menu.

In this example the customer has requested an MVL V10 licence for 12 months to the value of £155 and wishes to redeem £50 in MVL stamps and pay the remainder by cheque. All the accompanying paperwork is in order.

Note:

It should be noted that post offices that do not conduct MVL transactions will not have access to the MVL icons on the Licences menu.

From the Serve Customer menu:

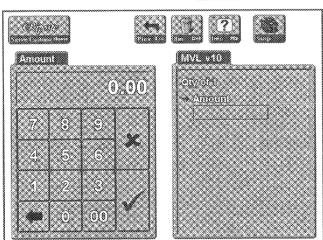
- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the Licences icon, or Press F12 on the keyboard.

The Licences menu is displayed. There is an icon for MVL v10.

3. Touch the MVL v10 icon,



or Press F6 on the keyboard.



The Amount screen is displayed. The system prompts you to type in the price of the V10 required by the customer.

In this example the cost of a V10 licence for a 12 month period is £155.00.

Note:

Refer to the V149 for the cost of the licence required by the customer.

4. Type £155.00

Check the amount entered is correct before continuing

Touch the green tick icon, or Press ENTER on the keyboard.

The transaction is displayed in the sales stack on the right-hand side of the screen. This is the only request from the customer.

6. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed.

The customer wishes to redeem £50 of MVL Stamps and pay the rest by cheque.

EPOSS 2

Section 1: DVLA mixed payment, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

The Settlement menu has an option for redeeming MVL stamps. At this point you need to count the amount of stamps being redeemed and set the Quantity accordingly.

In this example the customer is redeeming 10 stamps (total value £50.00).

7. Type 10.

Check the Quantity is correct before continuing.

8. Touch the MVL stmp rdm icon,



or Press F12 on the keyboard.

The amount of the redeemed MVL stamps appears as an icon in the sales stack: this amount (£50,00) has been deducted from the original amount of £155.00. There is an outstanding balance of £105 to be collected from the customer. The customer pays the balance by cheque.

9. Touch the Cheque icon, or Press F2 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Note:

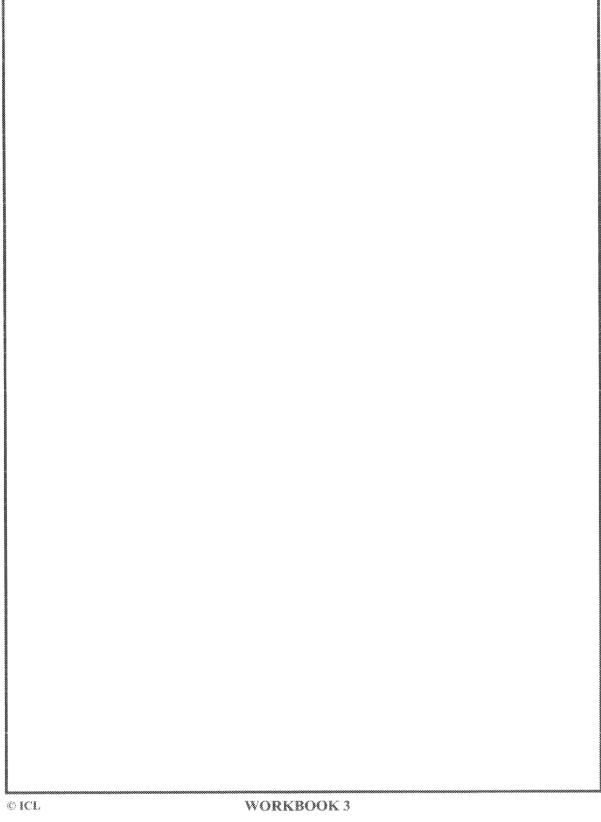
Cheques can only be accepted for those products stipulated in current POCL procedures. All current POCL regulations regarding the acceptance of cheques at the counter still apply.

Well done!

You have completed a DVLA transaction, registering a mixed form of payment from the customer using the Horizon system.

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HORIZON SYSTEM EPOSS 2 Ref: PATH/43/002
Date: 29/07/99
Issue: 2.0



Date: 29/07/99

Ref: PATH/43/002

Issue: 2.0



HORIZON SYSTEM

GIROBANK & NATIONAL SAVINGS

INTRODUCTION

Introduction:

This section covers general navigation and transactions from the Girobank and National Savings menu groups. It also explains the process for the encashment of Green Giro benefit with or without milk tokens.

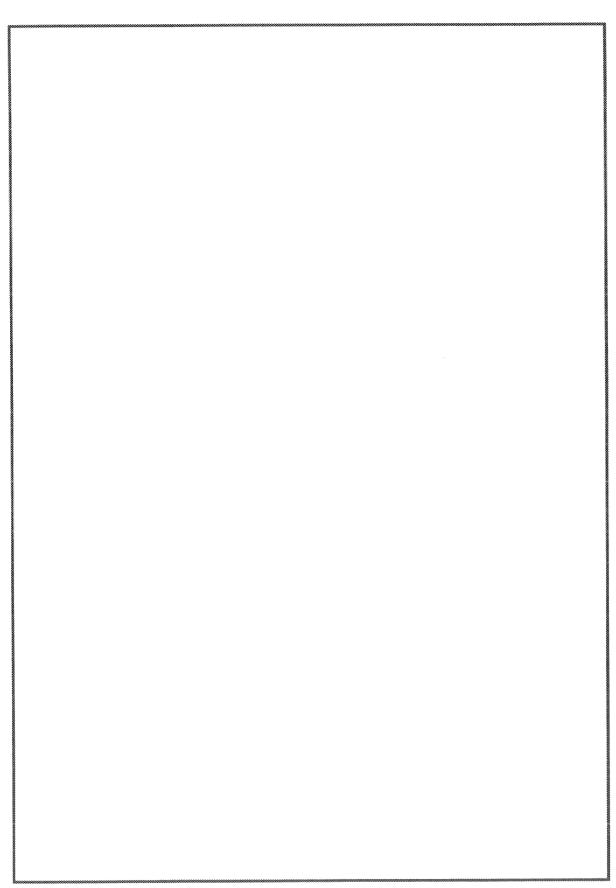


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EPOSS 2 Ref: PATH/43/002 HORIZON SYSTEM Date: 29/07/99

Issue: 2.0



Section 2: BT bill payment

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

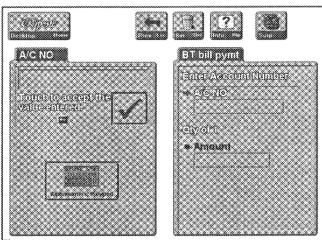
This exercise covers the payment of a BT bill from the Serve Customer menu (note that BT bills can also be paid from the Utilities menu). In this example the customer wishes to pay their £75.43 BT bill by cheque.

From the Serve Customer menu:

1. Touch the BT bill pymt icon,



or Press F10 on the keyboard.



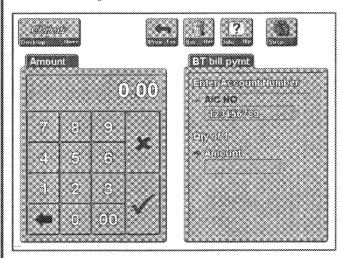
The A/C NO screen is displayed. At this point you must enter the customer's BT Account Number.

In this example the account number is: 123456789

2. Type 123456789

Check the account number entered is correct before continuing.

3. Touch the green tick icon, or Press ENTER on the keyboard.



The Amount screen is displayed. At this point you must enter the amount the customer wishes to pay against the BT bill.

In this example the customer wishes to pay £75.43.

4. Type £75.43

Check the amount entered is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.

Section 2: BT bill payment, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The total shown in the sales stack now reflects the BT bill payment of £75.43.

6. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed. You now have to record the payment offered by the customer.

7. Touch the Cheque icon, or Press F2 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Note:

Cheques can only be accepted for those products stipulated in current POCL procedures. All current POCL regulations regarding the acceptance of cheques at the counter still apply.

Well done!

You have completed a BT bill payment using the Horizon system.

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Section 2: Girobank cash deposit

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

In this example the customer wishes to deposit £100.00 in their Girobank account.

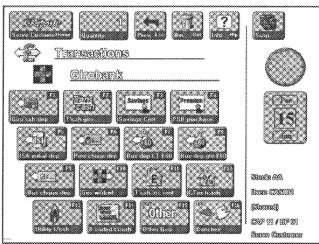
From the Serve Customer menu:

w,

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the Girobank icon,



or Press F3 on the keyboard.



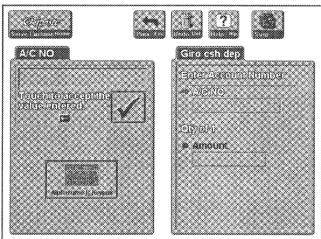
The Girobank menu is displayed featuring the various Girobank transactions that can be carried out.

There is an icon for Girobank cash deposits.

3. Touch the Giro csh dep icon,



or Press F1 on the keyboard.



The A/C NO screen is displayed. At this point you must enter the customer's Girobank Account Number.

In this example the account number is: 987654321.

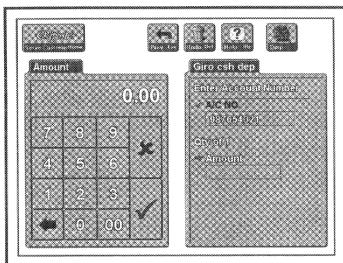
4. Type 987654321

Check the account number is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.

Section 2: Girobank cash deposit, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Amount screen is displayed. The system prompts you to enter the amount the customer wishes to deposit in their Girobank account.

In this example the customer wishes to pay in £100.00.

6. Type £100.00

Check the amount entered is correct before continuing.

7. Touch the green tick icon, or Press ENTER on the keyboard.

The total shown in the sales stack now reflects the Girobank deposit of £100.00.

8. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed. You now have to record a payment from the customer.

9. Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed a Girobank cash deposit using the Horizon system.

EPOSS 2

Section 2: National Savings ordinary account cash deposit

Date: 29/07/99

Ref: PATH/43/002

Issue: 2.0

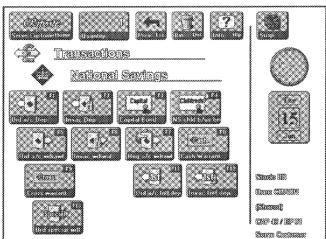
In this example the customer wishes to deposit £100.00 in their National Savings ordinary

From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the National Savings icon,



or Press F2 on the keyboard.



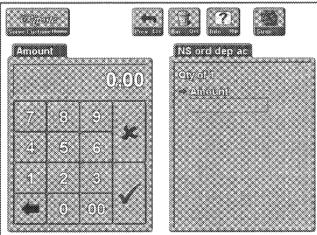
The National Savings menu is displayed featuring the various National Savings transactions that can be carried out.

There is an icon for ordinary account deposits.

3. Touch the Ord a/c Dep icon,



or Press F1 on the keyboard.



The Amount screen is displayed. The system prompts you to enter the amount the customer wishes to deposit in their account.

4. Type £100.00

Check the amount is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.

HORIZON SYSTEM EPOSS 2 Ref: PATH/43/002
Date: 29/07/99

Section 2: National Savings ordinary account cash deposit, continued

Date: 29/07/99

Issue: 2.0

The total shown in the sales stack now reflects the National Savings deposit of £100.00. 6. Touch the Finish icon, or Press ENTER on the keyboard. The Settlement menu is displayed. You now have to record a payment from the customer. 7. Touch the Cash icon, or Press F1 on the keyboard. This completes the sale and the Horizon system returns to the Serve Customer menu. Well done! You have completed a National Savings ordinary account cash deposit using the Horizon system.

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

This exercise covers the encashment of other banks' cheques from the Personal Finance menu of the Horizon system. In this example the customer has requested to encash a cheque already made out to the value of £45.

Note:

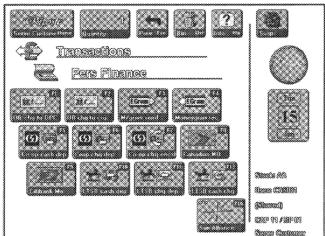
Cheques can only be accepted for those products stipulated in current POCL procedures. All current POCL regulations regarding the acceptance of cheques at the counter still apply.

From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the Pers Finance icon,



or Press F8 on the keyboard.



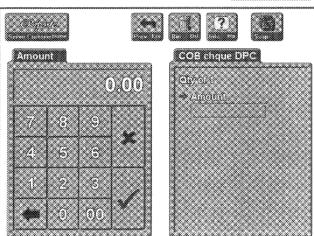
The Pers Finance menu is displayed.

You can see there is an icon OB chq to DPC (Other Banks' cheques to Data Processing Centre).

3. Touch the OB chq to DPC icon,



or Press F1 on the keyboard.



The Amount screen is displayed. The system prompts you to enter the amount of the cheque.

Section 2: Encashment of other banks cheques, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Note:

The system will automatically deduct the fixed charge for the cheque encashment service. Customers requiring a specific sum of cash should be advised to add the handling fee when making out a cheque.

4. Type £45.00

Check the amount entered is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.

The transaction is now displayed in the sales stack on the right-hand side of the screen. Notice the icon in the sales stack is for £40.00, the £5 handling fee has been automatically deducted.

Remember that the transaction can still be cancelled at the customer's request, by using the Bin icon.

6. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed. The method of payment offered to the customer can now be activated using the Cash icon.

7. Touch the Cash icon, or Press F1 on the keyboard.

This completes the sale and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed a transaction to encash other bank s cheques, using the Horizon system.

EPOSS 2

Section 2: Green Giro payments

Date: 29/07/99

Ref: PATH/43/002

Issue: 2.0

Another type of transaction that can be carried out for a customer is Green Giro payments.

Note:

All current POCL regulations regarding the payment of Green Giros at the counter still

The value of the payment made must be recorded on the Horizon system.

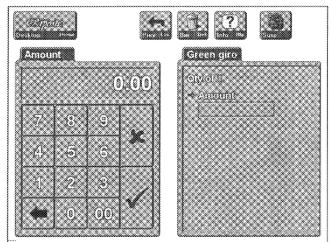
In this example a customer has presented a Green Giro for payment.

From the Serve Customer menu:

1. Touch the Green giro icon,



or Press F12 on the keyboard.



The Amount screen is displayed. The system prompts you to enter the amount to be paid on the Green giro.

For this example the value of the Green giro is £48.10.

2. Type £48.10

Check the amount entered is correct before continuing.

- 3. Touch the green tick icon, or Press ENTER on the keyboard.
- 4. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed. As this is a payment to the customer, the transaction must be completed to Cash.

Touch the Cash icon, or Press F1 on the keyboard.

This completes the transaction and the Horizon system returns to the Serve Customer menu.

Well done!

You have paid a customer s Green Giro benefit using the Horizon system.

EPOSS 2

Section 2: Green Giro payments with milk tokens

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Occasionally a Green Giro with milk tokens will be presented for payment.

Note:

All current POCL regulations regarding the payment of Green Giros at the counter still apply.

In this example the customer has presented a Green Giro for payment and two milk tokens are to be issued.

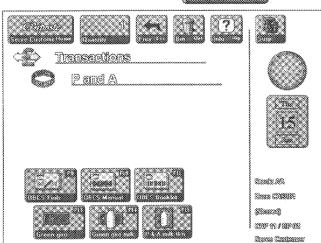
When milk tokens are associated with a green giro payment, the transaction must be carried out from the P and A (Pensions and Allowances) menu.

From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the P and A icon,



or Press F1 on the keyboard.



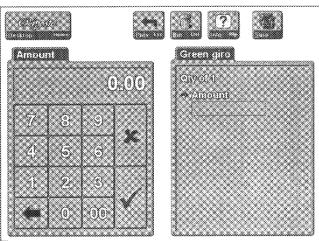
The P and A menu is displayed. You can see various icons for the OBCS (Order Book Control Service) functions on the Horizon system. These are explained in more detail in Workbook 5.

There are two icons, Green giro and Green giro milk at the bottom of the screen.

3. Touch the Green giro icon,



or Press F13 on the keyboard.



The Amount screen is displayed. The system prompts you to enter the amount to be paid on the Green giro.

In this example the value of the Green giro is £34.60.

EPOSS 2

Section 2: Green Giro payments with milk tokens, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

4. Type £34.60

Check the amount entered is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.

The value of the Green Giro now appears as an icon in the sales stack on the right-hand side of the screen. The Horizon system has returned to the P and A menu. In addition to the value of the Green Giro, two milk tokens also need to be issued to the customer.

6. Type 2

Check the Quantity is correct before continuing.

7. Touch the Green giro milk icon,



or Press F14 on the keyboard.

8. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed. As this is a payment to the customer, the transaction must be completed to Cash. Do not forget to issue the milk tokens to the customer.

9. Touch the Cash icon, or Press F1 on the keyboard.

This completes the transaction and the Horizon system returns to the Serve Customer menu.

Well done!

You have paid a customer s Green Giro benefit and issued milk tokens using the Horizon system.

EPOSS 2 HORIZON SYSTEM

Section 2: Multiple sales

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

So far in this Workbook all the sales have been for single items. This is a useful exercise in navigating the Horizon system menus, however it is more usual for a customer to request several items. Some of the items requested in this exercise have not been mentioned specifically in the individual examples, but they are from the same or similar menu groups.

In the first multiple sale example the customer has requested the following items:

- A UK adult passport
- £150 of Premium Bonds
- A withdrawal of £75 from their Girobank account.

Note:

All current POCL regulations regarding Passport & Premium Bond applications at the counter still apply.

From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the Travel icon, or Press F7 on the keyboard.
- 3. Touch the Ukpa adult A/B icon,



or Press F1 on the keyboard.

As this item is fixed price the sale appears in the sales stack on the right-hand side of the screen.

The next item requested by the customer is £150 of Premium Bonds: they have correctly completed a Premium Bond application form.

4. Touch the Previcon.



or Press ESC on the keyboard.

This action returns you one step backwards in the navigation process, in this case to the Other Products menu.

- Touch the Girobank icon, or Press F3 on the keyboard.
- 6. Touch the PSB purchase icon,

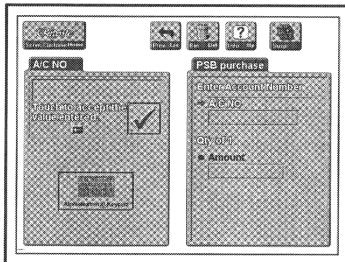


or Press F4 on the keyboard.

EPOSS 2

Section 2: Multiple sales, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



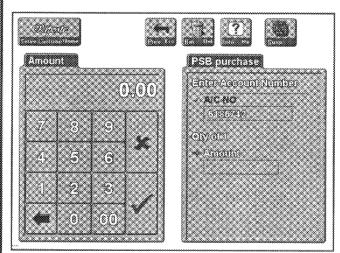
The A/C NO screen is displayed. The system prompts you to enter the account number for the purchase of Premium Bonds.

In this example the account number is 6186742.

7. Type 6186742

Check the account number is correct before continuing.

8. Touch the green tick icon, or Press ENTER on the keyboard.



The Amount screen is displayed. The system prompts you to enter the amount of Premium Bonds the customer wishes to purchase.

In this example the customer wishes to purchase £150.00.

9. Type £150.00

Check the amount entered is correct before continuing.

10. Touch the green tick icon, or Press ENTER on the keyboard.

The Premium Bonds are added to the stack. The customer now wishes to withdraw £75.00 from their Girobank account to help pay for the purchases.

The Girobank withdrawal icon is also available on the Girobank menu.

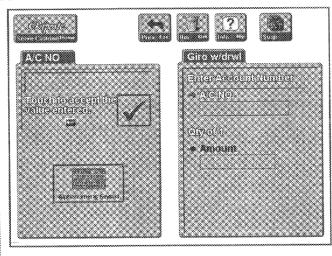
11. Touch the Giro w/drwl icon,



or Press F10 on the keyboard.

Section 2: Multiple sales, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



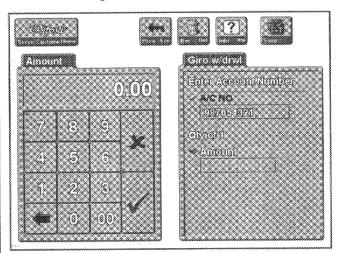
The AC NO screen is displayed. At this point you must enter the customer's Girobank Account Number.

In this example the account number is 987654321.

12. Type 987654321

Check the account number is correct before continuing.

13. Touch the green tick icon, or Press ENTER on the keyboard.



The Amount screen is displayed. The system prompts you to enter the amount the customer wishes to withdraw from their Girobank account.

In this example the customer wishes to withdraw £75.00.

14. Type £75.00

Check the amount entered is correct before continuing.

15. Touch the green tick icon, or Press ENTER on the keyboard.

This completes the customer's requirements.

16. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed. The customer settles the outstanding amount in cash.

17. Touch the Cash icon, or Press F1 on the keyboard.

This completes the transaction and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed a multiple sale using the Horizon system.

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Activity Sheet 1 Workbook 3

If there are any questions you are unable to answer read this Workbook again. Some of the answers are practical and require you to use the Horizon system.

Note:

If you are completing these exercises in the post office, ensure that the Horizon system is in Training Mode.

m	a raining Mode.		
, .	What details are required to complet	e an MVL transaction on the Horizon system?	
2.	What details are required before you	can complete a Girobank cash deposit?	
3.	Complete a Green Giro payment for	£73.20 with 2 milk tokens.	
4.	Complete the following sales on your Horizon system, settling with Cash or Cheque:		
	a)	b)	
	1 x UK child's passport 1 x E111 Health Cert.	1 x full season coarse rod licence (if applicable) 1 x MVL v11 @ £155 (if applicable)	
	Green Giro payment of £50.00	Pinish transaction radioming \$45 of \$48/I	
	Finish transaction	Finish transaction redeeming £45 of MVL saving stamps	



EPOSS 3 Scales Horizon System

TRAINING WORKBOOK 4

EPOSS 3

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

HORIZON SYSTEM

EPOSS 3 - SCALES HORIZON SYSTEM

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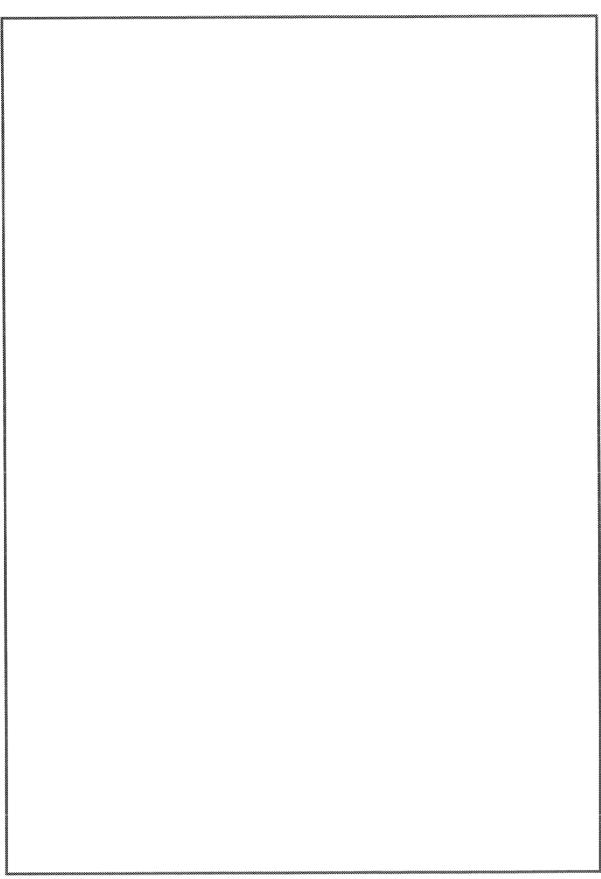
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Pick by Country Scales transaction	
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HORIZON SYSTEM

EPOSS 3 - SCALES HORIZON SYSTEM

OBJECTIVES & INTRODUCTION

Objectives:

When you have completed this Workbook, you will be able to:

1. Complete EPOSS Scales transactions using the various Horizon system customer facilities.

Introduction:

11111

This Workbook is the third in a series of three describing the actions and procedures for the sale of, and payment for, post office products and postage items using the EPOSS (Electronic Point Of Sale Service) function of the Horizon system.

This Workbook covers transactions using the Scales menu group. The Horizon system will assume that electronic scales (Avery Berkel D104) are attached to the system. If this is the case then the weight of postage items will be registered automatically by the Horizon system. If electronic scales are not attached to your system, you can still use all the functions and services associated with the Scales menu, however you will have to enter the weight of the mail item using the keyboard or on screen keypad. In addition to basic Scales transactions, the Horizon system provides additional functions and services connected with mail items: these are used and explained in the examples.

The Scales function of the Horizon system will allow you to complete mail item transactions up to 6 kg in weight. Mail items above 6 kg should be treated as postage items, and the price of the service(s) required should be obtained from the appropriate mail compendium.

If you need to reverse a transaction for a customer or if you completed it incorrectly at the counter, refer to the procedures for reversing transactions described in Workbook 7.

Note:

If you are carrying out any of these training examples in the post office, the Horizon system must be placed in Training Mode by the manager.

At the end of each Workbook in the series there is an activity sheet which allows you to practise the transactions covered in the Workbook. If you are not sure of the answer to a question, simply re-read the relevant section of the Workbook and try again.

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The Workbooks do not cover every possible transaction which you can perform on the Horizon system. If you need further help, or if a specific example is not covered, consult the <i>Horizon System User Guide</i> .
Note: The Workbooks provide values against a number of products and services that are correct at the time of going to press. This information is subject to change and you should refer to the appropriate POCL transaction documentation for up to date price information.

EPOSS 3

Section 1: Inland Scales transaction

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

In all the Scales transactions shown in this Workbook, the electronic scales are not connected to the Horizon system. The Horizon system will display an appropriate message and the weight of the mail item will then need to be entered manually using the on screen keypad or the keyboard.

In this example the customer has requested the following postal service:

- An Inland mail item, weight 400 grammes, to be sent 1st class.

From the Serve Customer menu:

1. Touch the Other Products icon,

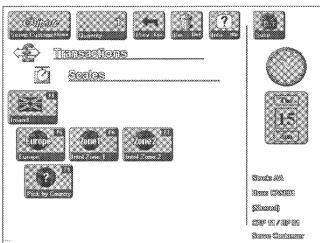


or Press F13 on the keyboard.

2. Touch the Scales icon.



or Press F9 on the keyboard.



The Scales menu is displayed. There are a number of icons for postal services.

In this example the customer has requested an Inland 1st Class postal service.

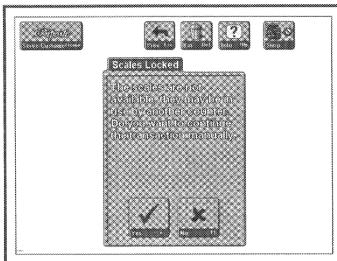
3. Touch the Inland icon.



or Press F1 on the keyboard.

Section 1: Inland Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

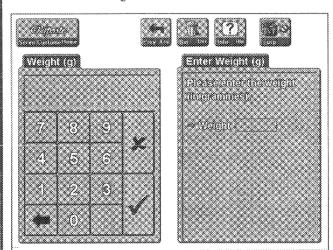


The Scales Locked information screen is displayed. This screen informs you that the scales are not available but you can continue the transaction by touching the Yes green tick icon and entering the weight of the mail item manually. The No red cross icon will abandon the current Scales transaction.

If scales are connected, place the mail item on the scales; the system will automatically move to step 7.

In this example the scales are not attached to the system, therefore the Yes green tick icon will need to be activated.

4. Touch the Yes green tick icon, or Press ENTER on the keyboard.



The Weight screen is displayed. The system prompts you to enter the weight of the mail item in grammes.

In this example the weight of the mail item is 400g.

5. Type 400

Check the weight entered is correct before continuing.

6. Touch the green tick icon, or Press ENTER on the keyboard.

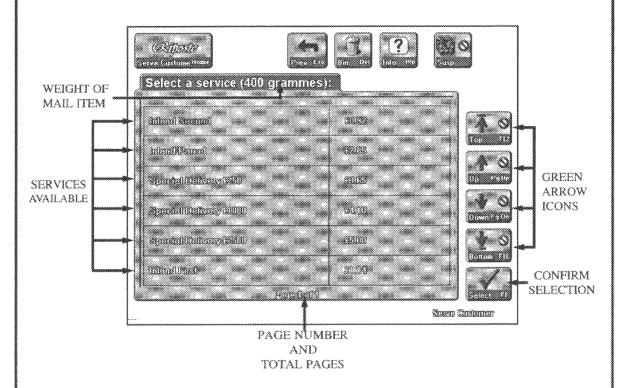
Section 1: Inland Scales transaction, continued

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The Select a service (400 grammes): screen is displayed. The Horizon system has registered the weight of the mail item and is now displaying the standard services available and the postage required. The system always defaults to the top choice on the list, indicated by the line highlighted in yellow. This may be the customer's preferred choice: if this is not the case, an alternative must be selected.

Select a service menu



Only 6 different services may be displayed on screen at one time. At the bottom of the menu it says Page 1 of 1, so this is the only page of services available. On the right-hand side of the screen there are four green arrow icons: as there is only one page of services available, all the page selection green arrow icons have no entry symbols superimposed. Therefore the customer's required service must be selected from this page of services. To select the service required by the customer, touch the line on screen that corresponds to the service required. Alternatively, the selection can be made using the keyboard scroll arrow keys (shown below) to move up or down through the selections.



The customer has already indicated that they require the mail item to be sent First Class.

7. Select the Inland First service by *Touching* the line on screen, or by *Pressing* the Down scroll arrow key on the keyboard.

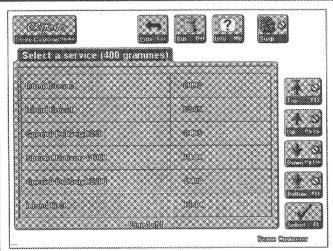
400

EPOSS 3

Section 1: Inland Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99

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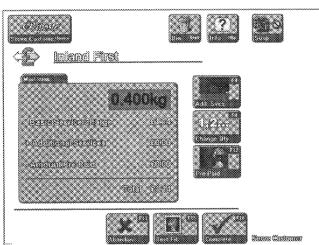
The Inland First service is highlighted in yellow, indicating that the postage required is £1.14.

Check the service selected is correct before continuing.

8. Touch the Select green tick icon,



or *Press* F1 on the keyboard.



The Inland First screen is displayed. The Basic Service Charge for the mail item weighing 400 grammes (0.400 kg) is shown in the Mail Item summary, in this example £1.14.

A number of other icons appear on this screen. Here is a brief description of the other icons that can be used at this stage:



Add Svcs (F4)

This icon can be activated to offer the customer additional services above the Basic Service Charge for the mail item(s), for example Recorded Dly.



Change Qty (F8)

This icon can be activated when the customer requests the same service for more than one mail item of the same weight. It should be noted that when the Quantity function is activated through the Change Qty icon, any additional service costs will be multiplied by the quantity set.

EPOSS 3

Section 1: Inland Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



Pre-Paid (F12)

This icon is activated when an amount of postage has already been affixed to the item or items to be posted. The Horizon system will deduct any pre-paid amount from the final total.



Abandon (F14)

When activated, this icon will abandon the transaction and it is not recorded on the system.



Best Fit (F15)

When activated, this icon will display the best fit of stamps for the item to be posted.



Complete (F16)

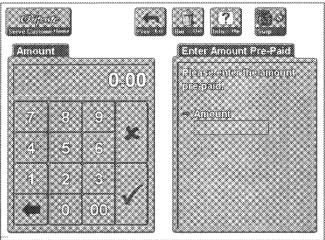
When activated, this icon will complete the transaction and add it to the sales stack.

The customer has indicated that they do not want any additional services but, however they have already affixed a £1 stamp to the mail item.

9. Touch the Pre-Paid icon,



or Press F12 on the keyboard.



The Amount screen is displayed. The system prompts you to enter the Amount already pre-paid on the mail item.

10. Type £1.00

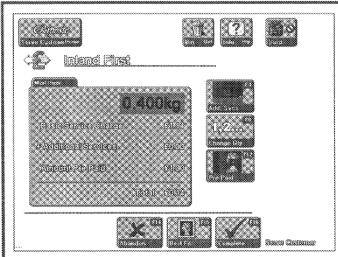
Check the amount entered is correct before continuing.

11. Touch the green tick icon, or Press ENTER on the keyboard.

EPOSS 3

Section 1: Inland Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The system returns to the Inland First Mail Item screen. The Basic Service Charge has not changed, but the Amount Pre-Paid has been entered and the Total amended to reflect the postage that needs to be affixed to the mail item.

In this example a further 14p of stamps should be affixed to the mail item.

The transaction can now be completed on the Horizon system. You have two options available:

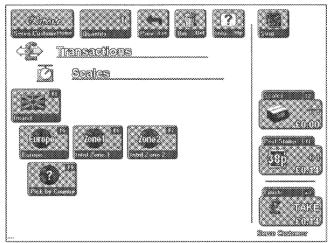
- Best Fit
- Complete

In this example the Complete icon will be activated.

12. Touch the Complete green tick icon,



or Press F16 on the keyboard.



The system returns to Scales menu. The Finish icon indicates the postage that needs to be affixed to the mail item.

13. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the appropriate method of payment offered by the customer can be selected. In this example the customer has tendered the correct amount in cash.

14. Touch the Cash icon, or Press F1 on the keyboard.

Well done!

You have completed an Inland Scales transaction using the Horizon system.

Section 1: European Scales transaction

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

Occasionally, a customer may request several mail items to be posted to the same destination. If these mail items are the same weight and the Basic Service Charge and any additional services required are identical for each item, the Change Qty function of the Scales service can be used. Alternatively, the Quantity can be set prior to activating the appropriate icon from the Scales menu.

In this example the customer has requested the following postal service:

- 5 identical mail items to Europe each weighing 200 grammes.

Note:

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Each mail item MUST be weighed individually.

From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the Scales icon, or Press F9 on the keyboard.

The Scales menu is displayed. There is an icon for postal services to Europe.

3. Touch the Europe icon,



or Press F5 on the keyboard.

The Scales Locked information screen is displayed. This screen informs you that the scales are not available but you can continue the transaction by touching the Yes green tick icon and entering the weight of the mail item manually.

4. Touch the Yes green tick icon, or Press ENTER on the keyboard.

The Weight screen is displayed. The system prompts you to enter the weight of the mail item in grammes.

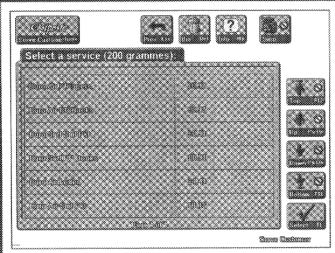
In this example the weight of the mail item is 200g.

5. Type 200

Check the weight entered is correct before continuing.

6. Touch the green tick icon, or Press ENTER on the keyboard.

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Select a service (200 grammes): screen is displayed. The Horizon system has registered the weight of the mail item and is now displaying the standard services available to Europe.

As with the Inland Scales transaction, there are only 6 services available to Europe. You can therefore select the service the customer requires.

In this example the customer requires the Euro Air Letter service.

7. Select the Euro Air Letter service by *Touching* the line on screen, or by *Pressing* the Down scroll arrow key on the keyboard.

Check the service selected is correct before continuing.

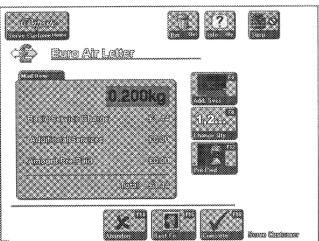
Note:

You must check that the service selected is suitable for the mail item.

8. Touch the Select green tick icon,



or Press F1 on the keyboard.



The Euro Air Letter screen is displayed. The Basic Service Charge is shown.

The customer has indicated that they do not require any additional services but they have 5 identical items to be mailed to the same location.

All the mail items have been weighed separately and are the same weight and require the same Basic Service.

9. Touch the Change Qty icon,



or Press F8 on the keyboard.

Ref: PATH/43/002 Date: 29/07/99 Section 1: European Scales transaction, continued Issue: 2.0

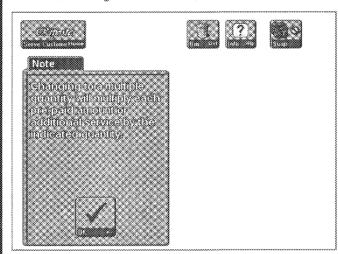
Enter new Quantity Programme and the second (Plac agreen quantity is 4). e e e e e e

The Quantity screen is displayed. The system prompts you to enter the Quantity of mail items required by the customer.

10. Type 5

Check the Quantity entered is correct before continuing.

11. Touch the green tick icon, or Press ENTER on the keyboard.



A Note screen is displayed, indicating that changing to a multiple quantity will multiply each pre-paid amount or additional service by the indicated quantity.

In this example at the request of the customer you have changed the quantity to 5. This means that the Basic Service Charge, in this example £1.44, will now be multiplied 5 times. In addition to the Basic Service Charge, if any additional service charges were to be, requested they would also be multiplied by 5.

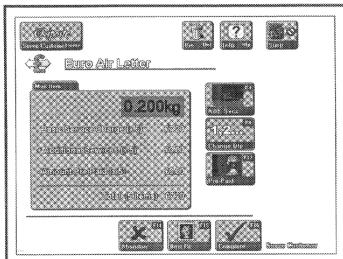
12. Touch the OK green tick icon, or Press ENTER on the keyboard.

EPOSS 3

Section 1: European Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0



The system returns to the Euro Air Letter Mail Item screen.

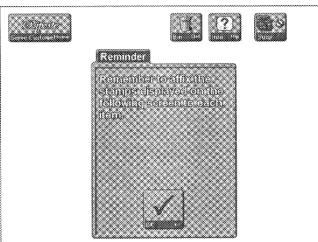
The Basic Service Charge has x 5 bracketed at the end, to indicate the Service Charge applies to all 5 items.

The customer has not requested any additional services.

13. Touch the Best Fit icon,

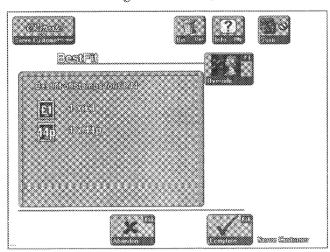


or Press F15 on the keyboard.



A Reminder screen is displayed. The system prompts you to affix the stamps displayed on the following screen to each item.

14. Touch the OK green tick icon, or Press ENTER on the keyboard.



The Best Fit screen is displayed. The screen gives a suggested combination of stamps which should be affixed to the mail items.

At this point you should check that you have the stamps available. If not, a different combination can be used, but the Override icon must be activated.

In this example the suggested combination of stamps is acceptable.

EPOSS 3

Section 1: European Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Note:

If the Best Fit screen recommends the use of first or second class stamps and these are not used, then a discrepancy will be found in the stock and stamps at the end of the accounting week.

15. Touch the Complete green tick icon, or Press F16 on the keyboard.

The screen returns to the Scales menu. The mail item is displayed in the sales stack. This is the only service requested by the customer.

16. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the appropriate method of payment offered by the customer can be selected. In this example the customer has tendered the correct amount in cash.

17. Touch the Cash icon, or Press F1 on the keyboard.

Well done!

You have completed a European Scales transaction using the Horizon system.

EPOSS 3

Section 1: International Scales transaction

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

Occasionally, a customer may request an additional service for a mail item, or you may suggest an appropriate additional service for the mail item. It is possible to list these additional services, together with their cost, for the Scales transaction being carried out. The service required by the customer can be selected and the cost of the service will then be added to the Basic Service Charge.

In this example the customer has requested the following postal service:

Air Letter weighing 120 grammes, to the USA (International Zone 1) to be sent Swiftair.
 From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the Scales icon, or Press F9 on the keyboard.
- 3. Touch the Intnl Zone 1 icon,



or Press F6 on the keyboard.

The Scales Locked information screen is displayed. This screen informs you that the scales are not available but you can continue the transaction by touching the Yes green tick icon and entering the weight of the mail item manually.

4. Touch the Yes green tick icon, or Press ENTER on the keyboard.

The Weight screen is displayed. The system prompts you to enter the weight of the mail item in grammes.

In this example the weight of the mail item is 120g.

5. Type 120

Check the weight entered is correct before continuing.

6. Touch the green tick icon, or Press ENTER on the keyboard.

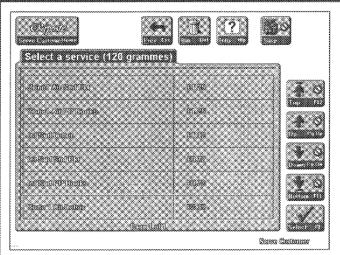
The Select a service (120 grammes): screen is displayed. The Horizon system has registered the weight of the mail item and is now displaying the standard services available to all International Zone 1 countries. The customer has indicated that the mail item should be sent Air Letter.

7. Select the Zone 1 Air Letter service by **Touching** the line on screen, or by **Pressing** the Down scroll arrow key on the keyboard.

EPOSS 3

Section 1: International Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



When the service is selected, it will be highlighted in yellow.

Check the service selected is correct before continuing.

Note:

You must check that the service selected is suitable for the mail item.

8. Touch the Select green tick icon,



or Press F1 on the keyboard.

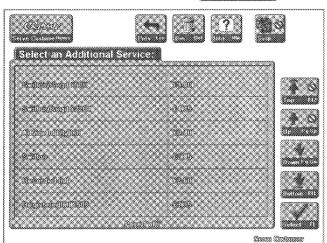
The Zone 1 Air Letter screen is displayed. The Basic Service Charge is shown.

The customer has indicated that they require the Swiftair additional service.

9. Touch the Add. Svcs icon,



or Press F4 on the keyboard.



The Select an Additional Service: screen is displayed.

The customer has requested a Swiftair additional service.

Section 1: International Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

In the previous examples where the Select a Service screen was displayed, there were only ever 6 options available for selection. In this example, at the bottom of the screen the system indicates that page 1 of 2 is displayed. On the right-hand side of the screen, two of the page selection green arrow icons no longer have a no entry symbol superimposed. The Down green arrow icon (PAGE DOWN) allows you to view the next page. The Bottom green arrow icon (F11) allows you to go to the bottom page in the list. Once either of the icons is activated, the no entry symbol is removed from the Top and Up green arrow icons.

10. Touch the Down green arrow icon,



or Press PAGE DOWN on the keyboard.

The second page (of two) is now displayed. You can see there are only two other services available for this mail item. The Up green arrow icon (PAGE UP) allows you to view the previous page in the list. The Top green arrow icon (F12) allows you to go to the top page in the list.

11. Touch the Up green arrow icon,



or Press PAGE UP on the keyboard.

The screen returns to page 1 of the services available. The top service on the menu is highlighted in yellow. The customer has already indicated that they require the Swiftair service.

12. Select the Swiftair service by *Touching* the line on screen, or by *Pressing* the Down scroll arrow key on the keyboard.

Check the service selected is correct before continuing.

Note:

It is still your responsibility to ensure that the additional service requested is available to the destination country. The Horizon system will offer all the additional services available to the Zone rather than to individual countries.

13. Touch the Select green tick icon,

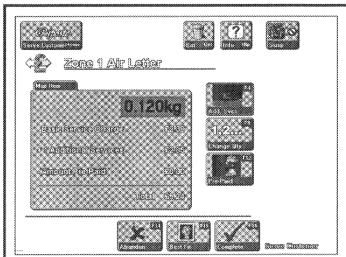


or Press F1 on the keyboard.

EPOSS 3

Section 1: International Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

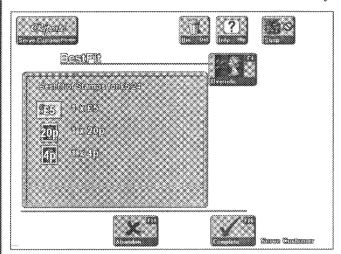


The Horizon system returns to the Zone 1 Air Letter Mail Item screen.

The Add. Svcs icon now has a green border around the outside to indicate that a service has been added, and the Total reflects this.

The customer has no other requirements.

14. Touch the Best Fit icon, or Press F15 on the keyboard.



The Best Fit screen is displayed. The screen gives a suggested combination of stamps which should be affixed to the mail item.

At this point you should check that you have the stamps available. If not, a different combination can be used, but the Override icon must be activated.

In this example the suggested combination of stamps is acceptable.

Note:

If the Best Fit screen recommends the use of first or second class stamps and these are not used, then a discrepancy will be found in the stock and stamps at the end of the accounting week.

15. Touch the Complete green tick icon, or Press F16 on the keyboard.

The screen returns to the Scales menu, the mail item is displayed in the sales stack. This is the only service requested by the customer.

Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the appropriate method of payment offered by the customer can be selected. In this example the customer has tendered the correct amount in cash.

17. Touch the Cash icon, or Press F1 on the keyboard.

Well done!

You have completed an International Zone 1 Scales transaction using the Horizon system.

EPOSS 3

Section 1: Pick by Country Scales transaction

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The Horizon system has a Pick by Country function which will allow you to select the destination for the customer, if you are unsure which International Zone the country is in.

In the next example the customer has requested the following postal service:

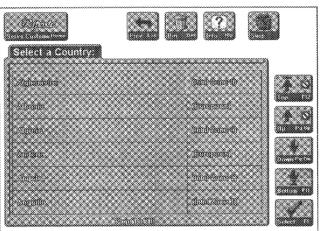
- Air Printed Papers weighing 800 grammes, to Uruguay, no additional services are required.
 From the Serve Customer menu:
- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- Touch the Scales icon, or Press F9 on the keyboard.

The Scales menu is displayed, there is an icon Pick by Country.

3. Touch the Pick by Country icon,



or Press F9 on the keyboard.



The Select a Country: screen is displayed. The countries are listed in alphabetical order and their designation is shown to the right eg Afghanistan is designated Intnl Zone 1.

In this example the customer has requested to send a mail item to Uruguay.

To make the selection, you can use the page selection green arrow icons on the right-hand side of the screen to move up and down the list, to reveal the destination country required. Alternatively, the PAGE UP, PAGE DOWN, F11 and F12 keys on the keyboard can be used to make the selection.

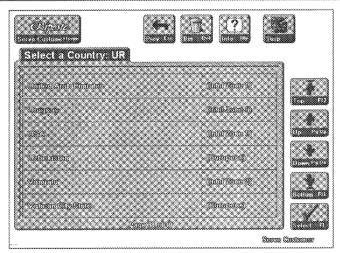
There are 40 pages of countries to select from so using the page selection function would be time-consuming. The Horizon system has the facility whereby you can enter the first letter or two of the destination country required and the picklist will then display all countries starting with these letters.

4. Type the letters UR

EPOSS 3

Section 1: Pick by Country Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Select a Country: UR screen shows all countries starting with the letters UR, in alphabetical order.

In this example Uruguay is highlighted in yellow. If this was not the country you required, you could continue adding letters to the country name to find the required destination.

5. Touch the Select green tick icon, or Press F1 on the keyboard.

The Scales Locked information screen is displayed. The screen informs you that the scales are not available but you can continue the transaction by touching the Yes green tick icon and entering the weight of the mail item manually.

6. Touch the Yes green tick icon, or Press ENTER on the keyboard.

The Weight screen is displayed. The system prompts you to enter the weight of the mail item in grammes.

In this example, the weight of the mail item is 800g.

7. Type 800

440

Check the weight entered is correct before continuing.

8. Touch the green tick icon, or Press ENTER on the keyboard.

The Select a service (800 grammes): screen is displayed. The Horizon system has registered the weight of the mail item and is now displaying the standard services available to all International Zone 1 countries. The customer has indicated that the mail item contains printed papers.

9. Select the Zone 1 Air PP Books service by *Touching* the line on screen, or by *Pressing* the Down scroll arrow key on the keyboard.

Check the service selected is correct before continuing.

Note:

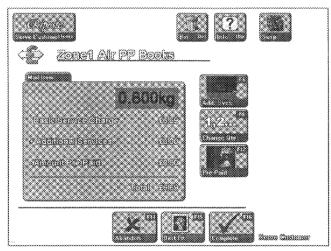
You must check that the service selected is suitable for the mail item.

10. Touch the Select green tick icon, or Press F1 on the keyboard.

EPOSS 3

Section 1: Pick by Country Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



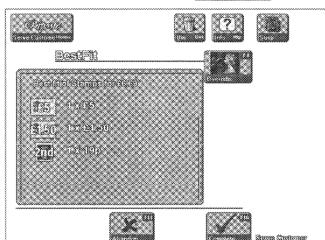
The Zone I Air PP Books Mail Item screen is displayed. The Basic Service Charge is shown.

The customer has indicated that they do not require any additional services.

11. Touch the Best Fit icon,



or Press F15 on the keyboard.



The Best Fit screen is displayed.

This screen gives a suggested combination of stamps which should be affixed to the mail item.

At this point you should check that you have the stamps available. If not, a different combination can be used, but the Override icon must be activated.

Note:

In this example, the system has included a second class stamp in its suggested combination of stamps. If this transaction is completed and the suggested combination of stamps not used, then a discrepancy will be found at the end of the accounting week.

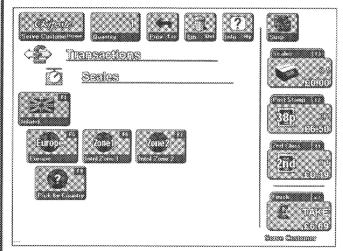
In this example the the suggested combination of stamps is acceptable.

12. Touch the Complete green tick icon, or Press F16 on the keyboard.

EPOSS 3

Section 1: Pick by Country Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The screen returns to the Scales menu. The mail item is displayed in the sales stack. You can see that there are two postage icons, one for the second class stamp and the other for the remaining postage required for the mail item.

This is the only service requested by the customer.

13. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the appropriate method of payment offered by the customer can be selected. In this example the customer has tendered the correct amount in cash.

14. Touch the Cash icon, or Press F1 on the keyboard.

Well done!

You have completed an International Scales transaction the Horizon system.

Section 1: Multiple Scales transaction

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

In the following example the customer has requested a number of Scales transactions:

- 3 x 120 gramme mail items, the basic service required is Special Delivery (£250). No additional services are required.
- 1 x 65 gramme mail item to Germany, the basic service required is Euro Air Letter.

 The customer requires the additional service of registered international for a value of £500.
- 1 x 680 gramme mail item to the Cayman Islands, the basic service required is Air PP Books. The customer has already affixed a £1.50 stamp to the item.

From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the Scales icon, or Press F9 on the keyboard.

The Scales menu is displayed. The customer's first request is for 3 Inland 1st mail items.

Touch the Inland icon.



or Press F1 on the keyboard.

The Scales Locked information screen is displayed. This screen informs you that the scales are not available but you can continue the transaction by touching the Yes green tick icon and entering the weight of the mail item manually.

4. Touch the Yes green tick icon, or Press ENTER on the keyboard.

The Weight screen is displayed. The system prompts you to enter the weight of the mail item in grammes.

In this example the weight of the mail item is 120g.

5. Type 120

Check the weight entered is correct before continuing.

6. Touch the green tick icon, or Press ENTER on the keyboard.

The Select a service (120 grammes): screen is displayed. The Horizon system has registered the weight of the mail item and is now displaying the standard Inland services available. The customer has requested the Special Delivery £250 service.

7. Select the Special Delivery £250 service by *Touching* the line on screen, or by *Pressing* the Down scroll arrow key on the keyboard.

Check the service selected is correct before continuing.

8. Touch the Select green tick icon, or Press F1 on the keyboard.

The Special Delivery £250 Mail Item screen is displayed. The Basic Service Charge is shown.

The customer has indicated that they do not require any additional services but they have two other identical items which have been weighed separately and are the same weight and require the same Basic Service.

EPOSS 3

Section 1: Multiple Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

9. Touch the Change Qty icon,



or Press F8 on the keyboard.

10. Type 3

4

Check the Quantity entered is correct before continuing.

11. Touch the green tick icon, or Press ENTER on the keyboard.

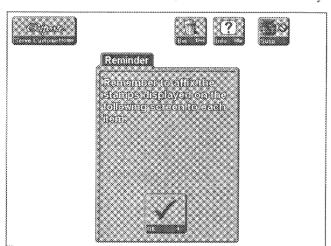
A Note screen is displayed, indicating that changing to a multiple quantity will multiply each pre-paid amount or additional service by the indicated quantity.

In this example you have changed the quantity to 3.

12. Touch the OK green tick icon, or Press ENTER on the keyboard.

The display returns to the Special Delivery £250 Mail Item screen. The Basic Service Charge now has x 3 bracketed at the end, indicating that the service charge has been multiplied by 3. The Total also indicates the increase in quantity.

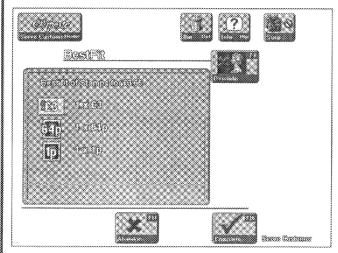
13. Touch the Best Fit icon, or Press F15 on the keyboard.



A Reminder information screen is displayed.

The system prompts you to affix the stamps displayed on the following screen to each item.

14. Touch the OK green tick icon, or Press ENTER on the keyboard.



The Best Fit screen is displayed. The screen gives a suggested combination of stamps which should be affixed to the mail items.

At this point you should check that you have the stamps available. If not, a different combination can be used, but the Override icon must be activated.

In this example the suggested combination of stamps is acceptable.

EPOSS 3

Section 1: Multiple Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Note:

If the Best Fit screen recommends the use of first or second class stamps and these are not used, then a discrepancy will be found in the stock and stamps at the end of the accounting week.

15. Touch the Complete green tick icon, or Press F16 on the keyboard.

The system returns to the Scales menu. This completes the first Scales service requested by the customer. You can now proceed with the customer's second request, the 65 gramme mail item to Germany: the basic service required is Air Letter. The customer requires the additional service of registered international for a value of £500.

16. Touch the Europe icon,



or Press F5 on the keyboard.

The Scales Locked information screen is displayed. This screen informs you that the scales are not available but you can continue the transaction by touching the Yes green tick icon and entering the weight of the mail item manually.

17. Touch the Yes green tick icon, or Press ENTER on the keyboard.

The Weight screen is displayed. The system prompts you to enter the weight of the mail item in grammes.

In this example the weight of the mail item is 65g.

18. Type 65

Check the weight entered is correct before continuing.

Touch the green tick icon, or Press ENTER on the keyboard.

The Select a service (65 grammes): screen is displayed. The Horizon system has registered the weight of the mail item and is now displaying the standard services available to Europe. The customer has requested the Euro Air Letter service.

20. Select the Euro Air Letter service by **Touching** the line on screen, or by **Pressing** the Down scroll arrow key on the keyboard.

Check the service selected is correct before continuing.

Note:

You must check that the service selected is suitable for the mail item.

21. Touch the Select green tick icon, or Press F1 on the keyboard.

The Euro Air Letter Mail Item screen is displayed. The basic service charge is indicated, the customer has requested an additional service for this mail item.

22. Touch the Add. Svcs icon.



or *Press* F4 on the keyboard.

23. Select the Registered Intl £500 service by *Touching* the line on screen, or by *Pressing* the Down scroll arrow key on the keyboard.

EPOSS 3

Section 1: Multiple Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Note:

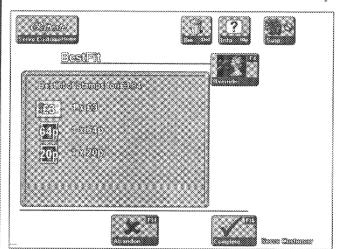
It is still your responsibility to ensure that the additional service requested is available to the destination country. The Horizon system will offer all the additional services available to the Zone rather than to individual countries.

Check the service selected is correct before continuing.

24. Touch the Select green tick icon, or Press F1 on the keyboard.

The system returns to the Euro Air Letter screen. The additional service has been added to the Basic Service Charge. The customer has not requested any other services for this mail item.

25. Touch the Best Fit icon, or Press F15 on the keyboard.



The Best Fit screen is displayed. The screen gives a suggested combination of stamps which should be affixed to the mail items.

At this point you should check that you have the stamps available. If not, a different combination can be used, but the Override icon must be activated.

In this example the suggested combination of stamps is acceptable.

26. Touch the Complete green tick icon, or Press F16 on the keyboard.

The system returns to the Scales menu. This completes the second Scales service requested by the customer. You can now proceed with the customer's final request, the 680 gramme mail item to Cayman Islands, the basic service required is Air PP Books. The customer requires no additional services but has affixed a £1.50 stamp to the mail item.

If you knew to which International Zone the Cayman Islands belonged you could select the appropriate icon (Intnl Zone 1). However, in this example you are unsure so you need to use the Pick by Country facility.

27. Touch the Pick by Country icon,



or Press F9 on the keyboard.

The Select a Country picklist screen is displayed. The first selection (Afghanistan) is highlighted in yellow. The quickest way to find the country required is to enter the first two or three letters of the destination country.

In this example the required country is the Cayman Islands.

28. Type CAY

The picklist has moved to page 7 with Cayman Is highlighted in yellow. To select the destination:

EPOSS 3 HORIZON SYSTEM

Section 1: Multiple Scales transaction, continued

Ref: PATH/43/002 Date: 29/07/99

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29. Touch the Select green tick icon, or Press F1 on the keyboard.

The Scales Locked information screen is displayed. This screen informs you that the scales are not available but you can continue the transaction by touching the Yes green tick icon and entering the weight of the mail item manually.

30. Touch the Yes green tick icon, or Press ENTER on the keyboard.

The Weight screen is displayed. The screen prompts you to enter the weight of the mail item in grammes.

In this example the weight of the mail item is 680g.

31. Type 680

Check the weight entered is correct before continuing.

32. Touch the green tick icon, or Press ENTER on the keyboard.

The Select a service (680 grammes): screen is displayed. The Horizon system has registered the weight of the mail item and is now displaying the standard services available to International Zone 1 countries. The customer has requested the Air PP Books service.

33. Select the Zone 1 Air PP Books service by Touching the line on screen, or by Pressing the Down scroll arrow key on the keyboard.

Check the service selected is correct before continuing.

Note:

You must check that the service selected is suitable for the mail item.

34. Touch the Select green tick icon, or Press F1 on the keyboard.

The Zone 1 Air PP Books Mail Item screen is displayed. The Basic Service Charge is indicated, the customer has already affixed a £1.50 stamp to the mail item.

35. Touch the Pre-Paid icon.



or Press F12 on the keyboard.

The Amount screen is displayed. The system prompts you to enter the amount pre-paid on the mail item.

Type £1.50

Check the amount entered is correct before continuing.

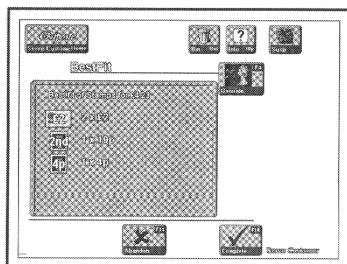
37. Touch the green tick icon, or Press ENTER on the keyboard.

The system returns to the Zone 1 Air PP Books Mail Item screen. The Amount Pre-Paid has been deducted from the Basic Service Charge.

38. Touch the Best Fit icon, or Press F15 on the keyboard.

Section 1: Multiple Scales transaction, continued

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The Best Fit screen is displayed. The screen gives a suggested combination of stamps which should be affixed to the mail items.

At this point you should check that you have the stamps available. If not, a different combination can be used, but the Override icon must be activated.

In this example the suggested combination of stamps is acceptable.

- 39. Touch the Complete green tick icon, or Press F16 on the keyboard.
- 40. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed and the appropriate method of payment offered by the customer can be selected. In this example the customer has tendered the correct amount in cash.

41. Touch the Cash icon, or Press F1 on the keyboard.

Well done!

Allen,

You have completed a multiple Scales transaction using the Horizon system.

POL00090452 POL00090452

HORIZON SYSTEM EPOSS 3 Ref: PATH/43/002
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HORIZON SYSTEM EPOSS 3

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Activity Sheet 1 Workbook 4

If there are any questions you are unable to answer read this Workbook again. Some of the questions are practical and require you to use the Horizon system. Note: If you are completing these exercises in the post office, ensure that the Horizon system is in Training Mode. 1. Which facility would you use to check the International Zone designation of a country if you were unsure of it? 2. Which facility can be used to offset the value of any stamps attached to a mail item by the customer? 3. When a selection is made from the Select a Service: screen what is its colour? 4. Complete Scales transactions on the Horizon system for the following and answer the questions: What is the Horizon system's Best Fit of stamps? a) 1 x 100 gramme mail item International Zone 1 Air Letter Pre-Paid - £1 What is the Horizon system's Best Fit of stamps? b) 1 x 2000 gramme mail item Inland 1st class Add. service - Recorded Delivery Pre-Paid - £5 What is the Horizon system's Best Fit of stamps? c) 3 x 80 gramme mail items Zaire - Air letter Add service - Recorded International

Pre-Paid - £0.50 (on each)



OBCS Order Book Control Service Horizon System

TRAINING WORKBOOK 5

Order Book Control Service (OBCS)

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

HORIZON SYSTEM

ORDER BOOK CONTROL SERVICE (OBCS) HORIZON SYSTEM

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Order Book Control Service (OBCS)

HORIZON SYSTEM

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HORZON SYSTEM

ORDER BOOK CONTROL SERVICE (OBCS)

OBJECTIVES & INTRODUCTION

Objectives:

When you have completed this section you will be able to:

- 1. Receive, issue and encash benefit from bar-coded order books, using the Horizon system.
- 2. Receive, issue and encash benefit from bar-coded order books, manually entering the details of the order book due to a bar-code reader failure or an unreadable bar-code.
- 3. Encash benefit from non bar-coded order books.

Introduction:

This Workbook describes the actions and procedures that are carried out on the Horizon system whenever a customer presents an order book for encashment. The procedures for the receipt, redirection and issue of bar-coded order books is also described.

Whilst vigilance at the counter cannot be overstressed, the Order Book Control Service (OBCS) incorporates an Electronic Stop Notice Computer System (ESNCS) which will inform you if a bar-coded order book is subject to a stop or recall notice when the bar-code is read by the Horizon system.

Note:

All current POCL regulations regarding the encashment of benefit from order books at the counter still apply, eg all foils must be retained after encashment and retained in value order in the drawer.

Note:

If you are carrying out any of these training examples in the post office, the Horizon system must be placed in Training Mode by the manager. All bar-codes printed in the Workbook, can be used in conjunction with the examples described.

At the end of each Workbook in the series, there is an activity sheet which allows you to practise the transactions covered in the Workbook. If you are not sure of the answer to a question, simply re-read the relevant section of the Workbook and try again.

Order Book Control Service (OBCS) HORIZON SYSTEM

Date: 29/07/99

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The Workbooks do not cover every possible transaction which you can perform on the Horizon system. If you need further help, or if a specific example is not covered, you should consult the Horizon System User Guide.
Note: The Workbooks provide values against a number of products and services that are correct at the time of going to press. This information is subject to change and you should refer to the appropriate POCL transaction documentation for up to date price information.

Serial Number

11111

Order Book Control Service (OBCS)

Section 1: Bar-coded order books

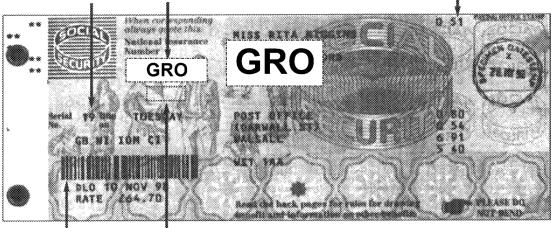
Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Order books are now being produced with bar-codes clearly visible on the front covers. Eventually all order books will be bar-coded. This will ensure that a clear audit trail can be traced through the Horizon system whenever a bar-code is scanned for receipt, issue or encashment.

Order books issued by different authorities may differ in design, so the bar-code and order book details may not be in the same place. The order book reproduced below shows the typical position of the bar-code and the book details required to carry out a manual encashment.

Customer Reference Number which can be the National Insurance Number (NINO)

Common Payment Package (CPP) number



Bar-code Position of the Additional Indicator (not present on all order books)

When a bar-coded order book is presented for payment, the bar-code is scanned. This ensures that the details of the order book are cross-checked against the ESNCS. If a stop or recall notice has been placed on the book, the instructions on screen MUST be followed and the book impounded.

Stop Notice

If a stop notice is placed on an order book, the book must be impounded and NObenefit can be paid, even if there are valid foils.

Recall Notice

If a recall notice is placed on an order book, then benefit can be paid up to a limit imposed by the Benefits Agency eg a maximum of 1 valid foil. The book must then be impounded.

Valid foils are order book foils due for payment up to the present day and still in date, ie an order book foil is out of date 3 months and 1 day from the day after the due date on the foil. The recall date indicated on screen may be some time in the future.

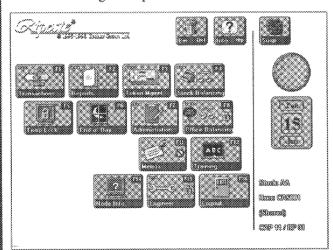
Section 1: Receiving bar-coded order books

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Bar-coded order books will arrive in the post or by delivery agent. On receipt at the post office the books must be checked with the Horizon system as soon as possible. The procedure for receiving order books is similar to the procedure for the redirection of bar-coded order books

out of the post office. The procedure for receiving books starts from the Desktop menu.

In the following example two order books have been received:

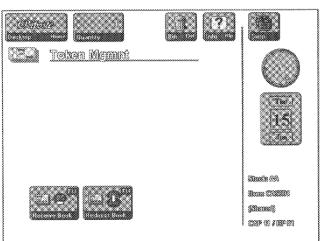


The Desktop menu is the top level of the Horizon system. There is an icon on screen which directly relates to the order book or token management.

1. Touch the Token Mgmnt icon,



or Press F3 on the keyboard.



The Token Mgmnt menu is displayed.

There are two icons at the bottom of the screen: Receive Book and Redirect Book.



Receive Book icon (F13) is used to receive order books into the post office.



Redirect Book icon (F14) is used to redirect order books out of the post office.

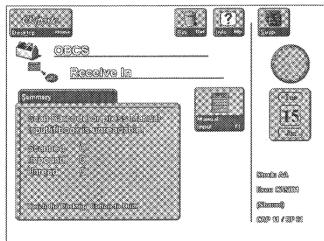
Date: 29/07/99 Issue: 2.0

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2. Touch the Receive Book icon,



or Press F13 on the keyboard.



The Receive In Summary screen is displayed. The Summary tab instructs you to scan the Barcode on the book.

If the bar-code is unreadable for any reason, you can use the Manual Input icon (F1) to enter the details of the bar-coded book(s).

Note:

There is no requirement to complete the receive in procedure for non bar-coded order books.

The Summary tab shows three categories:

- Scanned, the total number of order books scanned in this session.
- Impound, the total number of order books impounded in this session.
- Unread, the total number of order books where the bar-code was not read by the system
 in this session.

In the example all categories are zero at this stage.

The following steps will simulate the receipt of two order books:

3. Scan the following bar-code:



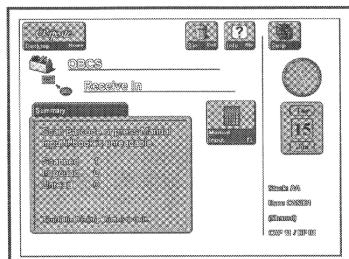
If the bar-code on the order book cannot be read after three attempts with the bar-code reader, the details of the order book will need to be entered manually. Refer to the following pages of this Workbook:

- Bar-code reader failure, manual input procedure to receive or redirect order books, pages 18 - 22.
- Unreadable bar-codes, manual input procedure to receive or redirect order books, pages 29 - 31.

Order Book Control Service (OBCS)

Section 1: Receiving bar-coded order books, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The successful scan of the first bar-code changes the Scanned total from 0 to 1.

4. Scan the second bar-code below:



The Scanned total increases to 2.

You would repeat this procedure for all bar-coded order books received into the post office.

Once you have scanned all the bar-coded order books received, *Touch* the Riposte Desktop icon, or *Press* HOME to complete the procedure.

5. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

The order books must now be secured in the post office. They must be placed in alphabetical order in accordance with current POCL procedures.

Note:

During the receipt procedure the system will check the book s details against the ESNCS. If a stop or recall notice has been placed on the book, the system will display an Impound Notice: a beep will also be generated by the system to draw your attention to the screen.

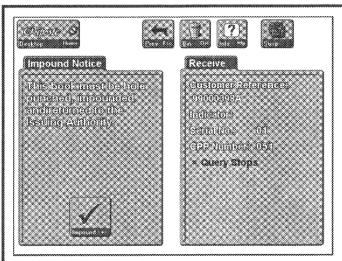
The Horizon system will display the appropriate message. Follow the on screen instructions.

Order Book Control Service (OBCS)

Section 1: Receiving bar-coded order books, continued

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In the example shown on the left, the order book must be hole punched, impounded and returned to the Issuing Authority in accordance with current POCL procedures.

To acknowledge the message, if it is displayed, *Touch* the Impound green tick icon on screen, or *Press* ENTER on the keyboard. The system will then return to the Receive In Summary screen.

Well done!

4900

You have completed the actions to receive bar-coded order books into the post office and to action an Impound Notice using the Horizon system.

Order Book Control Service (OBCS)

Section 1: Redirecting bar-coded order books

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

Occasionally, you may be required to redirect bar-coded order books out of the post office. This procedure is very similar to the receive procedure.

Note:

- Order books delivered to the wrong post office should be forwarded to the correct office using the redirect procedure. There is no requirement to receive them in first.
- Impounded order books should NOT be redirected to the DSS, but should be forwarded in accordance with current POCL procedures.

From the Desktop menu:

1. Touch the Token Mgmnt icon,



or *Press* F3 on the keyboard.

The Token Mgmnt menu is displayed.

2. Touch the Redirect Book icon,



or Press F14 on the keyboard.

The Redirect Out screen is displayed. It differs slightly from the Receive In screen, as there are only two categories on the Summary tab:

- Scanned, the total number of order books scanned in this session.
- Unread, the total number of order books where the bar-code was not read by the system.

Both categories will show 0 if no order books have been scanned.

Note:

The Horizon system will not check the order books against the ESNCSduring the redirection procedure. They will be checked during the receive procedure at the receiving post office.

3. Scan the bar-code below:



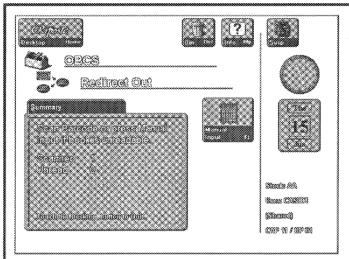
If the bar-code on the order book cannot be read after three attempts with the bar-code reader, the details of the order book will need to be entered manually. Refer to the following pages of this workbook:

- Bar-code reader failure, manual input procedure to receive or redirect order books, pages 18 - 22.
- Unreadable bar-codes, manual input procedure to receive or redirect order books, pages 29 - 31.

Order Book Control Service (OBCS)

Section 1: Redirecting bar-coded order books, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The action of scanning the bar-code, increases the Scanned total from 0 to 1.

You would repeat this procedure for all bar-coded order books to be redirected out of the office.

When you have completed the procedure for redirecting order books:

4. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

Well done!

You have completed the actions to redirect bar-coded order books out of the post office using the Horizon system.

Order Book Control Service (OBCS)

Section 1: Issuing bar-coded order books

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Note:

All current POCL regulations regarding the issue of bar-coded books at the counter still apply, both for initial and renewal order books.

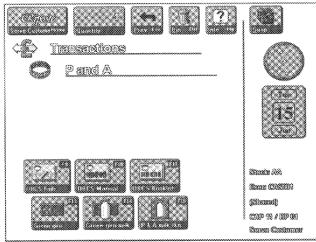
In the following example a bar-coded order book will be issued to the customer.

From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the P and A icon,



or Press F1 on the keyboard.

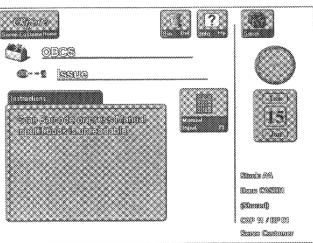


The P and A (Pensions and Allowances) menu is displayed. There are three icons for use with the OBCS.

3. Touch the OBCS Booklet icon,



or Press F11 on the keyboard.



The Issue screen is displayed. The Instructions state that you should scan the Barcode on the book to be issued to the customer.

If the bar-code is unreadable for any reason, you can use the Manual Input icon (F1) to enter the details of the bar-coded book(s).

NA.

Section 1: Issuing bar-coded order books, continued

Date: 29/07/99 Issue: 2.0

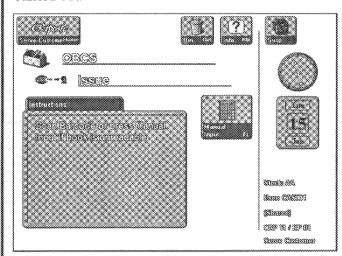
Ref: PATH/43/002

Obtain the order book to be issued to the customer.

4. Scan the bar-code below:



If the bar-code cannot be read after three attempts, the manual input procedure should be carried out.



After scanning the bar-code, the Issue screen is displayed. The issue instructions are shown in the left-hand box.

If a stop or recall notice has been placed on the order book, the system will display the appropriate message. The on screen instructions should be followed and the order book impounded.

If not, the order book should now be datestamped and issued to the customer.

There are two options on screen:

- Issue, if the book is to be issued to the customer.
- Continue, if any payments were due to the customer, the system would go straight to the encashment procedure.

In this example the customer does not require the encashment of any foils.

5. Touch the Issue green tick icon,



or Press ENTER on the keyboard.

The Horizon system returns to the Serve Customer menu.

Section 1: Issuing bar-coded order books, continued

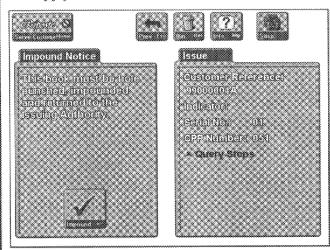
Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Stop Notice

If the example shown below, a stop notice has been placed on the order book. It must be hole punched, impounded and returned to the Issuing Authority.

Note:

All current POCL regulations regarding the impounding of order books at the counter still apply.



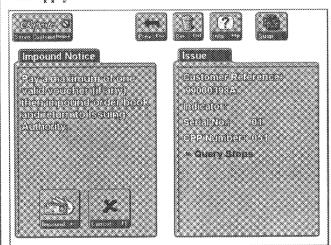
When the Impound action has been completed, *Touch* the green tick icon, or *Press* ENTER on the keyboard to continue.

Recall Notice

If the example shown below, a recall notice has been placed on the order book. Any valid vouchers must be paid, then the order book must be hole punched, impounded and returned to the Issuing Authority.

Note:

If an order book is presented for encashment prior to the effective date of the recall, the customer is allowed to encash valid foils dated prior to the effective date. All current POCL regulations regarding the payment and impounding of order books at the counter still apply.



If there are any valid foils, acknowledge the Impound Notice. *Touch* the Impound icon on screen, or *Press* ENTER on the keyboard. The system will take you to the start of the encashment procedure. The order book must then be impounded on completion of the encashment.

If there are no valid foils in the order book, *Touch* the Cancel red cross icon, or *Press* F1 on the keyboard.

Well done!

You have completed the actions to issue a bar-coded order book, and to action any Impound Notices and restricted payment instructions using the Horizon system.

Order Book Control Service (OBCS)

Section 1: Encashment of foils from bar-coded order books

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Note:

To start the procedure for the encashment of a bar-coded order book, the Horizon system must be displaying the Serve Customer menu (or a submenu).

Note:

All current POCL regulations regarding the encashment of foils at the counter still apply.

During the encashment procedure, if a stop notice has been placed on the order book, the Impound Notice screen will be displayed. Follow the on screen instructions and acknowledge the message by *Touching* the Impound green tick icon, or by *Pressing* the ENTER key and then impound the book in accordance with current POCL procedures.

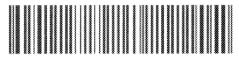
If a recall notice has been placed on the order book and the book is presented after the date of recall, an Impound Notice will be displayed with a message indicating that you can pay valid foils up to a limit set by the BA. Follow the on screen instructions and acknowledge the message by *Touching* the appropriate icon, or by *Pressing* the appropriate key. The order book should then be impounded in accordance with current POCL procedures.

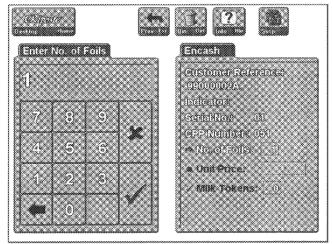
Note:

Before the encashment procedure is carried out on the Horizon system, the order book and foils must be checked in accordance with current POCL procedures.

From the Serve Customer menu:

1. Scan the bar code below:





The Enter No. of Foils screen is displayed. The system shows a default value of 1 foil for encashment.

If you are carrying out the encashment of more than 1 foil, the default value must be deleted and the number of foils for encashment must be set.

In the following example the customer has requested the encashment of two foils.

To delete the number of foils you can *Touch* the black arrow on screen, or *Press* BACKSPACE on the keyboard. Either of these two actions will erase a single figure on screen. *Touching* the red cross icon, or *Pressing* UNDO on the keyboard, will delete the complete entry on screen.

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2. Touch the red cross icon, or Press UNDO on the keyboard.

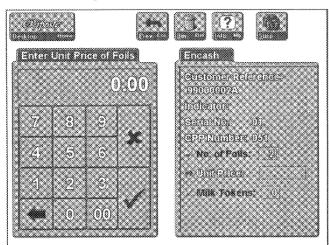
Note:

The maximum number of foils that can be encashed in a single transaction on the Horizon system is 13. This equates to the 3-month validity of foils. Occasionally, a 3-month period may contain 14 weeks, and 14 is the maximum number of foils that may be encashed from one order book. To encash 14 foils from the same order book, the first 13 foils must be encashed normally, then a second transaction carried out for the 14th foil.

3. Type 2

Check the number of foils entered is correct before continuing.

4. Touch the green tick icon, or Press ENTER on the keyboard.



The Enter Unit Price of Foils screen is displayed. The system prompts you to enter the value of a single foil to be paid. The system will then automatically multiply the number of foils entered by the Unit Price.

In this example, the Unit Price of the foils is £38.50.

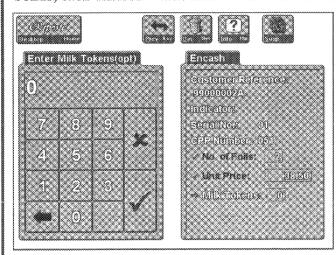
Type £38.50

Check the amount entered is correct before continuing.

6. Touch the green tick icon, or Press ENTER on the keyboard.

Note:

The unit price of all foils entered within a single transaction must be the same value. If the foils contained in an order book are of mixed values, eg to include the Christmas bonus, each different value must be entered as a separate transaction.



The Enter Milk Tokens (opt) screen is displayed.

The system will always display a default value of zero Milk Tokens. If there are any Milk Tokens associated with the benefit, *Enter* the number of Milk Tokens due using the keyboard or touch screen. If there are no Milk Tokens due, then you can accept the default value of zero.

In this example, there are two Milk Tokens associated with the benefit.

Order Book Control Service (OBCS)

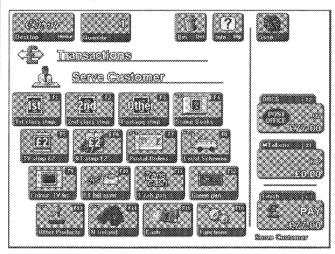
Section 1: Encashment of foils from bar-coded order books, continued

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7. Type 2

Check the number of Milk Tokens is correct before continuing.

8. Touch the green tick icon, or Press ENTER on the keyboard.



The system now returns to the Serve Customer menu (or whichever menu was displayed when the order book was scanned). In the sales stack on the right-hand side of the screen there is an icon OBCS. The total in the icon reflects the 2 foils encashed for the total amount of £77.00. There is also a separate MTokens icon for the two Milk Tokens.

In this example the customer has no other requirements. The transaction can therefore be completed.

Note:

The amount in the Finish icon shows that you should PAY£77.00 to the customer. The amount is also coloured yellow and preceded by a minus sign. This denotes that the payment is due to the customer.

If the customer has any other requirements, they can be selected from the Serve Customer menu or any of its associated submenus in the normal way. The price of these items would then be subtracted from the payment due to the customer.

9. Touch the Cash icon, or Press F15 on the keyboard.

The Horizon system returns to the Serve Customer menu. The foils (having been datestamped and removed from the order book) should now be stored in the drawer in accordance with current POCL procedures. The order book transaction has been registered on the system. At the end of the day, or Cash Account Period, the P&A (Pensions & Allowances) Report can be produced which will break down all order book foil encashments by value and P & A group. Workbook 10 details the procedures for producing Horizon system reports.

Well done!

You have completed a bar-coded order book encashment with Milk Tokens using the Horizon system.

Order Book Control Service (OBCS)

Section 1:Bar-code reader failure, manual input procedure to receive or redirect order books

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

139HC. A.1

If the bar-code reader stops working, you can still receive (or redirect) order books using the Horizon system.

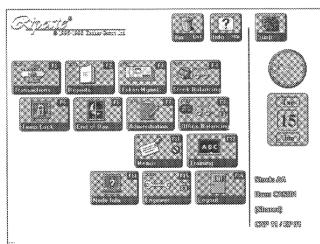
The following example describes the procedure for receiving (or redirecting) order books in this situation.

From the Desktop menu:

1. Touch the Token Mgmnt icon,



or Press F3 on the keyboard.

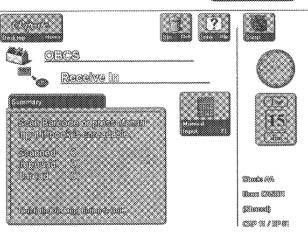


The Token Mgmnt menu is displayed. There are two icons at the bottom of the screen: Receive Book and Redirect Book.

2. Touch the Receive Book icon,



or *Press* F13 on the keyboard.



The Receive In Summary screen is displayed. The Summary tab instructs you to scan the Barcode on the book.

If the bar-code is unreadable, for any reason, you can use the Manual Input icon (F1) to enter the details of the bar-coded book(s).

You would now scan the bar-code on the order book. After three attempts to read the bar-code, you should follow the Manual Input procedure on pages 18 - 22 or 29 - 31 of this Workbook.

Section 1: Bar code reader failure, manual input procedure to receive or redirect order books, continued

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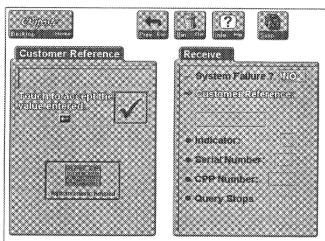
Note:

If the bar-code cannot be read after three attempts, there is no reason why the procedure cannot be carried out at an alternative system in the post office. But if there is only one counter position, the Manual Input procedure will have to be followed.

3. Touch the Manual Input icon,



or Press F1 on the keyboard.



The Customer Reference screen is displayed. The Receive box on the right-hand side of the screen shows the Customer Reference highlighted in white.

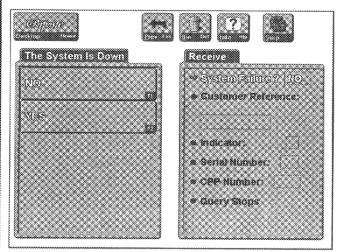
At this point you must decide if the problem lies with the bar-code on the order book, or with the bar-code reader itself.

Notice the Receive box on screen shows that the System Failure line has been set to NO. This is because the Horizon system will ALWAYS assume that the problem lies with the bar-code on the order book and not with the system. Therefore if you decide the problem lies with the bar-code reader, then the System Failure line must be set to YES.

Note:

If the line is left at NO, the system will automatically impound the order book because it believes the bar-code is faulty.

4. Touch the System Failure line on the screen, or Press the Up arrow on the keyboard.



The System Is Down screen is displayed on the left-hand side of the screen. You have two choices available:

NO (F1) No, the system is OK. YES (F2) Yes, the system is down.

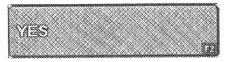
In the Receive box to the right you can see the System Failure line is currently set to NO. This is incorrect, as the bar-code reader is not working.

Order Book Control Service (OBCS)

Section 1: Bar-code reader failure, manual input procedure to receive or redirect order books, continued

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5. Touch the YES icon.

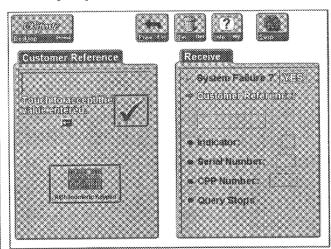


or Press F2 on the keyboard.

The system returns to the Customer Reference screen. The System Failure line now is now set to YES and is also highlighted in white.

Note:

It is very important that the System Failure line is set correctly set.



The system is now waiting for you to enter the details of the order book to be received into the post office.

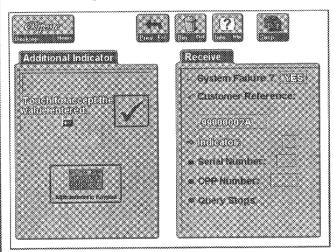
The first detail required is the Customer Reference number. This may be the customer's NINO, Family Credit Temporary Number or the Child Benefit Number and is obtained from the order book front cover. An example of an order book front cover is shown on page 5.

In the following example the Customer Reference number is 99000002A.

6. Type 99000002A

Check the Customer Reference number entered is correct before continuing.

7. Touch the green tick icon, or Press ENTER on the keyboard.



The system will now prompt you to enter the next detail required, the Additional Indicator.

The Additional Indicator can be obtained from the order book front cover, (see page 5 of this Workbook). Not all order books have an Additional Indicator.

If there is no Additional Indicator you can proceed past this screen by *Touching* the green tick icon, or *Pressing* ENTER on the keyboard.

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

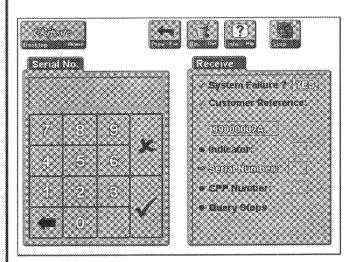
Section 1: Bar-code reader failure, manual input procedure to receive or redirect order books, continued

In this example the order book does not have an Additional Indicator. So you do not need to enter any information:

8. Touch the green tick icon, or Press ENTER on the keyboard.

There are 2 other ways to bypass the Additional Indicator:

Touching the Serial Number line on screen or Pressing the Down arrow on the keyboard.



The Serial No. screen is displayed. In the Receive box on the right-hand side, the Indicator is empty.

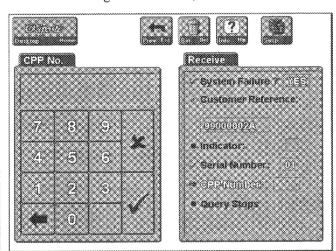
The Serial Number can now be obtained from the order book front cover, (see page 5 of this Workbook).

In this example the Serial Number is 01.

9. Type 01

Check the Serial Number entered is correct before continuing.

10. Touch the green tick icon, or Press ENTER on the keyboard.



The CPP No. (Common Payment Package number) screen is displayed.

The CPP Number can now be obtained from the order book front cover, (see page 5 of this Workbook).

In this example the CPP Number is 051.

11. Type 051

Check the CPP Number entered is correct before continuing.

12. Touch the green tick icon, or Press ENTER on the keyboard.

Order Book Control Service (OBCS)

Section 1:Bar-code reader failure, manual input procedure to receive or redirect order books, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

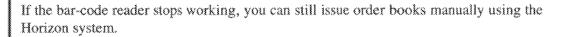
The Horizon system returns to the Receive In (or Redirect) Summary screen. The system shows that the number of order books received (or redirected) has increased by one. If you have other order books to receive into the post office, the procedure must be repeated.
When all order books have been processed:
13. Touch the Riposte Desktop icon, or Press HOME on the keyboard.
The Horizon system returns to the Desktop menu.
Well done!
You have completed the manual receipt of an order book using the Horizon system.
ion mass combission me mannari secupt or an oracl noon mans and morrow observe.

Order Book Control Service (OBCS)

Section 1: Bar-code reader failure, manual input procedure to issue order books

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



The following example describes the procedure for issuing order books in this situation.

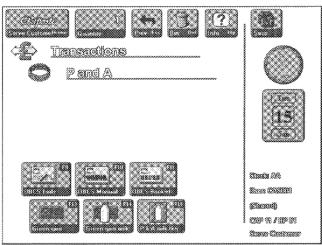
From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the P and A icon.

Alle



or Press F1 on the keyboard.

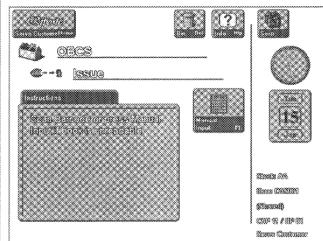


The P and A menu is displayed. There is an OBCS Booklet icon for issuing bar-coded order books manually.

3. Touch the OBCS Booklet icon,



or Press F11 on the keyboard.



The Issue screen is displayed. At this point, you would retrieve the order book to be issued from the drawer and scan the bar-code.

In this example the bar-code reader is not working so the manual input procedure will be carried out.

Order Book Control Service (OBCS)

Section 1: Bar-code reader failure, manual input procedure to issue order books, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

4. Touch the Manual Input icon,



or Press F1 on the keyboard.

The Customer Reference screen is displayed. The screen prompts you to enter the details of the order book to be issued. However, before the Customer Reference number is entered, the System Failure line must be set to YES because the bar-code reader has failed.

5. Referring to steps 4-12, pages 19-21 of this Workbook, Enter the following data for the order book and check the entries before continuing to the next step:

YES System Failure:

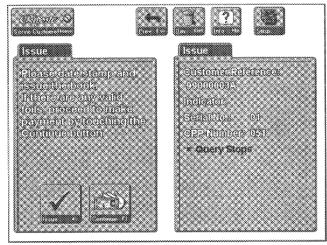
Customer Reference No: 99000003A

Additional Indicator: None (leave blank)

Serial number: 01 051.

Common Payment Package Number:

You MUST ensure that the System Failure line is set correctly. If the line is left at NO, then the system will display an instruction to impound the order book.



After confirming the CPP number, the Issue screen is displayed. The screen prompts you to datestamp and issue the order book.

There are two icons on screen:

Issue Used if the book is to be

issued to the customer.

Continue Used if any payments were

due to the customer, the system would go straight to the encashment procedure.

Note:

After entering the CPP number, the system will check the order book s details against the ESNCS. If a stop or recall notice has been placed on the order book, the appropriate Impound Notice will appear on screen. Follow the on screen instructions and impound the order book in accordance with current POCL procedures.

Order Book Control Service (OBCS)

Section 1: Bar-code reader failure, manual input procedure to issue order books, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

In this example there are no foils for encashment.
6. Touch the Issue green tick icon, or Press ENTER on the keyboard.
The Horizon system returns to the Serve Customer menu.
Well done!
You have completed the manual issue of an order book using the Horizon system.

Order Book Control Service (OBCS)

Section 1: Bar-code reader failure, manual input procedure to encash foils from order books

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

If the bar-code reader stops working, you can still encash foils manually using the Horizon system.

The following example describes the procedure for encashment of foils in this situation.

From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the P and A icon.



or Press F1 on the keyboard.

The P and A menu is displayed. There are a number of icons for OBCS transactions. The OBCS Manual icon is used to record encashments on the system when the order book details have to be entered manually.

3. Touch the OBCS Manual icon,



or *Press* F10 on the keyboard.

The Customer Reference screen is displayed. The system prompts you to enter the details of the order book. However, before the Customer Reference number is entered, the System Failure line must be set to YES because the bar-code reader has failed.

4. Referring to steps 4-12 pages 19-21 of this Workbook, *Enter* the following data for the order book and check the entries before continuing to the next step:

System Failure:

YES

Customer Reference No:

99000003A

Additional Indicator:

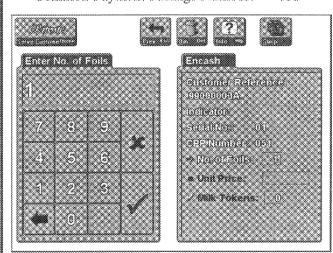
None (leave blank)

- Serial number:

01

Common Payment Package Number:

051



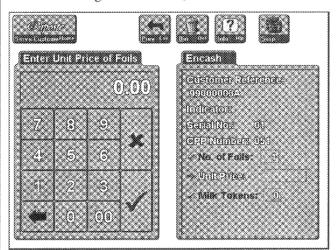
After confirming the Common Payment Package number, the Enter No. of Foils screen is displayed.

If you are carrying out the encashment of more than 1 foil, the default value must be deleted and the number of foils for encashment must be set.

In the following example the customer has requested the encashment of a single foil. There is no need to change the number of foils.

Section 1: Bar-code reader failure, manual input procedure to encash foils from order books, continued

5. Touch the green tick icon, or Press ENTER on the keyboard.



The Enter Unit Price of Foils screen is displayed. The system prompts you to enter the value of a single foil to be paid. The system will then automatically multiply the number of foils entered by the Unit Price.

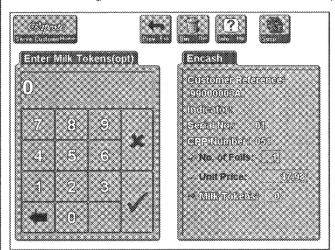
In this example the Unit Price of the foil is £47.98.

6. Type £47.98

44

Check the amount entered is correct before continuing.

7. Touch the green tick icon, or Press the ENTER key on the keyboard.



The Enter Milk Tokens (opt) screen is displayed.

The system will always display a default value of zero. If there are any Milk Tokens associated with the benefit, *Enter* the number of Milk Tokens due using the keyboard or touch screen.

In this example there are no Milk Tokens associated with the benefit. The zero value can therefore be accepted.

8. Touch the green tick icon, or Press ENTER on the keyboard.

The system now returns to the P and A menu. In the sales stack on the right-hand side of the screen there is an OBCS icon. The total in the icon reflects the single foil encashed for the total amount of £47.98.

If the customer has any other requirements, they can be selected from the Serve Customer menu or any of its associated submenus in the normal way. The price of these items would then be subtracted from the payment due to the customer.

In this example the customer has no other requirements.

Order Book Control Service (OBCS)

Section 1: Bar-code reader failure, manual input procedure to encash foils from order books, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

9. Touch the Cash icon, or Press F15 on the keyboard.
The Horizon system returns to the Serve Customer menu.
Well done!
You have completed the manual encashment of foils using the Horizon system.

Order Book Control Service (OBCS)

Ref: PATH/43/002 Date: 29/07/99 Section 1: Unreadable bar-codes, manual input procedure to receive or redirect order books

Issue: 2.0

If the bar-code on an order book cannot be read, you will have to follow the procedure for manually receiving or redirecting order books.

Try and read the bar-code three times before carrying out this procedure.

The following example describes the procedure for manually receiving or redirecting order books in this situation.

From the Desktop menu:

1. Touch the Token Mgmnt icon,



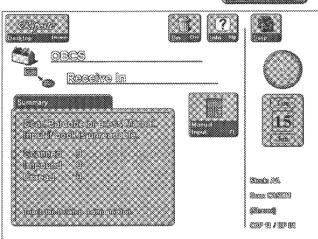
or Press F3 on the keyboard.

The Token Mgmnt menu is displayed. There are two icons at the bottom of the screen: Receive Book and Redirect Book.

2. Touch the Receive Book icon.



or Press F13 on the keyboard.



The Receive In Summary screen is displayed. The summary tab instructs you to scan the Barcode on the book.

If the bar-code is unreadable for any reason, you can use the Manual Input icon (F1) to enter the details of the bar-coded book(s).

3. Scan the bar-code below:



You can see that the bar-code above has been damaged. After three unsuccessful attempts at reading the bar-code, you would enter the order book details manually.

4. Touch the Manual Input icon,



or Press F1 on the keyboard.

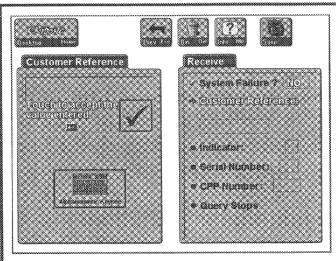
Ref: PATH/43/002

Issue: 2.0

HORIZON SYSTEM

Order Book Control Service (OBCS)

Date: 29/07/99 Section 1: Unreadable bar-codes, manual input procedure to receive or redirect order books, continued



The Customer Reference screen is displayed. The system prompts you to enter the Customer Reference number. The System Failure line in the right-hand box is set to NO.

In this example the bar-code is unreadable, therefore the System Failure line is set correctly. You can therefore enter the Customer Reference number.

Note:

It is very important that the System Fallure line is set correctly.

The first detail required is the Customer Reference number. This may be the customer's NINO, Family Credit Temporary Number or Child Benefit Number and is obtained from the order book cover. An example of a n order book front cover is shown on page 5.

5. Referring to steps 4-12, pages 19-21 of this Workbook, Enter the following data for the order book and check the entries before continuing to the next step:

System Failure

NO

Customer Reference No:

99000046A

Additional Indicator:

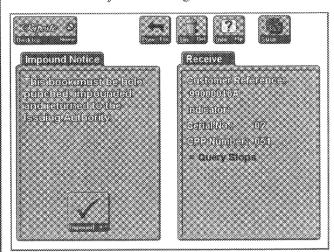
None (leave blank)

Serial number:

02

Common Payment Package Number:

051



After confirming the CPP Number, the Impound Notice screen is displayed. This is because the bar-code is unreadable.

You must impound the order book in accordance with current POCL procedures and acknowledge the instruction on the screen.

Note:

The system will ALWAYS display the Impound Notice screen during the manual input procedure if the System Failure line is left at NO. It is up to the user to determine whether the problem lies with the system or the bar-code on the order book.

Order Book Control Service (OBCS)

Section 1: Unreadable bar-codes, manual input procedure to receive or redirect order books, continued

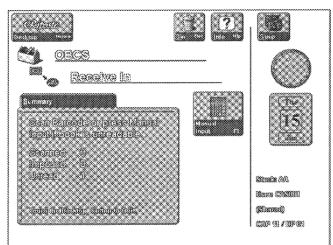
Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



6. Touch the Impound green tick icon,



or Press ENTER on the keyboard.



The system returns to the Receive In Summary screen. The sub totals now show that 1 book is unread (unreadable bar-code).

If you have any more order books with unreadable bar-codes, carry out the manual input procedure again.

7. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

Well done!

You have completed the actions to manually receive an order book with an unreadable bar-code and to action an Impound Notice using the Horizon system.

Order Book Control Service (OBCS)

Section 1: Unreadable bar-codes, manual input procedure to issue order books

Date: 29/07/99

Ref: PATH/43/002

Issue: 2.0

If the bar-code on an order book cannot be read, you will have to follow the procedure for manually issuing order books using the Horizon system.

Try and read the bar-code three times before carrying out this procedure.

The following example describes the procedure for manually issuing order books in this situation.

From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the P and A icon.



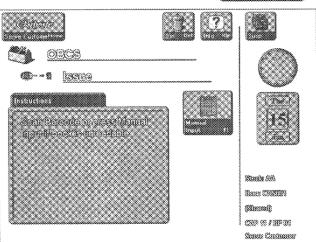
or Press F1 on the keyboard.

The P and A menu is displayed. There are a number of icons for OBCS functions including an OBCS Booklet icon for OBCS Book Issues.

3. Touch the OBCS Booklet icon.



or Press F11 on the keyboard.



The Issue screen is displayed. At this point, you would retrieve the order book to be issued from the drawer and scan the bar-code.

4. Scan the bar-code below:



You can see that the bar-code above has been damaged. After three unsuccessful attempts at reading the bar-code, you would enter the order book details manually.

5. Touch the Manual Input icon,



or Press F1 on the keyboard.

Order Book Control Service (OBCS)

Section 1: Unreadable bar-codes, manual input procedure to issue order books, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Customer Reference screen is displayed. The Horizon system prompts you to enter the details of the order book to be issued.

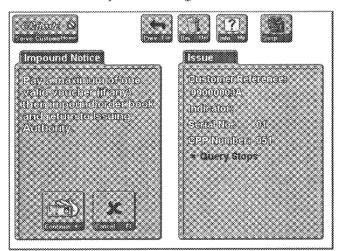
6. Referring to steps 4-12 pages 19-21 of this Workbook, *Enter* the following data for the order book and check the entries before continuing to the next step:

- System Failure: No.

- Customer Reference No: 9900003A

Additional Indicator: None (leave blank)

Serial number: 01Common Payment Package Number: 051



Once you have confirmed the Common Payment Package number, the system will display the Impound Notice. The screen prompts you to "Pay a maximum of one valid voucher (if any) then impound order book and return to Issuing Authority".

The order book must be impounded in accordance with current POCL procedures.

Note:

The system will ALWAYS display the Impound Notice screen during the manual input procedure if the System Failure line is left at NO. It is up to the user to determine whether the problem lies with the system or the bar-code on the order book.

If there are any valid foils, acknowledge the Impound Notice. *Touch* the Continue icon, or *Press* ENTER on the keyboard. The system will take you to the start of the encashment procedure.

If there are no valid foils in the order book, *Touch* the Cancel red cross icon, or *Press* F1 on the keyboard.

In this example there are no foils for encashment.

7. Touch the Cancel red cross icon, or Press F1 on the keyboard.

The Horizon system returns to the Serve Customer menu.

Well done!

You have completed the actions to issue an order book when the bar-code was unreadable and to action an Impound Notice using the Horizon system.

Order Book Control Service (OBCS)

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Section 1: Unreadable bar-codes, manual input procedure to encash foils from order books

If the bar-code on an order book cannot be read you will have to follow the procedure for manually encashing foils using the Horizon system.

Note:

Try to read the bar-code three times before carrying out this procedure.

The following example describes the procedure for manually encashing foils in this situation.

From the Serve Customer menu:

1. Scan the bar-code below:



You can see that the bar-code above has been damaged. After three unsuccessful attempts at reading the bar-code, you would enter the order book details manually.

- 2. Touch the Other Products icon, or Press F13 on the keyboard.
- 3. Touch the P and A icon,



or Press F1 on the keyboard.

The P and A menu is displayed. There are a number of icons for OBCS functions including an OBCS Manual icon. This icon is used to record encashments on the system when the order book details have to be entered manually.

4. Touch the OBCS Manual icon.



or Press F10 on the keyboard.

The Customer Reference screen is displayed. The Horizon system prompts you to enter the details of the order book.

5. Referring to steps 4-12, pages 19-21 of this Workbook, *Enter* the following data for the order book and check the entries before continuing to the next step:

System Failure:

No

Customer Reference No:

99000002A

Additional Indicator:

None (leave blank)

- Serial number:

01

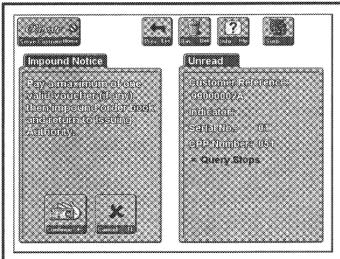
Common Payment Package Number:

051

Order Book Control Service (OBCS)

Section 1: Unreadable bar-codes, manual input procedure to encash foils from order books, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



Once you have confirmed the CPP number, the system will automatically display an Impound Notice. The screen prompts you to "Pay a maximum of one valid voucher (if any) then impound order book and return to Issuing Authority."

The order book in accordance MUST be impounded in accordance with current POCL procedures.

Note:

The system will ALWAYS display the Impound Notice screen during the manual input procedure if the System Failure line is left at NO. It is up to the user to determine whether the problem lies with the system or the bar-code on the order book.

If there are any valid foils, acknowledge the Impound Notice. *Touch* the Continue icon, or *Press* ENTER on the keyboard. The system will take you to the start of the encashment procedure.

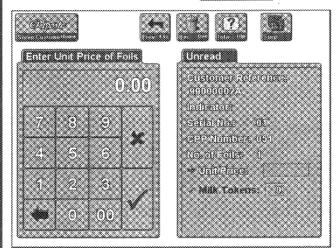
If there are no valid foils in the order book, *Touch* the Cancel red cross icon, or *Press* F1 on the keyboard.

In this example there is one valid foil.

6. Touch the Continue icon.



or Press ENTER on the keyboard.



The Enter Unit Price of Foils screen is displayed. The system has automatically bypassed the Enter Number of Foils screen, because you can only pay a maximum of one foil.

The system prompts you to enter the value of the foil to be paid.

In this example the Unit Price of the foil is £28.10.

Order Book Control Service (OBCS)

Section 1: Unreadable bar-codes, manual input procedure to encash foils from order books, continued

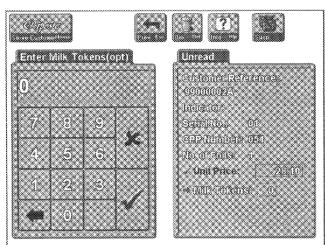
Date: 29/07/99 Issue: 2.0

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7. Type £28.10

Check the amount entered is correct before continuing.

8. Touch the green tick icon, or Press the ENTER key on the keyboard.



The Enter Milk Tokens (opt) screen is displayed.

The system will always display a default value of zero Milk Tokens. If there are any Milk Tokens associated with the benefit, *Enter* the number of Milk Tokens due using the keyboard or touch screen.

If there are no Milk Tokens due, then you can accept the default value of zero.

In this example there are no milk tokens associated with the benefit.

9. Touch the green tick icon, or Press ENTER on the keyboard.

The system now returns to the P and A menu. In the sales stack on the right-hand side of the screen there is an OBCS icon. The total in the icon reflects the single foil encashed for the total amount of £28.10.

If the customer has any other requirements, they can be selected from the Serve Customer menu or any of its associated submenus in the normal way. The price of these items would then be subtracted from the payment due to the customer.

In this example the customer has no other requirements.

10. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement menu is displayed. As this is a payment due to the customer, you now have to select the method of payment you are using to pay the money owed to the customer.

In this example the customer will be paid in cash.

11. Touch the Cash icon, or Press F1 on the keyboard.

The Horizon system returns to the Serve Customer menu.

Note:

You must retain the order book and impound it in accordance with current POCL procedures.

Well done!

You have completed the actions to encash foils when the bar-code was unreadable and to action the an Impound Notice using the Horizon system.

Order Book Control Service (OBCS)

Section 1: Encashment of foils from non bar-coded order books

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



Not all order books will be bar-coded. Some P&A (Pensions & Allowances) group order books may not be bar-coded. If this is the case, then the encashment procedure can still be carried out on the Horizon system.

Note:

Before the encashment procedure is carried out on the Horizon system, the order book and foils must be checked in accordance with current POCL procedures.

In the following example a non bar-coded order book is presented for payment.

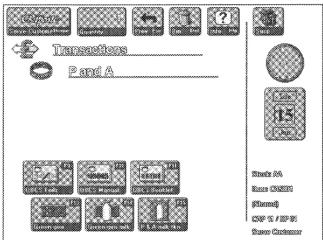
There is no requirement to receive, redirect or issue non bar-coded order books through the Horizon system.

From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the P and A icon.



or Press F1 on the keyboard.



The P and A menu is displayed. There is an OBCS Foils icon. This icon is used to record the payment of benefit from non bar-coded order book foils.

3. Touch the OBCS Foils icon,

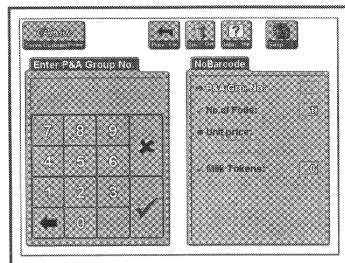


or Press F9 on the keyboard.

Order Book Control Service (OBCS)

Section 1: Encashment of foils from non bar-coded order books, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



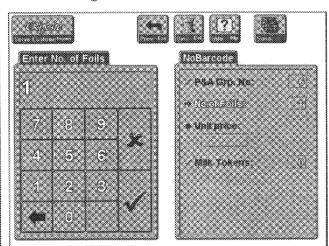
The Enter P&A Group No. screen is displayed. The system prompts you to Enter the P & A Group No. of the order book.

In this example the customer has presented a Group 6 order book (War Pension) for payment.

4. Type 6

Check the P&A Group number has been entered correctly before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.

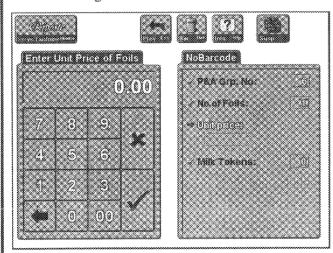


The Enter No. of Foils screen is displayed. The system shows a default value of 1 foil for encashment.

If you are carrying out the encashment of more than 1 foil, the default value must be deleted and the number of foils for encashment must be set.

In the following example the customer has requested the encashment of a single foil. There is no need to change the number of foils.

6. Touch the green tick icon, or Press ENTER on the keyboard.



The Enter Unit Price of Foils screen is displayed. The system prompts you to enter the value of a single foil to be paid. The system will then automatically multiply the number of foils entered by the Unit Price.

In this example, the Unit Price of the foil is £45.80.

Order Book Control Service (OBCS)

Section 1: Encashment of foils from non bar-coded order books, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

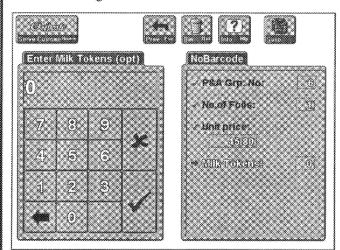
Note:

The unit price of all foils entered within a single transaction must be the same value. If the foils contained in an order book are of mixed values, eg to include the Christmas bonus, each different value must be entered as a separate transaction.

7. Type £45.80

Check the amount entered is correct before continuing.

8. Touch the green tick icon, or Press ENTER on the keyboard.



The Enter Milk Tokens (opt) screen is displayed.

The system will always display a default value of zero Milk Tokens. If there are any Milk Tokens associated with the benefit, *Enter* the number of Milk Tokens due using the keyboard or touch screen.

In this example there are no Milk Tokens associated with the benefit. The zero value can therefore be accepted.

9. Touch the green tick icon, or Press ENTER on the keyboard.

The system now returns to the P and A menu. In the sales stack on the right-hand side of the screen there is an OBCS icon. The total in the icon reflects the single foil encashed for the total amount of £45.80.

If the customer has any other requirements, they can be selected from the Serve Customer menu or any of its associated submenus in the normal way. The price of these items would then be subtracted from the payment due to the customer.

In this example the customer has no other requirements.

10. Touch the Cash icon, or Press F1 on the keyboard.

The Horizon system returns to the Serve Customer menu.

Well done!

You have completed a non bar-coded order book encashment using the Horizon system.

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Activity Sheet 1 Workbook 5

If there are any questions you are unable to answer, read this Workbook again. All the questions are practical and require you to use the Horizon system.

Note:

If you are completing these exercises in the post office, ensure that the Horizon system is in Training Mode.

1. The following order books have been received into your post office. Carry out the procedure to record their receipt on the Horizon system using the bar-code reader.





2. You have received a book for a **GRO** but the bar-code has been damaged. Carry out the procedure for manual receipt.

System Failure:

NO

Customer Reference No:

99000001A

Additional Indicator:

None

Serial number:

01

Common Payment Package No:

051

3. The following order books need to redirected, carry out the procedure on the Horizon system using the bar-code reader.



GRO





GRO

4. Issue the order book below to the customer.



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Ref: PATH/43/002

Activity Sheet 1 Workbook 5, continued

5. Issue a new order book to **GRO** using the manual input procedure, because the bar-code reader is not working.

System Failure:

YES

Customer Reference No:

JC663002C

Additional Indicator:

None

Serial number:

03

Common Payment Package No:

051

6. Carry out the encashment of 3 foils @ £41.80 for

GRO



7. Carry out the encashment of 2 foils @ £38.75 for

GRO

The bar-code reader is

not working.

444

System Failure:

YES

Customer Reference No:

99000398A

Additional Indicator:

None

Serial number:

01

Common Payment Package No:

051

8. Carry out the following encashments from non bar-coded order books.

GRO

P&A Group 11

1 foil @ £23.48

P&A Group 6

2 foils @ £102.50

P&A Group 11

3 foils @ £65.00

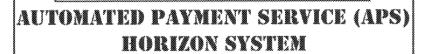


APS Automated Payment Service Horizon System

TRAINING WORKBOOK 6 Automated Payment Service (APS)

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0





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HORIZON SYSTEM

AUTOMATED PAYMENT SERVICE (APS) HORIZON SYSTEM

OBJECTIVES & INTRODUCTION

Objectives:

When you have completed this Workbook you will be able to:

- Complete Automated Payment Service (APS) Magnetic Card and bar-coded bill transactions.
 - a. Recognise APS cards and bar-coded bills.
 - b. Complete APS card and bar-coded bill transactions and apply the scheme criteria to the payment offered by the customer.
 - c. Complete APS transactions manually, after a swipe card reader or bar-code reader failure.
- Reverse an APS transaction.
- Understand the process to recover APS transactions after a power or communications failure.

Introduction:

This Workbook is divided into two sections describing the actions and procedures for Automated Payment Service (APS) transactions.

Section 1 describes how you carry out AP card and bar-coded bill transactions using the APS. It also describes how an AP transaction is reversed if a mistake has been made. Section 2 briefly describes the procedure to follow in the event of a power or communications failure.

Note:

If you are carrying out any of these training examples in the post office, the Horizon system must be placed in Training Mode by the manager.

At the end of each Workbook in the series there is an activity sheet which allows you to practise the transactions covered in the Workbook. If you are not sure of the answer to a question, simply re-read the relevant section of the Workbook and try again.

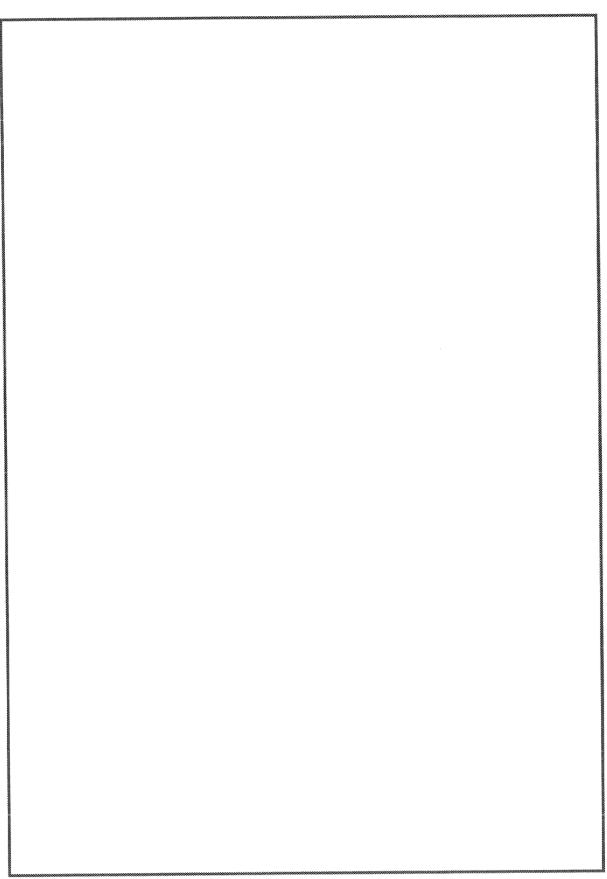
The Workbooks do not cover every possible transaction which you can perform on the Horizon system. If you need further help, or if a specific example is not covered, you should consult the *Horizon System User Guide*.

Note:

The Workbooks provide values against a number of products and services that are correct at the time of going to press. This information is subject to change and you should refer to the appropriate POCL transaction documentation for up to date price information.

Automated Payment Service (APS)

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



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HORIZON SYSTEM

SECTION 1 - APS TRANSACTIONS

INTRODUCTION

Introduction:

This section describes the actions and procedures for completing Automated Payment Service (APS) transactions, either using cards with a magnetic strip or bar-coded documents.

All AP schemes including gas and electricity token schemes are treated as Core products and as such are available at ALL post offices. This allows you to offer a range of services to your customers and POCL's clients.

All transactions are performed on the Horizon system. The criteria set by the client (with the exception of cheque guarantee card requirements) will be applied automatically by the Horizon system.

In addition to transactions, this section also covers the procedure for reversing APS transactions.

Note:

Alle-

All company names and telephone numbers used in the APS magnetic card or bar-coded bill transactions in this Workbook are fictitious.

The transactions shown in this Workbook using the APS cards or the bar-coded bills (printed in the Workbook) can be carried out in your post office, in Training Mode, using the set of APS cards issued to the manager. Refer to Workbook 7 for the procedure to place the Horizon system in Training Mode.

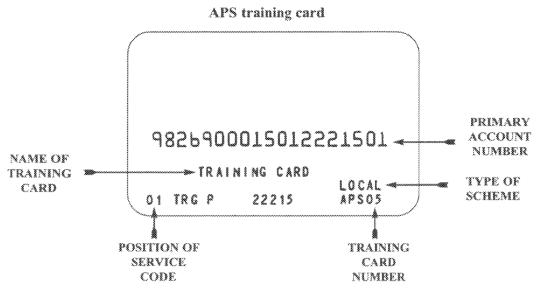
Ref: PATH/43/002 Automated Payment Service (APS) HORIZON SYSTEM Date: 29/07/99 Issue: 2.0 There are hundreds of schemes for client payments using APS (Automated Payment Service): these may be national or local. Each scheme has criteria imposed by the client, setting out rules for how payments are made. APS transactions would normally be initiated in two ways:

- A swipe card with a magnetic strip.
- A bar-coded bill.

Before transactions can be carried out, some system rules must be observed:

- 1. All transactions must be started from the Serve Customer menu.
- 2. The post office must support the scheme for which the payment is attempted and the post office does not support the scheme, the Horizon system will display an error message.
- 3. If the scheme is not supported by the post office, then the customer must be informed.
- 4. Some APS schemes will not allow payments outside certain parameters set by the client.
- 5. If the payment offered by the customer falls outside the payment parameters of the scheme, the customer must be asked to amend the payment. If the customer has offered to pay an amount above the client set maximum, it is acceptable to complete two or more transactions totalling the amount the customer wishes to pay.

You will find each client will have a different design on their card. There are some common features which are applicable to all cards. The training cards incorporate these basic design features. On the reverse of the card there is a magnetic strip which contains the information relating to the scheme criteria. The front of the training card incorporates the following features:



Six training cards are issued with the Horizon system, which you can use to practise transactions in Training Mode. The bar-codes (replicated on bills in this Workbook), can also be used to practise APS transactions.

Note:

Any transactions performed in Training Mode using the training cards or bar-codes will not be recognised by the Horizon system in Live Mode and will not affect the accounting process.

Automated Payment Service (APS)

Section 1: APS card payment, modified payment to match scheme criteria

Date: 29/07/99

Ref: PATH/43/002

Issue: 2.0

Note:

All current POCL regulations regarding the acceptance of cards at the counter still apply.

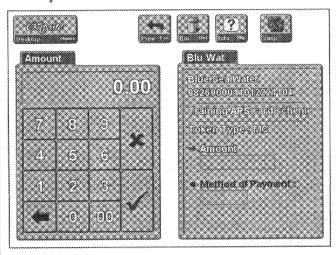
In the following example a customer presents an APS card and wishes to pay £50.00 by cheque.

\$ 10000 Š For this procedure you will require:

Card APS 01

From the Serve Customer menu:

1. Swipe Card APS 01.



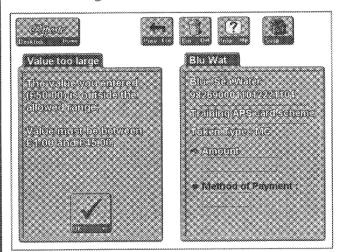
The Amount screen is displayed. The scheme name has been shortened so that it fits on the tab. The Horizon system has automatically recognised the APS scheme as Blue Sea Water. The card's Primary Account Number (PAN), the card name and the Token Type: MC (magnetic card) have also been recognised.

The system prompts you to enter the amount offered as payment by the customer. In this example, £50.00.

Type £50.00

Check the amount entered is correct before continuing.

3. Touch the green tick icon, or Press ENTER on the keyboard.



Although the customer has offered £50.00 in payment, the scheme criterion for this particular client (Blue Sea Water) only allows a value range of between £1.00 and £45.00. The Horizon system automatically recognises this and displays the Value too large screen.

Inform the customer and advise them to modify their payment to fit the scheme.

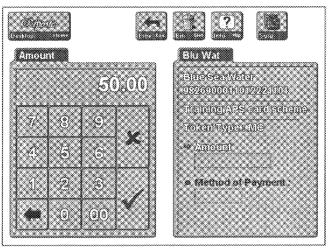
If the customer indicates that they want to pay the full £50.00, then two transactions can be carried out; one for £45.00 and a second one for £5.00.

4. Touch the OK green tick icon, or Press ENTER on the keyboard.

Automated Payment Service (APS)

Section 1: APS card payment, modified payment to match scheme criteria, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Amount screen reappears.

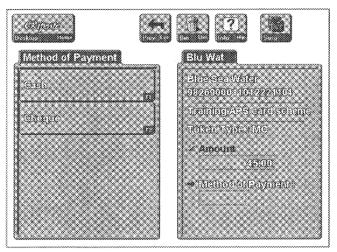
You can see that the Amount box still indicates a payment of £50.00. This must be removed before you can enter the customer's modified payment.

In this example you have advised the customer that the client will accept a maximum payment of £45.00. The customer has acknowledged this and decided to pay £45.00.

- 5. Touch the red cross icon, or Press UNDO on the keyboard.
- 6. Type £45.00

Check the amount entered is correct before continuing.

Touch the green tick icon, or Press ENTER on the keyboard.



The Method of Payment screen is displayed. In this example two methods of payment can be accepted for this client.

The customer has written a cheque for £45.00 and handed it to you.

Note:

All current POCL regulations regarding the acceptance of cheques at the counter still apply.

8. Touch the Cheque icon, or Press F2 on the keyboard.

A receipt is printed on the counter printer (shown overleaf).

Automated Payment Service (APS)

Section 1: APS card payment, modified payment to match scheme criteria, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Post Office Counters Ltd.

15/06/99 10:05 CAP:11 BP:01 SU: AA

Feltham Post Office

FAD:123456X

1, The Walkway

Kings Parade

Middle of Town

Feltham

Middlesex

TWI

APS No: 010001

Client: Blue Sea Water

Scheme: Blue Sea Water

Svc: 11

Ref:

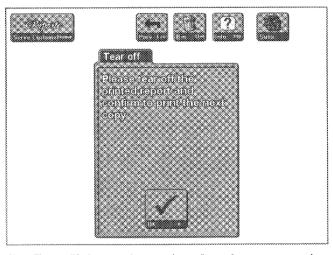
Token Type: MC

IC Entry: 2

Amount:

45.00 Cheque

This is not a VAT receipt



When the receipt has been printed, the Tear off information screen is displayed. The on screen instruction tells you to tear off the printed report.

9. Tear off the receipt produced on the counter printer.

Check the details are legible.

10. Touch the OK green tick icon, or Press ENTER on the keyboard.

A second receipt is printed, which you retain for your records.

- 11. Obtain the payment from the customer, Hand the card and (first) receipt to the customer.
- 12. Tear off the second receipt produced on the counter printer.

Check the details are legible and retain it for your records.

Automated Payment Service (APS)

Section 1: APS card payment, modified payment to match scheme criteria, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The system returns to the Serve Customer menu and the icon for Blu Wat is displayed on the right-hand side of the screen in the sales stack. This is the only service requested by the customer.

13. Touch the Finish icon, or Press ENTER on the keyboard.

The customer has offered a cheque as payment.

14. Touch the Cheque icon, or Press F2 on the keyboard.

Well done!

You have completed an APS transaction for a customer and modified the payment offered to match the scheme criteria using the Horizon system.

© ICL

Section 1: APS card failure, manual entry of card details

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

APS cards are designed to be used many times. However, on occasions, the magnetic strip on the reverse of the card may become damaged and will be unable to activate the APS transaction when swiped through the card reader. Three attempts at swiping the card should be made before the details are entered manually.



For this procedure you will require:

Card APS 11

From the Serve Customer menu:

1. Swipe Card APS 11 (3 times).

The orange light flashed on the keyboard to indicate that the swipe of the card was successful. However, the payment procedure for this scheme was not activated. You must now assume that the magnetic strip on the reverse of the card is damaged and is not registering with the system, so you will have to manually enter the details of the card to accept payment.

2. Touch the Other Products icon,



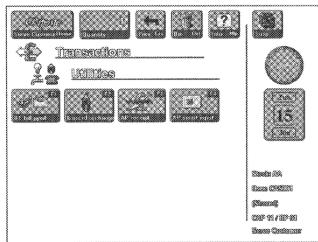
or Press F13 on the keyboard.

The Other Products menu is displayed. There is an icon for Utilities: the manual entry procedure is started from the Utilities menu.

3. Touch the Utilities icon,



or *Press* F4 on the keyboard.



The Utilities menu is displayed.

The AP receipt icon is used to complete Automated Payments manually.

4. Touch the AP receipt icon,



or *Press* F3 on the keyboard.

k.,

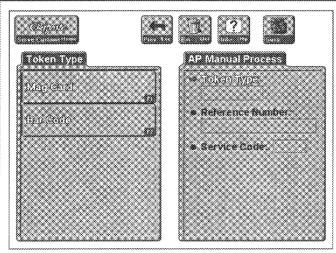
#Circ.

Automated Payment Service (APS)

Section 1: APS card failure, manual entry of card details, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

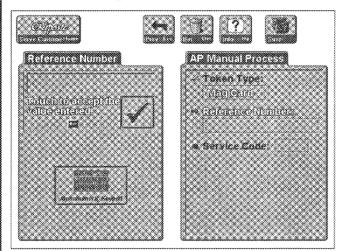


The Token Type screen is displayed. The system prompts you to select the Token Type for the transaction. There are two types of token from which payments can be made:

Magnetic cards Mag Card (F1) Bar-coded bills Bar Code (F2)

In this example a magnetic card was presented for payment.

5. Touch the Mag Card icon, or Press F1 on the keyboard.



The Reference Number screen is displayed. The system prompts you to enter the cards PAN.

The PAN is the 19-digit number across the centre of the card. This number MUST be typed correctly.

Note:

A small number of schemes require a Service Code to be typed after the PAN. After entering the PAN, the Horizon system may prompt you to type the Service Code: this is the number in the bottom left-hand corner on the front of the APS card. There may be between one and four digits.

6. Type 9826900021012222101

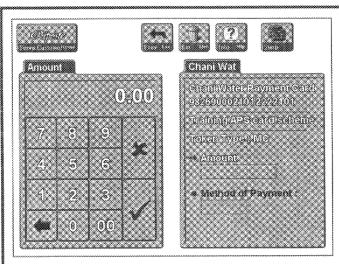
Check the reference number (PAN) entered is correct before continuing.

7. Touch the green tick icon, or Press ENTER on the keyboard.

Automated Payment Service (APS)

Section 1: APS card failure, manual entry of card details, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



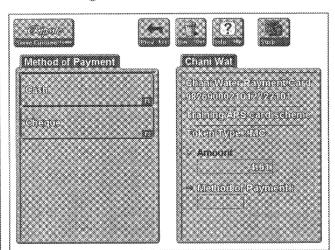
The Amount screen is displayed. The full name of the scheme is displayed in the box, along with the card reference number and the Token Type. The system prompts you to enter the amount offered by the customer.

In this example the customer wants to pay £4.61.

8. Type £4.61

Check the amount entered is correct before continuing.

9. Touch the green tick icon, or Press ENTER on the keyboard.



The Method of Payment screen is displayed. This indicates the methods of payment acceptable for this scheme.

If the customer offered any other method of payment, you should make them aware of the acceptable methods of payment for this scheme.

In this example the customer has offered to pay in cash.

10. Touch the Cash icon, or Press F1 on the keyboard.

A receipt is printed on the counter printer.

When the receipt has been printed, the Tear off information box is displayed. The on screen instruction tells you to tear off the printed report.

11. Tear off the receipt produced on the counter printer.

Check the details are legible.

12. Touch the OK green tick icon, or Press ENTER on the keyboard.

A second receipt is printed, which you retain for your records.

- 13. Obtain the payment from the customer, Hand the card and (first) receipt to the customer.
- 14. Tear off the second receipt produced on the counter printer.

Check the details are legible and retain it for your records.

Automated Payment Service (APS)

Section 1: APS card failure, manual entry of card details, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

The system has returned to the Utilities menu and the icon for Chani Water is now displayed on the right-hand side of the screen in the sales stack. This is the only service requested by the customer.

15. Touch the Finish icon, or Press ENTER on the keyboard.

The customer offers cash as payment.

16. Touch the Cash icon, or Press F1 on the keyboard.

Well done!

You have completed an APS transaction for a customer by entering the card details manually using the Horizon system.

Section 1: Description of a bar-coded bill

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

APS payments can also be made from bar-coded bills. All payments start from the Serve Customer menu.

Note:

All current POCL regulations regarding the acceptance of documents for payment at the counter still apply.

The bill reproduced below incorporates a bar-code, but note that the position (and size) of the bar-codes on documents may vary.



Note:

Some bar-codes will contain the amount of the bill to be paid, so that when it is scanned, the full payment automatically appears on screen. If necessary, the payment can be amended by using the red cross icon or the BACKSPACEkey to delete the amount on screen.

Automated Payment Service (APS)

Section 1: APS bar-coded bill payments and reprint receipt

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

In the following example the customer has produced a bar-coded GEN tec. bill for payment.

From the Serve Customer menu:

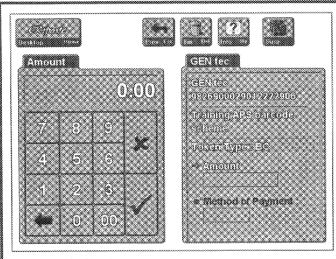
1. Scan the bar-code on the GEN tec. bill (below).



Automated Payment Service (APS)

Section 1: APS bar-coded bill payments and reprint receipt, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Amount screen is displayed. The reference number of the scheme and the full name of the client, (in this case GEN tec), are displayed in the right-hand hand box. You can also see that it is a Training APS barcode scheme and the Token Type is BC (Bar Code).

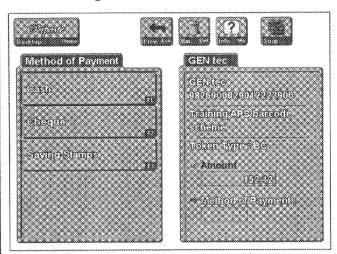
The system prompts you to enter the amount the customer wishes to pay.

In this example, the customer wishes to pay the bill in full.

2. Type £152.12

Check the amount entered is correct before continuing.

Touch the green tick icon, or Press ENTER on the keyboard.



The Method of Payment screen is displayed.

In this example the options are Cash, Cheque and Saving Stamps.

Note:

Saving Stamps are not available as a method of payment for APStransactions in Live Mode. They appear as an option on the training examples only.

4. Touch the Cash icon, or Press F1 on the keyboard.

A receipt is printed on the counter printer.

When the receipt has been printed, the Tear off information screen is displayed. The on screen instruction tells you to tear off the printed report.

5. Tear off the receipt produced on the counter printer.

Check the details are legible.

6. Touch the OK green tick icon, or Press ENTER on the keyboard.

A second receipt is printed, which you retain for your records.

7. Obtain the payment from the customer, Hand the bill and (first) receipt to the customer.

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

8. Tear off the second receipt produced on the counter printer.

Check the details are legible.

At this point, you notice that the second receipt has not printed correctly and is illegible (or torn). If the problem is obviously with the printer, eg a broken printer ribbon or the paper roll has run out, the problem must be cured. Once the problem is rectified, a reprinted receipt can be produced from the Horizon system.

Note:

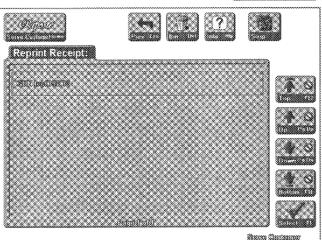
A reprinted (copy) receipt for the customer session can ONLY be printed if the session has not been settled.

From the Serve Customer menu:

- 9. Touch the Functions icon, or Press F16 on the keyboard.
- 10. Touch the Reprint Receipt icon,



or Press F6 on the keyboard.



A pick list is displayed. If there has been more than one receipted transaction in the customer session, you could select which transaction requires the reprinted receipt.

In this example only one APS transaction has been carried out and it is highlighted in yellow.

11. Touch the Select green tick icon, or Press F1 on the keyboard.

A copy of the receipt will be printed on the counter printer.

12. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement screen is now displayed. The customer has offered the correct cash.

13. Touch the Cash icon, or Press F1 on the keyboard.

Well done!

You have completed an APS bar-coded bill payment and produced a reprinted receipt using the Horizon system.

Automated Payment Service (APS)

Section 1: APS bar-coded bill payments, manual entry of bar-code reference number

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Occasionally, a bar-coded bill may be presented for payment and the bar-code on the bill cannot be read. This may be due to a system failure, or it may be that the bar-code itself is damaged. If the bar-code has been scanned three times with the reader and this has not activated the payment procedure, you can still accept a payment by entering in the details manually.

From the Serve Customer menu:

1. Scan the bar-code on the bill for Hooper Moore gas (3 times).



As you can see from the example above, the bar-code on the bill has been damaged. The reference number directly below the bar-code is still legible, so you can enter the details of the bill manually and still accept payment for the APS scheme.

If the bar-code and number are both damaged to such an extent that neither can be read, the transaction cannot be carried out.

Note:

The position of the reference number may vary: it may appear above or below the barcode.

Automated Payment Service (APS)

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Section 1: APS bar-coded bill payments, manual entry of bar-code reference number, continued

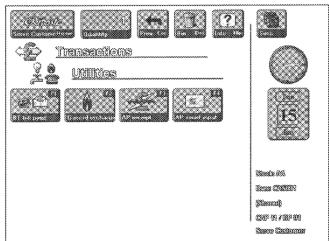
2. Touch the Other Products icon, or Press F13 on the keyboard.

The Other Products menu is displayed. There is an icon for Utilities: the manual entry procedure is started from the Utilities menu.

3. Touch the Utilities icon,



or Press F4 on the keyboard.

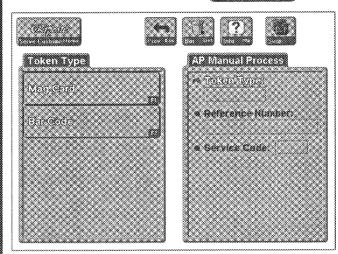


The Utilities menu is displayed. The AP receipt icon is used to complete Automated Payments manually.

4. Touch the AP receipt icon,



or Press F3 on the keyboard.



The Token Type screen is displayed. The system prompts you to select the Token Type for the transaction. There are two types of token from which payments can be made:

Magnetic cards Mag Card (F1)
Bar-coded bills Bar Code (F2)

In this example a bar-coded bill was presented for payment.

5. Touch the Bar Code icon, or Press F2 on the keyboard.

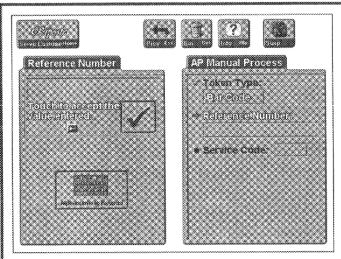
Ref: PATH/43/002

HORIZON SYSTEM

Automated Payment Service (APS)

Section 1: APS bar-coded bill payments, manual entry of bar-code reference number, continued

Date: 29/07/99
Issue: 2.0



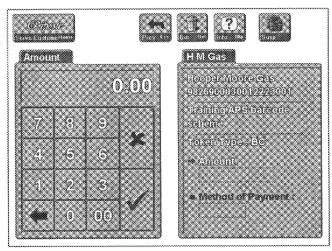
The Reference Number screen is displayed. The system prompts you to enter the reference number of the bill.

In this example the Reference Number is located directly below the bar-code. This number MUST be typed correctly.

Type 9826900030012223001

Check the bar-code reference number entered is correct before continuing.

7. Touch the green tick icon, or Press ENTER on the keyboard.



The Amount screen is displayed. The full name of the scheme is displayed along with the bar-code identifier and the Token Type: BC (Bar Code). The system prompts you to enter the amount offered by the customer.

In this example the customer wishes to pay the bill in full.

8. Type £56.00

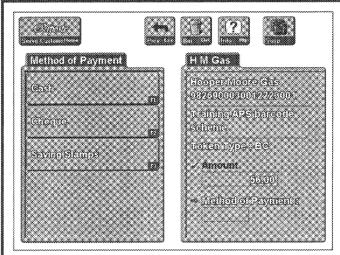
Check the amount entered is correct before continuing.

9. Touch the green tick icon, or Press ENTER on the keyboard.

Automated Payment Service (APS)

Section 1: APS bar-coded bill payments, manual entry of bar-code reference number, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Method of Payment screen is displayed. The options are: Cash, Cheque and Saving Stamps.

In this example the customer has indicated they wish to pay by cheque.

Note:

All III

Saving Stamps are not available as a method of payment for APStransactions in Live Mode. They appear as an option on the training examples only.

10. Touch the Cheque icon, or Press F2 on the keyboard.

A receipt is printed on the counter printer.

When the receipt has been printed, the Tear off information screen is displayed. The on screen instruction tells you to tear off the printed report.

11. Tear off the receipt produced on the counter printer.

Check the details are legible.

12. Touch the OK green tick icon, or Press ENTER on the keyboard.

A second receipt is printed, which you retain for your records.

- 13. Obtain the payment from the customer, Hand the bill and (first) receipt to the customer.
- 14. Tear off the second receipt produced on the counter printer.

Check the details are legible and retain it for your records.

The customer has no other requirements.

15. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement screen is now displayed. The customer has offered the correct amount by cheque.

16. Touch the Cheque icon, or Press F2 on the keyboard.

Nata.

All current POCL regulations regarding the acceptance of cheques at the counter still apply.

Well done!

You have completed an APS transaction for a customer, by manually entering the bar-code reference number using the Horizon system.

Automated Payment Service (APS)

Section 1: APS payments, reversing a transaction

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

There may be an occasion when an APS card or bar-coded bill payment needs to be reversed.

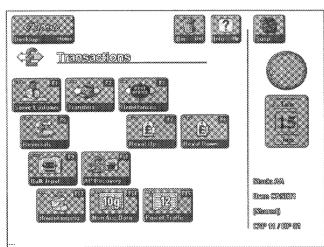
A number of business rules apply to AP (Automated Payment) Reversals:

- The customer MUST produce the original receipt.
- The Reversal must be carried out within the same Stock Unit where the original transaction took place.
- The Reversal cannot take place if the APS transactions have been dispatched to the client (at the cut-off time).
- Not all APS transactions can be reversed.

This example shows a Reversal to an APS payment made to Blue Sea Water.

From the Desktop menu:

1. Touch the Transactions icon, or Press F1 on the keyboard.

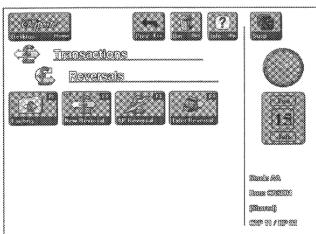


The Transactions menu is displayed. There is an icon for Reversals.

Touch the Reversals icon.



or Press F5 on the keyboard.



There are four options on the Reversals menu: Existing, New Reversal, AP Reversal and Txfer Reversals.

In this example you need to carry out an AP Reversal.

Note:

AP Reversals can only be carried out using the AP Reversal function.

Automated Payment Service (APS)

Section 1: APS payments, reversing a transaction, continued

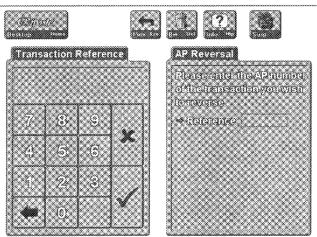
Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

3. Touch the AP Reversal icon.

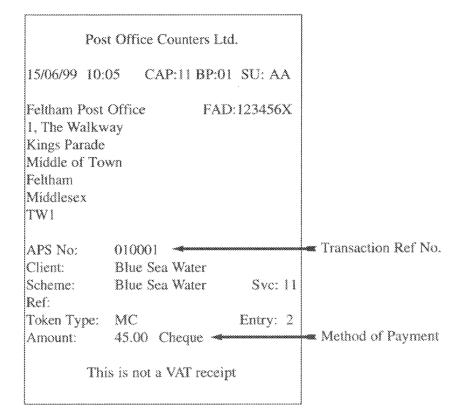


or *Press* F3 on the keyboard.



The Transaction Reference screen is displayed. The system prompts you to enter the AP transaction reference number, which must be obtained from the customer's copy of the receipt.

The transaction reference number is in the format 012345.



4. Type the APS No from the customer's receipt.

Check the reference number has been entered correctly before continuing.

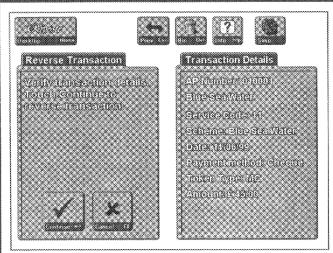
5. Touch the green tick icon, or Press ENTER on the keyboard.

Automated Payment Service (APS)

Section 1: APS payments, reversing a transaction, continued

Date: 29/07/99 Issue: 2.0

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The Reverse Transaction screen is displayed. The details on the receipt MUST be checked against the information on screen.

Check the details on the receipt against the screen. If the details do not match the receipt, *Touch* the Cancel red cross icon, or *Press* F1 to cancel the Reversal.

6. Touch the Continue green tick icon, or Press ENTER on the keyboard.

If the Horizon system is able to reverse the transaction, two receipts are printed on the counter printer.

If the Reversal could not be actioned for one of the following reasons:

- transaction not found
- transaction not in the current Balance Period (BP)
- transaction already reversed.

The Horizon system will display an error message: Refer to the procedures in the *Horizon System User Guide*.

7. Tear off the receipt produced on the counter printer.

Check the details are legible on the receipts and separate them.

8. Hand the (first) receipt to the customer and Retain the second receipt for your records.

Note:

The customer s original receipt MUST be retained together with your original receipt. The Reversal receipt should then be attached to both the original receipts and retained in the drawer.

This completes the Reversal and the Horizon system returns to the Desktop menu.

9. Refund the customer's money.

HORIZON SYSTEM Automated Payment Service (APS)

Section 1: APS payments reversing a transaction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



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Note:

The system will automatically reverse the APS transaction to Cash. If the customer had originally paid by cheque, the cheque should be returned to them with the Reversal receipt. A Stock Adjustment will then need to be carried out to reduce the total amount of cheques in the stock unit by the amount of the cheque returned to the customer (Workbook 10 describes the process for adjusting the contents of your stock unit).

Well done!

You have completed the Reversal of an AP transaction using the Horizon system.



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Automated Payment Service (APS)

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HORIZON SYSTEM

SECTION 2 - APS FALLBACK RECOVERY PROCEDURES

INTRODUCTION

In	troc	luc	tion	*

This section briefly describes the actions and procedures you must follow to recover Automated Payment Service (APS) transactions carried out during power or communications failures.

In the event of a power, system or communications failure, the Horizon System Helpdesk must be informed immediately on GRO (refer to Workbook 8). In this case, you MUST refer to the Horizon System User Guide to carry out the fallback recovery procedures.

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Automated Payment Service (APS)

Section 2: APS fallback recovery procedures

Date: 29/07/99 Issue: 2.0

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Fallback recovery procedures are used to capture details of all APS transactions undertaken while the system was down. They fall into two categories:

1. Crash recovery procedures

These are procedures which need to be undertaken to capture details of transactions which had been partly recorded on the system when the system or power failure occurred. In cases of crash recovery, the customer has been given a receipt and the post office has retained a receipt.

When the system failure is rectified, the system automatically detects that a failure occurred during a customer session where receipts would have been issued. When you log onto the system, a message is displayed informing you that the system has detected that the last session ended in an undefined manner. It also tells you to recover any outstanding APS transactions.

Note:

For these reasons it is important that the last transaction receipt for each counter position is available in case there is a system or power failure.

You must follow the on screen prompts to enter the details required for each APS transaction.

Note:

You MUST refer to the procedures in the Horizon System User Guide.

2. Fallback recovery

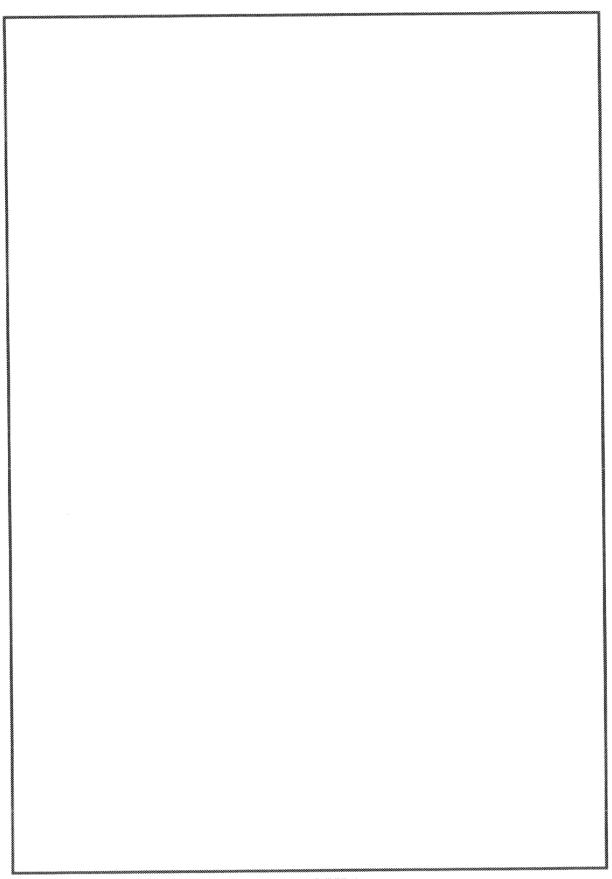
The fallback recovery procedure is for APS transactions which have not been recorded on the system. These transactions may have taken place while the system was down and a manual receipt was produced for the customer. Because no attempt was made to record these transactions on the system, you have to instigate the fallback recovery procedure, as the system will not recognise the transactions automatically.

Note:

You MUST refer to the procedures in the Horizon System User Guide.

Automated Payment Service (APS)

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Automated Payment Service (APS)

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Activity Sheet I Workbook 6

If there are any questions you are unable to answer, read this Workbook again. Some of the questions are practical and require you to use the Horizon system.

Note:

If you are completing these exercises in the post office, ensure that the Horizon system is in Training Mode.

1.	Name the two methods.
2.	If the customer offers to pay £100 in cash and a message is displayed on screen that this is outside the payment range of £1 to £50, what would you do?
3.	How many receipts are printed automatically for each AP transaction?
4.	How many times would you swipe a card before entering the details manually?
5.	What do the letters MC stand for on the Token Type screen during the manual entry procedure?
6.	Use the training cards to complete the following transactions:
	Card APS 01 £40.00 Cash

7. Reverse the transaction carried out above for Card APS 01.

£25.00

Card APS 06

Cheque



Functions Horizon System

TRAINING WORKBOOK 7

HORIZON SYSTEM Functions

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HORIZON SYSTEM

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Transfers In		Remittances Out
Non Accounting Data		Transfers Out
		Transfers In
Parcel Traffic		NT A
		Non Accounting Data

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HORIZON SYSTEM

FUNCTIONS HORIZON SYSTEM

OBJECTIVES & INTRODUCTION

Objectives:

By the end of this Workbook, you will be able to:

- 1. Perform transactions using the Horizon system Functions menu.
 - a. Use the Product Look Up functions.
 - b. Use the Temporary Lock function to secure the system.
- 2. Enter and exit Training Mode.
- 3. Perform transaction Reversals.
- 4. Register Remittances In and Out.
- 5. Register Transfers In and Out.
- 6. Register miscellaneous transactions.
 - a. Register Non Accounting Data.
 - b. Register Parcel Traffic.

Introduction:

This Workbook is one of a series describing the actions and procedures for the Horizon system.

This Workbook is divided into two sections. Section 1 describes the Functions menu and gives practical examples of how the functions can be used. Some of these functions described are used with EPOSS transactions. Section 2 describes various office-level transactions and shows the procedures for registering them on the Horizon system. These include Remittances, Non Accounting Data and Parcel Traffic (entries on TABLE 10g and 12 in the Cash Account).

At the end of each Workbook in the series there is an activity sheet which allows you to practise the transactions covered in the Workbook. If you are not sure of the answer to a question, simply re-read the relevant section of the Workbook and try again.

Note

If you are carrying out any of these training examples in the post office, the Horizon system must be placed in Training Mode by the manager.

The Workbooks do not cover every possible transaction which you can perform on the Horizon system. If you need further help, or if a specific example is not covered, you should consult the *Horizon System User Guide*.

Note

The Workbooks provide values against a number of products and services that are correct at the time of going to press. This information is subject to change and you should refer to the appropriate POCL transaction documentation for up to date price information.



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HORIZON SYSTEM Functions

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SECTION 1 - THE FUNCTIONS MENU

INTRODUCTION

Introduction:

This section describes the actions and procedures available when using the Horizon system Functions menu. The Functions menu group is available from the Serve Customer menu. The actions that can be selected from the menu can affect individual or multiple items in the sales stack. In order to demonstrate the use of the Functions icons, some of the examples in this section will incorporate EPOSS transactions.

Note:

The Discount functions available from the Functions menu can only be used in conjunction with retail products (Post Shop items).

This section also describes how the Horizon system is placed into Training Mode. Once this procedure is complete, you will need to use the training usernames and passwords to logon to the system and carry out transactions in Training Mode. These usernames and passwords are issued to the manager of your post office.

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Functions

HORIZON SYSTEM

Functions

Section 1: The Functions menu

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



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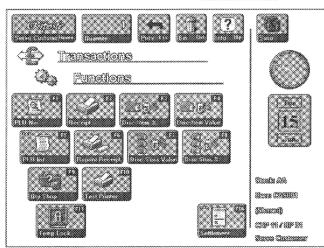
The Functions menu can be accessed from the Serve Customer menu.

From the Serve Customer menu:

1. Touch the Functions icon,

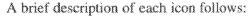


or Press F16 on the keyboard.



The Functions menu screen is displayed.

Most of the functions will be used in conjunction with EPOSS transactions, with the exception of the Temp Lock (F13) function, which is a security feature.





PLU No (F1)

The PLU No (Product Look Up Number) icon is used to find a sale item by its product number. The item will then be registered in the sales stack. This function can also be accessed by using the PLU key on the keyboard.



Receipt (F2)

The Receipt icon is used to print a receipt at the customer's request. When the icon is activated, it will only print a receipt for the last customer session. This function can also be accessed by using the RECPT key on the keyboard.



Disc Item % (F3)

The Disc Item % icon is used to apply a discount as a percentage to the last item in the sales stack. Discounts can only be applied to retail products.



Disc Item Value (F4)

The Disc Item Value icon is used to apply a fixed value discount to the last sale item currently in the sales stack. Discounts can only be applied to retail products.

Functions

Section 1: The Functions menu, continued

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PLU list (F5)

The PLU list icon can be used to select a product from a listing of all products. The selection will then be added to the sales stack.



Reprint Receipt (F6)

The Reprint Receipt icon is used to provide a duplicate of an original receipt produced for APS transactions. (Refer to Workbook 6).



Disc Sess Value (F7)

The Disc Sess Value icon is used to apply a fixed value discount (rather than a percentage) to all the items in the sales stack. Discounts can only be applied to retail products.



Disc Sess % (F8)

The Disc Sess % icon is used to apply a percentage discount to all the items in the sales stack. Discounts can only be applied to retail products.



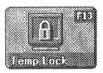
Qty Shop (F9)

The Qty Shop icon is used to set the Shopping Mode of the Horizon system. A customer can then purchase the maximum amount of a product with a fixed price (eg £10.00 worth of First Class stamps).



Test Printer (F10)

The Test Printer icon is used to send a test page to the office A4 report printer.



Temp Lock (F13)

The Temp Lock icon is used to secure the Horizon system temporarily whilst the user is away from it. The system is reactivated by the user entering their password.



Settlement (F16)

The Settlement icon is used to access the settlement screen to register payments made to and from the customer. Activating the Finish icon (ENTER key) will also display the Settlement screen at the end of the customer session.

Functions

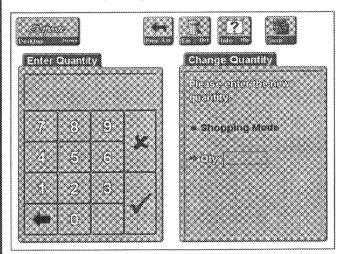
Ref: PATH/43/002 Date: 29/07/99 Section 1: Quantity Issue: 2.0

The Horizon system will always preset the Quantity for any transaction to 1. Therefore, when a customer wishes to purchase more than one of the same item, the Quantity function should be used. This function allows the user to preset a Quantity prior to selecting the item required. Once the item has been selected, the Quantity will return to its default value of 1.

This example demonstrates the use of the Quantity icon to register a sale of 100 First Class stamps.

From the Serve Customer menu:

Touch the Quantity icon.



The Enter Quantity screen is displayed. The system prompts you to enter the Quantity requested by the customer.

In this example the customer has requested 100 First Class stamps.

2. Type 100

Check the Quantity entered is correct.

3. Touch the green tick icon or Press ENTER on the keyboard

Note:

It is not necessary to touch the Quantity icon: the same result can be achieved by typing the required Quantity on the keyboard. The screen display must still be checked to ensure the Quantity has been set correctly before continuing.



The Horizon system returns to the Serve Customer menu, but as you can see, the Quantity icon is set at 100. If any fixed cost item icon is now activated, it will be multiplied by 100.

4. Touch the 1st class stmp icon,



or Press F1 on the keyboard.

Functions

Section 1: Quantity, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

A First Class stamp is a fixed price item. Because the Quantity has been set to 100, the action of *Touching* the icon (or *Pressing* the corresponding key on the keyboard) has multiplied the price of the item by the Quantity.

In this example the 1st Class icon in the sales stack shows Q 100 with a total cost of £26.00.

As this is the customer's only requirement, the transaction can now be completed. If the customer requires further item's you can continue.



Note:

The Quantity icon returned to its default value of 1 after the fixed price sale icon was activated.

The customer has no other requirements and offers the correct amount in cash in settlement. Since the screen is still displaying the Serve Customer menu:

5. Touch the Cash icon, or Press F15 on the keyboard.

Well done!

You have completed the sale of 100 First Class stamps using the Quantity function of the Horizon system.

Ref: PATH/43/002

HORIZON SYSTEM Functions

Section 1: Shopping Mode

Date: 29/07/99
Issue: 2.0



Occasionally, a customer may request a quantity of items for a specific amount of money eg they may request £10.00 worth of First Class stamps. The Horizon system can calculate the volume of items for a specified amount if the Shopping Mode is set on the system.

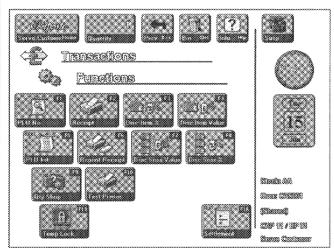
There are two rules enforced by the system when using the Shopping Mode:

- 1. Shopping Mode can only be used for fixed price items.
- 2. If the value typed is less than the cost of a single item, the Horizon system will inform you that the amount specified is below the price of a single item.

In this example the customer has requested £50.00 of First Class x 10 stamp books.

From the Serve Customer menu:

1. Touch the Functions icon, or Press F16 on the keyboard.



The Functions menu is displayed.

Activating the Qty Shop icon will switch the system from Quantity into Shopping Mode.

2. Touch the Qty Shop icon,



or Press F9 on the keyboard.



The Quantity icon now displays the word Shop. This indicates that the system is now operating in Shopping Mode. Shopping Mode will only operate when used with fixed price items.

Note:

The Horizon system can also be put into Shopping Mode by *Touching* the Quantity icon and then *Touching* the Shopping Mode line in the right-hand box.

To continue with the example, you must navigate back to the Serve Customer menu.

Touch the Previcon, or Press ESC on the keyboard.

The Serve Customer menu is displayed.

Functions

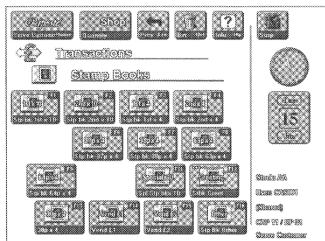
Section 1: Shopping Mode, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

4. Touch the Stamp Books icon,



or Press F4 on the keyboard.

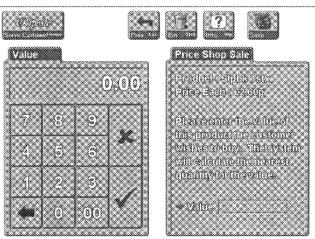


The Stamp Books menu is displayed.

5. Touch the Stp bk 1st x 10 icon,



or Press F1 on the keyboard.



Because the Shopping Mode function has been set, activating a fixed price item, the Stamp Book 1st x 10 icon, causes the Value screen to be displayed. The right-hand box gives information about the item selected and its cost.

The system now prompts you to enter the amount which the customer has offered against the item.

In this example the amount offered by the customer is £50.00. When this amount is entered and confirmed, the system will automatically calculate how many items can be purchased with the amount offered.

6. Type £50.00

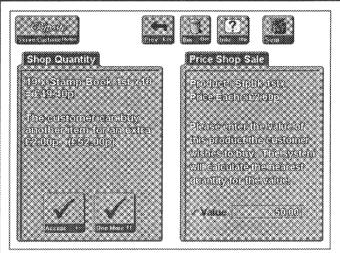
Check the amount entered is correct.

7. Touch the green tick icon, or Press ENTER on the keyboard

HORIZON SYSTEM Functions

Section 1: Shopping Mode, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Shop Quantity screen is displayed. The Horizon system has calculated that 19 stamp books will cost £49.40. However, for an additional £2.00 (over and above the original £50.00), an extra stamp book can be purchased.

The customer now has two choices: Accept the 19 stamp books (ENTER) or purchase One More (F1).

In this example the customer has chosen to accept 19 stamp books.

8. Touch the Accept green tick icon, or Press ENTER on the keyboard

The Horizon system returns to the Stamp Books menu and an icon for the sale is registered in the sales stack. The quantity is shown on the icon, Q 19, with the total price £49.40. Notice that the Quantity icon at the top of the screen has returned to its default value of 1. This is the only transaction required by the customer.

9. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement screen is displayed and the customer offers £50.00 as the payment for the items.

Count out the change required for the customer from the coin hopper or drawer.

10. Touch the Cash icon, or Press F1 on the keyboard

Well done!

You have completed a Shopping Mode transaction using the Horizon system.

HORIZON SYSTEM Functions

Section 1: PLU (Product Look Up) List

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

The PLU (Product Look Up) facility on the Functions menu allows you to find a product by its PLU number and complete a sale for the customer. If you are not sure of a PLU number, the Horizon system can also display all products by name. You can then type the name of the product required, and the system will find the product, so that a sale can be made. The Quantity or Shopping Mode can be set prior to using the PLU functions.

In the following example the customer has requested a £10 BT Phonecard. You can also make this sale from the Phonecards menu using the BT card £10 icon.

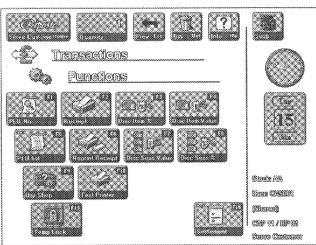
For this sale, the PLU list function will be used.

From the Serve Customer menu:

1. Touch the Functions icon.



or Press F16 on the keyboard.



The Functions menu is displayed. There are two icons PLU No (F1) and PLU list (F5), which can be used to locate products using the Product Look Up function.

The PLU No function is used when the product number is known.

The PLU list function is used to search for a product by name.

In this example PLU list is used.

2. Touch the PLU list icon.

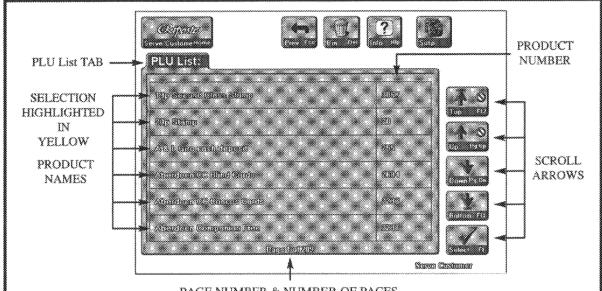


or Press F5 on the keyboard.

HORIZON SYSTEM Functions
Section 1: PLU (Product Look Up) List, continued

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

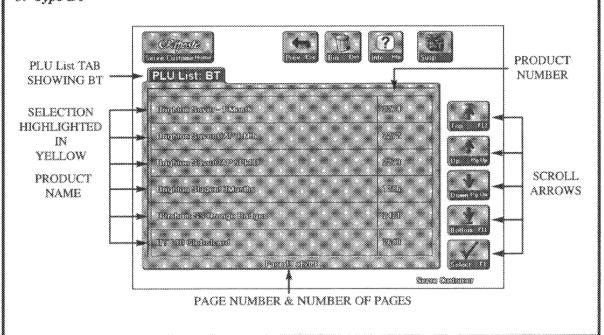


PAGE NUMBER & NUMBER OF PAGES

The PLU List is displayed. The product names are shown on the left with their corresponding product numbers on the right-hand side. The list contains many pages and will always display Page one with the first product highlighted in yellow. The page selection green arrow icons on the right allow you to move up and down the list by page or go to the top or bottom of the list. The scroll arrow keys on the keyboard can also be used to move up and down the options on any page. In the example shown the product list has a total of 209 pages. If the product required was halfway down the list, it would take a considerable amount of time to access the selection using these icons. To enable you to find the product quickly, the first two or three letters of the product name can be entered.

In the following example the customer has requested a £10 BT Phonecard. Using the keyboard:

3. Type BT



Functions

Ref: PATH/43/002 Date: 29/07/99 Section 1: PLU (Product Look Up) List, continued Issue: 2.0

The letters which you have typed (BT) are added to the PLU List tab. The page selection has automatically moved down to the products listed whose names start with BT (on page 19). The selection highlighted in yellow is the first item to fit the requirement (BT), in this case, BT £10 Globalcard. To select the £10 Phonecard you must move further down the list.

5. Press the down arrow scroll key on the keyboard.

The BT £10 Phonecard is now highlighted at the top of the page.

Touch the Select green tick icon, or Press F1 on the keyboard.

The icon for the BT £10 Phonecard has now been registered in the sales stack on the right-hand side of the screen and the Horizon system has returned to the Functions menu. This is the only item requested by the customer.

7. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement screen is now displayed. The customer has tendered the exact amount.

Touch the Cash icon, or Press F1 on the keyboard.

The sale is complete and the Horizon system returns to the Serve Customer menu.

Well done!

You have successfully completed the sale of a £10 BT Phonecard, using the PLU List function of the Horizon system.

Functions

Section 1: PLU (Product Look Up) Number

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0



In the last example you used the PLU List function to sell a £10 BT Phonecard. Had you known the PLU Number for the phonecard, the transaction could have been carried out using the PLU No function. In the following example the PLU No function will be used to sell a £10 BT Phonecard.

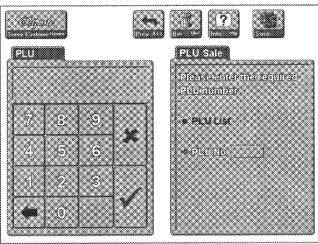
1. Touch the Functions icon, or Press F16 on the keyboard.

The Functions menu is displayed. The PLU No function will allow you to enter the product number.

2. Touch the PLU No icon,



or Press F1 on the keyboard.



The PLU screen is displayed. The system prompts you to enter the PLU number for the product required.

In this example the product number for a £10 BT Phonecard is 059. The zero is not required by the Horizon system.

3. Type 59

Check the number entered is correct before continuing.

Touch the green tick icon, or Press ENTER on the keyboard.

The BT £10 Phonecard is now displayed in the sales stack.

5. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement screen is now displayed, the customer has tendered the exact amount.

6. Touch the Cash icon, or Press F1 on the keyboard.

The sale is complete and the Horizon system returns to the Serve Customer menu.

Well done!

You have completed the sale of a £10 BT Phonecard, using the PLU Number function of the Horizon system.

Section 1: Receipts

Functions

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

For some transactions, a receipt is mandatory and will be produced by the Horizon system automatically. A customer may, however, request a receipt at any time. You can print a receipt via the Functions menu (or by using the RECPT key on the keyboard). The receipt cannot be produced until the customer session is completed and it will list all the items recorded during the session. Receipts can only be produced for the last customer session on the system.

In the following example the Functions menu icon will be used. The customer has requested a £2 TV stamp and a £2 BT stamp, along with a receipt.

From the Serve Customer menu:

- 1. Touch the TV stmp £2 icon, or Press F5 on the keyboard.
- Touch the BT stmp £2 icon, or Press F6 on the keyboard.

Both sales are registered in the sales stack on the right-hand side of the screen. The total value of the two items is shown in the Finish icon. The customer has no other requirements and tenders the correct amount in cash.

Touch the Cash icon, or Press F15 on the keyboard.

The sale has now been completed. At this stage the receipt requested by the customer can now be printed.

- 4. Touch the Functions icon, or Press F16 on the keyboard.
- 5. Touch the Receipt icon,



or Press F2 on the keyboard.

A receipt is produced for the customer on the counter printer. It lists the two items and the method of payment (cash) received from the customer.

You can use the Receipt icon (or RECPT key) once only, if a duplicate receipt is required for any reason the Reprint Receipt icon must be used.

6. Touch the Reprint Receipt icon,



or Press F6 on the keyboard.

Nate

The Reprint Receipt icon is also used to reprint APS receipts, (refer to Workbook 6).

Well done!

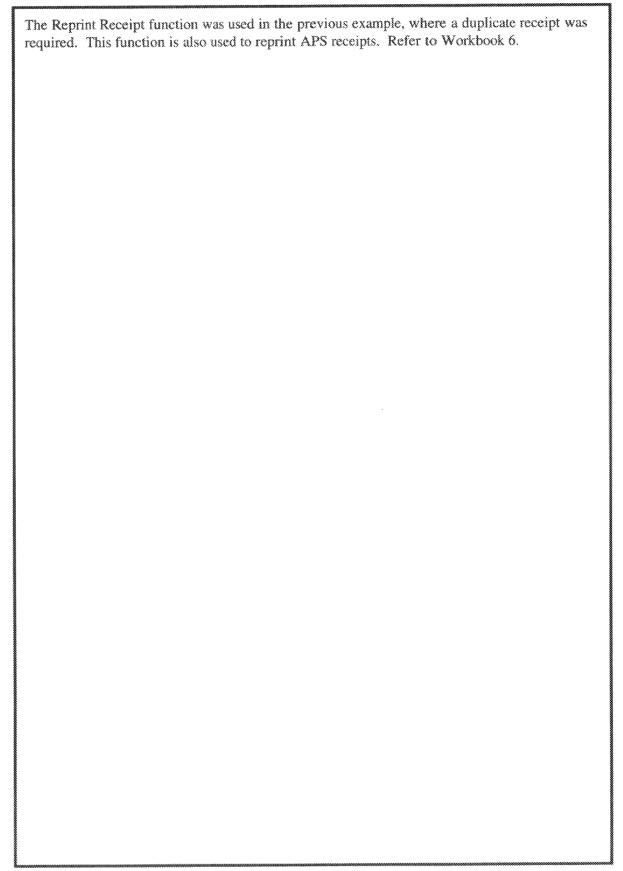
You have produced a receipt, at the request of the customer, using the Horizon system.

Section 1: Reprint Receipt

Functions

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0



HORIZON SYSTEM Functions
Section 1: Discounts

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

On occasions, a discount may be offered on a Retail Shop product on the Horizon system. If a discount needs to be applied to a product (or customer session), refer to the procedure in the Horizon System User Guide.
Note: Discounts can only be applied to Retail Shop products.

Functions

Section 1: Temporary Lock

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

The Temporary Lock function of the Horizon system provides a security mechanism for all users. The Logout icon, located on the main Desktop menu, will log you out of the Horizon system completely. However, if there are any transactions displayed in the sales stack, access to the Logout icon is denied by a no entry symbol. The Temporary Lock function will allow you to secure the Horizon system temporarily and retain any sale items in the sales stack (typically when you have to leave the system briefly). To regain access to the system, you will be required to type your password.

Note:

Miller.

Anybody with manager level access to the Horizon system can override a Temporary Lock (or a time-out) by deleting the username on screen, (indicating who had locked the system). They can then enter their own username and password as normal. This will log the original user out of the system. ANY sale items that had been left in the sales stack will automatically be completed to Cash. The new user will then have to Logon in the usual manner.

The following example demonstrates the sale of an item, the activation of the Temporary Lock function and the procedure to regain access to the system. The customer has requested a £10 BT Phonecard.

From the Serve Customer menu:

- 1. Touch the Other Products icon, or Press F13 on the keyboard.
- 2. Touch the Phonecards icon, or Press F14 on the keyboard.
- 3. Touch the BT card £10 icon,



or Press F4 on the keyboard.

As this is a fixed cost item, it is registered directly into the sales stack.

You are now required to leave the Horizon system unattended for a short period of time before you can complete this customer session. You must secure the system and retain the sale item in the sales stack.

- 4. Touch the Riposte Serve Customer icon, or Press HOME on the keyboard.
- 5. Touch the Functions icon, or Press F16 on the keyboard.
- 6. Touch the Temp Lock icon,

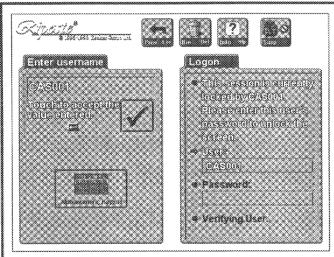


or Press F13 on the keyboard.

HORIZON SYSTEM Functions

Section 1: Temporary Lock, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

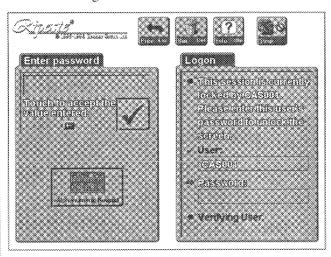


The Enter username screen is displayed. The username displayed on the left of the screen indicates who was logged on when the Temporary Lock function was activated. In this case your username is displayed.

To unlock the system, you have to enter your password. But firstly, you must acknowledge that your username is correct.

Check to ensure that your username is correct.

7. Touch the green tick icon, or Press ENTER on the keyboard.



The Enter password screen is displayed. The system is now prompting you to enter your password.

Type your password.

The password when typed will be displayed as a series of Xs.

9. Touch the green tick icon, or Press ENTER on the keyboard.

When you have entered your password correctly, the system will verify your username and password, and will then return you to the Functions menu. The customer session with all the transactions carried out prior to activating the Temporary Lock, is still displayed in the sales stack.

10. Touch the Finish icon, or Press ENTER on the keyboard.

The customer has tendered the correct amount in cash.

11. Touch the Cash icon, or Press F1 on the keyboard.

Well done!

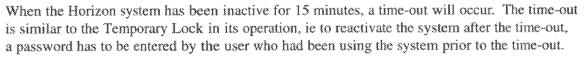
You have used the Temporary Lock function to secure the Horizon system during a customer session.

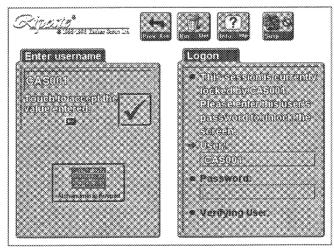
Functions

Section 1: Time-outs

HORIZON SYSTEM

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0





After 15 minutes of inactivity, the Enter username screen will be displayed. This is called a time-out.

To reactivate the Horizon system, you must enter your password.

To reactivate the Horizon system:

- 1. Touch the green tick icon, or Press ENTER on the keyboard.
- 2. Type your password.

The password when typed will be displayed as a series of Xs.

3. Touch the green tick icon, or Press ENTER on the keyboard.

When your password has been entered correctly and verified by the system, the system will return you to the screen displayed prior to the time-out.

Note:

If there are a further 59 minutes of inactivity after the time-out (total time 74 minutes), the Horizon system will automatically log you out completely. The system will then return to the blank screen displaying the Riposte logo and POCL security message. ANY sale items that had been left in the sales stack will automatically be completed to Cash.

There is an exception to the 15 minute time-out rule.

Exception:

If prior to the time-out, the user is operating with a once-only password (normally used by Auditors and Security staff), when the password is re-entered, a message will appear, prompting the user to contact the Horizon System Help Desk.

Note:

Anybody with manager level access to the Horizon system can override a time-out by deleting the username on screen, (indicating who had locked the system). They can then enter their own username and password as normal. This will log the original user out of the system. ANY sale items that had been left in the sales stack will automatically be completed to Cash. The new user will then have to Logon in the usual manner.

HORIZON SYSTEM Functions

Ref: PATH/43/002 Date: 29/07/99 Section 1: Session Suspend Issue: 2.0

Another useful function of the Horizon system is Session Suspend. This allows you to carry out a transaction on the Horizon system and then suspend it so that another transaction for a second customer can be carried out. The original transaction can then be resumed on completion of the second customer's transactions.

In the following example two customers are waiting to be served. Customer A requests 10 First Class stamps and an MVL V10 licence.

From the Serve Customer menu:

1. Type 10

The Quantity has now been set to 10.

Touch the 1st class stmp icon, or Press F1 on the keyboard.

The customer then requests an MVL V10 licence but has not completed the appropriate form, which you hand to them to complete.

Rather than wait for Customer A to complete the form, you can suspend this transaction so that Customer B can be served.

3. Touch the Susp icon.



The Horizon system now displays the Desktop menu. Notice the icons for Training and Logout now have no entry symbols superimposed on them, because a transaction has been suspended. The Susp icon has changed to Swap.

Customer B requires a £2 BT saving stamp.

- 4. Touch the Transactions icon, or Press F1 on the keyboard.
- 5. Touch the Serve Customer icon, or Press F1 on the keyboard.
- 6. Touch the BT stmp £2 icon, or Press F6 on the keyboard.
- Touch the Finish icon, or Press ENTER on the keyboard.
- 8. Touch the Cash icon, or Press F1 on the keyboard.

The customer session has now been completed so you can return to customer A's transactions. You MUST return to the Desktop menu before activating the Swap icon.

- Touch the Riposte Desktop icon, or Press HOME on the keyboard.
- 10. Touch the Swap icon.



The Horizon system returns to the Serve Customer menu, with Customer A's transaction in the sales stack. The MVL V10 licence form has now been completed correctly and all associated documentation checked, so the transaction can now be completed on the system.

- 11. Touch the Other Products icon, or Press F13 on the keyboard.
- 12. Touch the Licences icon, or Press F12 on the keyboard.

HORIZON SYSTEM Functions

Section 1: Session Suspend, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



-

13. Touch the MVL v10 icon, or Press F6 on the keyboard.

The Amount screen is displayed. You can now enter the cost of the licence.

14. Type £155.00

Check the amount entered is correct before continuing.

- 15. Touch the green tick icon, or Press ENTER on the keyboard.
- 16. Touch the Finish icon, or Press ENTER on the keyboard.
- 17. Touch the Cash icon, or Press F1 on the keyboard.

Well done!

You have used the Session Suspend function of the Horizon system.



Functions

Section 1: Entering Training Mode

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

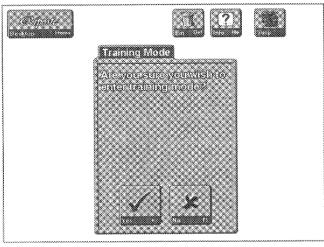
The Horizon system has a built-in Training Mode. This can be used to train additional members of staff in the post office, or to consolidate your own knowledge of the processes and procedures on the Horizon system, without affecting your stamps, stock and cash levels in the post office.

From the Desktop menu:

1. Touch the Training icon,



or Press F12 on the keyboard.



The Training Mode screen is displayed. The system prompts you to confirm that you wish to enter training mode.

Touch the Yes green tick icon, or Press ENTER on the keyboard.

The screen message will now indicate that the Desktop is being reinitialised. This takes a few minutes, once the system has completed all the necessary checks and procedures, the purple (Training Mode) Riposte logo screen will be displayed. At this point, you can Logon to the Training Mode with one of the training usernames and password.

Note:

The Training Mode usernames and passwords are issued to the outlet manager.

Well done!

You have entered the Training Mode on the Horizon system.

Functions

Section 1: Exiting Training Mode

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

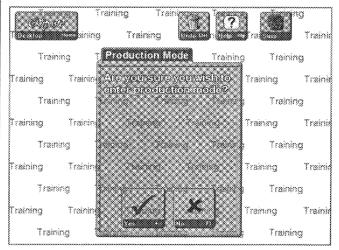


When you have finished your training requirements and wish to return to Live Mode: From the Desktop menu:

1. Touch the Exit Train icon,



or Press F12 on the keyboard.



The Production Mode screen is displayed. The system prompts you to confirm that you wish to enter production mode.

2. Touch the Yes green tick icon, or Press ENTER on the keyboard.

The screen message will now indicate that the Desktop is being reinitialised. This takes a few minutes. When the system has completed all the necessary checks and procedures, the green Riposte logo screen will be displayed. At this point, you can Logon using your usual username and password.

Well done!

You have exited the Training Mode on the Horizon system.

HORIZON SYSTEM	Functions	Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Functions

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

HORIZON SYSTEM

SECTION 2 - OFFICE TRANSACTIONS

INTRODUCTION

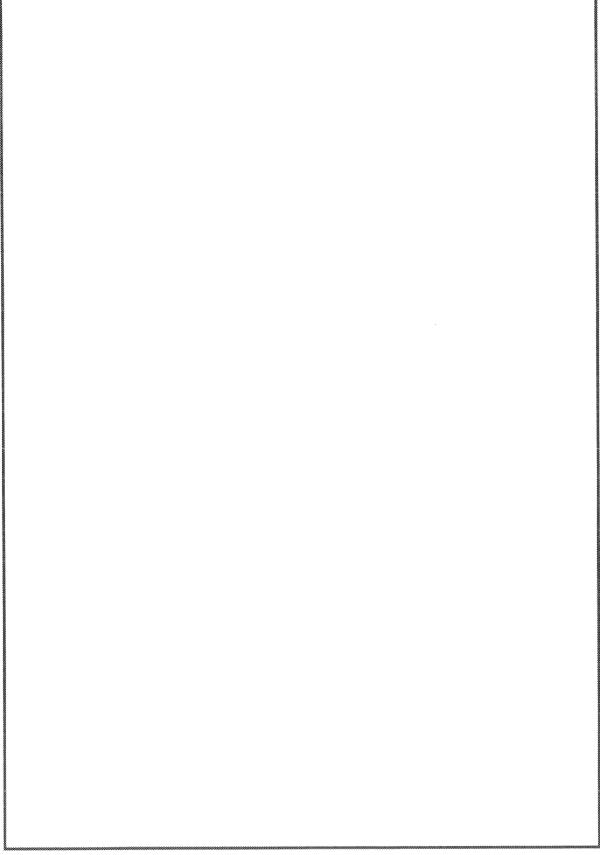
Introduction:

This section describes the actions and procedures available when carrying out some of the Horizon system office transactions. These include Reversals, Remittances, Transfers and the Non Accounting Data and Parcel Traffic.

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HORIZON SYSTEM Functions Ref: PATH/43/002
Date: 29/07/99
Issue: 2.0



Functions

Section 2: Reversals

Ref: PATH/43/002 Date: 29/07/99





A Reversal is a transaction which is performed when it is necessary to to correct a mistake or to provide a refund to the customer. A Reversal does not result in existing transaction information being amended or deleted from the system. It does, however, create new information which compensates and corrects the original transaction.

There are four types of Reversals:

1. New Reversals

A new Reversal is needed when there is no need to associate the transaction with an existing transaction by means of a numbered reference.

2. Existing Reversals

This type of Reversal is used to provide a reversal or refund for a transaction for which there may be a receipt. The transaction number would be entered to initiate the reversal. An Existing Reversal does not always have to have a receipt as you can use the Transaction Log to find the transaction reference number, (refer to Workbook 10).

3. AP Reversal

This type of Reversal is used when the original transaction was for an APS card or bar-coded bill transaction. The AP transaction number would be entered to initiate the Reversal.

4. Transfer Reversal

This type of Reversal is used when the original transaction was a transfer between two Stock Units within the office. This can only be carried out after the transfer out has been completed from your Stock Unit but before the transfer in takes place in the receiving Stock Unit.

Note:

You cannot reverse a reversed transaction.

A number of system rules must be adhered to before a Reversal can be completed:

- 1. A transaction can only be reversed if the product involved is identified by POCL as being reversible.
- 2. Transactions can be reversed only if they were transacted in the current post office Cash Account Period.
- 3. A transaction must be reversed within the Stock Unit in which it was originally carried out.
- 4. A transaction that has already been dispatched to the client cannot be reversed (ie after the client cut-off).
- 5. When reversing linked transactions, the primary transaction must be reversed rather than the associated transaction.

Functions

HORIZON SYSTEM
Section 2: New Reversals

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

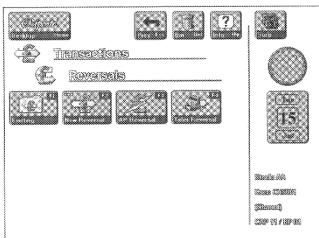
In the following example you have already carried out a National Savings withdrawal for £50 with the customer. However, when the transaction was registered on the Horizon system, it was carried out and completed as an NS deposit. You have now realised that the transaction was completed incorrectly. Therefore the NS deposit must be reversed and a new transaction carried out for the NS withdrawal. This can be carried out as a New Reversal.

From the Desktop menu:

- 1. Touch the Transactions icon, or Press F1 on the keyboard
- 2. Touch the Reversals icon,



or Press F5 on the keyboard.



The Reversals menu is displayed.

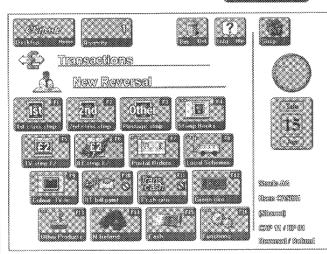
There are four types of Reversals that can be carried out.

In this example you will carry out a New Reversal which is used to reverse a transaction where there is no requirement to associate the Reversal with the original transaction.

3. Touch the New Reversal icon,



or Press F2 on the keyboard.



The New Reversal menu is displayed. From this menu you can select the item or move to the menu from which the product was originally sold so that the transaction can be reversed.

In this example the Reversal is for a National Savings deposit of £50.

HORIZON SYSTEM Functions

Section 2: New Reversals, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

- 4. Touch the Other Products icon, or Press F16 on the keyboard.
- 5. Touch the National Savings icon, or Press F2 on the keyboard.

The National Savings menu is displayed.

6. Touch the Ord a/c Dep icon, or Press F1 on the keyboard.

The Amount screen is displayed. The system prompts you to enter the amount of the deposit to be reversed.

7. Type £50.00

Check the amount entered is correct before continuing.

- 8. Touch the green tick icon, or Press ENTER on the keyboard.
- 9. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement screen is displayed. As this is a Reversal the transaction must be completed to the original method of payment: in this example, cash.

10. Touch the Cash icon, or Press F1 on the keyboard.

This completes the Reversal of the NS deposit. The system prints a Reversal receipt for your records and returns to the Desktop menu.

Note:

The original transaction has now been reversed, so the correct transaction must now be completed for the customer: in this example, a National Savings withdrawal for £50.

Well done!

You have completed a New Reversal using the Horizon system.

Functions

Section 2: Existing Reversals

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

In the following example a customer has paid £28.90 against a BT bill. However, the transaction carried out on the Horizon system was completed for a payment of £289.00 by mistake. In this example a receipt has been produced immediately after the transaction was completed. The receipt will identify the transaction reference number for the BT bill payment (if it was the first transaction carried out for the customer). The transaction reference number can also be obtained from the BT bills counter daily report or the Transaction Log (refer to Workbook 10). This transaction can only be reversed as an Existing Reversal.

Note:

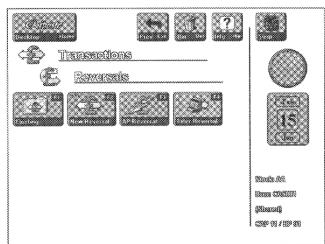
The Reversal MUST take place within the same Stock Unit where the original transaction was carried out.

From the Desktop menu:

- 1. Touch the Transactions icon, or Press F1 on the keyboard
- 2. Touch the Reversals icon,



or Press F5 on the keyboard.



The Reversals menu is displayed. There are four types of Reversals that can be carried out.

In this example you will carry out an Existing Reversal to correct a mistake made earlier. This is achieved by associating the Reversal with the original transaction using a transaction reference number obtained from a receipt, report or the Transaction Log.

3. Touch the Existing icon,

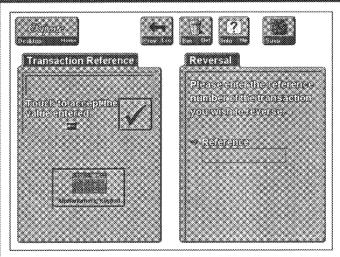


or Press F1 on the keyboard.

HORIZON SYSTEM Functions

Section 2: Existing Reversals, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Transaction Reference screen is displayed. The system prompts you to enter the transaction reference number.

The number is obtained from the receipt (below the date and time) and is in the format 01-23456.

In this example the transaction reference number is 01-56281.

4. Type 01-56281

Check the reference number entered is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard

The Horizon system will now search for the original transaction. Once it finds the original, it creates another transaction in the stack (to the value of £289.00) to offset the original BT bill payment. If the original transaction cannot be found, the Horizon system will display a message to that effect, in which case you should refer to the *Horizon System User Guide*.

6. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement screen is displayed. As this is a Reversal the transaction must be completed to the original method of payment: in this example cash.

Note:

If the original transaction was completed with a cheque, the Reversal must also be completed to Cheque (F2).

Touch the Cash icon, or Press F1 on the keyboard.

The system prints a Reversal receipt for your records and returns to the Desktop menu.

Note:

The original transaction has now been reversed. In this example the original transaction needs to be carried out, ie a BT bill payment for £28.90. The customer s account number can be obtained from the receipt or the counter daily report, (refer to Workbook 10).

Well done!

You have completed an Existing Reversal using the Horizon system.

HORIZON SYSTEM
Section 2: AP Reversals

Functions

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Occasionally, a payment made using an APS card or bar-coded bill, may need to be reversed. A number of system rules must be adhered to before an AP Reversal can be completed: 1. The customer MUST produce the original receipt. 2. The reversal must be carried out within the same Stock Unit where the original transaction was carried out. 3. The Reversal cannot take place if the APS transactions have been dispatched to the client at the cut off. 4. Not all APS transactions can be reversed. Refer to Workbook 6 for the AP Reversal procedure.

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

Remittances are movements of stock and cash between outlets and distribution centres. Stock and cash remittances occur:

- When an outlet orders or receives stock or cash routinely.
- When an outlet returns stock or cash.

Note:

The manager or nominated deputy must make a written request to the supplying agency for the items required.

Before reconciling the remittance on the Horizon system you must check and acknowledge the stock relating to the remittance.

Note:

All current POCL regulations regarding reconciliations at the counter still apply.

Note:

After the remittance has been physically checked, the stock can be sold through the Horizon system. But the input of the remittance into the Horizon system must take place before the Stock Unit is balanced.

In the following example the stock listed below has arrived from Supply Division.

Quantity	Volume	Description
100	£10	BT Phonecards
50	£2	Postal Orders
100	£4	Postal Orders
600	£5	MVL Saving Stamps
500	£2.60	Stamp Books 1st x 10
200	39p	Stamps
200	£2	Stamps
2000	19p	2nd Class Stamps
2000	26p	1st Class Stamps

This stock has been physically checked and everything is correct. You now have to reconcile the remittance into the post office, using the Horizon System.

Note:

Remember a remittance will affect stock levels within the post office and subsequently the balancing process. If your post office has more than one Stock Unit, once the remittance has been registered on the system, if the stock is to be distributed between the Stock Units, a transfer of stock must take place.

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

From the Desktop menu:

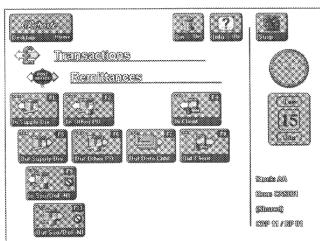
1. Touch the Transactions icon, or Press F1 on the keyboard.

The Transactions menu is displayed. There is an icon for Remittances.

2. Touch the Remittances icon,



or Press F3 on the keyboard.



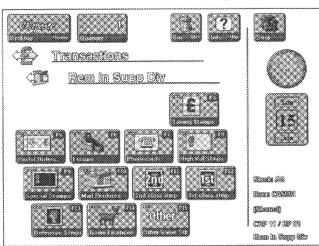
The Remittances menu is displayed. There are various icons available that allow you to select the type of Remittance being carried out.

In the following example the Remittance has been received from the Supply Division.

3. Touch the In Supply Div icon,



or Press F1 on the keyboard.



The Rem In Supp Div menu is displayed. You must ensure that you have selected the correct type of Remittance. If you have selected the wrong type of Remittance, *Touch* the Riposte Desktop icon, or *Press* HOME on the keyboard.

In this example the correct type of remittance has been selected. The first item received (100 x £10 BT Phonecards) can now be entered into the system.

4. Type 100

Check the Quantity is correct before continuing.

5. Touch the Phonecards icon.



or Press F7 on the keyboard.

Functions

Section 2: Remittances In, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



400

The Phonecards menu is now displayed. There are 5 icons for Phonecards and Globalcards. The Quantity icon at the top of the screen is still displaying 100, the required amount for the remittance.

6. Touch the BT card £10 icon,



or Press F4 on the keyboard.

The BT £10 PC icon is now displayed in the stack. The next items from the remittance are 50 x £2.00 Postal Orders. You cannot register this item from the current menu, therefore you will have to move to the Postal Orders menu.

7. Touch the Previcon, or Press ESC on the keyboard.

The system returns to the Rem In Supp Div menu. There is an icon for Postal Orders.

8. Touch the Postal Orders icon, or Press F5 on the keyboard.

The Postal Orders menu is displayed. Before you can register the £2.00 Postal Orders, you must set the quantity received.

9. Type 50

Check the Quantity is correct before continuing.

10. Touch the PO £2 icon, or Press F3 on the keyboard.

The PO £2 icon is displayed in the stack on the right-hand side of the screen. Again, the Postal Order fees have been automatically added to the item.

The next items are the £4 Postal Orders. Since the Postal Orders menu is still displayed, these items can now be added once the Quantity is set.

11. Type 100

Check the Quantity is correct before continuing.

12. Touch the PO £4 icon, or Press F5 on the keyboard.

The PO £4 icon appears in the stack. The next items are the 600 x £5.00 MVL saving stamps. These are not available from the Postal Orders menu, so you will have to move to the Saving Stamps menu to register the items.

13. Touch the Previcon, or Press ESC on the keyboard.

The system returns to the Rem In Supp Div menu. There is an icon for Saving Stamps.

14. Touch the Saving Stamps icon, or Press F4 on the keyboard.

The Saving Stamps menu is displayed. There is an icon for MVL stamps, valued at £5.

15. Type 600

Check the Quantity is correct before continuing.

Touch the MVL stmp icon, or Press F3 on the keyboard.

Functions

Section 2: Remittances In, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

Next on the Remittance In are 500 x First Class Stamp Books. These can be accessed on the Mail Products menu.

- 17. Touch the Previcon, or Press ESC on the keyboard.
- 18. Touch the Mail Products icon, or Press F10 on the keyboard.

The Mail Products menu is displayed, and there is an icon for Stamp Books.

19. Touch the Stamp Books icon, or Press F2 on the keyboard.

The Stamp Books menu is displayed. You can now set the quantity and then select the 1st x 10 stamp books.

20. Type 500

Check the Quantity is correct before continuing.

21. Touch the Stp bk 1st x 10 icon, or Press F1 on the keyboard.

The 100 x 39p stamps can now be recorded from the Definitive Stamps menu.

- 22. Touch the Previous twice, or Press ESC on the keyboard twice.
- 23. Touch the Definitive Stmps icon, or Press F13 on the keyboard.
- 24. Type 100

Check the Quantity is correct before continuing.

25. Touch the 39p stmp icon, or Press F11 on the keyboard.

The 100 x £2 stamps can now be recorded from the High Value Stamps menu.

- 26. Touch the Previcon, or Press ESC on the keyboard.
- 27. Touch the High Val Stmps icon, or Press F8 on the keyboard.
- 28. Type 200

Check the Quantity is correct before continuing.

29. Touch the £2 stmp icon, or Press F2 on the keyboard.

The final two items on the remittance are 2000 x 1st class and 2000 x 2nd class stamps.

- 30. Touch the Previcon, or Press ESC on the keyboard.
- 31. Type 2000

Check the Quantity is correct before continuing.

- 32. Touch the 2nd class stmp icon, or Press F11 on the keyboard.
- 33. Type 2000

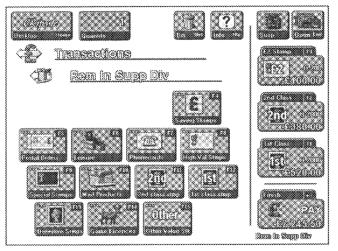
Check the Quantity is correct before continuing.

34. Touch the 1st class stmp icon, or Press F12 on the keyboard.

Section 2: Remittances In, continued

Ref: PATH/43/002 Date: 29/07/99

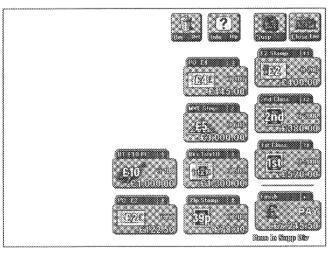
Issue: 2.0



All the items included in the Remittance In have now been registered on the Horizon system. However, only three items can be seen in the stack.

If you wish to check that you have recorded all the items received correctly, you can activate the Open icon to view all the items entered on the Horizon system.

35. Touch the Open icon, or Press END on the keyboard.



This Rem In Supp Div menu disappears as the full contents of the stack are shown on screen. You can now check that all the items received in the remittance have been registered.

If you spot a mistake, you can use the Bin function to remove the incorrect item from the stack and re-enter the correct item.

To return to the Rem In Supp Div menu, you must activate the Close icon.

36. Touch the Close icon, or Press END on the keyboard.

Once you are happy that all items received in the Remittance In have been entered correctly:

37. Touch the Finish icon, or Press ENTER on the keyboard.

Ref: PATH/43/002

Date: 29/07/99

Issue: 2.0

HORIZON SYSTEM

Functions

Section 2: Remittances In, continued

The Remittance In has now been registered with the Horizon system. The corresponding stock levels have been automatically adjusted accordingly. The system returns to the Rems In Supp Div menu and the counter printer automatically produces a Remittance In Slip. The slip itemises each product by name, quantity and value. The total value of the Remittance is shown at the bottom of the slip. The slip must be signed, the time noted in the appropriate place and datestamped. The slip is retained until the end of the accounting week, when it can be used to check against system-derived account figures.

Feltham Post Office FAD: 123456X 11:19 15/06/99 CAP:11 BP:01 SU: AA Remittance In Slip (Supply Division) REF 01-14463 PRODUCT Name VALUE VOLUME BT phone card £10 100 1000.00 PO£2 50 100.00 PO fee £2 22.50 50 PO £4 100 400.00 PO fee £4 100 45.00 600 3000.00 MVL stmp Stmp bk 1st x 10 500 1300.00 78.00 Postage stmp 200 200 200.00 Postage stmp 2000 380.00 2nd class stmp 1st class stmp 2000 520.00 7245.50 SESSION TOTAL Remittance in: Cash and stock in this summary Have been remitted in by me Signature..... Time......AM/PM *** END OF REPORT ***

38. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

Well done!

You have completed a Remittance In from the Supply Division using the Horizon system.

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



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The Remittance Out procedure is very similar to the procedure for a Remittance In. A Remittance Out will also automatically produce a Remittance Out slip which must be signed, datestamped and retained.

In the example below the cheques received during the day have been reconciled with the Counter Daily Cheques Listing report, (refer to Workbook 10 for the procedure to produce daily reports), and are about to be dispatched.

Note:

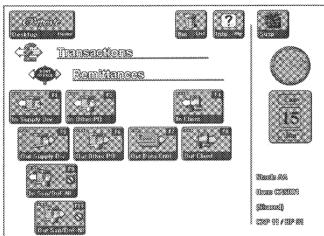
On the Horizon system the cheques must be remitted out of the office on the Horizon system. All current POCL regulations regarding the dispatch of cheques still apply

From the Desktop menu:

- 1. Touch the Transactions icon, or Press F1 on the keyboard.
- 2. Touch the Remittances icon,



or Press F3 on the keyboard.



The Remittances menu is displayed. There are various options available for remitting stock out of the post office.

In this example the cheques will be remitted out to the Data Processing Centre.

3. Touch the Out Data Cntrl icon.

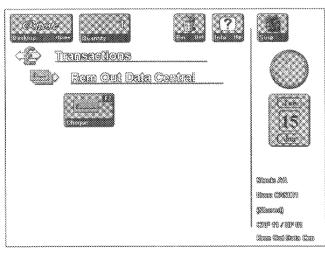


or Press F5 on the keyboard.

Functions

Section 2: Remittances Out, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Rem Out Data Central menu is displayed. The only items that can be remitted out of the post office to the Data Processing Centre are cheques.

In this example cheques totalling £2466.25 have been reconciled with the Counter Daily Cheques Listing report and can now be remitted out of the post office.

4. Touch the Cheque icon,



or Press F2 on the keyboard.

The Amount screen is displayed. The system prompts you to enter the amount of cheques to be remitted out of the office.

5. Type £2466.25

Check the amount is correct before continuing.

The cheques now appear in the stack. These are the only items to be remitted out to the Data Processing Centre.

6. Touch the Finish icon, or Press ENTER on the keyboard.

Functions

Section 2: Remittances Out, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Feltham Post Office FAD: 123456X 17.45 15/06/99 CAP:11 BP:01 SU: AA Remittance Out Slip (Data Centre) REF 01-13739 PRODUCT Name VOLUME VALUE Cheque 1 2466.25 SESSION TOTAL 2466.25 Remittance out: Cash and stock in this summary Have been remitted out by me Signature..... Time.....AM/PM *** END OF REPORT ***

The Remittance Out has now been registered with the Horizon system. The stock level of the cheques held has now been reduced by the total on the Remittance.

The system screen returns to the Rem Out Data Central menu and the counter printer automatically produces a Remittance Out Slip. The slip itemises the cheques remitted out of the post office.

The slip must be signed, the time noted in the appropriate place and datestamped. The slip is retained until the end of the accounting week, when it can be used to check against system-derived account figures.

8. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

Well done!

You have completed a Remittance Out of the post office using the Horizon system.

Functions

Section 2: Transfers Out

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Transfers represent the movement of cash and stock items between Stock Units within the office. A Transfer session will identify the quantity and value of cash and stock items, as well as the identity of the Stock Units involved in the Transfer.

If a Transfer of cash and stock is made within the post office, then **BOTH** the supplier and receiver **MUST** use the Transfer Out and Transfer In functions of the Horizon system respectively. The system will automatically produce a report for each part of the Transfer, one for the Transfer Out, one for the Transfer In. The users of the Stock Units concerned then sign each others report to confirm the Transfer has taken place. When both reports have been completed correctly, the physical handover of cash and stock items can take place.

The Horizon system will only allow a Stock Unit to be balanced after both parts of the Transfer have been completed on the system.

You are attached to Stock Unit BB and you are going to transfer out the following stock and cash items to Stock Unit AA.

- £5000 Cash.
- 100 x £5 Postal Orders.
- 30 x £5 BT Phonecards.
- 1000 x 1st class stamps.

The Transfer procedure will start from the Desktop menu:

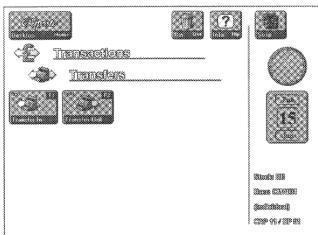
1. Touch the Transactions icon, or Press F1 on the keyboard.

The Transactions menu is displayed. There is an icon for Transfers.

2. Touch the Transfers icon.



or Press F2 on the keyboard.



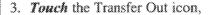
The Transfers menu is displayed. There are only two choices available, Transfer In and Transfer Out.

For the first part of this example you are attached to Stock Unit BB and are going to transfer out stock and cash to Stock Unit AA.

HORIZON SYSTEM Functions

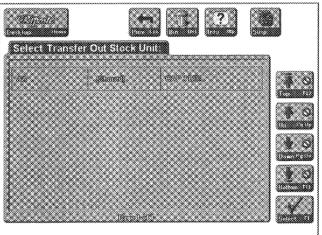
Section 2: Transfers Out, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0





or Press F2 on the keyboard.

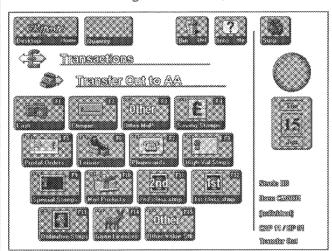


The Select Transfer Out Stock Unit picklist is displayed. From this list you can select the Stock Unit to which you are going to transfer the stock.

In this example there is only one other Stock Unit in the office, Stock Unit AA.

Stock Unit AA is highlighted in yellow (as it is the only Stock Unit on the picklist).

4. Touch the Select green tick icon, or Press F1 on the keyboard.



The Transfer Out to AA menu is displayed. This menu has a similar look to the Serve Customer menu. It is important to ensure that the Stock Unit selected to receive the stock and cash is correct before proceeding further.

The first item to be transferred out to Stock Unit AA is an amount of cash.

5. Touch the Cash icon,



or Press F1 on the keyboard.

The Amount screen is displayed. The system prompts you to enter the amount of cash to be transferred out to Stock Unit AA. In this example, £5000 will be transferred.

6. Type £5000.00

Check the amount is correct before continuing.

7. Touch the green tick icon, or Press ENTER on the keyboard.

Functions

Section 2: Transfers Out, continued

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

The next items in the transfer are 100 x £5 postal orders. There is an icon for Postal Orders displayed on the Transfer Out to AA menu.

8. Touch the Postal Orders icon.



or Press F5 on the keyboard.

The Postal Orders menu is displayed. Before the correct value Postal Order icon is activated, the Quantity must be set to 100.

9. Type 100

Check the Quantity is correct before continuing.

10. Touch the PO £5 icon.



or Press F6 on the keyboard.

The transfer of the Postal Orders is now added to the cash in the stack. Notice that the fees have been transferred automatically with the Postal Orders.

The next items in the transfer are 30 x £5 BT Phonecards.

11. Touch the Previcon, or Press ESC on the keyboard.

The system returns to the Transfer Out to AA menu.

12. Touch the Phonecards icon.



or Press F7 on the keyboard.

The Phonecards menu is displayed. Again, the quantity needs to be set before activating the £5 BT Phonecards icon.

13. Type 30

Check the Quantity is correct before continuing.

14. Touch the BT card £5 icon,



or Press F3 on the keyboard.

The final item in the transfer are 1000 x 1st class stamps.

- 15. Touch the Previcon, or Press ESC on the keyboard.
- 16. Type 1000

Check the Quantity is correct before continuing.

17. Touch the 1st class stmp icon,



or Press F12 on the keyboard.

Functions

Section 2: Transfers Out, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



All the items involved in the Transfer Out to Stock Unit AA have now registered on the system. If there were any other items to be transferred, you would continue the procedure in the same manner.

18. *Touch* the Finish icon, or *Press* ENTER on the keyboard.

Feltham Post Offic	e	FAD: 1	23456X			
12:01 15/06/99	CAP:11	BP:01	SU: BB			
Transfer Out Slip						
SESSION REF:	12345	123456-1-32716				
Source SU: BB	Dest S	U: AA				
PRODUCT Name	VC	LUME	VALUE			
Cash		*	5000.00			
PO £5		100	500.00			
PO fee £5		100	65.00			
BT phone card £5		30	150.00			
1st class stmp		1000	260.00			
SESSION TOTAL 5975.00						
Transfer:						
Cash and stock in th	is summarv					
Have been transferred to me						
Signature						
Time AM/PM						
& \$555%	************	CFTART TAT				
*** END OF REPORT ***						
8						

The Horizon system will automatically produce a Transfer Out Slip. You can see the time, date, Cash Account Period (CAP), Balance Period (BP) and the Stock Unit (SU) in the header of the slip.

The Transfer Out slip is also given a session reference number, and there is information on the Source SU: BB, and the Dest SU: AA.

All the products and totals are then listed, including any Postal Order fees which are shown as separate items in the Transfer.

The user receiving the stock (Stock Unit AA) must sign and enter the time of the transfer on the slip. The Transfer Out slip can then be datestamped.

ONCE COMPLETED PROPERLY, the Transfer Out slip must be retained by the user of the Source SU: BB.

You have now completed half of the procedure for an internal transfer of stock and/or cash items.

Note:

FOR EVERY TRANSFER OUT, THERE MUST BE A CORRESPONDING TRANSFER IN.

So far in this example you have transferred items out from your Stock Unit, BB, into Stock Unit AA. The user of Stock Unit AA must now reconcile the Transfer with their Stock Unit. If both parts of the transfer are not completed, the system will not allow either of the Stock Units to be balanced.

HORIZON SYSTEM Functions

Section 2: Transfers In

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

To complete the Transfer In on the Horizon system, the user of Stock Unit AA must complete the Transfer In.

From the Desktop menu:

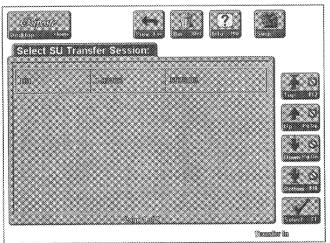
- 1. Touch the Transactions icon, or Press F1 on the keyboard.
- 2. Touch the Transfers icon, or Press F2 on the keyboard.

The Transfers menu is displayed. To complete the transfer on the Horizon system, the user of Stock Unit AA will complete the Transfer In from Stock Unit BB.

3. Touch the Transfer In icon,



or Press F2 on the keyboard.

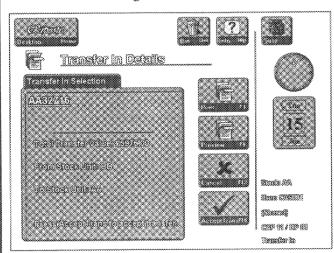


The Select SU Transfer Session picklist is displayed. From this list you can select the transfer that has taken place into your Stock Unit. The details on screen allow you to match up the details of the transfer from Stock Unit BB ie Source Stock Unit - BB, session reference number - 1-32716 and total value of stock & cash - £5975.00.

In this example only one transfer into Stock Unit AA has yet to be completed.

As there is only 1 outstanding transfer to be completed it is highlighted in yellow.

4. Touch the Select green tick icon, or Press F1 on the keyboard.



The Transfer In Selection screen is displayed. Details of the original transfer appear on screen ie destination Stock Unit and reference number AA32716, Total Transfer Value £5975.00, transfer From Stock Unit BB to Stock Unit AA.

Functions

Section 2: Transfers In, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

You have a number of options available:

- 1. Print (F4) a copy of the Transfer In slip.
- 2. Preview (F8) the Transfer In slip on screen.
- 3. Cancel (F12) the reconciliation of the Transfer In.
- AcceptTrans (F16) to reconcile the stock into your Stock Unit.
- 5. Touch the Print icon, or Press F4 on the keyboard.

	Feltham Post Offic	FAD:	123456X					
	12:04 15/06/99	CAP:11	BP:01	SU: AA				
	Transfer In Slip							
	SESSION REF:	123450	716					
	Source SU: BB	Dest: /						
	PRODUCT Name	VO	LUME	VALUE				
	Cash		1	5000.00				
	PO £5		100	500.00				
	PO Fee £5		100	65.00				
	BT £5 card		30	150.00				
	1st Class Stamp	1	000	260.00				
	SESSION	5975.00						
	Transfer:							
Cash and stock in this summary Have been transferred to me								
	Time	A	.M/PM					
	*** END OF REPORT ***							

The Horizon system will now produce a Transfer In Slip for the items in the original Transfer Out. You can see the time, date, CAP, BP and the Stock Unit (SU) in the header of the slip.

The Transfer In Slip also has the same Session reference number as the Transfer Out and there is information on the Source SU (BB), and the Dest (AA).

All the products and totals are then listed, including Postal Order fees which are shown as separate items in the Transfer In.

The user of the Source SU BB must sign and enter the time of the transfer on the slip. The Transfer In slip can then be datestamped.

ONCE COMPLETED PROPERLY, the Transfer In slip must be retained by the user of the Destination SU AA.

The Horizon system returns to the Transfer In Details screen. Once you have checked the Transfer In slip is correct, you can complete the Transfer In procedure.

6. Touch the AcceptTrans icon,



or Press F16 on the keyboard.

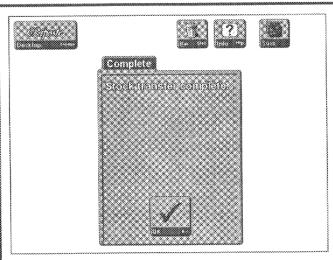
Section 1:

Functions

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

Section 2: Transfers In, continued



The Complete screen is displayed. The system indicates that the Stock transfer is complete.

The Transfer In and Out cycle is now complete. It is important to complete all aspects of the procedure accurately, otherwise errors in balancing will occur.

Well done!

You have completed a transfer of cash and stock from Stock Unit BB into Stock Unit AA using the Horizon system.

Functions

Section 2: Non Accounting Data

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



There are certain transactions performed that will need to be entered into the system to maintain an accurate account of the work undertaken in your post office. These are classed as Non Accounting Data, and equate to the entries normally accounted for in TABLE 10g of the Cash Account. Non Accounting Data are accessed via the Transactions menu.

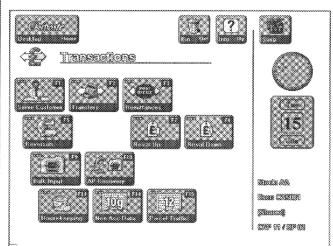
Note:

The sale of postage stamps will need to be accounted for via the Serve Customer menu.

In this example 5 Swiftair packages have been processed in the post office during the current accounting week and will be accounted for, using the Non Accounting Data function of the Horizon system.

From the Desktop menu:

1. Touch the Transactions icon, or Press F1 on the keyboard.

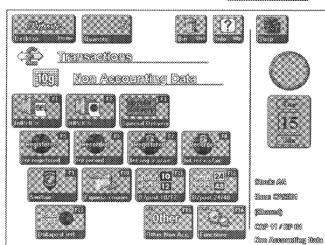


The Transactions menu is displayed. On the bottom row of icons there is an icon for Non Accounting Data.

2. Touch the Non Acc Data icon,



or Press F14 on the keyboard.



The Non Accounting Data menu is displayed. There are various icons for registering the different types of Non Accounting Data.

In this example 5 x Swiftair packages are to be registered.

Functions

Section 2: Non Accounting Data, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

3. Type 5.

Check that the Quantity is correct before continuing.

4. Touch the Swiftair icon,



or Press F9 on the keyboard.

The Swiftair icon is displayed in the stack. You can see that no value is recorded for the transaction, but the quantity processed is shown, Q5. At this stage, the transaction has not been recorded on the system but is only registered in the stack. If you had processed any other Non Accounting Data in the office during the current accounting week, they would also need to be added to the stack by selecting the Quantity and type of work undertaken.

This is the only transaction for this example.



- 5. Touch the Finish icon, or Press ENTER on the keyboard.
- 6. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

The system returns to the Desktop menu.

Note:

The entry of Non Accounting Data should be done in bulk, at the end of the Cash Account Period. It is only required to be registered in one Stock Unit.

Well done!

You have registered the Non Accounting Data items handled in the postoffice using the Horizon system.

Functions

Section 2: Parcel Traffic

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

Parcel Traffic, which equates to the entries normally accounted for in TABLE 12 of the Cash Account, can also be registered on the Horizon system in a similar way to the Non Accounting Data. The Quantity of all Parcel Traffic transactions must be recorded, along with their total value. There are four categories of Parcel Traffic:

- 1. Inland stamped.
- 2. Inland metered.
- 3. International stamped.
- 4. International metered.

All four categories can be registered using the Parcel Traffic function of the Horizon system.

In the following example you want to record a total of 5 parcel inland metered items totalling £36.00.

From the Desktop menu:

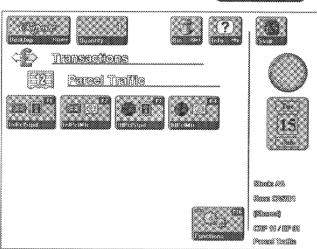
1. Touch the Transactions icon, or Press F1 on the keyboard.

The Transactions menu is displayed. On the bottom row there is an icon for Parcel Traffic.

2. Touch the Parcel Traffic icon.



or *Press* F15 on the keyboard.



The Parcel Traffic menu is displayed. The four categories mentioned at the start of the example are all available from this menu. There is an additional icon for Functions. Activating this icon will take you directly to the Functions menu.

In this example there is only one item to be processed, but before the icon is activated, the Quantity of Parcel Traffic transactions handled must be set.

3. Type 5

Check the Quantity is correct before continuing.

4. Touch the InlPclMtr icon.



or Press F2 on the keyboard.

HORIZON SYSTEM Functions

Section 2: Parcel Traffic, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The Amount screen is displayed. The system prompts you to enter the total amount of all the Inland Metered Parcel transactions handled.

In this example the amount is £36.00.

4. Type £36.00

Check the amount is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.

The Inland Parcel Metered Parcel Traffic appears in the stack. If you had handled any other Parcel Traffic items, they would also need to be registered in the same way.

This completes the Parcel Traffic entries in this example.

- 6. Touch the Finish icon, or Press ENTER on the keyboard.
- 7. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

Note:

The input of Parcel Traffic should be done in bulk at the end of the Cash Account Period. It is only required to be registered in one Stock Unit.

Well done!

You have registered the Parcel Traffic handled in the post office using the Horizon system.

HORIZON SYSTEM **Functions**

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Activity Sheet I Workbook 7

If there are any questions you are unable to answer, read this Workbook again. Some of the questions are practical and require you to use the Horizon system.

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If you are completing these exercises in the post office, ensure that the Horizon system is in Training Mode.

- 1. What is the difference between the Receipt and the Reprint Receipt icons on the Functions menu? 2. What products are the following PLU Numbers for? 072
- 3. How many 37p stamps can be purchased with £25 cash?
- 4. Reverse a transaction (no receipt produced) for a National Savings Ordinary account Deposit of £75.00.
- 5. Remit In from Supply Div. (or from Other PO as required) the following items:
 - £5 BT Phonecards 25
 - 50 £5 Stamps
 - 200 31p Stamps
 - 1000 First Class Stamps
- 6. Register the following Non Accounting Data transactions:
 - 5 x Datapost 10/12
 - 7 x Datapost 24/48
 - 3 x Datapost International



Help & Basic Maintenance Horizon System

TRAINING WORKBOOK 8

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

HOHIZON SYSTEM



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HELP & BASIC MAINTENANCE HORIZON SYSTEM

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WORKBOOK 8 © ICL

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HORIZON SYSTEM

HELP & BASIC MAINTENANCE HORIZON SYSTEM

OBJECTIVES & INTRODUCTION

Objectives:

By the end of this Workbook you will be able to:

- 1. Access the Help functions available.
- 2. Follow the correct procedures in the event of system or component failures.
- 3. Install consumables for the Horizon system.

Introduction:

This Workbook covers Help and Basic Maintenance and is divided into two sections. Section 1 describes where Help can be obtained and describes the maintenance that you can carry out in the post office. Section 2 describes how to install the Horizon system consumables.

At the end of each Workbook in the series there is an activity sheet which allows you to confirm your understanding of the information in the Workbook. If you are not sure of the answer to a question simply re-read the relevant section of the Workbook and try again.

The Workbooks don not cover every possible transaction which you can perform on the Horizon system. If you need further help, or if a specific example is not covered you should consult the *Horizon System User Guide*.

Note:

The Workbooks provide values against a number of products and services that are correct at the time of going to press. This information is subject to change and you should refer to the appropriate POCL transaction documentation for up to date price information.

Horizon System Helpdesk GRO

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HORIZON SYSTEM

SECTION 1 - HORIZON SYSTEM HELP

INTRODUCTION

Introduction:

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This section describes the actions and procedures available to obtain Help on the Horizon system. It also covers the procedures to follow in the event of system or component failures.

Maintenance will normally be carried out by qualified service engineers. However, you can carry out some basic maintenance tasks, and these tasks are explained in this section.

UNDER NO CIRCUMSTANCES ARE USERS TO PERFORM ANY MAINTENANCE TASKS OTHER THAN THE ONES DESCRIBED IN THIS WORKBOOK. IF IN DOUBT, CONTACT THE HORIZON SYSTEM HELPDESK

The Workbooks do not cover every possible transaction which you can perform on the Horizon system. If you need further help, or if a specific example is not covered you should consult the Horizon System User Guide.

Horizon System Helpdesk

GRO

Help & Basic Maintenance

Section 1: Help

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Occasionally, things may go wrong with the Horizon system, or you may need help with a particular process or procedure. This section explains the Help functions available. If a failure occurs on any part of the Horizon system, you must telephone the Horizon System Helpdesk on GRO

1. The Info Icon.

You have already used this function on the Horizon system. The Info icon is always available. To obtain further information about a particular icon, Touch the Info icon, or Press HELP and immediately Touch the icon, or Press the relevant Function or Command key on the keyboard. The yellow speech bubble that appears will give you an on screen description of the icon, and it will indicate if there is a submenu associated with it.



2. The Ouick Reference Cards

These have been produced as a ready source of reference for you. They provide step by step instructions for the most commonly used functions. The information on each set of cards is grouped for ease of use.

3. The Horizon System User Guide

In the Horizon System User Guide you will find all the transactions and their related procedures.

4. The Horizon System Helpdesk

A telephone Help Desk has been set up to assist with any queries or problems. It is the single point of contact for all Horizon system enquiries.



Note:						
The number	for the	Horizon	System	Helpdesk	is:	GRO

Horizon System Helpdesk

GRO

Help & Basic Maintenance

Section 1: Horizon system contingencies

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If you have a failure of the complete system or one of its components, these are the procedures to adopt.

1. Power Failure

The most likely cause of a complete system failure is a loss of power for one reason or another. Telephone the Horizon System Helpdesk as soon as possible. You must continue transactions and account for them manually. When the power is restored and the system is functional again, it will be possible to enter the manually performed transactions as a batch. Follow the procedure in the *Horizon System User Guide*.

2. Monitor/Touch Screen Failure

If the monitor fails, call the Horizon System Helpdesk.

If the touch screen facility fails, you can use the keyboard to process transactions. Call the Horizon System Helpdesk.

3. Magnetic Swipe Card Reader Failure

If the magnetic swipe card reader fails, you can enter details of your transactions manually. Call the Horizon System Helpdesk.

4. Smart Card Reader Failure

If the smart card reader fails, call the Horizon System Helpdesk.

5. Keyboard Failure

If any part of the keyboard fails, you can use the touch screen facility to continue processing transactions. Call the Horizon System Helpdesk.

6. Bar-code Reader Failure

If the bar-code reader fails, you can use the keyboard or touch screen to enter the bar-code identifier manually. Call the Horizon System Helpdesk.

7. Scales Failure

If the connection between the scales and the Horizon system fails, you can enter the weight of the mail item manually.

Note:

It is not the responsibility of ICL Pathway, or the Horizon System Helpdesk, to maintain or diagnose faults with the electronic scales

8. Counter (or A4 report) Printer Failure

If the counter (or A4 report) printer fails, details of the report required can be previewed on screen, and a report produced manually. Call the Horizon System Helpdesk.

9. Multiple Equipment Failure

In the event of multiple equipment failure, eg keyboard and touch screen failure, call the Horizon System Helpdesk.

Horizon	System	Helpdesk
	GRO	

Help & Basic Maintenance

Section 1: Horizon System Helpdesk

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The Horizon System Helpdesk is available to offer advice, guidance and help to Post Office counter staff about the use of the Horizon system. The Helpdesk staff have access to counter procedures and reference systems and are trained in the use of the Horizon system.

Note:

Should Post Office counter staff have difficulty in using the system or the documentation, they should contact the Horizon System Helpdesk. The service hours of the Horizon System Helpdesk are:

Out of hours service	0500 - 0800	Monday to Saturday
Full service	0800 - 2000	Monday to Saturday
Out of hours service	2000 - 2400	Monday to Saturday
Out of hours service	0700 - 2200	Sunday

Note:

The full service is NOT provided on English/Welsh Bank Holidays. During these periods, a Sunday service is provided.

During these hours, calls will be handled by ICL Pathway. When call volumes are high, a voicemail message may be relayed.

When the Horizon System Helpdesk is contacted, the Helpdesk operator will ask several questions in order to verify your identity and to ascertain the nature of the problem. These will include:

- Your name
- Your post office FAD code
- Your telephone number
- Details of the problem.

Note:

BEFORE calling the Helpdesk, you should gather as much information as possible about the problem, to enable the Helpdesk operator to swiftly diagnose the nature of the problem. You MUST have a copy of the *Horizon System User Guide* to hand when contacting the Horizon System Helpdesk, as it may be referred to during the call.

The operator will attempt to resolve or diagnose the problem during this initial telephone call. The information will be recorded onto a Helpdesk system and allocated a unique call reference number. Once the problem has been diagnosed, the operator will give you the call reference number and what action to expect next. This call reference number should be recorded and quoted if you need to ring the Helpdesk about this problem again.

If your query or problem is not resolved during the initial telephone call, the Helpdesk will advise you of the date and time by which you will next be contacted. This contact will take the form of either: a site visit by an engineer, or a telephone call from someone in the ICL Pathway support chain.

Horizon	System	Helpdesk
[GRO	

Section 1: Horizon system basic maintenance

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1. The Processor

Do keep the outside clean. Wipe the casing with a dry cloth.

Do not remove any connections or attach anything to the system.

Do not pile other items around the processor, as it needs to be well ventilated to operate effectively.

Do not move the processor, as this may cause damage.

Do not allow the processor to become damp or wet.

Do not switch off the processor except in an emergency or when instructed to do so by the Horizon System Helpdesk.



Do make sure the magnetic swipe card reader is clean and free from obstruction.

Do make sure the smart card reader is clean and free from obstruction.

Do not place food or drinks near to the keyboard.

Do keep the keyboard clean and free from dust, using screen wipes.





A single cleaning card is supplied to help keep the swipe card reader clean. Ensure the cleaning strip is facing you and at the bottom of the card. Draw the card through the slot two or three times. This action should be carried out weekly. Ensure the cleaning card is kept in a safe place, as only one is issued to your post office.

3. The Counter Printer

Do keep a spare supply of ribbons and paper for the printer. **Do** only use authorised materials for printing.

Do switch off the printer when not in use for long periods, eg overnight.



If the paper looks dirty after printing, *Remove* the Paper Roll and Ribbon Cassette from the printer (refer to pages 16-19). *Apply* a small amount of the supplied Horizon anti-static cleaner to a clean, lint-free cloth. *Wipe* across the visible area of the large rubber roller. *Dry* the roller with a second dry lint-free cloth. *Press* the FEED button to advance the roller to an uncleaned portion and *Repeat* the process until the whole roller has been cleaned. *Replace* the Paper Roll and Ribbon Cassette.

Horizon System Helpdesk GRO

Help & Basic Maintenance

Section 1: Horizon system basic maintenance, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



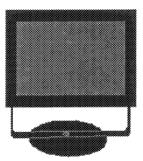
4. The Monitor

Do switch off the monitor before cleaning.

Do switch off the monitor when not in use for long periods.

Do wipe the monitor at regular periods with the supplied anti-static cleaner and lint-free cloth.





5. Bar-code Reader

Do clean the scan window using the supplied screen wipes.



6. A4 Report Printer - PANASONIC Laser

Do switch off the printer before cleaning.

Do clean the printer's casing, when it becomes dirty, with a clean lint-free cloth dampened with the supplied Horizon anti-static cleaner.



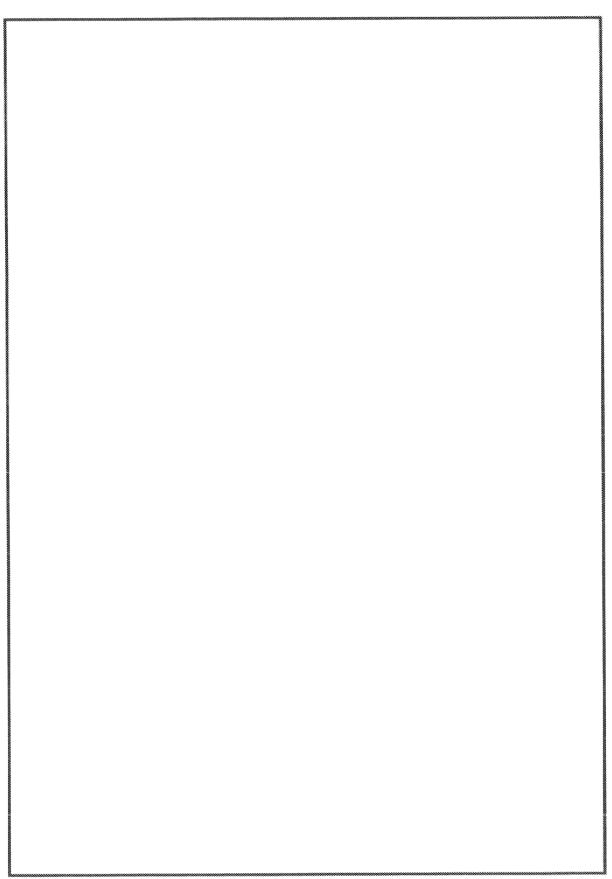
7. A4 Report Printer - EPSON Stylus 200

Do clean the printer's casing, when it becomes dirty, with a clean lint-free cloth dampened with the supplied Horizon anti-static cleaner.

If print quality diminishes, use the printer's built-in print head cleaning cycle to ensure that the nozzles are delivering ink properly. Clean the print head as follows. *Press* the Cleaning button on the control panel, the power light will flash during the cleaning cycle. Carry out a specimen print as follows: *Switch off* the printer, hold down the Cleaning button and then turn on the printer. The test print will then be produced on two sheets of paper. The Load/Eject button will need to be pressed after the first sheet is printed.



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HORIZON SYSTEM

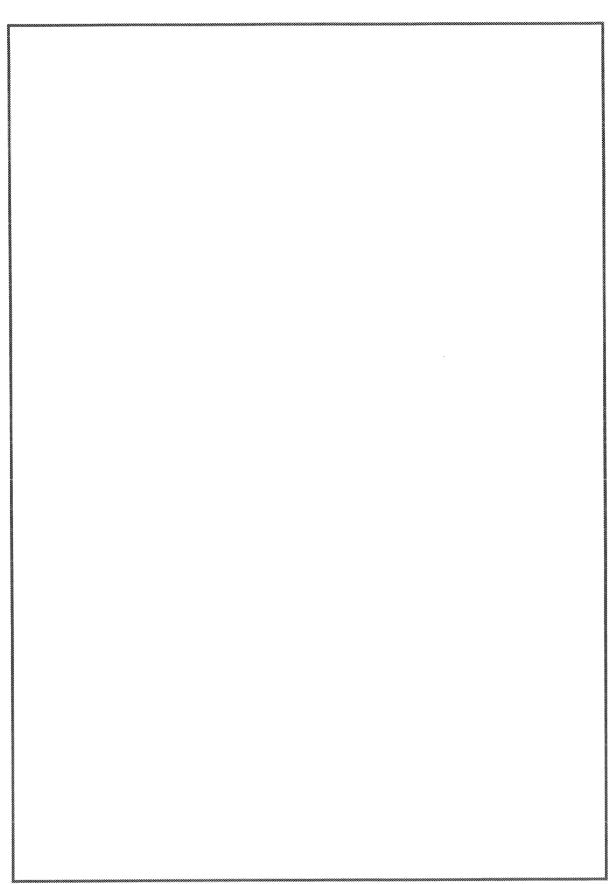
SECTION 2 - CONSUMABLES

INTRODUCTION

Introduction:

This section describes the actions and procedures necessary to order and install consumables on the Horizon system printers.

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Help & Basic Maintenance

Section 2: Ordering consumables

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Consumables delivered with the Horizon system

Per Counter Position:

- 3 single ply tally rolls, for use with the counter printer.
- 1 counter printer ribbon. The counter printer will also have a ribbon pre-installed when delivered.

Per Outlet:

- 1 pack of A4 size paper (500 sheets) for use with the A4 report printer.
- The required consumables for the A4 report printer ie ink-jet cartridge or laser toner and drum will all be pre-installed on delivery.

Further supplies of Horizon consumables can be obtained as follows:

- 1. Complete an order form in the Horizon Consumables Order Pack, indicating your requirements.
- Post the top copy of the order form direct to the supplier Dataform, using the label provided.
- 3. Retain the bottom copy of the form to check the goods on receipt.

The order will normally be delivered within 5 working days of posting the order form. If the order is not received within 7 working days, contact Dataform direct on:

GRO

Quote your order number shown on the top right-hand corner of the order form.

Emergency orders

Emergency orders can be delivered within 24 hours. They can be placed by telephoning Dataform on:

GRO

Section 2: Installing consumables: counter printer ribbon cassette

Ref: PATH/43/002 Date: 29/07/99

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Installing or changing the counter printer ribbon cassette:

Follow the instructions carefully and do not force the cassette into place.

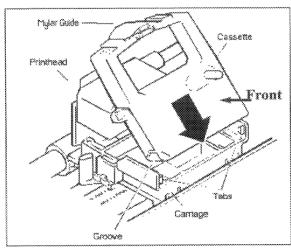
You need to change the counter printer ribbon cassette when print quality deteriorates. Change the ribbon cassette as follows:

Step 1.

Switch off the printer and open the Cassette Cover (front). If a used ribbon cassette is to be removed, grasp both sides of the Cassette, lift and rock the Cassette back and forth. Do not pull the Cassette straight up.

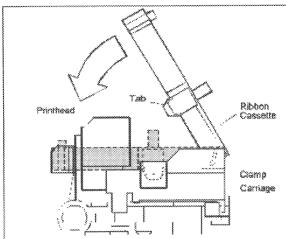
Note:

Caution - the Printhead may be hot!



Step 2.

Holding the Cassette with the Mylar Guide facing away from you, insert the **Front** of the Cassette into the Carriage. It is important to fit the front edge of the Cassette into the Carriage first. Do not place the Cassette flat on the carriage.



Step 3.

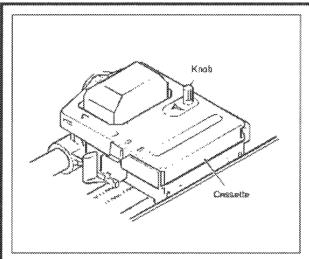
Rock the Ribbon Cassette forward, towards the Printhead and then press down on it until the Tabs on the Ribbon Cassette snap into the the Clamps.

Help & Basic Maintenance

Section 2: Installing consumables: counter printer ribbon cassette, continued



Ref: PATH/43/002



Step 4.

Tighten the ribbon by turning the Knob on the Cassette clockwise.

Step 5.

Close the Cassette Cover.

Step 6.

Switch on the printer back.

Note:

The old Ribbon Cassette can be disposed locally using the new cassette s wrapping and box.

Help & Basic Maintenance

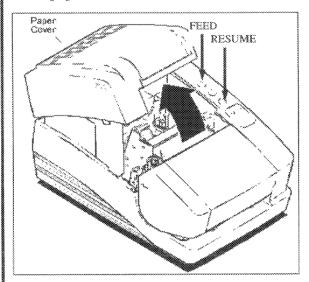
Section 2: Installing consumables: counter printer paper roll

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Loading and removing the counter printer paper roll:

Change the paper when the READY light flashes orange and green. This indicates that the paper supply is low. If no action is taken the printer will stop. The paper must be changed before the printer will resume operating.

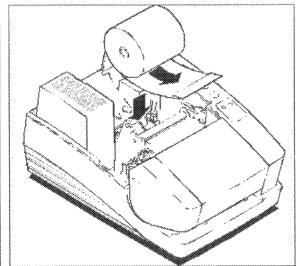
Load paper as follows:



Step 1.

Open the Paper Cover (rear). If the paper is to be changed, remove the used roll by pressing the FEED and RESUME buttons at the same time. This removes unused paper from the printer safely.

Do not pull on the paper to remove unused paper from the printer.



Step 2.

Tear off a clean edge on the new roll and fold the paper straight. This makes it easier to load the paper.

Step 3.

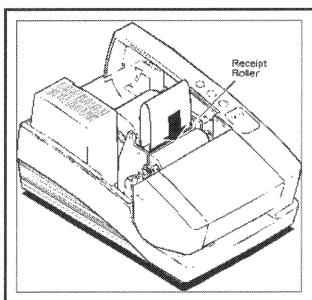
Place the roll in the printer so the paper unwinds from the bottom towards the front.

Help & Basic Maintenance

Section 2: Installing consumables: counter printer paper roll, continued

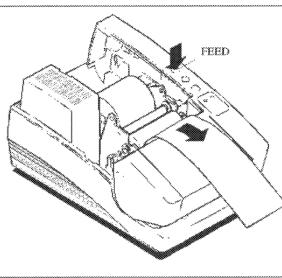


Ref: PATH/43/002



Step 4.

Slide the edge of the paper over the small roller (Receipt Roller) and into the gap between the small roller and the large rubber roller.



Step 5.

Turn on the printer, if it is not already on, and press and hold the FEED button.

Step 6.

With slight downward pressure, the receipt paper will feed through the printer and out. Continue until 12 inches of paper have fed through, and then release the FEED button.

Step 7.

Thread the receipt paper through the slot in the top cover (rear), close the paper cover, and tear off any excess receipt paper.

Note:

If at any time the paper does not feed, repeat Steps 1 - 7. If this doesn t work, remove the paper roll and start again.

Help & Basic Maintenance

Section 2: Installing consumables: A4 report printer (EPSON Stylus 200) - replacing the ink cartridge Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

There are two types of A4 report printer issued with the Horizon system, the **EPSON Stylus 200** and the less common **PANASONIC Laser.** Ensure you order the correct consumables for your type of printer.

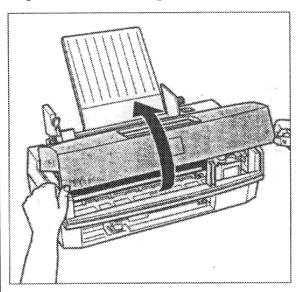
A4 report printer (EPSON Stylus 200) - replacing the link cartridge:

The printer's Ink Out light tells you when it is time to replace an ink cartridge. A flashing Ink Out light indicates that the cartridge is low on ink. When an ink cartridge is empty, the printer stops automatically and the Ink Out light is lit continuously.

Note:

Do not replace the ink cartridge with a new one before the Ink Out light flashes, otherwise the ink end indicator will not work correctly with the new ink cartridge.

Replace the ink cartridge as follows:



Step 1.

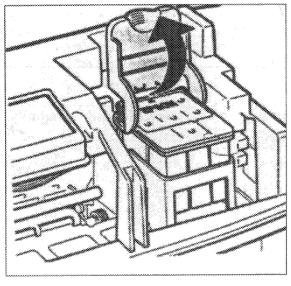
Make sure that the Ink Out light is flashing or lit continuously and that the printer is not printing. (**Do not** turn off the printer).

Step 2.

Open the printer cover using the tabs on both sides.

Step 3.

Hold down the Load/Eject button for about five seconds until the printhead unit moves left slightly to the cartridge replacement position. The Power light begins flashing.



Note:

Caution - do not move the printhead unit by hand. Always use the Load/Eject button to move it, otherwise you may damage the printer.

Note:

The printhead automatically returns to the home (far right) position after about 60 seconds if you do not begin the replacement.

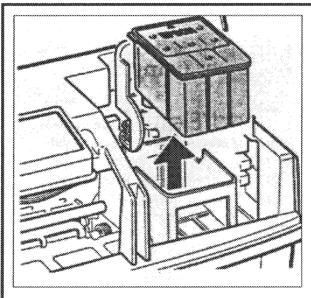
Step 4.

Lift up the ink cartridge clamp as far as it will go. When you do, the cartridge will partly rise out of the ink cartridge holder.

Help & Basic Maintenance

Section 2: Installing consumables: A4 report printer (EPSON Stylus 200) - replacing the ink cartridge, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



Step 5.

Lift the cartridge out of the printer and dispose of it locally using the new cartridge's wrapping. **Do not** take the used cartridge apart or try to refill it.

Note:

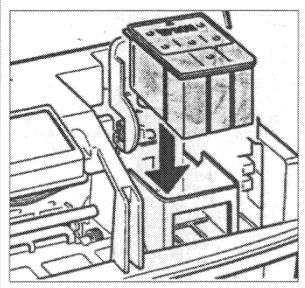
Warning - if ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water and seek medical advice.

Step 6.

Open the ink cartridge wrapping. Remove the throw-away tape seal from the top of the cartridge as described on the wrapping.

Note:

Caution - You MUST remove the throw-away tape seal from the top of the new cartridge. Leaving the tape on when you install the cartridge will permanently damage the cartridge. Do not remove the tape seal from the bottom of the cartridge. If you remove the tape seal, ink will leak from the cartridge.



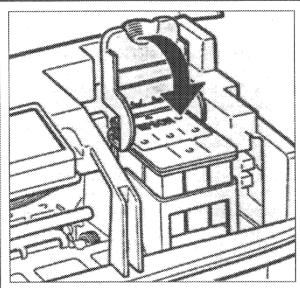
Step 7.

With the label face-up and the arrow mark pointing to the rear, lower the ink cartridge into the holder. **Do not** push down on the ink cartridge.

Help & Basic Maintenance

Section 2: Installing consumables: A4 report printer (EPSON Stylus 200) - replacing the ink cartridge, continued

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Step 8.

Press the ink cartridge clamp down until it locks into place.

Note:

Caution - once you have installed the ink cartridge, do not open the clamp again until you next replace the ink cartridge. Otherwise, the cartridge may become unusable.

Step 9.

Press the Load/Eject button to return the printhead unit to its home (far right) position. The printer charges the ink delivery system.

Note:

Even if you do not press the Load/Eject button, the printhead automatically returns to the home (far right) position about 60 seconds after you replace the ink cartridge.

Notes

Caution - during the ink charging process, the Power light flashes. Never turn off the printer while the Power light is flashing. Doing so can result in incomplete charging of printer ink.

Step 10.

Close the printer cover.

The procedure described above has demonstrated the action required to replace the ink cartridge for the EPSON Stylus 200 report printer. Always ensure you have a spare ink cartridge available.

Help & Basic Maintenance

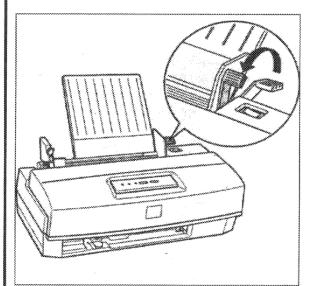
Section 2: Installing consumables: A4 report printer (EPSON

Stylus 200) - loading paper

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

A4 report printer (EPSON Stylus 200) - loading paper

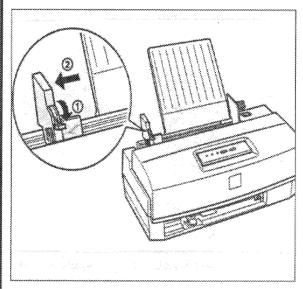
Load paper as follows:



Step 1.

Make cure that the paper thickness

Make sure that the paper thickness lever is set to the plain paper position.



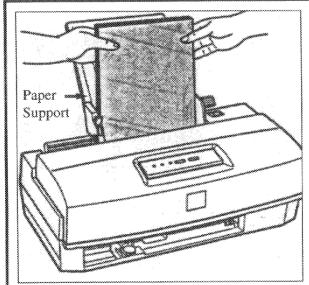
Step 2.

Push down the left edge guide lock lever (1) and slide the left edge guide (2) to the left as far as it will go.

Help & Basic Maintenance

Section 2: Installing consumables: A4 report printer (EPSON Stylus 200) - loading paper, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

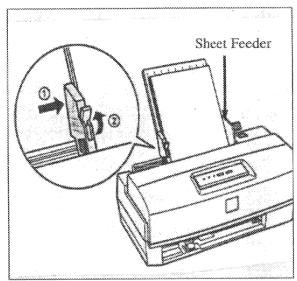


Step 3.

Fan the stack of paper, then tap it on a flat surface to even the edges.

Step 4.

The printable side of the paper is indicated by the arrow on the paper packet. Holding the printable side towards you, insert it gently into the printer and rest it against the Paper Support. This ensures that the paper is properly loaded in the paper path.

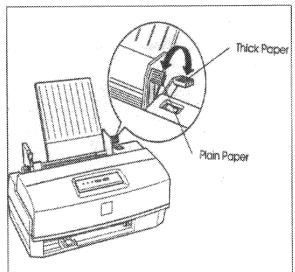


Step 5.

Load a stack of paper with the right edge of the paper resting against the right side of the Sheet Feeder.

Step 6.

Slide the left edge guide (1) against the left edge of the paper, then set the lock lever up (2) to secure the left edge guide.



Setting the paper thickness lever

The paper thickness lever has two settings: Plain Paper and Thick Paper. You should set the lever to the position that best suits the paper being used for printing as shown in the diagram on the left.

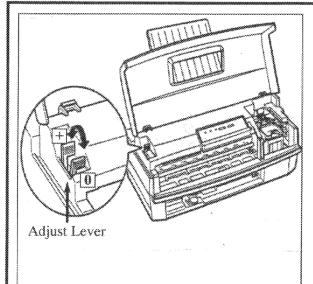
Note:

When you are changing this setting, make sure that the printer is paused and that there is no paper in the Sheet Feeder or Paper Path.

Help & Basic Maintenance

Section 2: Installing consumables: A4 report printer (EPSON Stylus 200) - loading paper, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



Setting the Adjust Lever

If ink smears on your print-outs, or is faint, set the Adjust Lever to the + position.

To change the setting, open the printer cover and position the lever as shown on the left.

Note:

When you are changing this setting, make sure that the printer is paused and that there is no paper in the Sheet Feeder or Paper Path.

Help & Basic Maintenance

Section 2: Installing consumables: A4 report printer (PANASONIC

Laser) - adding toner to the process unit

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

The other type of A4 report printer sometimes issued with the Horizon system is the **PANASONIC Laser**.

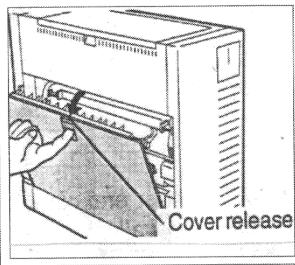
A4 report printer (PANASONIC Laser) - adding toner to the process unit:

If the Toner/Process Unit indicator light is blinking slowly (with an interval of about 2.5 seconds), the toner may be empty. You should add toner to the process unit as described below.

Note:

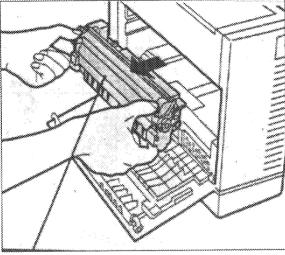
If the Toner/Process Unit indicator light is lit continuously or blinking quickly (with an interval of about 1 second), you need to install a new process unit (refer to Page 28 this Workbook).

Add toner to the process unit as follows:



Step 1.

Switch off the printer. Open the left Cover of the printer by gently pulling the Cover release tab.



Step 2.

Hold the green labelled tabs and pull the process unit towards you to remove it.

Notes:

- 1. Do not touch the green drum surface.
- 2. Do not expose the process unit to light for more than five minutes or to direct sunlight.

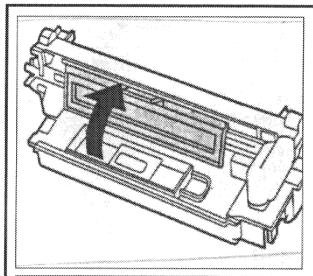
Help & Basic Maintenance

Section 2: Installing consumables: A4 report printer (PANASONIC Laser) - adding toner to the process unit, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



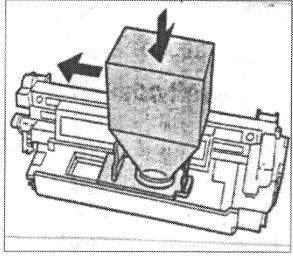


Step 3.

Open the toner cover of the process unit.

Step 4.

Remove the protective cover from the toner cartridge.



Step 5

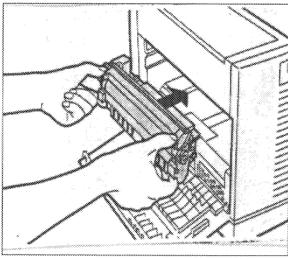
Place the toner cartridge on the process unit, and slide the toner cartridge to the left until it stops.

Step 6.

Shake the process unit and tap the toner cartridge to let the toner fall into the process unit.

Step 7.

Remove the toner cartridge by sliding it to the right and lifting.



Step 8.

Close the toner cover on the process unit.

Step 9.

Hold the green labelled tabs and push the process unit firmly into the printer to reinstall it.

Step 10.

Close the left cover of the printer. Dispose of the empty toner cartridge locally, using the opened wrapping.

Help & Basic Maintenance

Section 2: Installing consumables: A4 report printer (PANASONIC

Laser) - replacing the process unit

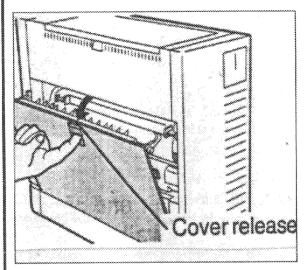
Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Replacing the process unit

Notes

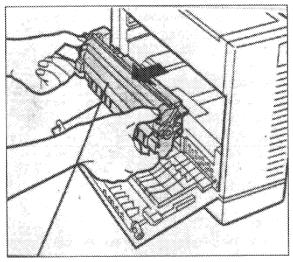
To prevent any damage to the process unit, observe the following precautions:

- Do not touch the green drum surface.
- Lift the process unit by holding the green labelled tabs.
- Do not expose the process unit to light for more than five minutes, or to direct sunlight.
- Do not keep the process unit near dust or dirt.
- Do not place the process unit in a high humidity area.



Step 1.

Switch off the printer. Open the left Cover of the printer by gently pulling the Cover release tab.



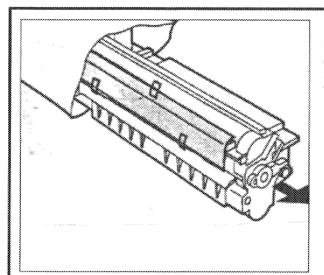
Step 2.

Hold the green labelled tabs and pull the process unit towards you to remove it.

Help & Basic Maintenance

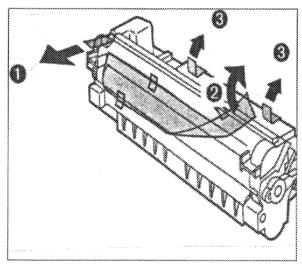
Section 2: Installing consumables: A4 report printer (PANASONIC Laser) - replacing the process unit, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

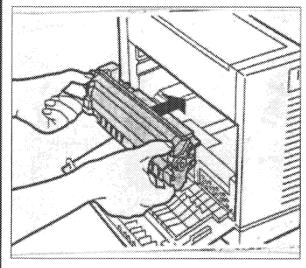


Step 3.

Open the plastic bag containing the new process unit and remove the unit.



Step 4. Remove the sealing film (1). Remove the protective sheet (2). Remove the tapes (3).



Step 5.

Hold the green labelled tabs and push the process unit firmly into the printer to reinstall it. Dispose of the 'old' process unit locally, using the new unit's wrapping.

Step 6.

Close the left Cover of the printer. Switch on the printer.

The last two examples have demonstrated the actions required to add toner or replace the process unit of the PANASONIC Laser A4 report printer. Always ensure you have a spare process unit and toner cartridge available.

Help & Basic Maintenance

Section 2: Installing consumables: A4 report printer (PANASONIC Laser) - loading paper

Date: 29/07/99

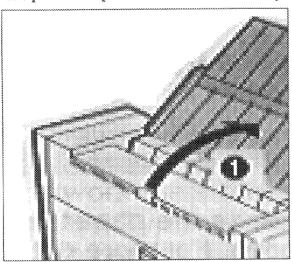
Ref: PATH/43/002

Issue: 2.0

Load paper as follows:

Note:

The printer may be left switched on when you are loading paper.

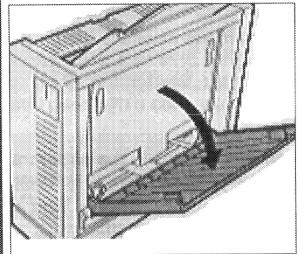


Step 1.

Open the output tray (top cover).

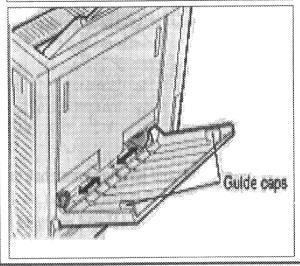
Step 2.

Extend the paper support by sliding it upward



Step 3.

Open the paper tray.



Step 4.

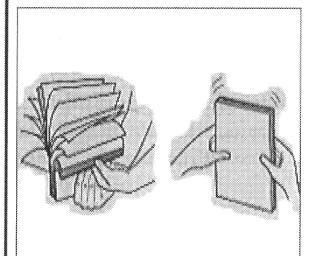
Separate the Guide caps to the approximate width of the paper. Refer to the size indicators above the paper guides for accurate paper width.

Help & Basic Maintenance

Section 2: Installing consumables: A4 report printer (PANASONIC Laser) - loading paper, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

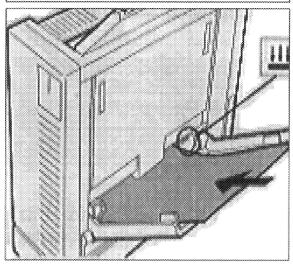


Step 5.

Fan the stack of paper, then tap it on a flat surface to even the edges.

Note:

It is possible to load up to 100 sheets of 80 g/m² paper in the paper tray.



Step 6.

Place the paper in the paper tray and adjust the guide caps to the paper size. The height of paper should not exceed the limit mark on the Guide caps, or it may cause a paper jam.

Note:

If the paper guides are not adjusted properly, the printout may be skewed.

Note:

Do not load paper of different types or thickness in the paper tray at one time as this may cause a paper jam.

Note:

When more paper is added to the paper tray, the remaining paper must first be removed from the tray and then the entire stack of paper placed into the tray.

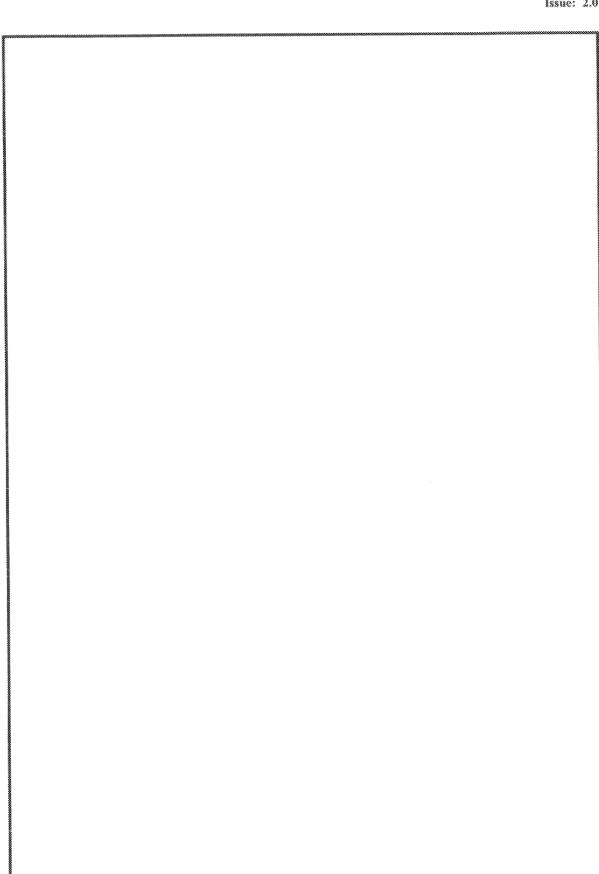
Note:

Do not allow more than 50 sheets to accumulate in the output tray, as this may cause a paper jam.

HORIZON SYSTEM Help & Basic Maintenance

Date: 29/07/99 Issue: 2.0

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Activity Sheet 1 Wor	kbook 8
Name two source	s of Help available to users.
2. On which days is	the Horizon System Helpdesk NOT available?
Name three quest your identity.	ions that you may be asked, by the Horizon System Helpdesk to verify
4. What document n	nust you have to hand when telephoning the Horizon System Helpdesk?
5. How frequently is swipe card reader	it recommended that you use the cleaning card for the keyboard magnetic



Office Administration Horizon System

TRAINING WORKBOOK 9

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



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HORIZON SYSTEM

OFFICE ADMINISTRATION HORIZON SYSTEM

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Office Administration

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HORIZON SYSTEM

OFFICE ADMINISTRATION HORIZON SYSTEM

ORJECTIVES & INTRODUCTION

Objectives:

By the end of this Workbook you will be able to:

- Connect the Horizon systems in the post office to the Post Office Network (Post Office Log On).
- 2. Create and delete users on the Horizon system.
- 3. Change a user's password.
- 4. Create and delete Stock Units.
- 5. Attach users to a Stock Unit.

Introduction:

This Workbook describes the actions and procedures for the administration of the Horizon system and is divided into two sections. Section 1 describes the action required to connect the post office to the Post Office Network, a procedure called POLO (Post Office Log On). Section 2 describes the administration functions of the Horizon system, including how to add users and Stock Units.

At the end of each Workbook in the series there is an activity sheet which allows you to practise the transactions covered in the Workbook. If you are not sure of the answer to a question, simply re-read the relevant section of the Workbook and try again.

Note:

If you are carrying out any of these training examples in the post office, the Horizon system must be placed in Training Mode by the manager. You must have manager level access on the Horizon system to carry out most of the procedures described in this Workbook.

The Workbooks do not cover every possible transaction which you can perform on the Horizon system. If you need further help, or if a specific example is not covered, you should consult the *Horizon System User Guide*.

Note:

The Workbooks provide values against a number of products and services that are correct at the time of going to press. This information is subject to change and you should refer to the appropriate POCL transaction documentation for up to date price information.

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Ref: PATH/43/002

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Office Administration

HORIZON SYSTEM

Office Administration

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HORIZON SYSTEM

SECTION 1 - POST OFFICE LOG ON

INTRODUCTION

Introduction:

This section describes the actions and procedures which need to be followed to connect the post office to the Post Office Network after installation of the Horizon system. The Post Office Log On (POLO) procedure should only be carried out once. After that, a modified procedure should be carried out to reconnect the post office to the Network after a power failure or a processor replacement. To assist you with the POLO procedure, the Horizon Field Support Officer (HFSO) will be present in the post office after the Horizon system installation.

Note:

The POLO procedure cannot be practised when the Horizon system is operating in Training Mode. If you need to carry out the POLO procedure in the post office when the HFSO is not present, refer to the procedures in the *Horizon System User Guide*.

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HORIZON SYSTEM	Office Administration	Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Office Administration

Section 1: Connect the post office to the Post Office Network (Post Office Log On)

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

The first operation you will have to perform on the Horizon system is to connect the post office to the Post Office Network. This process is more commonly called the Post Office Log On (POLO) and must be carried out on the Gateway workstation first. The Horizon Field Support Officer (HFSO) will be present to assist you in this procedure.

If you have a single Horizon system installed in the post office, that system is automatically the Gateway workstation. Where more than one Horizon system is installed, the Gateway workstation will be clearly identified on the screen (see the screenshot on page 8).

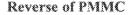
To perform the POLO procedure, you will need to use the Postmasters Memory Card (PMMC). A similar procedure will then need to be performed on every other system in the post office using the PMMC and the Personal Identification Number (PIN) produced during the initial logon.

Note:

After a power failure the POLO process will need to be carried out again to re-establish the link to the Network.

Postmasters Memory Card (PMMC).

Front of PMMC







Note:

The Postmasters Memory Card (PMMC) must ALWAYSbe stored in a secure location.

The PMMC is a smart card, and information relating to the POLO procedure is stored on the gold-coloured patch on the front of the card.

Note:

Two PMMCs are issued with the Horizon system. One is used in the initialisation procedure, the other is a spare in case the first is mislaid. If you have to use the spare PMMC for any reason, refer to the *Horizon System User Guide*.

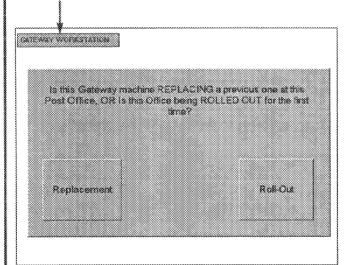
Office Administration

Ref: PATH/43/002 Date: 29/07/99 Section 1: Connect the post office to the Post Office Network Issue: 2.0 (Post Office Log On), continued

Note:

The POLO procedure cannot be practised in Training Mode.

When the Horizon system is powered up for the first time, the POLO screen will be displayed. GATEWAY WORKSTATION will be indicated in the top left-hand corner of the screen.



The Replacement Roll-Out screen is displayed on the Gateway workstation in the post office.

The two options shown on screen are:

Replacement Used to reconnect the post office to the Post Office Network when the processor

has been replaced.

Roll-Out Used to connect the post office to the Post Office Network when the Horizon

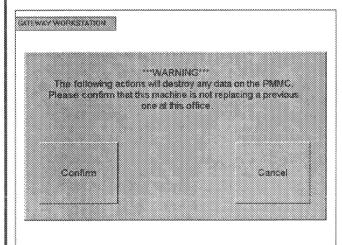
system is first installed.

Note:

If you are reconnecting the post office to the Network after a power failure or if the system had been switched off, refer to the Horizon System User Guide.

In the example below, the Horizon system has just been installed in the post office and you wish to connect to the Post Office Network for the first time.

Touch the Roll-Out icon.



A ***WARNING*** message is displayed. The system indicates that any data on the PMMC will be destroyed by continuing with the POLO procedure.

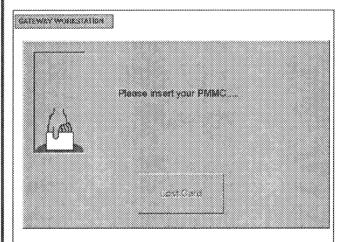
Office Administration

Section 1: Connect the post office to the Post Office Network (Post Office Log On), continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



2. Touch the Confirm icon.



The screen message now prompts you to insert the PMMC into the smart card reader.

The screen shows an animation of how the card should be inserted into the smart card reader.



You must insert the card into the smart card reader on the keyboard, with the front of the card facing you and the broad arrow pointing downwards.

3. Insert the PMMC into the smart card reader.

XDN NGV SPC N7V X4B

12:44 PM Tuesday, June 15, 1999

Please keep this PIN record in a safe place separate from your card.

When the Postmasters Memory Card (PMMC) is inserted, the counter printer automatically prints a randomly generated 15-character code. This code is called the PIN (Personal Identification Number).

The PIN produced will look similar to the example shown on the left.

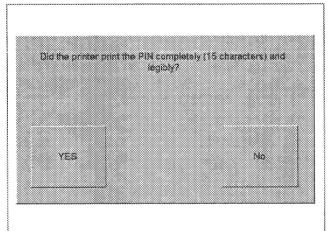
Office Administration

Section 1: Connect the post office to the Post Office Network (Post Office Log On), continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Note:

DO NOT remove the PMMC until prompted to do so by the Horizon system.

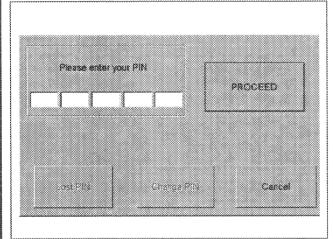


The screen changes and prompts you to check and confirm that the PIN has printed correctly and that all characters are legible.

Note:

If the characters are not legible, Touch the No icon and follow the on screen instructions.

4. Touch the YES icon.



The on screen display now prompts you to enter the 15-character PIN (produced earlier).

5. Type the 15-character PIN.

Check the PIN has been entered correctly before continuing.

Note:

If you make a mistake while entering the PIN, Press the BACKSPACE key and Re-type the PIN. If you have moved into the next number box, Press the SHIFT & TAB keys simultaneously to move back to the previous box. If the PIN is entered incorrectly and the PROCEED icon is touched, follow the on screen instructions.

Office Administration

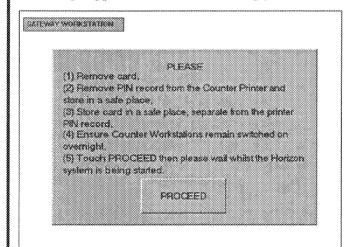
Section 1: Connect the post office to the Post Office Network (Post Office Log On), continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

6. Touch the PROCEED icon, or Press ENTER on the keyboard.

If for any reason you cannot carry out the POLO procedure, you should follow the on screen instructions and contact the Horizon System Help Desk on GRO

A message appears on screen informing you that data is being written to the PMMC.



The connection has been successfully made to the Network.

The screen displays a list of instructions.

You must read and carry out the instructions.

- 7. Remove the PMMC from the smart card reader.
- 8. Remove the PIN record from the counter printer.
- 9. Touch the PROCEED icon.

The Horizon system may take a short time to start.

Note:

Having logged onto the Gateway workstation, if there are other Horizon systems in the post office, you MUST *Insert* the PMMC into all other counter positions in turn and *Enter* the PIN previously produced by the Gateway workstation. This will initialise the other Horizon systems in the post office. Refer to the *Horizon System User Guide* for this procedure.

10. Carry out the POLO procedure for all other Horizon systems in the post office (refer to the Horizon System User Guide for this procedure).

Note:

For security purposes, the PMMC, the PIN and the spare, unused, PMMC must be placed in separate sealed envelopes signed across the seal by the manager. They must be stored in separate, secure locations.

Well done!

You have practised connecting the Horizon system in the post office to the Post Office Network.

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Office Administration

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

HORIZON SYSTEM

SECTION 2 - SYSTEM ADMINISTRATION

INTRODUCTION

Introduction:

This section describes the actions and procedures required to carry out the various Administration functions on the Horizon system. These include the initial set-up of users and Stock Units in the post office.

Note:

You must have manager level access on the Horizon system to carry out these Administration tasks.

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HORIZON SYSTEM	Office Administration	Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

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Office Administration

Ref: PATH/43/002 Date: 29/07/99 Section 2: Usernames Issue: 2.0



Note:

The manager will be responsible for preparing the system to accept the post office staff as users of the Horizon system after installation.

Usernames:

A username and a password are required for operational and security reasons. They work in conjunction with each other so that the person to whom they belong can be recognised on the Horizon system.

As the manager, you will be required personally to set up each member of your staff as a user on the Horizon system. Usernames are used to control what users can do according to the requirements of their job. This allows them to use the system and make authorised changes.

Usernames must consist of six characters, which you make up in the following way:

- The first initial of the user's first name.
- The first two letters of their surname.
- A three-digit number which will always be 001, unless there is an identical username in use or created in the last 12 months.

For example: Martin Taylor would be:

MTA001

Michael Taylor would be:

MTA002

Michelle Tait would be:

MTA003

Note:

The manager is required to complete and keep a Horizon System User Registration Form for each username currently in use and those deleted during the previous 12 months.

Note:

If a username is deleted on the Horizon system it can never be reused.

Office Administration

HORIZON SYSTEM
Section 2: Passwords

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

Passwords:

You must allocate each user a password, which they will use to log onto the Horizon system. The first time they log onto the Horizon system, they will be required to change their password immediately.

ALL users of the system must take responsibility for its security and passwords are essential for that security.

Note:

There are a number of rules to follow when creating passwords. A password must:

- 1. Be private, be selected by you personally and not be revealed to anyone else.
- 2. Be easy to remember.
- 3. Not be obvious or the same as your username: eg don't use words like PASSWORD, SECRET, car registration numbers or personal names.
- 4. Be changed immediately if allocated to you by someone else. For example when you are first introduced to the system, or when you have forgotten your password and have been issued a new one.
- 5. Contain a minimum of 6 characters and a maximum of 14 characters.
- 6. Contain a combination of letters and numbers eg POST1234.
- 7. Be changed immediately if you suspect it has been compromised.

Note:

Never write your password down and make sure you are not being watched while you are changing it.

The system will automatically prompt you to change your password after the first successful logon and every 30 days thereafter. You cannot re-use a password you have previously used in the last 12 months on the Horizon system.

Office Administration

Section 2: Add a new user

Date: 29/07/99 Issue: 2.0

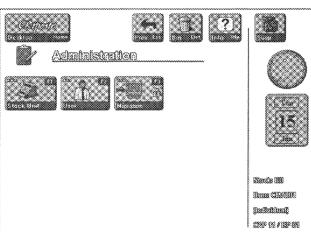
Ref: PATH/43/002

In the following example Kevin Fletcher will be created as a user on the Horizon system. From the Desktop menu:

1. Touch the Administration icon.



or Press F7 on the keyboard.



The Administration menu is displayed.

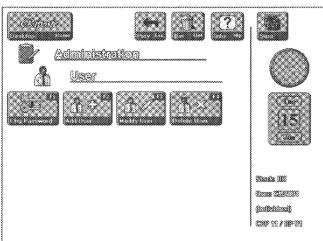
There are two Administration icons: Stock Units and Users.

The Migration icon is only available to Horizon Field Support Officers (HFSOs) and is therefore padlocked.

2. Touch the User icon,



or Press F2 on the keyboard.



The User menu is displayed.

Note:

You must have manager level access to the Horizon system to add, modify or delete users.

3. Touch the Add User icon.

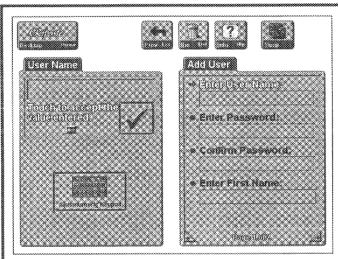


or *Press* F2 on the keyboard.

Section 2: Add a new user, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



The User Name screen is displayed. The system prompts you to enter the User Name.

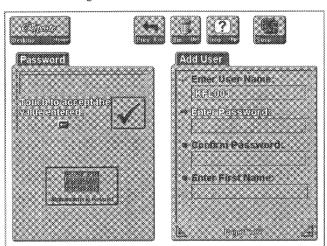
To enter the name, you can either use the keyboard or the Alphanumeric Keypad.

In this example Kevin Fletcher will be allocated the username KFL001.

4. Type KFL001

Check the username entered is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.



The Password screen is displayed. The system has recorded the User Name in the box on the right-hand side.

The system prompts you to enter a Password for user KFL001. When the user logs on for the first time, the system will force them to change the Password allocated to them.

In this example the password will be FRED1234.

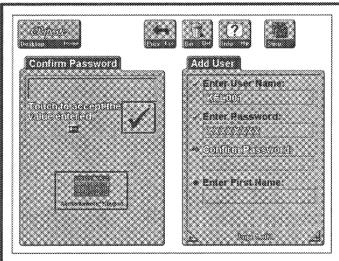
6. Type FRED1234.

The Password appears on the screen as a row of Xs. This is a security feature to prevent the Password from being seen by anyone else.

7. Touch the green tick icon, or Press ENTER on the keyboard.

Section 2: Add a new user, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



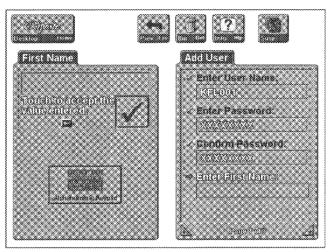
The Confirm Password screen is displayed. The system prompts you to re-enter the allocated Password.

8. Type FRED1234.

Miller

9. Touch the green tick icon, or Press ENTER on the keyboard.

If the two Passwords entered are identical, the system will move onto the next step in the Add User procedure. If the Passwords are not identical, the Error message 'Password and confirmed password do not match' appears. *Touch* the green tick icon, or *Press* ENTER and re-enter the user's Password.



If the Passwords are identical, the First Name screen is displayed. The system prompts you to enter the user's First Name.

In this example the user's First Name is Kevin.

10. Type KEVIN

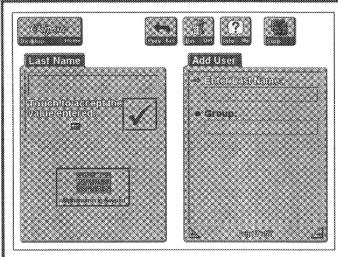
Check the First Name entered is correct before continuing.

11. Touch the green tick icon, or Press ENTER on the keyboard.

Section 2: Add a new user, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



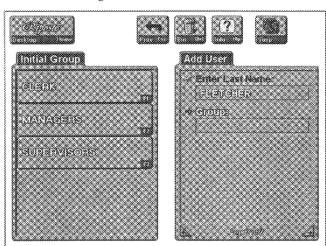
The Last Name screen is displayed. The system prompts you to enter the user's Last Name.

In this example the user's Last Name is Fletcher.

12. Type FLETCHER

Check the Last Name entered is correct before continuing.

13. Touch the green tick icon, or Press ENTER on the keyboard.



The Initial Group screen is displayed. The system prompts you to select the access level you wish to give to the new user.

There are three access levels available:

CLERK Can access all EPOSS functions and balance Stock Units on the Horizon

system.

SUPERVISORS Can access all EPOSS functions and complete an office balance. They

cannot carry out any system Administration changes eg add, modify or

delete users.

MANAGERS Can access all EPOSS functions and complete an office balance. They

can also complete system administration changes.

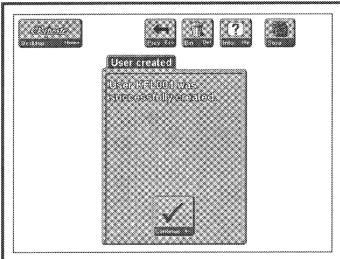
In this example you have decided to give the user Clerk access to the system.

14. Touch the CLERK icon, or Press F1 on the keyboard.

Office Administration

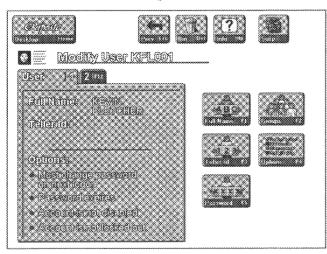
Section 2: Add a new user, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The User created screen is displayed. The system confirms that user KFL001 was successfully created.

15. Touch the Continue green tick icon, or Press ENTER on the keyboard.



The Modify User KFL001 screen is displayed. There are two tabs at the top of the box on the left-hand side of the screen.

The User tab (number 1) is currently in view. This indicates the Full Name of the user you have created. The user Options are also listed. The first option indicates that the user must change their password the next time they logon.

The Groups tab (number 2) will indicate the user's access level group

To return to the Desktop menu:

16. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

You would now inform the new user what their username and password are.

They can then logon to the Horizon system at any time. During their first logon, the system will automatically force them to change their password. However they will not be able to carry out any Sales transactions **UNTIL** they have been attached to a Stock Unit. Refer to page 33 (attach a user to a Stock Unit).

Well done!

You have added a new user to the Horizon system.

Office Administration

Section 2: Change a password (Modify User)

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

There may be occasions when a user's details need to be modified, eg when a user forgets their password. In this case you can modify the user's details and allocate them a new password which will allow them to access the Horizon system.

Note:

Any user with manager level access to the system can modify a user. If you have forgotten your own password and there are no other users with manager level access to the system, then you must contact the Horizon System Helpdesk on GRO

In this example, the user Kevin Fletcher has forgotten his password.

Note:

If you wish to change your own password, refer to Workbook 1 - Changing passwords.

From the Desktop menu:

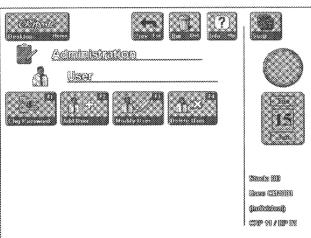
1. Touch the Administration icon, or Press F7 on the keyboard.

The Administration screen is displayed.

2. Touch the User icon,



or Press F2 on the keyboard.



The User menu is displayed.

In this example the user Kevin Fletcher has forgotten his password. You therefore need to allocate a new password to him, so that he can continue using the system.

Note:

You must have manager level access on the Horizon system to add, modify or delete users.

3. Touch the Modify User icon,



or Press F3 on the keyboard.

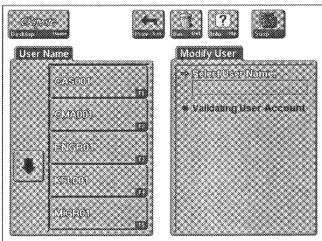
Office Administration

Section 2: Change a password (Modify User), continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



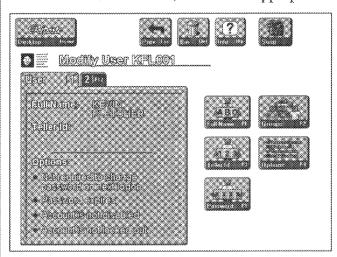


The User Name screen is displayed. The system prompts you to select the User Name to be modified.

To select a user, touch the icon that corresponds to the user required. If the User Name is not displayed, *Touch* the black arrow icon on screen to reveal another 5 alternative usernames.

In this example the required user KFL001, is visible on the screen.

4. Touch the KFL001 icon, or Press the appropriate F-key on the keyboard.



The Modify User KFL001 screen is displayed. The Full Name of the user appears in the User box.

The Options for user KFL001 are listed.

The icons on the right-hand side of the screen can be used to modify the user characteristics:

Full Name (F1) This icon is not used.

Groups (F2) Used to change a user's access level, eg from Clerk to Manager.

Teller Id (F3) This icon is not used.

Options (F4) Used to access the user options.

Password (F5) Used to change the user's password.

In this example, the user has forgotten his password so a new one has to be allocated to him.

Note:

If user Kevin Fletcher tries three times to logon to the Horizon system and fails, the Horizon system will automatically lock his account for a period of 15 minutes. To unlock the account, *Touch* the Options icon and remove the green border by *Touching* the Account is disabled icon. The user's password must also be changed.

6. Touch the Password icon.

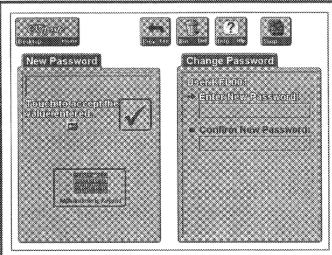


or Press F5 on the keyboard.

Office Administration

Section 2: Change a password (Modify User), continued

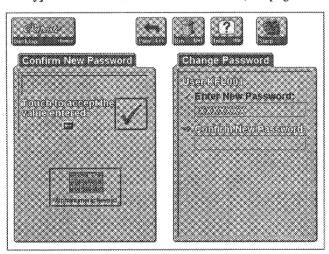
Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The New Password screen is displayed. The system prompts you to enter a New Password for the user.

The new password will overwrite the user's existing password, so that the user can logon to the Horizon system.

7. Type the new Password for the user (see page 16 of this Workbook).



The Confirm New Password screen is displayed. The system prompts you to re-enter the New Password for the user.

8. Re-Enter the new Password for the user.

If the two Passwords entered are identical, the system will move onto the next step in the Modify User procedure. If the passwords are not identical, the Error message 'Password and confirmed password do not match' appears. *Touch* the green tick icon, or *Press* ENTER and *Re-Enter* the new Password.

If the Passwords are identical, the Password changed screen is displayed. The system confirms that the Password for user KFL001 was successfully changed.

9. Touch the Continue green tick icon, or Press ENTER on the keyboard.

The system returns to the Modify User screen. You would now inform the user what their new password is. The system will automatically prompt the user to change their password the next time they logon.

10. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

Well done!

You have changed a user s Password using the Modify User function on the Horizon system.

Section 2: Delete a user

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



Note:

Deleting a user will erase all details of that user from the Horizon system. BEFORE the user can be deleted, they MUST be attached to the Default Stock Unit, (see page 36 of this Workbook).

As manager there may be occasions when you want to deny a current user of the system any further access, eg if the employee no longer works in your post office. If this is the case, you can delete the user. Remember if you delete a user, the details of that user will be erased on the system and they will no longer be able to access the system at any level.

Note:

If the user is leaving your employment on a temporary basis, eg for a holiday or a short leave of absence, you may wish to disable their account, using the Account is disabled function on the Modify User, Options menu.

In the following example user KFL001 has left your employment and you want to delete his details from your system.

From the Desktop menu:

1. Touch the Administration icon, or Press F7 on the keyboard.

The Administration menu is displayed.

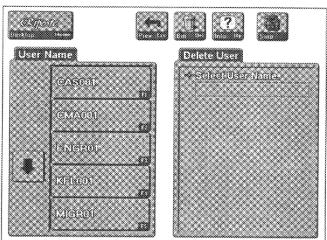
2. Touch the User icon, or Press F2 on the keyboard.

The User menu is displayed.

3. Touch the Delete User icon,



or *Press* F4 on the keyboard.

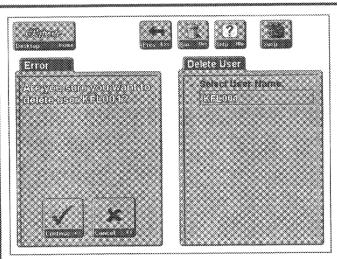


The User Name screen is displayed. The system prompts you to select the User Name to be deleted.

4. Touch user KFL001, or Press the appropriate F-key on the keyboard.

Section 2: Delete a user, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

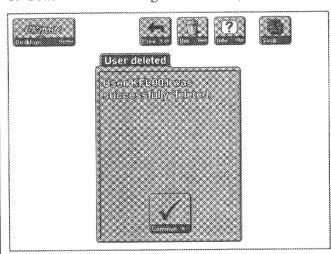


The Error message is displayed. The system prompts you to confirm that you are sure you want to delete user KFL001.

You can cancel the deletion at this point by *Touching* the Cancel red cross icon, or by *Pressing* F1 on the keyboard.

To confirm the user deletion:

5. Touch the Continue green tick icon, or Press ENTER on the keyboard.



The User deleted screen is displayed. The message confirms that user KFL001 was successfully deleted.

6. Touch the Continue green tick icon, or Press ENTER on the keyboard.

The Horizon system returns to the Administration menu and the details for user Kevin Fletcher have now been deleted from the system. You cannot re-use the username KFL001 once it is deleted.

Note:

If you try to re-use the name KFL001, an Error message will inform you that it is Unable to add user KFL001.

To return to the Desktop menu:

7. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

Well done!

You have deleted a user from the Horizon system.

Ref: PATH/43/002

Date: 29/07/99

Issue: 2.0

Office Administration

HORIZON SYSTEM

Section 2: Stock Unit introduction

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STOCK UNIT TYPES:

The Horizon system supports two types of Stock Units:

- Individual Stock Unit.
- Shared Stock Unit.

Here is a description of both types of Stock Units and the working method they support:

INDIVIDUAL STOCK UNIT

Only one user at a time can be attached to an Individual Stock Unit. The single user therefore has accountability for events occurring in that Stock Unit during the time(s) they are logged on.

The Individual Stock Unit therefore supports the Individual clerk accountability working method. This ensures that only one user at a time is attached to any Individual Stock Unit.

Note:

This does not in itself ensure individual accountability, as another user can be attached to this Stock Unit if the original user is detached, (which is done by attaching them to another Stock Unit).

Note:

If you try to attach a user to an Individual Stock Unit already in use, the Horizon system will refuse the attachment and inform the user that the stock unit is not shareable and already has a user attached.

SHARED STOCK UNIT

A Shared Stock Unit supports several users, each of whom may be attached and logged on simultaneously. When a Shared Stock Unit is balanced, each user of that Stock Unit may be responsible for the declaration of the stock, stamps and cash representing their portion of the Stock Unit. The system will require a declaration identity number (this identifies the portion of the Stock Unit) to be entered after each declaration of the stock, stamps and cash is made. The declaration identity number is a two digit number allocated to the portion of the Stock Unit by the manager. Each declaration made with a different identity number will then be added together to form the total stock, stamps and cash held in the Shared Stock Unit. When the balance report is ready to be produced, only one user can be logged onto and using the Shared Stock Unit. All other users attached to the Stock Unit must logout of the Horizon system.

Note:

It may help to liken a Shared Stock Unit to a number of drawers from which users share stock.

The Shared Stock Unit supports the **Team** working method. This allows several users to be attached to a Shared Stock Unit at the same time. The system does not allow Stock Unit balancing whilst more than one user is logged on to the Stock Unit.

Office Administration

Section 2: Stock unit introduction, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Any user can be attached to any Shared Stock Unit in the post office, but a user can only be attached to one Stock Unit at any time, whether it is Shared or Individual.

Note:

Workbook 10 describes the procedures for balancing Individual and Shared Stock Units.

All Stock Units used on the Horizon system are type-designated Individual or Shared Stock Units, they may also be allocated the status of:

- Default Stock Unit.
- Inactive Stock Unit.
- Correction Stock Unit.

Default Stock Unit

The Default Stock Unit is a system-maintained holding area. When a user is created on the system, they are automatically attached to the Default Stock Unit.

Users attached to the Default Stock Unit are allowed to use a limited set of functions. They are excluded from transacting Post Office business relating to stock and cash.

Note:

If a user attached to the Default Stock Unit is required to carry out Serve Customer transactions, they should notify their manager at once.

Users attached to Individual Stock Units must be attached to another Stock Unit (usually the Default) before a different user can be attached to their Individual Stock Unit.

The Default Stock Unit is a Shared Stock Unit.

Inactive Stock Unit

An Inactive Stock Unit is one where no transactions have been carried out during the current Cash Accounting week. As these Stock Units have remained inactive since the last balance, they can be rolled over using the previous week's balance figures.

The Inactive Stock Unit may be either Individual or Shared.

Office Administration

Section 2: Stock Unit introduction, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

Correction Stock Unit

A Correction Stock Unit is created by the outlet manager to correct errors found in the Cash Account when reconciling all dockets against the Trial Cash Account report. (The procedure is undertaken only after all Stock Units have balanced). The user must firstly correct the errors and then deal with the gain or loss discrepancies.

The Correction Stock Unit may be either Individual or Shared.

Note:

The outlet manager must make a written note of when and why a Correction Stock Unit is created.

From time to time, it may be necessary to alter or modify the way Stock Units are set up and used. These functions are available on the Horizon system and access to the functions is dependent on the level of user access.

Note:

It is not possible to change a Stock Unit from Shared to Individual or vice versa - to do this a new Stock Unit has to be created and the old one deleted. Certain rules have to be observed before it is possible to delete a Stock Unit, eg it must hold no stock or cash and be in a balanced state. For further information on Stock Unit deletion, refer to the Horizon System User Guide.

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Office Administration

Section 2: Create a Stock Unit

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The following example covers the creation of a Stock Unit on the Horizon system.

Note:

You must have manager level access on the Horizon system to create, modify or delete Stock Units. If you do not have the required level of access there will be a padlock sign superimposed on the icon.

A number of system rules apply to the creation of Stock Units:

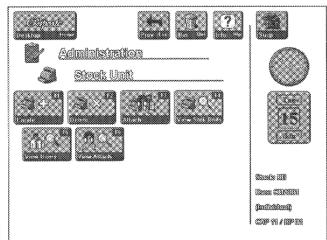
- 1. Once created a Stock Unit must have a Stock Unit identifier consisting of a maximum of three alphanumeric characters (with no spaces).
- 2. Stock Unit identifiers must be unique in the outlet. If a Stock Unit already exists with the same identifier, the Horizon system will not allow you to proceed and will inform you that a Stock Unit already exists with that identifier.
- 3. A Stock Unit must be type-designated Individual or Shared at the time of creation.
- 4. Once created, the Stock Unit type (Individual or Shared) cannot be modified.

Stock Unit creation starts from the Desktop menu:

- 1. Touch the Administration icon, or Press F7 on the keyboard.
- 2. Touch the Stock Unit icon.



or Press F1 on the keyboard.



The Stock Unit menu is displayed. There are various options available for the Administration of Stock Units and the users attached to them.

3. Touch the Create icon,

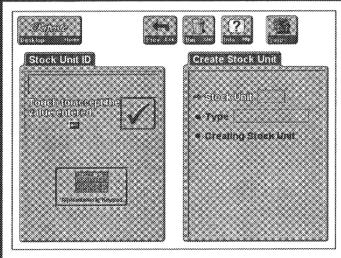


or Press F1 on the keyboard.

Office Administration

Section 2: Create a Stock Unit, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Stock Unit ID screen is displayed. The system prompts you to enter a Stock Unit identifier (ID) for the new Stock Unit.

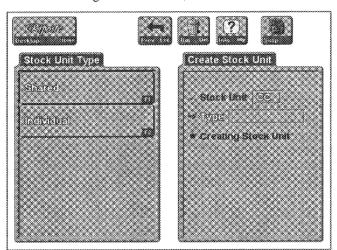
The identifier must be unique in the outlet and contain no more than three characters.

In this example the identifier CC will be used for the new Stock Unit.

4. Type CC.

Check the identifier entered is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.



The Stock Unit Type screen is displayed. The identifier CC has been accepted by the Horizon system. The system prompts you to select the type of Stock Unit required.

A description of the Stock Unit types and their usage, is given on page 27 of this Workbook.

In this example Stock Unit CC will be a Shared Stock Unit.

6. Touch the Shared icon,



or Press F1 on the keyboard.

Office Administration

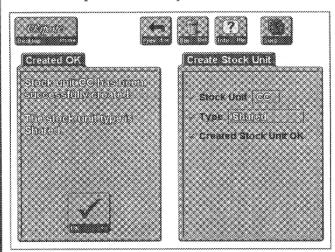
Section 2: Create a Stock Unit, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

At this stage, if a Stock Unit with the identifier CC already exists, an Error message will inform you that 'Stock unit CC could not be created - Stock Unit CC already exists'. Acknowledge the message by *Touching* the OK green tick icon (or by *Pressing* ENTER) and repeat the Create Stock Unit procedure using a different and unique Stock Unit identifier.

In this example CC is a unique Stock Unit identifier.



The Created OK screen is displayed. The system informs you that Stock Unit CC has been successfully created and the Stock Unit type is Shared.

Touch the OK green tick icon, or Press ENTER on the keyboard.

The system returns to the Stock Unit menu. To return to the Desktop menu:

8. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

Note:

The Stock Unit created above is empty and there are no users attached to it. Before the Stock Unit can be used to carry out transactions with a customer, you must first attach a user to it, (see page 33 of this Workbook) and remit or transfer stock, stamps or cash into it, (see Workbook 7).

Well done!

You have created a Stock Unit using the Horizon system.

Section 2: Attach a user to a Stock Unit

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



Before a Stock Unit can be used, a user must be attached to it. This will enable users to perform transactions for customers or carry out general office Administration tasks.

Note:

If you attach a user to a Stock Unit, the user is automatically detached from the Stock Unit they were previously using.

In the previous example Stock Unit CC was created, you will now attach a user to this Stock Unit.

In the following example, the user RKE001 will be attached to Stock Unit CC. If you do not have a suitable user to attach, follow the procedure on page 17 of this Workbook to add a new user to the system first.

From the Desktop menu:

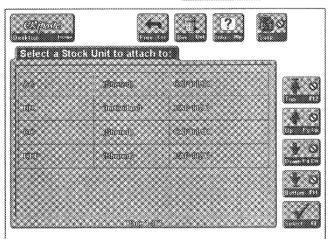
- 1. Touch the Administration icon, or Press F7 on the keyboard.
- 2. Touch the Stock Unit icon, or Press F1 on the keyboard.

The Stock Unit menu is displayed.

3. Touch the Attach icon,



or *Press* F3 on the keyboard.



The Select a Stock Unit to attach to screen is displayed. The system prompts you to select the Stock Unit to which user RKE001 will be attached.

The screen lists all the Stock Units in use in your post office. If the required Stock Unit is not visible, you can use the page selection green arrow icons on the right-hand side of the screen, or the scroll arrows on the keyboard to view additional Stock Units. To select the required Stock Unit, *Touch* the corresponding line on the screen to highlight the Stock Unit or use the scroll arrow keys on the keyboard.

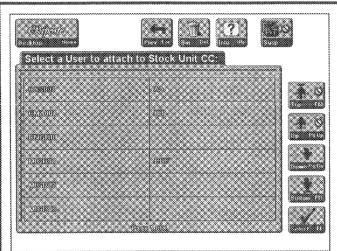
In this example the required Stock Unit is CC.

- 4. Touch the CC Stock Unit line, or Press the Down scroll arrow to highlight Stock Unit CC.
- 5. Touch the Select green tick icon, or Press F1 on the keyboard.

Office Administration

Section 2: Attach a user to a Stock Unit, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



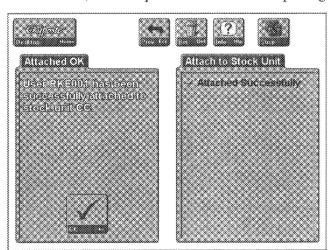
The Select a User to attach to Stock Unit CC: screen is displayed. The system prompts you to select the user who will be attached to Stock Unit CC.

The screen lists all the users available in your post office. If the required user is not visible, you can use the green arrow icons on the right-hand side of the screen, or the scroll arrows on the keyboard to view additional users. To select the user, *Touch* the corresponding line on the screen to highlight the user or use the scroll arrow keys on the keyboard.

In this example the required user is RKE001 (on Page 2 of 6).

- 6. *Touch* the Down green arrow icon, or *Press* PAGE DOWN on the keyboard to display the page with the required user.
- 7. **Touch** the username RKE001, or **Press** the Down scroll arrow on the keyboard to select the user required.
- 8. Touch the Select green tick icon, or Press F1 on the keyboard.

There will be a short delay of a few seconds. During this period the system is attaching the selected user, to the required Stock Unit and updating the system records.



If the attachment is successful, the Attached OK screen is displayed. The message informs you that user RKE001 has been successfully attached to Stock Unit CC.

Note:

If you try to attach a user to an Individual Stock Unit already in use the Horizon system will refuse the attachment and inform you that the Stock Unit is not shareable.

Office Administration

Section 2: Attach a user to a Stock Unit, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

9. Touch the OK green tick icon, or Press ENTER on the keyboard.
The attachment is now complete and the Horizon system returns to the Stock Unit menu.
10. Touch the Riposte Desktop icon, or Press HOME on the keyboard.
The Horizon system returns to the Desktop menu.
Well done!
You have attached a user to a Stock Unit using the Horizon system.

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

In the last example a user was attached to a Shared Stock Unit. If you had wanted to attach the user to an Individual Stock Unit, the procedure would only have been successful if no-one was attached to the Stock Unit at the time. Since there is no Detach facility on the Horizon system, anybody currently using an Individual Stock Unit must be re-attached elsewhere. This will automatically detach the user from the original Stock Unit. The Default Stock Unit can be used as a holding area.

Note:

Users attached to the Default Stock Unit cannot access the Transactions and Serve Customer menus.

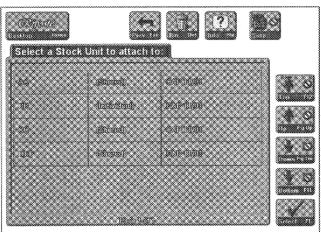
In the following example TSM001 will be attached to the Default Stock Unit.

From the Desktop menu:

- 1. Touch the Administration icon, or Press F7 on the keyboard.
- 2. Touch the Stock Unit icon, or Press F1 on the keyboard.
- 3. Touch the Attach icon.



or Press F3 on the keyboard.



The Select a Stock Unit to attach to: screen is displayed. The system prompts you to select the Stock Unit that TSM001 will be attached to.

The Stock Unit required is DEF (Default).

- 4. Touch the DEF icon, or Press the Down scroll arrow to highlight Stock Unit DEF.
- 5. Touch the Select green tick icon, or Press F1 on the keyboard.

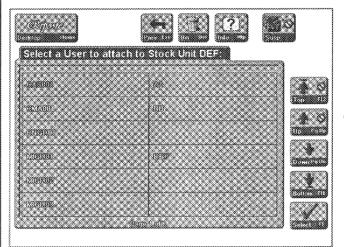
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Office Administration

Section 2: Attach a user to the Default Stock Unit, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

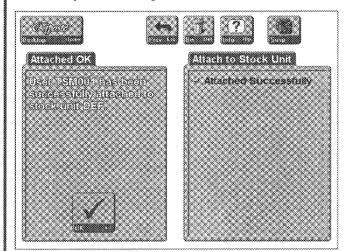


The Select a User to attach to Stock Unit DEF: screen is displayed. The system prompts you to select the user who will be attached to the Default Stock Unit

The required user is TSM001.

- Touch the Down green arrow icon, or Press PAGE DOWN on the keyboard.
- 7. **Touch** the username TSM001, or **Press** the Down scroll arrow on the keyboard to select the user required.
- 8. Touch the Select green tick icon, or Press F1 on the keyboard.

There will be a short delay of a few seconds. During this period the system displays a rotating egg timer. The system is ensuring the user is not currently logged on and using another Horizon system in the post office.



After the short delay, the Attached OK screen is displayed. The system informs you that user TSM001 has been successfully attached to Stock Unit DEF.

9. Touch the OK green tick icon, or Press ENTER on the keyboard.

The attachment is now complete. The Horizon system returns to the Stock Unit menu.

10. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

The Horizon system returns to the Desktop menu.

Well done!

You have attached a user to the Default Stock Unit using the Horizon system.

Office Administration

Section 2: Delete a Stock Unit

HORIZON SYSTEM

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

From time to time, you may wish to delete a Stock Unit from the Horizon system.

A number of system rules apply to the deletion of Stock Units:

- 1. The user wishing to delete the Stock Unit must have manager level access on the Horizon
- 2. All users must be detached from the Stock Unit to be deleted and attached to another Stock Unit.
- 3. A Stock Unit cannot be deleted if transactions have been carried out against it in the current Cash Account Period until it has been balanced and rolled over into the next CAP.
- 4. A Stock Unit cannot be deleted unless the total value of stock and cash in that Stock Unit is zero. Stock can be transferred out (to other Stock Units in the office) or remitted out of the office.
- The Default Stock Unit cannot be deleted.

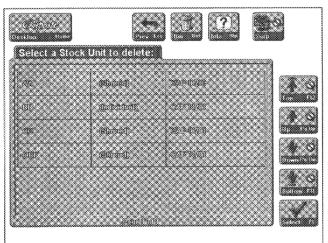
In the following example, Stock Unit CC will be deleted.

From the Desktop menu:

- 1. Touch the Administration icon, or Press F7 on the keyboard.
- 2. Touch the Stock Unit icon, or Press F1 on the keyboard.
- 3. Touch the Delete icon.



or Press F2 on the keyboard.



The Select a Stock Unit to delete: screen is displayed.

In this example the Stock Unit to be deleted is CC.

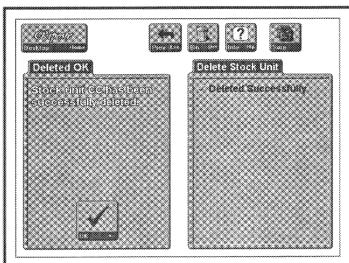
- 4. Touch the Stock Unit CC line, or Press the Down scroll arrow to highlight Stock Unit CC.
- Touch the Select green tick icon, or Press F1 on the keyboard.

The Horizon system will attempt to delete the Stock Unit. There will be a short delay of a seconds. During this time the screen displays a rotating egg timer. If any of the system rules applicable to deleting a Stock Unit has not been adhered to, the attempt will fail and an Error message will be displayed. Follow the on screen instructions and attempt the Stock Unit deletion again.

HORIZON SYSTEM Office Administration

Section 2: Delete a Stock Unit, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



If all the system rules have been adhered to, the Deleted OK screen is displayed.

The message indicates that the selected Stock Unit (CC) has been successfully deleted.

6. Touch the OK green tick icon, or Press ENTER on the keyboard.

The Stock Unit deletion is now complete. The Horizon system returns to the Stock Unit menu. To return to the main Desktop:

7. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

Well done!

You have deleted a Stock Unit using the Horizon system.

Office Administration

Section 2: View Stock Unit functions

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

The Horizon system has three View functions available on the Stock Unit menu. These functions only offer a view of Stock Units, users and attachments. No changes can be made by accessing these functions.

To access the View functions of the Stock Unit menu:

From the Desktop menu:

HORIZON SYSTEM

- 1. Touch the Administration icon, or Press F7 on the keyboard.
- 2. Touch the Stock Unit icon, or Press F1 on the keyboard.

The Stock Unit menu is displayed. There are three icons allowing you to View Stock Units, Users and Attachments.



View Stek Units (F4) allows you to view all Stock Units currently in use on the system. It informs you of the Stock Unit ID, the Type and the CAP/BP (Cash Account Period/Balance Period) in which each Stock Unit is currently working.



View Users (F5) displays a list of All Current Users of the system and indicates which Stock Unit they are currently attached to.



View Attach (F6) displays a list of Stock Units currently in use. Selecting a Stock Unit shows which users are attached to it.

When you have finished using the View functions of the Horizon system, Touch the Previcon, or Press ESC on the keyboard to return to the Stock Unit menu. If you want to return directly to the Desktop, Touch the Riposte Desktop icon, or Press HOME on the keyboard.

Well done!

You have used the View Stock Unit functions on the Horizon system.

Office Administration

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Activity Sheet 1 Workbook 9

If there are any questions you are unable to answer, read this Workbook again. Some of the questions are practical and require you to use the Horizon system.

Note:

If you are completing these exercises in the post office, ensure that the Horizon system is in Training Mode.

- 1. If more than one system is installed in the post office, how do you recognise the Gateway workstation from the POLO screen?

 2. When the connection has been established through the Gateway workstation, and all other systems have been initialised, which three items must you keep separate and secure?

 3. Which three access levels can be granted to a user, by the manager?

 4. You have two new members of staff Jim Dale and Jane Davidson. Create them as users of the Horizon system, with Clerk level access.
- 5. Jane Davidson has forgotten her password. Allocate a new password to her.
- 6. Create a Shared Stock Unit, XXX, and attach the users Jim Dale and Jane Davidson to it.



Balancing using the Horizon System

TRAINING WORKBOOK 10 V.

Alley,

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HORIZON SYSTEM

BALANCING USING THE HORIZON SYSTEM

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HORIZON SYSTEM

BALANCING USING THE HORIZON SYSTEM

OBJECTIVES & INTRODUCTION

Objectives:

By the end of this Workbook you will be able to:

- 1. Produce Counter Daily, Counter Weekly and Office reports.
- 2. Complete the End of Day procedure.
- 3. Use the Transactions Log to find and reverse errors in the Stock Unit balance.
- 4. Post items to the Suspense Account
- 5. Declare Stock Unit holdings of Stock, Stamps and Cash.
- 6. Produce a Stock Unit Balance report.
- 7. Create a Correction Stock Unit to hold discrepancies in the office found after the SU Balance has been completed.
- 8 Produce the Office Cash Account report.

Introduction:

This Workbook describes the actions and procedures needed when balancing the Horizon system. Whilst it is fair to say that no two outlets will necessarily carry out the balancing procedure in exactly the same way, this Workbook will follow a logical progression that will conclude with the Cash Account Report being produced for the outlet by the Horizon system.

The Workbook is divided into three sections. Section 1 describes the actions required to complete Daily and Weekly reports and perform the client cut-offs as required. Section 2 describes the actions that must take place to achieve a Stock Unit balance. Section 3 describes the actions that need to be carried out to produce the office Cash Account report.

Note:

If you are practising these procedures in the office, the Horizon system must be placed in Training Mode by the manager.

It would not be practical to cover every possible balancing scenario which could be encountered on the Horizon system. If you need further help, or if a specific example is not covered in the balancing Workbook you should consult the *Horizon System User Guide*.

At the end of each Workbook there is an activity sheet which allows you to practise the transactions covered in the Workbook. If you are not sure of the answer to a question, simply re-read the relevant section of the Workbook and try again.

Note:

The Workbooks provide values against a number of products and services that are correct at the time of going to press. This information is subject to change and you should refer to the appropriate POCL transaction documentation for up to date price information.

		PC
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Balancing using the Horizon System

Stock Unit balancing overview

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The production of the Cash Account, using the Horizon system, requires you to follow a series of steps, starting with balancing each Stock Unit in the post office. Once all Stock Units are balanced, then the Cash Account can be produced. A breakdown of the Stock Unit balance procedure is shown on pages 8 & 9.

The Horizon system is capable of producing various reports. They can be accessed at any time, although a number of them **must** be produced during the Stock Unit balance, otherwise the process cannot be completed.

The types of Stock Unit used in your post office dictate some of the actions you perform to carry out the balancing procedure. The declarations used for an Individual Stock Unit are slightly different from those of a Shared Stock Unit.

This Workbook describes the basic balancing procedure and highlights the differences between balancing a Shared and Individual Stock Unit, such that the Stock Unit can be rolled over into the next CAP (Cash Account Period) or the next BP (Balance Period).

Note:

Cash Account Period (CAP) denotes which accounting week you are in during the current financial year.

Balance Period (BP) can be a portion of a CAP. During periods of high turnover there may be two Balance Periods during a single Cash Account Period.

Reports are re-produced where required in this Workbook. They are used as examples to describe the procedure. The types of reports required will be dependant on the business carried out in your outlet during the last Cash Account Period.

From time to time there may be a discrepancy between the Horizon system derived figures and the actual holdings of Stock, Stamps and Cash. This Workbook describes adjustments and the functions available to help locate the source of the discrepancy. In a training environment it would be impractical to cover every individual problem which may occur when balancing. If further assistance is required to cure a balancing problem, you should refer to the *Horizon System User Guide* and thereafter your POCL Regional Helpline.

Note:

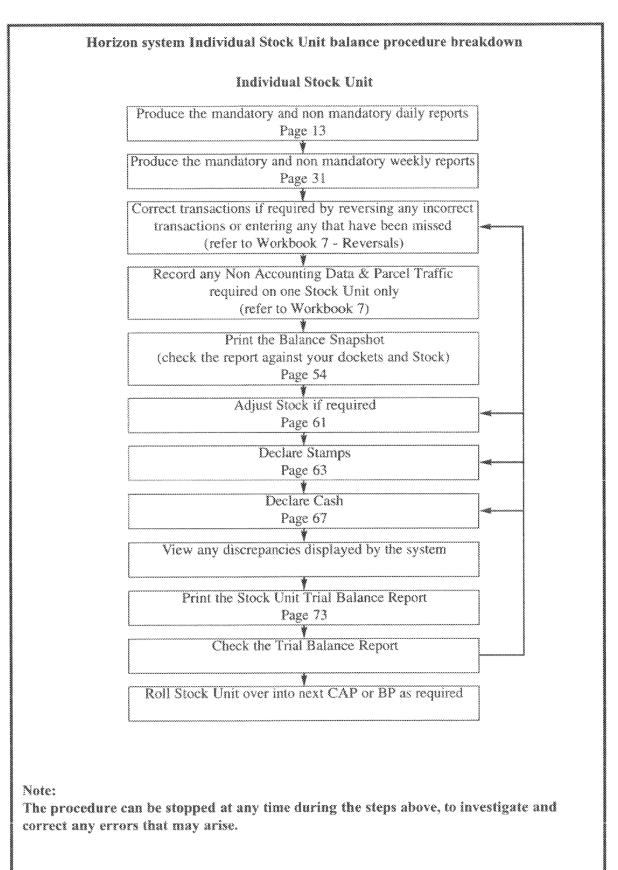
The Horizon System Helpdesk should be used ONLY for Horizon system procedural problems or equipment defects.

Balancing using the Horizon System

Stock Unit balancing overview, continued

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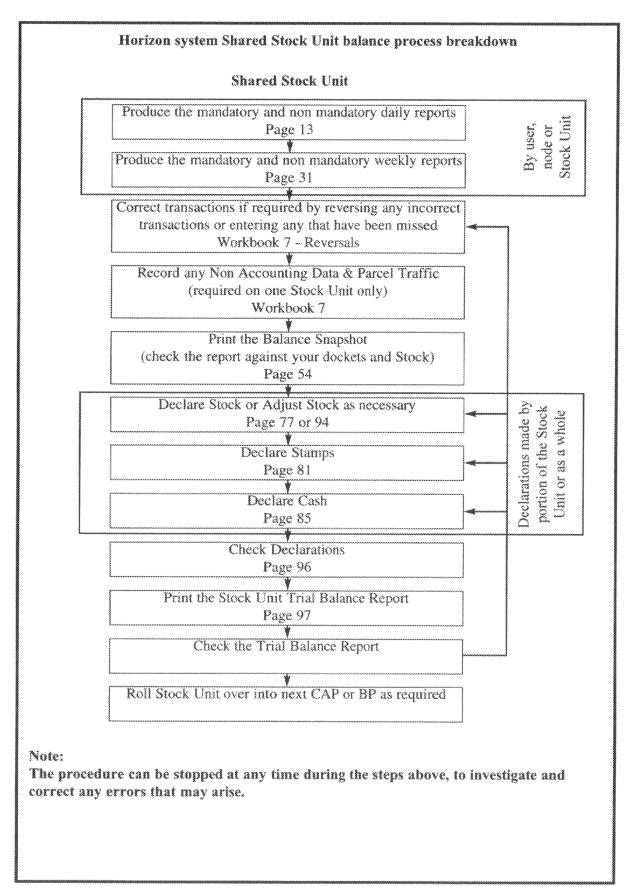
Issue: 2.0



Balancing using the Horizon System

Stock Unit balancing overview, continued

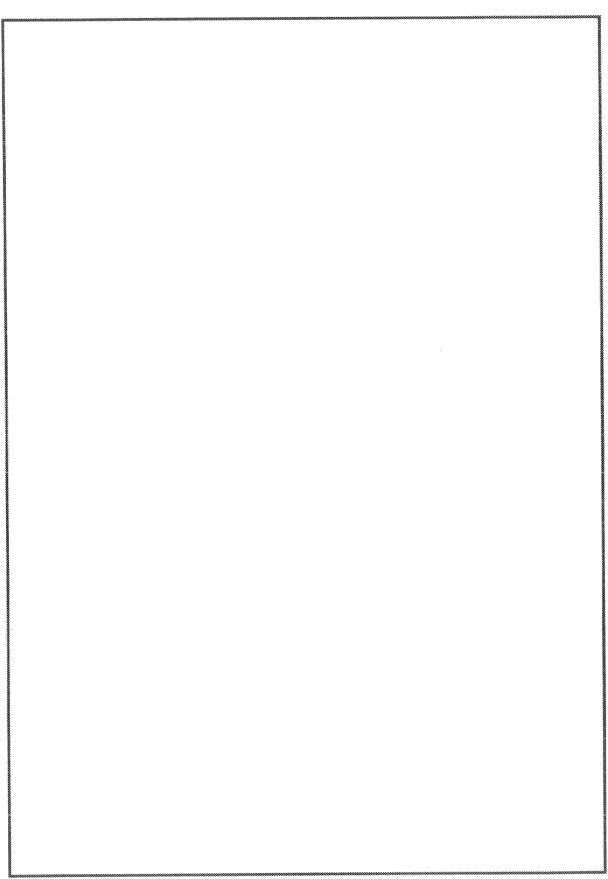
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HORIZON SYSTEM

SECTION 1 - HORIZON SYSTEM REPORTS

INTRODUCTION

Introduction:

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This section describes the actions and procedures required to produce system-generated reports. There are a number of different types of reports that can be produced from the system, these are for information only but they can help to locate an error or mistake carried out on the system. The Counter Daily and Weekly reports are required to be produced to reconcile the work carried out in the post office during the day or accounting week. The End of Day process is also described.

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Balancing using the Horizon System Ref: PATH/43/002 HORIZON SYSTEM Date: 29/07/99 Issue: 2.0

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All Horizon system reports are accessed initially from the Reports icon on the Desktop menu. The first type of report used in the balancing procedure is the Counter Daily report.

In the following example, you will produce a BT Bills report. The procedure for the production of other Counter Daily reports, eg GiroBank and National Savings, is the same, with the exception of the Cheques Listing report.

Note:

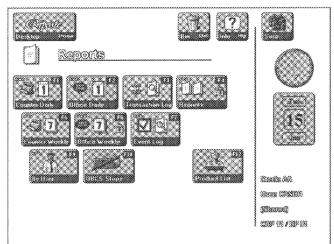
The nature of the business conducted throughout the day will determine which daily reports are required.

From the Desktop menu:

1. Touch the Reports icon,



or Press F2 on the keyboard.

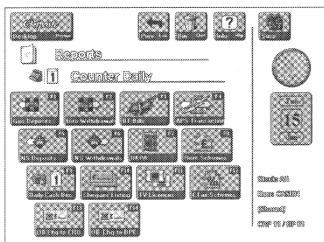


The Reports menu is displayed. There is an icon for Counter Daily reports.

2. Touch the Counter Daily icon,



or Press F1 on the keyboard.



The Counter Daily reports menu is displayed. All the reports accessed from this menu group can be printed on the counter printer or previewed on the screen.

In this example you are going to produce a BT Bills report.

Balancing using the Horizon System

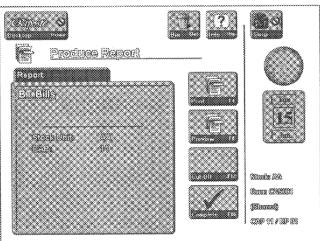
Section 1: Counter Daily reports, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

3. Touch the BT Bills icon,



or *Press* F3 on the keyboard.



The Produce Report screen is displayed. The Report tab gives information about the Stock Unit and Cash Account Period (CAP).

To the right of the Report tab there are four icons which, if selected, will allow you to:

- 1. Print (F4) the report.
- Preview (F8) the report on screen.
- 3. Perform the Cut Off (F12) for the client.
- 4. Complete (F16) the process, which will take you back to the Reports menu.

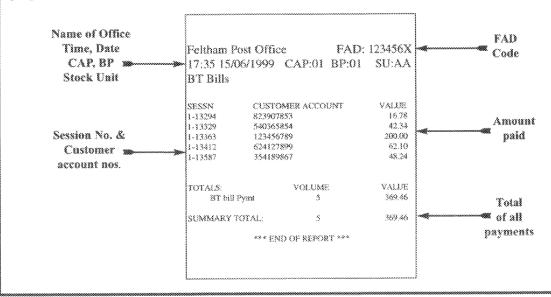
In this example you require a printed report.

4. Touch the Print icon,



or Press F4 on the keyboard.

Screen messages will be displayed for a few seconds informing you that the report is being prepared and then printed. The report will be produced from the counter printer.



Section 1: Counter Daily reports, continued

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The report, reproduced overleaf, shows a number of BT Bill payments totalling £369.46 for Stock Unit AA. The report details the Customer Account numbers and the total volume of transactions carried out. You can take a report at any time.

At this point you would now reconcile the details on the report. If you find an error has occurred as part of a transaction a Reversal can be carried out using the session number. An example of this procedure is shown on page 17. (Workbook 7 also details how Reversals are carried out).

If you wish to mark the end of the transactions for your cut off, you can do so by activating the Cut-Off icon (F12).

Note:

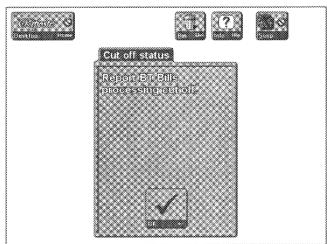
400

Activating the cut off icon will reset the report totals to zero.

5. Touch the Cut-Off icon,



or Press F12 on the keyboard.



The Cut off status screen is displayed which informs you that the cut off for the BT Bills report is being processed.

Note:

If the Cut-Off icon is activated before the report has been printed or previewed the Not vet Output information message is displayed confirming that the report has yet to be printed or previewed. Touch the OK green tick icon, or Press ENTER and then print or preview the report.

6. Touch the OK green tick icon,



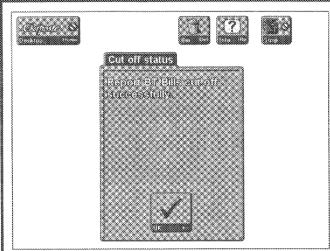
or Press ENTER on the keyboard.

Balancing using the Horizon System

Section 1: Counter Daily reports, continued

Ref: PATH/43/002 Date: 29/07/99

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The Cut off status screen now indicates that the BT Bills report has been cut off successfully.

The report can now be dispatched in accordance with current POCL procedures.

7. Touch the OK green tick icon,



or Press ENTER on the keyboard.

The Horizon system returns to the Produce Report screen. If no further actions are required:

8. Touch the Complete green tick icon,



or Press F16 on the keyboard.

The Horizon system returns to the Counter Daily Reports menu.

Well done!

You have produced a BT Bills system report and performed the Cut-Off procedure for the client using the Horizon system.

Ref: PATH/43/002

In the previous example, a BT Bills report was produced. If, during your reconciliation of the details on the report, (prior to activating the client cut off), you notice that the details of one of the original transactions had been entered incorrectly, then the error needs to be rectified before the cut-off is carried out.

In this example the customer's original BT bill payment should have been for £20.00 but during the transaction on the Horizon system an extra zero was added to the amount. The BT Bills report produced has indicated that the payment was entered as £200.00. If this transaction is not corrected a discrepancy of £180.00 will occur when the Stock Unit is balanced. In this case, the correction can be made by reversing the BT bill payment for £200.00 and completing a second BT bill payment for the correct amount of £20.00.

The report itemises all the BT bill payments made since the last time the cut-off procedure was carried out. Note that the Session Number for each transaction appears on the left-hand side of the Customer Account number. This is required to reverse the original transaction, which is classed as an Existing Reversal.

The Reversal will start from the Desktop menu:

- 1. Touch the Transactions icon, or Press F1 on the keyboard
- 2. Touch the Reversals icon,



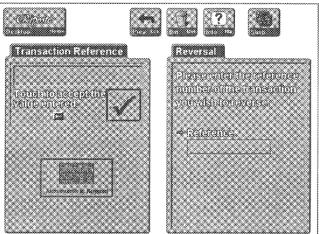
or Press F5 on the keyboard.

The Reversals menu is displayed.

3. Touch the Existing icon,



or Press F1 on the keyboard.



The Transaction Reference screen is displayed. The system prompts you to enter the Transaction Reference number (session number) obtained from the report.

The reference number is on the left of the Customer Account number and is in the format 1-23456.

4. Type the Transaction Reference (session) number from the report.

Check the reference number entered is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.

Balancing using the Horizon System

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Section 1: Reverse an existing transaction from a report, continued

The Horizon system will now search for the original transaction. If it can be reversed the Horizon system creates another transaction in the stack to the value of £200.00 to offset the original BT bill payment.

If the original transaction cannot be found the Horizon system will display a message to that effect.

6. Touch the Finish icon, or Press ENTER on the keyboard.

The Settlement screen is displayed. You should select the method of payment used by the customer in the original transaction, ie Cash or Cheque. The Counter Daily Cheques Listing report can be used to confirm whether a cheque had been used as the original method of payment, refer to page 19.

In this example the original transaction was completed with a Cash payment by the customer.

7. Touch the Cash icon, or Press F1 on the keyboard.

A Reversal receipt is now produced on the counter printer. The original BT bill payment has now been reversed.

Note:

The customer's original BT Bill must now be completed for the correct amount of £20.00.

From the Serve Customer menu, you would now complete a BT Bill payment for £20.00 (cash) using the Customer Account number obtained from the original BT Bills report.

On completion, the BT Bills report must then be reprinted and the client cut-off performed. Refer to the procedure on page 13.

Well done!

You have completed an Existing Reversal from a counter report using the Horizon system.

Ref: PATH/43/002



The final Counter Daily report that should be produced is the Cheques Listing report. This is the exception to the procedure described on page 13.

At the end of the day the Cheques Listing report should be printed (or previewed) and the cheques reconciled against it. Once you are happy with the information on the report the procedure can be completed. The cheques can then dispatched to the Data Processing Centre in accordance with current POCL procedures. However, on the Horizon system, the dispatch of the cheques is classed as a Remittance Out of the post office. Once the cheques have been remitted out of the post office the Cheques Listing report can be produced again and the cut-off applied at that point.

In the following example, the Cheques Listing report will be produced, the cheques remitted out of the post office (dispatched), and the report taken a second time. Then the cut-off will be activated.

From the Desktop menu.

1. Touch the Reports icon,



or Press F2 on the keyboard.

2. Touch the Counter Daily icon,



or Press F1 on the keyboard.

3. Touch the Cheques Listing icon,



or Press F10 on the keyboard.

After a short delay, the Produce Report screen is displayed. The report can be printed on the counter printer or previewed on screen.

4. Touch the Print icon.



or *Press* F4 on the keyboard.

Feltham Pos			123456X
17:48 15/06/	1999 CAP:01	BP:01	SU:AA
Cheques Lis	ting		
SESSN	VOLUME		VALUE
1-13295	1		16.78
1-13330	§		42.34
1-13389			101.00
1-13413	1		62.10
1-13488	1		101.00
1-13531	1		155.00

TOTAL	6		478.22
	*** END OF REPORT	roise	

Balancing using the Horizon System

Section 1: Counter Daily Cheques Listing report, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

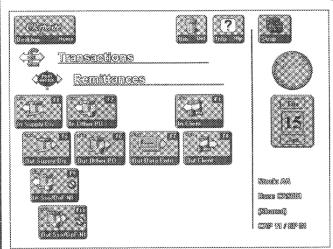
The Cheques Listing report, reproduced overleaf, shows a total of 6 cheques totalling £478.22, accepted during the day. Once these cheques have been physically reconciled with the report, they can be dispatched to the Data Processing Centre. This procedure must be completed as a Remittance Out of the post office on the Horizon system.

There is no requirement to activate the cut off at this point.

5. Touch the Complete green tick icon, or Press F16 on the keyboard.

The system returns to the Counter Daily Reports menu.

- 6. Touch the Riposte Desktop icon, or Press HOME on the keyboard.
- 7. Touch the Transactions icon, or Press F1 on the keyboard.
- 8. Touch the Remittances icon, or Press F3 on the keyboard.

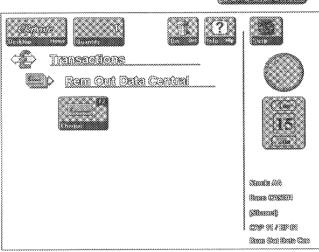


The Remittances menu is displayed. There is an icon for Remitting (dispatching) Cheques to the Data Processing Centre.

9. Touch the Out Data Critri icon,



or Press F7 on the keyboard.



The Rem Out Data Central menu is displayed.

Only cheques can be remitted out of the post office to the Data Processing Centre.

Balancing using the Horizon System

Section 1: Counter Daily Cheques Listing report, continued

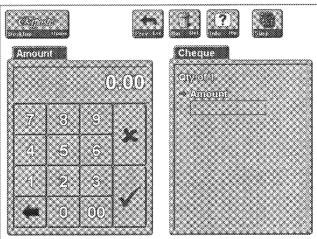
Date: 29/07/99 Issue: 2.0

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10. Touch the Cheque icon,



or *Press* F2 on the keyboard.



The Amount screen is displayed. The system prompts you to enter the total amount of cheques to be remitted out of the post office.

In this example the total amount of cheques is £478.22 (obtained from the Cheques Listing report).

11. Type the amount of cheques to be remitted out of the office.

Check the amount entered is correct before continuing.

12. Touch the green tick icon, or Press ENTER on the keyboard.

The cheques now appear in the stack and the remittance can be completed.

13. Touch the Finish icon, or Press ENTER on the keyboard.

A Remittance Out slip (Data Centre) receipt is produced on the counter printer. The slip must be signed, datestamped and retained in the drawer. The cheques can now be dispatched in accordance with current POCL procedures.

The Cheques Listing report can now be produced a second time and the cut off procedure activated.

- 14. Touch the Riposte Desktop icon, or Press HOME on the keyboard.
- 15. Touch the Reports icon, or Press F2 on the keyboard.
- 16. Touch the Counter Daily icon, or Press F1 on the keyboard.
- 17. Touch the Cheques Listing icon, or Press F10 on the keyboard.
- 18. Touch the Print icon, or Press F4 on the keyboard.

Balancing using the Horizon System

Section 1: Counter Daily Cheques Listing report, continued

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

Feltham Post Office		FAD: 123450		
17:48 15/06/1999	CAP:01	BP:01	SU:A	
Cheques Listing				
SESSN	VOLUME		VALUE	
1-13295	1	16.78		
1-13330	ž.		42.34	
1-13389	1		101.00	
1-13413	\$		62.10	
1-13488	8		101.00	
1-13531	l.		155.(X)	
1-13574	1		478.22	
TOTAL	.5		0.00	
*** EX	ad of repoi	(T * * *		

The Cheques Listing report now includes the Remittance Out of the post office. Therefore the total is now zero. The system report can now be cleared completely by activating the Cut-Off icon which will reset the system report.

19. Touch the Cut-Off icon, or Press F12 on the keyboard.

The Cut off status information box is displayed.

20. Touch the OK green tick icon, or Press ENTER on the keyboard.

The Cut off status information box is displayed informing you that the Report Cheques Listing cut off successfully.

21. Touch the OK green tick icon, or Press ENTER on the keyboard.

The Horizon system returns to the Produce Report screen.

22. Touch the Complete green tick icon, or Press F16 on the keyboard.

The Horizon system returns to the Counter Daily reports menu.

Well done!

You have completed the Cheques Listing report procedure on the Horizon system.

Balancing using the Horizon System

Section 1: Declare the Overnight Cash Holding (ONCH) in a Shared Stock Unit

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

At the end of the working day, you must declare the Over Night Cash Holding (ONCH). This declaration can be made from the Counter Daily reports menu. It is a mandatory report.

If the declaration is made in an Individual Stock Unit the system will compare the declaration against the system-derived cash figure. If there is a difference then Horizon system will inform you of the discrepancy.

If the declaration is made in a Shared Stock Unit, then the system will prompt you to enter the declaration identity number for the portion of the Stock Unit that has been declared. The cash can be declared as one total figure, or a series of declarations corresponding to the number of portions into which the Stock Unit has been divided. The system will then add all declarations together to arrive at the ONCH for the Shared Stock Unit.

In the following example you are attached to and using, a Shared Stock Unit. You have counted the cash held in the whole of the Stock Unit and wish to declare the following figures:

Coins 1p	£6.42
Coins 2p	£12.26
Coins 5p	£28.15
Coins 10p	£85.10
Coins 20p	£124.00
Coins 50p	£150.50
Coins £1	£450.00
Coins £2	£340.00
Notes £5	£2560.00
Notes £10	£3520.00
Notes £20	£2120.00
Notes £50	£400.00
Notes £100	£200.00

Total	£9996.43

From the Desktop menu.

1. Touch the Reports icon, or Press F2 on the keyboard.

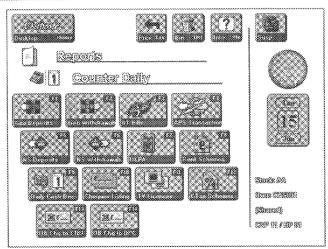
The Reports menu is displayed. The ONCH declaration can be made from the Counter Daily menu.

2. Touch the Counter Daily icon, or Press F1 on the keyboard.

Balancing using the Horizon System

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Section 1: Declare the Overnight Cash Holding (ONCH) in a Shared Stock Unit, continued



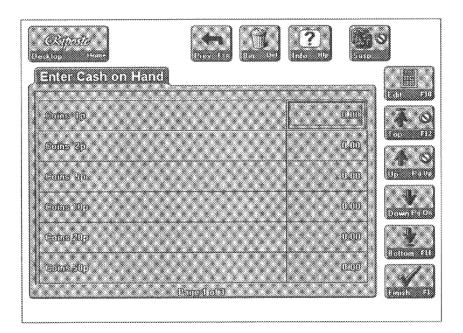
The Counter Daily Reports menu is displayed. The Daily Cash Decl icon will allow you to declare the Over Night Cash Holding (ONCH).

In this example you are going to declare the cash listed earlier.

3. Touch the Daily Cash Dec icon,



or Press F9 on the keyboard.



The Enter Cash on Hand screen is displayed, allowing you to enter the cash held, by denomination. The system is waiting for you to enter the cash held in 1p coinage. You can enter the cash held, using the keyboard, or activating the Edit icon (F10 on the keyboard) will allow you to enter the figures using the touch screen.

Balancing using the Horizon System

Section 1: Declare the Overnight Cash Holding (ONCH) in a Shared Stock Unit, continued

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4. Type the cash declarations listed on page 23, check the amount entered, and Press ENTER on the keyboard after each entry. (The Edit icon can also be used: a number keypad appears on screen allowing you to enter the cash declarations).

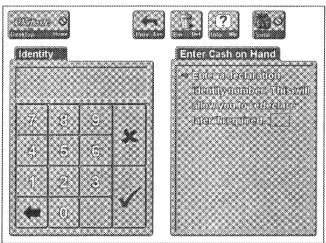
Note:

If an incorrect multiple is entered, eg £26.10 of 50p coins, the Horizon system will display an error message. Acknowledge the message and re-enter the correct amount.

5. Touch the Finish green tick icon,



or Press F1 on the keyboard.



Because the declaration was made in a Shared Stock Unit, the Identity screen is displayed.

The system prompts you to enter a declaration identity number.

In this example you will use the declaration identity number 10.

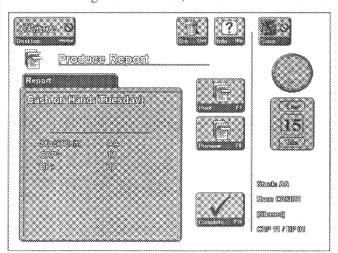
Note:

If the Stock Unit has been divided into a number of portions, the same procedure can be carried out by everyone having a portion of the Stock Unit's cash holding. However each person making a declaration must do so using a different declaration identity number.

6. Type 10

Check the identity number entered is correct before continuing.

7. Touch the green tick icon, or Press ENTER on the keyboard.



The Produce Report screen is displayed. At this point, a report can be produced on the counter printer or previewed on screen.

Balancing using the Horizon System

Section 1: Declare the Overnight Cash Holding (ONCH) in a Shared Stock Unit, continued

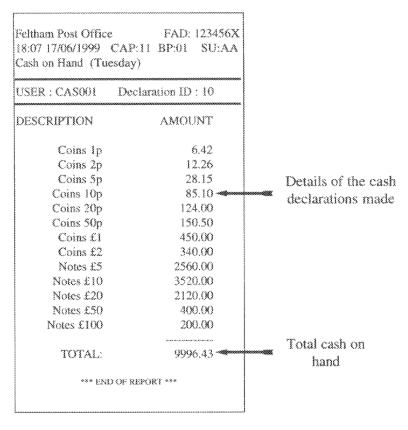
Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

8. Touch the Print icon,



or Press F4 on the keyboard.

The Cash on Hand report is now printed on the counter printer.



9. Touch the Complete green tick icon, or Press F16 on the keyboard.

Note:

The procedure for the ONCH declaration in an Individual Stock Unit is described on page 27.

Well done!

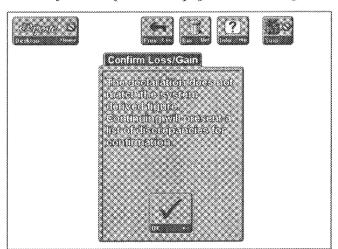
You have completed the Overnight Cash Holding declaration in a Shared Stock Unit.

Section 1: Declare the Overnight Cash Holding (ONCH) in an Individual Stock Unit

The procedure for declaring the ONCH in an Individual Stock Unit is similar to the process for a Shared Stock Unit (described on pages 23 - 26).

In the following example the differences between the two procedures will be highlighted:

1. Carry out steps 1 - 5 on pages 23 - 25 using the cash figures on page 23.



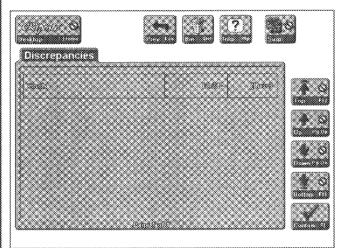
The Confirm Loss/Gain screen will be displayed at this point IF a discrepancy has been found between the cash declaration entered and the system-derived figure.

Touching the OK green tick icon, **Pressing** ENTER will reveal the size of the discrepancy.

Note:

If the cash declaration matched the system derived figure then the Produce Report screen is displayed. Complete the ONCH declaration from step 9 on page 26.

2. Touch the OK green tick icon, or Press ENTER on the keyboard.



The Discrepancies screen is displayed indicating the size of the loss or gain.

Touching the Confirm green tick icon, or **Pressing** F1 will acknowledge the discrepancy.

If you are not happy to accept this as the ONCH for your Stock Unit, you can recount the cash on hand and redeclare the ONCH. This will overwrite any previous declarations.

Touch the Confirm green tick icon, or Press F1 on the keyboard.

The Produce Report screen is displayed and the Cash on Hand declaration can be printed again on the counter printer or previewed on screen.

4. Carry out steps 8 - 9 on page 26.

Well done!

You have completed the Overnight Cash Holding declaration in an Individual Stock Unit.

Balancing using the Horizon System

HORIZON SYSTEM

Section 1: Office Daily reports

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The final type of Daily report that can be used in the balancing procedure is the Office Daily report. These reports are similar to the Counter Daily reports, but summarise the total of all transactions carried out in the post office.

Note:

These reports are office specific and for internal use only. They are not to be dispatched to the client. They can be produced at any time, from ANY counter position in the post office. The report will be produced on the A4 report printer.

These reports are initially accessed from the Desktop menu:

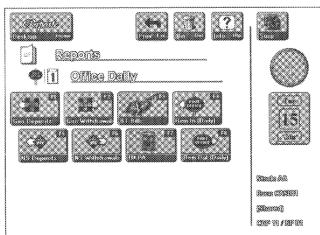
1. Touch the Reports icon, or Press F2 on the keyboard.

The Reports menu is displayed and there is an icon for Office Daily reports.

2. Touch the Office Daily icon,



or Press F2 on the keyboard.



The Office Daily menu is displayed. The reports available are similar to the Counter Dailies.

In the following example a BT Bills report will be produced.

3. Touch the BT Bills icon.



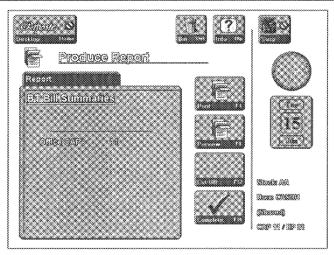
or Press F3 on the keyboard.

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Balancing using the Horizon System

Section 1: Office Daily reports, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Produce Report screen is displayed. The Report tab gives information about the Office CAP.

In this example you are going to print the client report.

4. Touch the Print icon, or Press F4 on the keyboard.

Screen messages will be displayed for a few seconds informing you that the report is being prepared and then printed. The report will be produced from the A4 report printer.

Feltham Post O 18:15 15/06/199		FAD: 1234	FAD: 123456X		Page 1 CAP:11	***************************************
		BT Bills S	Summaries			
USER	SU	TIME	DATE	VOL	VALUE	
CAS001	AA	09:19	15/06/99	1	16.78	
CAS001	AA	10:01	15/06/99	1	42.34	Details of all
CAS001	AA	10:30	15/06/99	1	£200.00	transactions carried out (including the Reversal)
CAS001	AA	11:28	15/06/99	1	62.10	
CAS001	AA	12:18	15/06/99	1	48.24	
CAS001	AA	12:49	15/06/99	1	£200.00-	
CAS001	AA	12:52	15/06/99	1	£20.00	
OFFICE TOTA	LS			7	£189.46	

The screen display returns to the Produce Report screen.

5. Touch the Complete green tick icon, or Press F16 on the keyboard.

Well done!

You have produced an Office Daily BT Bills report using the Horizon system.

Balancing using the Horizon System

Section 1: End of Day procedure on the Horizon system

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

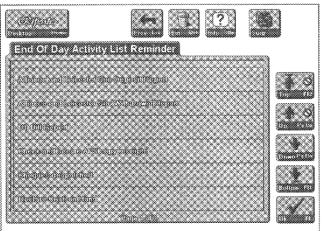
Once all the required daily reports have been produced and the client cut-offs completed where necessary, the End of Day procedure must be activated on the Horizon system. This will mark the end of the business day.

This procedure starts from the Desktop menu:

1. Touch the End of Day icon,



or Press F6 on the keyboard.

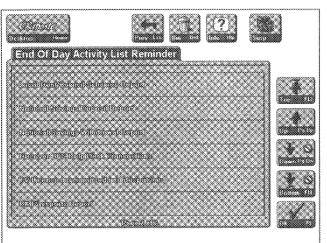


The End Of Day Activity List Reminder screen is displayed. The system displays a list of reports and activites that must be completed (if required) in the post office at the end of the day.

You will notice that the screen displayed is page 1 of 2.

To view the second page of activities:

2. Touch the Down green arrow icon, or Press PAGE DOWN on the keyboard.



Page 2 of the End Of Day Activity List Reminder screen is displayed.

3. Touch the OK green tick icon, or Press F1 on the keyboard.

The system returns to the Desktop menu. If there are any activities that you have not yet completed they should be carried out now.

Well done!

You have completed the End of Day procedure on the Horizon system.

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The Counter Daily and Office Daily reports summarise on a daily basis, the work undertaken at the counter and in the post office as a whole. However, there are other reports that need to be produced at the end of the accounting week. These are called Counter Weekly and Office Weekly Reports.

In the following example a P and A (Pensions and Allowances) Weekly report will be produced.

Note:

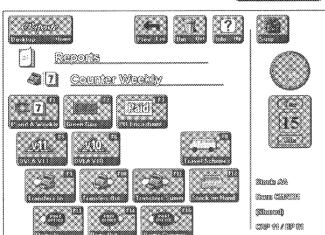
Although the P & A is a weekly report, it can be produced at any time during the week. The report can then be summarised and cut-off by the user whenever required.

From the Desktop menu:

- 1. Touch the Reports icon, or Press F2 on the keyboard.
- 2. Touch the Counter Weekly icon,



or Press F5 on the keyboard.



The Counter Weekly menu is displayed. A number of different reports can be produced.

The nature of the business conducted in your outlet during the accounting week will determine which reports are required.

In this example a P & A Report is required.

3. Touch the P and A Weekly icon,



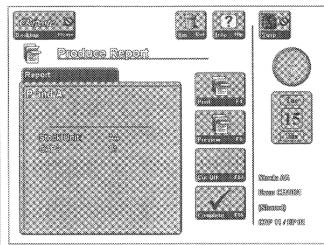
or Press F1 on the keyboard.

Balancing using the Horizon System

Section 1: Counter Weekly reports, continued

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0



The Produce Report screen is displayed for the P and A report.

The screen is similar to the Produce Report screens for the Counter and Office Daily reports. The report can be previewed on screen or printed on the counter printer.

To print the report:

4. Touch the Print icon,



or Press F4 on the keyboard.

Screen messages will be displayed for a few seconds informing you that the report is being prepared and then printed. The report will be produced from the counter printer and summarises all Pensions and Allowances paid during the current Cash Account Period or since the report was last cut-off.

Feltham Post Offic	:e	FAD:	123456X	
17:45 15/06/1997	CAP:11	BP:01	SU:AA	***
P and A				
Allowances				
P&A 5 chd ben				
PRICE	VOLUME	VA	LUE	***************************************
22.50	12	27	70.00	
27.50	23	63	32.50	
33.25	4		33.00	
Total P&A 13 ret p	pens	103	35.50	Details of all OBCS foil
Pensions				encashments
P&A 13 ret pens				
PRICE	VOLUME	VA	LUE 🦼	
36.50	2	"	73.00	
00,801	3	32	24.00	
Total P&A 13 ret p	ens	39	77.00	
TOTALS:	Volume	1	Value_	
Allowances				
Child Benefit	39	103	15.50	
Sub Total:	39	103	35.50	
Pensions				
P&A 13	5	39	77.00	
Sub Total:	5	39	77.00	Summary of
SUMMARY TOT.	AL: 44		\$2.50 ~~~	ALL Pensions and Allowances paid

HORIZON SYSTEM Balancing using the Horizon System

Section 1: Counter Weekly reports, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



4

The report reproduced overleaf shows an example of the Pensions and Allowances Weekly Report. It details each Pension or Allowance Group and summarises by volume and total, the total number of all the benefits paid. Once you have reconciled the report with the foils the cut-off can be applied to reset the system total.

You can produce a report at any time during the accounting week to check the total of benefits paid. It is also possible to carry out the reconciliation of the P&A transactions and apply the cut-off at the end of each day. However the foils and accompanying report must be dispatched only once, (at the end of the accounting week) in accordance with current POCL procedures.

To apply the cut-off:

5. Touch the Cut-Off icon,



or Press F12 on the keyboard.

The Cut off information screen is displayed which informs you that the system is processing the cut off.

6. Touch the OK green tick icon, or Press ENTER on the keyboard.

The Cut off information screen is displayed again informing you that the Report P & A cut off was successful.

- 7. Touch the OK green tick icon, or Press ENTER on the keyboard.
- 8. Touch the Complete green tick icon, or Press F16 on the keyboard.

The Horizon system returns to the Counter Weekly menu.

Well done!

You have produced a system report for Pension and Allowance Weekly Summary and performed the cut-off procedure using the Horizon system.

Section 1: Reports by user

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The reports produced so far have all been for a counter position or the post office as a whole. It is also possible to produce reports by user, so that a user, who may have served at numerous counter positions in the office, can obtain an accurate report of their work.

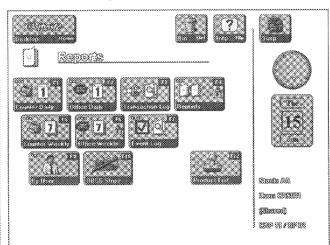
Note:

The By User reports can only be produced once any user in the post office has printed or previewed the report and activated the cut-off from the Counter Daily or Counter Weekly reports menu.

In the following example, an APS Transactions report will be produced for the user CAS001.

From the Desktop menu:

1. Touch the Reports icon, or Press F2 on the keyboard.

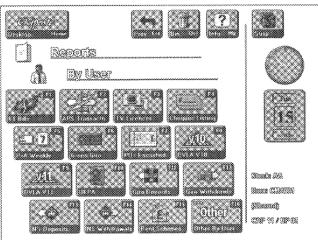


The Reports menu is displayed. There is an icon for reports By User.

2. Touch the By User icon,



or Press F9 on the keyboard.



The By User menu is displayed, showing the different reports available.

In this example you are going to produce an APS Transactions report.

3. Touch the APS Transactn icon,

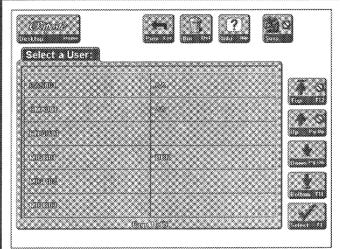


or *Press* F2 on the keyboard.

Balancing using the Horizon System

Section 1: Reports by user, continued

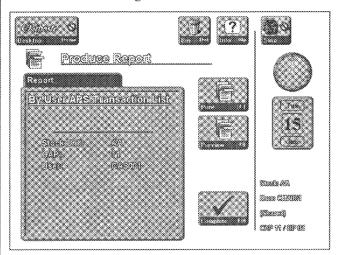
Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Select a User screen is displayed. Select the user that the report will refer to.

In this example the user required is CAS001.

- 4. Select the User by touching the line to highlight the User in yellow.
- 5. Touch the Select green tick icon, or Press F1 on the keyboard.



The Produce Report screen is displayed.

6. Touch the Print icon, or Press F4 on the keyboard.

Screen messages will be displayed for a few seconds informing you that the report is being prepared and then printed. The report will be produced from the counter printer and will be in the same format as the Counter Daily report shown on page 14.

7. Touch the Complete green tick icon, or Press F16 on the keyboard.

Well done!

You have produced a By User APS Transaction List report using the Horizon system.

Balancing using the Horizon System Ref: PATH/43/002 HORIZON SYSTEM Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



Allen,



Activity Sheet I Workbook 10

If there are any questions you are unable to answer, read Workbook 10 Section 1 again. All the questions are practical and require you to use the Horizon system.

Note:

If you are completing these exercises in the post office, ensure that the Horizon system is in Training Mode.

- 1. Produce a Counter Daily Giro Deposits report.
- 2. Declare the following ONCH:

Coins 1p	£15.00
Coins 2p	£20.00
Coins 5p	£35.00
Coins 10p	£80.00
Coins 20p	£150.00
Coins 50p	£200.00
Coins £1	£450.00
Coins £2	£350.00
Notes £5	£2500.00
Notes £10	£3200.00
Notes £20	£2800.00
Notes £50	£100.00
Notes £100	£100.00

- 3. Produce an Office Daily NS Deposits report.
- 4. Produce a Counter Weekly Green Giro report.
- 5. Produce a BT Bills report for any user (other than yourself).

Balancing using the Horizon System

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

HORIZON SYSTEM

SECTION 2 - STOCK UNIT BALANCING

INTRODUCTION

Introduction:

This section describes the actions and procedures required to balance a Stock Unit. The Balance procedure for both Individual and Shared Stock Units is described on pages 8 and 9.

It is worth pointing out that no two Stock Units will necessarily require the same preparation work.

Ref: PATH/43/002 Balancing using the Horizon System HORIZON SYSTEM Date: 29/07/99 Issue: 2.0

Balancing using the Horizon System

HORIZON SYSTEM

Section 2: Check Summaries

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Once the Counter and Office Daily and Weekly reports have been taken, it is always worthwhile carrying out the Check Summaries procedure. The system will check to ensure that all required system reports have been carried out and a message displayed indicating that:

- There are no Outstanding Summaries (reports) that will stop the Stock Unit balance procedure.
- There are Summaries (reports) still to be produced. It will also indicate whether the reports are mandatory ie they MUST be taken before the Stock Unit can be balanced.

This procedure starts from the Desktop menu:

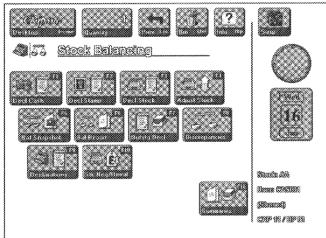
1. Touch the Stock Balancing icon,



or Press F4 on the keyboard.

The Stock Balancing menu is displayed.

There are various icons that will directly affect the stock, including a Summaries icon.



2. Touch the Summaries icon,



or *Press* F16 on the keyboard.

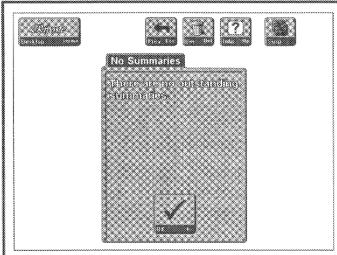
The Horizon system will now check whether if all the Summaries (reports) have been produced, and provide a screen message as already indicated above.

The examples on the next page show the two likely messages.

Balancing using the Horizon System

Section 2: Check Summaries, continued

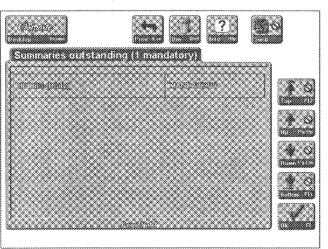
Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



In this example the Horizon system has found that there are no outstanding summaries that need to be produced.

The OK green tick icon at the bottom of the screen will allow you to return to the Stock Balancing menu.

3. Touch the OK green tick icon, or Press ENTER on the keyboard.



If the Horizon system finds that there are outstanding summaries that need to be produced, the screen will indicate which reports have still to be produced.

Note:

The system will indicate only if there are any mandatory reports to be produced.

4. Touch the OK green tick icon, or Press F1 on the keyboard.

Well done!

You have completed the Check Summaries procedure using the Horizon system.

Section 2: Process an error notice

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Occasionally an error notice may be generated by a client or by POCL. The post office will be notified of it and the actions to be taken to correct the error. The Horizon system allows you to process error notices from the Housekeeping menu. All error notices require a value entry.

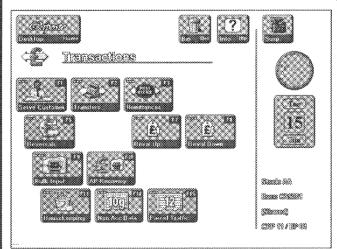
Note:

The processing of an error notice will affect the Daily report for some products eg NS. Error notices must be processed as soon as they are received.

In the following example, an error notice has been received from National Savings. The notification informs the outlet manager that a National Savings Error Notice Deposit must be recorded for £50.00.

From the Desktop menu:

1. Touch the Transactions icon, or Press F1 on the keyboard.

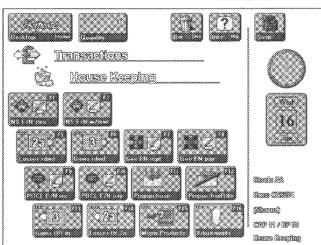


The Transactions menu is displayed, showing an icon for Housekeeping.

2. Touch the Housekeeping icon,



or Press F13 on the keyboard.



The House Keeping menu is displayed. There are various icons for the different types of error notices you may receive.

There are two icons for National Savings error notices:

NS E/N dep and NS E/N w/drwl.

Balancing using the Horizon System

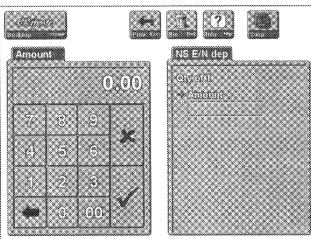
Section 2: Process an error notice, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

3. Touch the NS E/N dep icon.



or Press F3 on the keyboard.



The Amount screen is displayed. Enter the amount from the error notice.

In this example the amount is £50.00.

4. Type £50.00

Check the amount entered is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.

The error notice is now registered in the stack.

6. Touch the Finish icon, or Press ENTER on the keyboard.

Note:

When the Finish icon is activated, the system creates a balancing transaction against Cash (this will therefore inflate or deflate the Cash on hand by the amount of the error notice).

To return to the Desktop menu:

7. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

Well Done!

You have processed a National Savings Deposit Error Notice.

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

From time to time you may need to access the Horizon system Event Logs to find out additional information about something that has been carried out on the system at an earlier date or time.

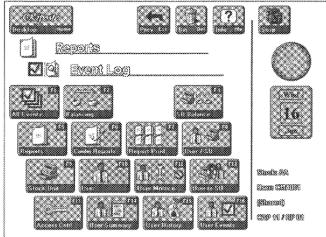
In the following example you will produce an Event Log report that lists ALL events that have happened today.

From the Desktop menu:

- 1. Touch the Reports icon, or Press F2 on the keyboard.
- 2. Touch the Event Log icon.



or Press F7 on the keyboard.

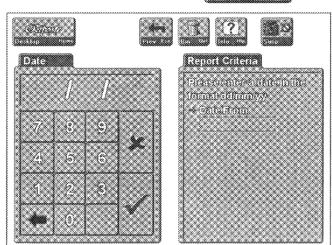


The Event Log menu is displayed.

3. Touch the All Events icon,



or Press F1 on the keyboard.



The Date screen is displayed. The system prompts you to enter the start date of the events required. The date must be entered in the format dd/mm/yy.

In this example, today's date is the 16/06/99.

Balancing using the Horizon System

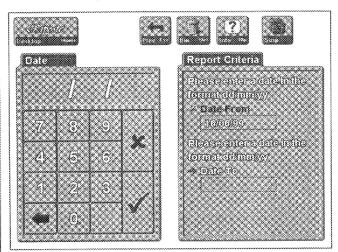
Section 2: Event Log All Events, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

4. Type 16/06/99

Check the date entered is correct before continuing.

5. Touch the green tick icon, or Press ENTER on the keyboard.



The Date screen is again displayed. The system is now prompting you to enter the end date of the event log search.

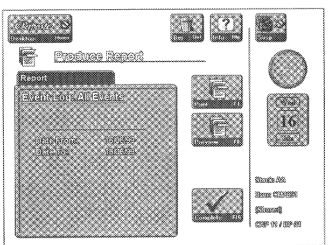
In this example the end date will also be today. The report will therefore list all events that have happened today.

For this example today's date is the 16/06/99.

6. Type 16/06/99

Check the date entered is correct before continuing.

7. Touch the green tick icon, or Press ENTER on the keyboard.



The Produce Report screen is displayed offering you the choice of previewing the report on screen or printing the report on the counter printer.

8. Touch the Print icon, or Press F4 on the keyboard.

The report will now be printed on the counter printer. An example of the information contained in the report is shown overleaf.

Balancing using the Horizon System

Section 2: Event Log All Events, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

Feltham Post Office FAD: 123456X 19:32 16/06/1999 CAP:11 BP:01 SU:AA Event Log: All Events

SU USER CAP BP NODE DATE & TIME EVENT TITLE EVENT DESCRIPTION

AA CAS001 11 01 01 16/06/97 08:55 Logon completed User CAS001 logged on

AA CAS001 11 01 01 16/06/97 13:05 Logout completed User CAS001 logged off

AA CAS001 11 01 01 16/06/97 13:55 Logon completed User CAS001 logged on

AA CAS001 11 01 01 16/06/97 17:35 Report Printed Report BT Bill Summaries

AA CAS001 11 01 01 16/06/97 17:41 Report Printed Report APS Transactions

*** END OF REPORT ***

9. Touch the Complete green tick icon, or Press F16 on the keyboard.

The screen will now return to the Event Log menu.

Well done!

AMI.

You have produced an Event Log showing all events that have happened today on the Horizon system.

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Balancing using the Horizon System

Section 2: Transaction Log search

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Occasionally a transaction may be carried out in the post office and at a later time, you need to locate the original transaction. A log of each transaction is kept on the Horizon system for the the previous 30 days plus the current accounting week. This log is obviously very large, so options can be set to reduce the size of the report.

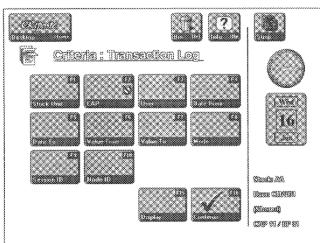
In the following example, you wish to search the Transaction Log to find a BT Bill payment carried out by the user CAS001, using Stock Unit AA on the 16/06/97 for approximately. £45.00.

From the Desktop menu:

- 1. Touch the Reports icon, or Press F2 on the keyboard.
- 2. Touch the Transaction Log icon,



or Press F3 on the keyboard.



The Criteria: Transaction Log screen is displayed. The icons here can be used to set criteria to help reduce the size of the Transaction Log search.

In this example the following criteria will be set:

Stock Unit AA

User CAS001

Date From Today (16/06/97)
Date To Today (16/06/97)

Value From £40.00 receipt (minimum value of the original transaction)
Value To £50.00 receipt (maximum value of the original transaction)

4. Touch the Stock Unit icon.

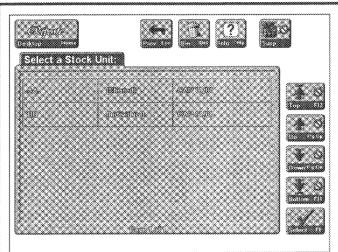


or Press F1 on the keyboard.

Section 2: Transaction Log search, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



The Select a Stock Unit screen is displayed, allowing you to select the Stock Unit in which the original transaction took place.

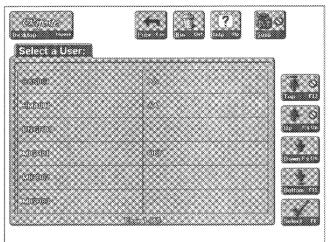
- 5. Select Stock Unit AA.
- 6. Touch the Select green tick icon, or Press F1 on the keyboard.

The system returns to the Criteria: Transaction Log screen. Note the Stock Unit icon now has a green border and a no entry sign, indicating that the Stock Unit has been set and cannot be changed for this search.

7. Touch the User icon,



or Press F3 on the keyboard.



The Select a User screen is displayed, allowing you to select the user who completed the original transaction.

- 8. Select the user CAS001.
- 9. Touch the Select green tick icon, or Press F1 on the keyboard.

The system returns to the Criteria: Transaction Log screen. The User icon also has a green border.

Balancing using the Horizon System

Section 2: Transaction Log search, continued

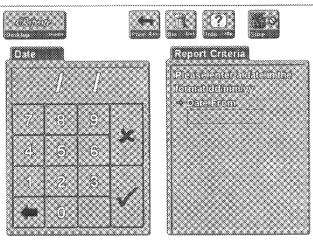
Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0

10. Touch the Date From icon.



or Press F4 on the keyboard.



The Date screen is displayed, allowing you to set the start date of the search.

11. Type the start date of the search.

Check the date entered is correct before continuing.

12. Touch the green tick icon, or Press ENTER on the keyboard.

The system returns to the Criteria: Transaction Log screen.

13. Touch the Date To icon.



or Press F5 on the keyboard.

The Date screen is displayed, allowing you to set the finish date for the search.

14. Type the finish date of the search.

Check the date entered is correct before continuing

15. Touch the green tick icon, or Press ENTER on the keyboard.

The system returns to the Criteria: Transaction Log screen.

16. Touch the Value From icon,

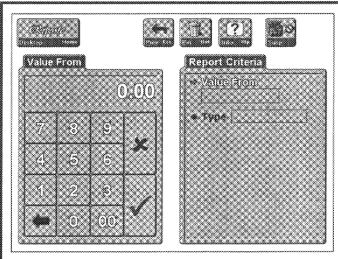


or Press F6 on the keyboard.

Balancing using the Horizon System

Section 2: Transaction Log search, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



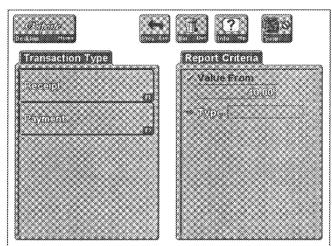
The Value From screen is displayed. You can now set the minimum value of the original transaction.

17. Type £40.00

460

Check the amount entered is correct before continuing.

18. *Touch* the green tick icon, or *Press* ENTER on the keyboard.



The Transaction Type screen is displayed.

The system prompts you to select what type of transaction was originally carried out ie was it a receipt (payment from the customer) or a payment (to the customer)?

In this example the transaction was a receipt.

19. Touch the Receipt icon, or Press F1 on the keyboard.

The system returns to the Criteria: Transaction Log screen.

20. Touch the Value To icon,



or Press F7 on the keyboard.

21. Type £50.00

Check the amount entered is correct before continuing.

- 22. Touch the green tick icon, or Press ENTER on the keyboard.
- Touch the Receipt icon, or Press F1 on the keyboard.

Balancing using the Horizon System

Section 2: Transaction Log search, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

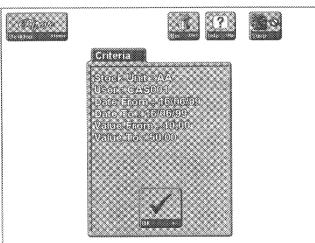
.....

The system returns to the Criteria Transaction Log screen. All the criteria required have now been entered. If you want to check the criteria set, activate the Display icon.

24. Touch the Display icon,



or Press F15 on the keyboard.

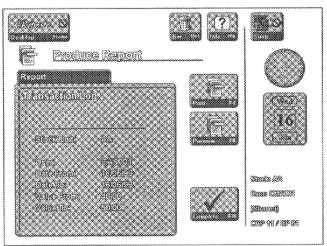


The Criteria screen is displayed, showing the criteria set for the transaction log search.

25. Touch the OK green tick icon, or Press ENTER on the keyboard.

The Criteria: Transaction Log screen reappears. To start the search:

26. Touch the Continue green tick icon, or Press F16 on the keyboard.



The Produce Report screen is displayed. The results of the search can either be previewed on screen, or printed on the counter printer.

27. Touch the Print icon, or Press F4 on the keyboard.

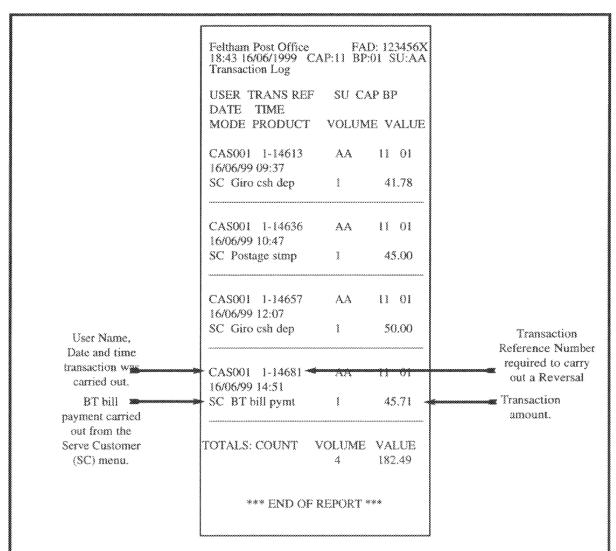
The search results are now printed. An example of the Transaction Log report is shown overleaf.

Balancing using the Horizon System

Section 2: Transaction Log search, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



The report identifies all transactions carried out in Stock Unit AA by CAS001 today (16th June 1999), where the amount paid by the customer was between £40.00 and £50.00. In this example, four payments have matched the criteria set, one of which was a BT Bill payment.

28. Touch the Complete green tick icon, or Press F16 on the keyboard.

Well done!

You have searched the Transaction Log, by entering certain criteria, to find a transaction carried out earlier on the Horizon system.

Balancing using the Horizon System

Section 2: Produce a Balance Snapshot for the Stock Unit

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

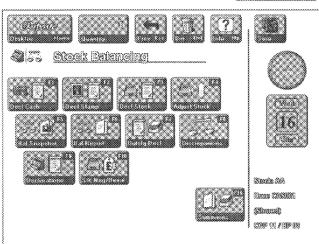
The first step in the balance process is the production of the Daily and Weekly reports. Once these have been produced then a Balance Snapshot can be printed and used to check against your vouchers and dockets. It can also be used as a guide when you make a physical check of all the stock held in the Stock Unit. A Balance Snapshot can be produced at ANY time during the accounting week.

From the Desktop menu:

1. Touch the Stock Balancing icon,



or Press F4 on the keyboard.

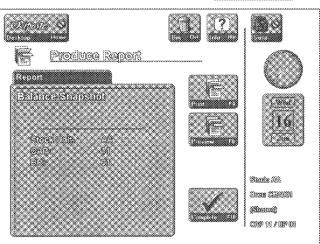


The Stock Balancing menu is displayed. There is an icon for a Balance Snapshot.

2. Touch the Bal Snapshot icon,



or Press F5 on the keyboard.



The Produce Report screen is displayed.

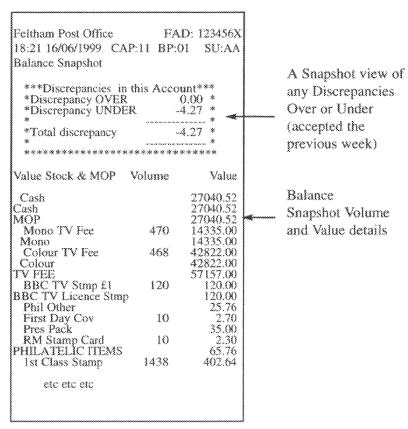
3. Touch the Print icon, or Press F4 on the keyboard.

Date: 29/07/99

Ref: PATH/43/002

Issue: 2.0

A screen message will be displayed, showing the report is being produced and then printed. The Balance Snapshot is printed on the counter printer. The report below shows the start of a typical Balance Snapshot report.



The above Balance Snapshot represents approximately 20% of a typical report. The type of business undertaken and the size of your outlet will have a large bearing on the stock held and therefore the size of the report.

Touch the Complete green tick icon, or Press F16 on the keyboard.

The Horizon system returns to the Stock Balancing menu.

Well done!

You have produced a Balance Snapshot report for your Stock Unit.

Balancing using the Horizon System

Section 2: Move Vouchers (or Unclaimed Payments) into the Suspense Account Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

nnot be allocated to

The Suspense Account has been created to account for stock or cash that cannot be allocated to transactions of specific products or stock whose value cannot be entered into accounts proper until a later date. These items are more commonly referred to as Unclaimed Payments or Uncharged Receipts and appear in Tables 2, 2A and 3 on the Cash Account report.

To enable the Stock Unit to balance, these items must be moved into the Suspense Account to allow the items to be carried forward between CAPs. On completion of the Stock Unit roll over, the items must be reclaimed from the Suspense Account, as this process is not carried out automatically. If the items are not cleared before the next rollover, the procedure must be repeated.

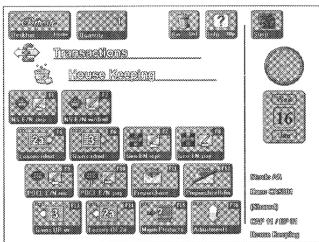
In the following example a voucher for £1.04 was accepted as a method of payment. If the vouchers are still present when the Stock Unit is balanced, they must be moved into the Suspense Account to allow the Stock Unit to balance.

From the Desktop:

- 1. Touch the Transactions icon, or Press F1 on the keyboard.
- 2. Touch the Housekeeping icon,



or Press F13 on the keyboard.



The House Keeping menu is displayed. There is an icon for Adjustments.

3. Touch the Adjustments icon,

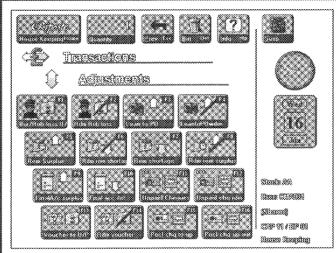


or *Press* F16 on the keyboard.

Balancing using the Horizon System

Section 2: Move Vouchers (or Unclaimed Payments) into the Suspense Account, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Adjustments menu is displayed. There are various icons that allow you to make adjustments to the Stock Unit.

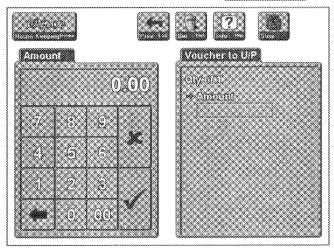
Voucher to U/P is used to move vouchers into the Suspense Account.

Rdm voucher is used to reclaim the vouchers from the Suspense Account.

4. Touch the Voucher to U/P icon,



or Press F13 on the keyboard.



The Amount screen is displayed. You can now enter the amount of vouchers to be posted to the Suspense Account.

5. Type £1.04

Check the amount entered is correct before continuing.

6. Touch the green tick icon, or Press ENTER on the keyboard.

The vouchers are now placed in the stack. If there are any other items that need to moved into the Suspense Account, the same procedure should be followed.

7. Touch the Finish icon, or Press ENTER on the keyboard.

Nata

When the Finish icon is activated, the system creates a balancing transaction against Cash (this will therefore inflate or deflate the Cash on hand by the amount of the Voucher).

Balancing using the Horizon System

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Section 2: Move Vouchers (or Unclaimed Payments) into the Suspense Account, continued

8. Touch the Riposte Desktop icon, or Press HOME on the keyboard.
Note: Once the vouchers have been moved into the Suspense Account, you MUSTcarry out a stock adjustment to set the value of vouchers held in the Stock Unit to zero. This adjust ment will automatically record a balancing transaction against Cash which will offset the Cash adjustment recorded when the Finish icon was activated after the Voucher was moved into the Suspense Account.
Well done!
You have successfully moved vouchers into the Suspense Account.

Balancing using the Horizon System

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Section 2: Reclaim Vouchers (or Unclaimed Payments) from the Suspense Account

Once the Stock Unit has rolled over into the next CAP, any items that were moved into the Suspense Account, ie vouchers and unpaid (R/D) cheques, MUST be reclaimed in the next CAP and replaced in their original Stock Unit.

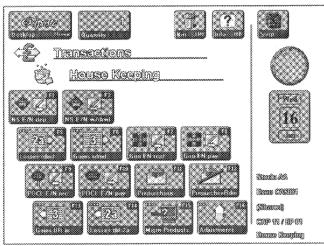
The following example shows the procedure for reclaiming the £1.04 of Vouchers (Unclaimed Payments) moved into the Suspense Account in the last example.

From the Desktop:

- 1. Touch the Transactions icon, or Press F1 on the keyboard.
- 2. Touch the Housekeeping icon,



or Press F13 on the keyboard.

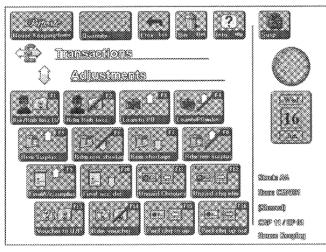


The House Keeping menu is displayed. There are various icons for registering error notices as well as an icon for Adjustments.

3. Touch the Adjustments icon,



or Press F16 on the keyboard.



The Adjustments menu is displayed. There are various icons that allow you to make adjustments to the Stock Unit.

Voucher to U/P is used to move vouchers into the Suspense Account.

Rdm voucher is used to reclaim the vouchers from the Suspense Account.

Balancing using the Horizon System

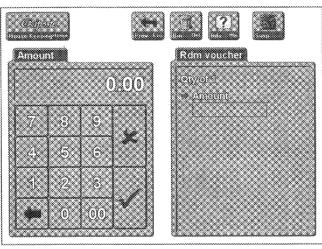
Section 2: Reclaim Vouchers (or Unclaimed Payments) from the Suspense Account, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

4. Touch the Rdm voucher icon,



or Press F11 on the keyboard.



The Amount screen is displayed. You can now enter the total amount of the vouchers to be reclaimed from the Suspense Account.

5. Type £1.04

Check the amount entered is correct before continuing.

6. Touch the green tick icon, or Press ENTER on the keyboard.

The vouchers are now placed in the stack. If there were any other items to reclaim from the Suspense Account, the same procedure would be followed.

7. Touch the Finish icon, or Press ENTER on the keyboard.

Note:

When the Finish icon is activated, the system creates a balancing transaction against Cash (this will therefore inflate or deflate the Cash on hand by the amount of the Voucher).

To return to the Desktop menu.

8. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

Note:

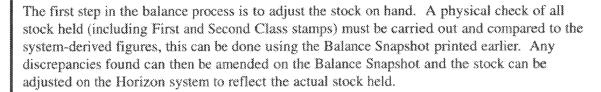
Once the vouchers have been reclaimed from the Suspense Account, you MUSTcarry out a stock adjustment (to set the value of vouchers held in the Stock Unit to the value reclaimed from the Suspense Account) or some other transaction (eg a Remittance Out) to account for the value of the Vouchers.

Well done!

You have reclaimed the Vouchers (or Unclaimed Payments) from the Suspense Account.

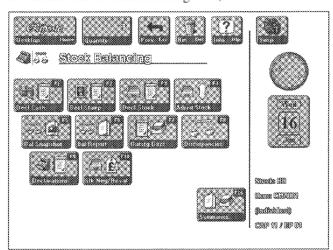
Section 2: Adjust Stock (Individual Stock Unit)

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



From the Desktop:

1. Touch the Stock Balancing icon, or Press F4 on the keyboard.



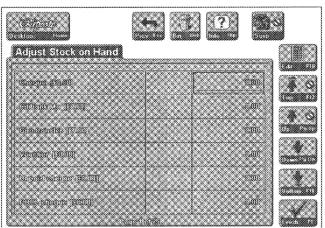
The Stock Balancing menu is displayed. There are two icons for the declaration of Stamps and Cash that can be used with Individual Stock Units.

The stock held in an Individual Stock Unit must be adjusted to reflect the actual quantities held.

2. Touch the Adjust Stock icon,



or Press F4 on the keyboard.



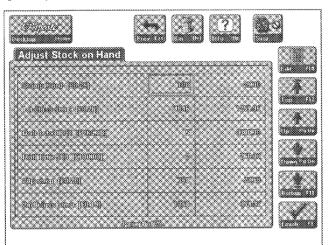
The system will now display a message saying that a Stock on Hand list is being prepared.

After a short delay, the Adjust Stock on Hand menu is displayed. The quantity/totals of each stock item can now be compared with the system figures and adjusted (if required) to reflect the actual stock held.

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

3. Compare the stock on hand against the system and Adjust as necessary.

In the example shown below, the stock check has revealed that you are holding a quantity of 4845 x First Class stamps. The Horizon system is indicating that you should have 4846 x 1st class stamps. Therefore you must adjust the quantity on the system to reflect the actual quantity held.



The Adjust Stock on Hand screen is displayed.

To adjust the quantity of First Class stamps, you must highlight the First Class stamps line and then enter the actual quantity held.

4. Type the actual quantity of First Class stamps held.

Check the quantity held is correct before continuing.

5. Press ENTER on the keyboard, or Touch the green tick icon (if using the touchpad).

The system will automatically move to the next stock item on the list. On completion of all stock adjustments:

6. Touch the Finish green tick icon, or Press F1 on the keyboard.

Note:

When the Finish icon is activated, the system records a balancing transaction against Cash for each item adjusted.

The system will now commit the list and then return to the Stock Balancing menu.

Well done!

You have adjusted the stock on hand in your Individual Stock Unit.

Section 2: Declare Stamps (Individual Stock Unit)

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

With the stock now adjusted to reflect the actual stock held, the two declarations for stamps and cash can be made. The first of these will be the declaration of all postage stamps (by volume), with the exception of First and Second Class stamps (these are classed as stock and were adjusted as part of the stock, refer to page 61). At this point you would count the quantity of all the postage stamps held in the Stock Unit. Once you have completed this, you can declare the stamps on the Horizon system.

Note:

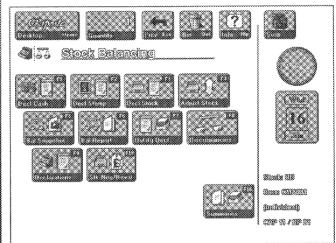
The Cash declaration MUST be made last, as the adjustment of stock and the declaration of stamps will automatically adjust the cash figure.

In the following example you have counted the volume of stamps held in the Stock Unit and wish to declare the following total:

1p stamps	179	39p stamps	42
2p stamps	185	43p stamps	115
4p stamps	109	44p stamps	95
5p stamps	110	50p stamps	86
6p stamps	88	63p stamps	78
7p stamps	74	64 p stamps	59
10p stamps	93	£1.00 stamps	97
20p stamps	112	£1.50 stamps	82
30p stamps	79	£2.00 stamps	103
31p stamps	64	£3.00 stamps	84
37p stamps	72	£5.00 stamps	73
38p stamps	58	*	

From the Desktop:

1. Touch the Stock Balancing icon, or Press F4 on the keyboard.



The Stock Balancing menu is displayed. There are two icons for the declaration of Stamps and Cash that can be used with Individual Stock Units.

2. Touch the Decl Stamp icon,



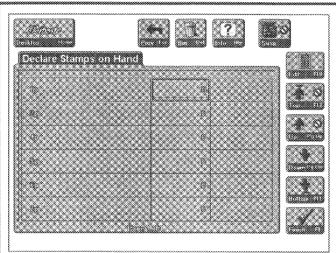
or Press F2 on the keyboard.

Balancing using the Horizon System

Section 2: Declare Stamps (Individual Stock Unit), continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

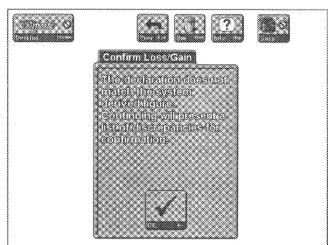


The Declare Stamps on Hand screen is displayed. The volume (quantity) of each value stamp held can now be declared.

3. Type in the volume (quantity) of 1p stamps held.

Check the quantity entered is correct before continuing.

- 4. Press ENTER on the keyboard, or Touch the green tick icon (if you are using the touchpad).
- 5. Repeat steps 3 and 4 for all stamps held in the Stock Unit, listed on page 63.
- Touch the Finish green tick icon, or Press F1 on the keyboard.



The Confirm Loss/Gain screen will be displayed if the total value of all postage stamps (excluding First and Second Class) disagrees with the system derived total. The message displayed indicates that a discrepancy exists.

Continuing will present a list of discrepancies for confirmation.

Note:

If there is no loss or gain associated with the declaration, the system goes to the Produce Report screen. Follow the instructions from step 9.

Note:

Any discrepancy identified during this process will result in a loss or gain transaction being recorded by the system. The total of all the loss and gain transactions will be shown separately at the top of the Trial and Final Balance reports. The NETvalue of the discrepancies will be shown in the Payments Table of the Cash Account Report.

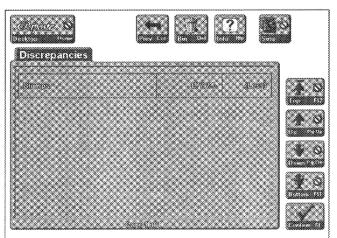
Alle

Section 2: Declare Stamps (Individual Stock Unit), continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002





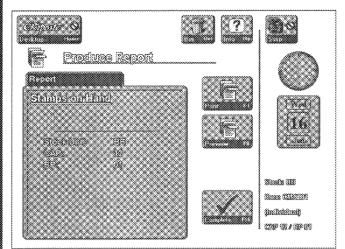
The Discrepancies screen will indicate the size of the discrepancy.

At this stage you must acknowledge the discrepancy by Touching the Confirm green tick icon.

Note:

If you are not happy to accept the discrepancy the process must be completed. You can then investigate the cause of the discrepancy and re-declare the stamps held.

8. Touch the Confirm green tick icon, or Press F1 on the keyboard.



The Produce Report screen is displayed.

It is always worth printing a report so that it can be used to help investigate possible discrepancies.

9. Touch the Print icon, or Press F4 on the keyboard.

The report will now be produced from the counter printer and will look similar to the one overleaf.

Balancing using the Horizon System

Section 2: Declare Stamps (Individual Stock Unit), continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

Feltham Post Office 18:52 16/06/1999 CAP Stamps on Hand	FAD: 123456X 11 BP:01 SU:BB
DESCRIPTION	AMOUNT
lp	1.78
2p	3.70
4p	4.36
5p	5.25
6p	5.28
7p	5.18
10p	9:30
20p	22.40
30p	23.70
31p	19.84
37p	26.64
38p	22.04
39p	94.38
43p	49.45
44p	41.80
50p	42.50
63p	49.14
64p	37.76
£1.00	97.00
£1.50	123.00
£2.00	206.00
£3.00	252.00
£5.00	365.00
TOTAL:	AMOUNT 1.78 3.70 4.36 5.25 5.28 5.18 9.30 22.40 23.70 19.84 26.64 22.04 94.38 49.45 41.80 42.50 49.14 37.76 97.00 123.00 206.00 252.00 365.00 ——————————————————————————————————
*** END OF RE	PORT ***

8. Touch the Complete green tick icon, or Press F16 on the keyboard.

Note:

If you want to re-declare the stamps on hand, refer to page 71.

Well done!

You have declared the (non First and Second class) postage stamps held in your Individual Stock Unit.

Section 2: Declare Cash (Individual Stock Unit)

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

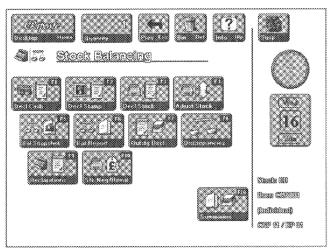
The final stage of the declaration process is to declare the Cash on Hand. This MUST be declared last, as the declarations of stamps and stock will automatically adjust the cash figure, any adjustments or discrepancies are accepted eg if a declaration reduces the number of stamps you hold, your cash will be credited accordingly.

In the following example you have counted, and wish to declare the following Cash on Hand:

Coins 1p	£14.43
Coins 2p	£22.26
Coins 5p	£40.15
Coins 10p	£85.10
Coins 20p	£94.00
Coins 50p	£150.50
Coins £1	£453.00
Coins £2	£340.00
Notes £5	£2560.00
Notes £10	£3520.00
Notes £20	£2120.00
Notes £50	£400.00
Notes £100	£200.00

From the Desktop:

1. Touch the Stock Balancing icon, or Press F4 on the keyboard.



The Stock Balancing menu is displayed. There are two icons for the declaration of Stamps and Cash that can be used with Individual Stock Units.

2. Touch the Decl Cash icon,

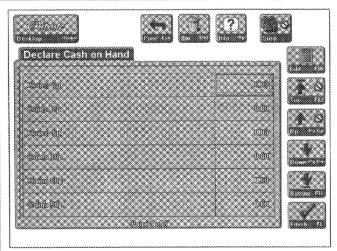


or Press F1 on the keyboard.

Balancing using the Horizon System

Section 2: Declare Cash (Individual Stock Unit), continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Declare Cash on Hand menu is displayed. The procedure for declaring the Cash on Hand is similar to the Daily Cash Declaration function.

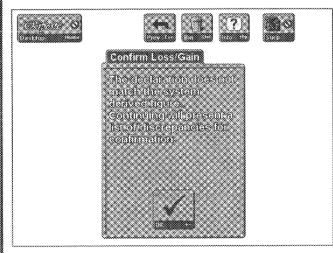
3. *Type* the cash declarations listed on page 67, **Check** the amount entered and *Press* ENTER on the keyboard after each entry.

Note:

If an incorrect multiple is entered eg £26.10 of 50p coins, the Horizon system will display an error message. Acknowledge the message and re-enter the correct amount.

On completion of all the cash declarations:

4. Touch the Finish green tick icon, or Press F1 on the keyboard.



The Confirm Loss/Gain screen will be displayed if the total value of all the cash disagrees with the system derived total. The message displayed indicates that a discrepancy exists.

Continuing will present a list of discrepancies for confirmation.

Note:

If there is no loss or gain associated with the declaration, the system goes to the Produce Report screen. Follow the instructions from step 7.

5. Touch the OK green tick icon, or Press ENTER on the keyboard.

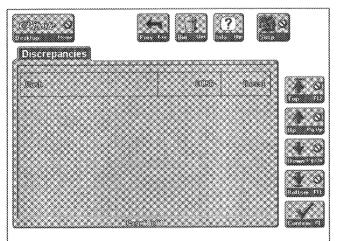
Section 2: Declare Cash (Individual Stock Unit), continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Note:

4

Any discrepancy identified during this process will result in a loss or gain transaction being recorded by the system. The total of all the loss and gain transactions will be shown separately at the top of the Trial and Final Balance reports. The NETvalue of the discrepancies will be shown in the Payments Table of the Cash Account Report.



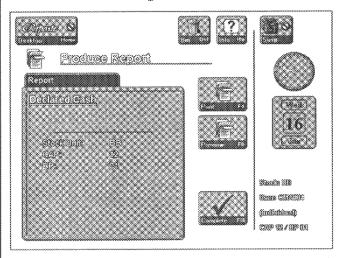
The Discrepancies screen will indicate the size of the discrepancy.

At this stage you must acknowledge the discrepancy by touching the Confirm green tick icon.

Note:

If you are not happy to accept the discrepancy, the procedure must be completed. You can then investigate the cause of the discrepancy and redeclare the cash held.

6. Touch the Confirm green tick icon, or Press F1 on the keyboard.



The Produce Report screen is displayed giving you the choice of producing a report on the printer or previewing one on screen.

7. Touch the Print icon, or Press F4 on the keyboard.

The report will now be produced from the counter printer and will look similar to the one shown overleaf.

Balancing using the Horizon System

Section 2: Declare Cash (Individual Stock Unit), continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

	*** * *** * * * * * * * * * * * * * * *
Feltham Post Office	FAD: 123456X
19:05 16/06/1999 C	'AP:11 BP:01 SU:BB
Declared Cash	
DESCRIPTION	AMOUNT
Coins 1p	14.43
Coins 2p	22.26
Coins 5p	40.15
Coins 10p	85.10
Coins 20p	94.00
Coins 50p	150.50
Coins £1	453.00
Coins £2	340.00
Notes £5	2560.00
Notes £10	3520.00
Notes £20	2120.00
Notes £50	400.00
Notes £100	200.00
	Anna de las de las destas de las de las de
TOTAL:	9999.44
Notes £5 Notes £10 Notes £20 Notes £50 Notes £100 TOTAL:	OF REPORT ***

8. Touch the Complete green tick icon, or Press F16 on the keyboard.

Note:

If you want to re-declare the Cash On Hand, refer to page 71.

Well done!

You have declared the cash held in your Stock Unit.

Balancing using the Horizon System

Section 2: Re-declare Stamps or Cash on Hand (Individual Stock Unit)

Date: 29/07/99 Issue: 2.0

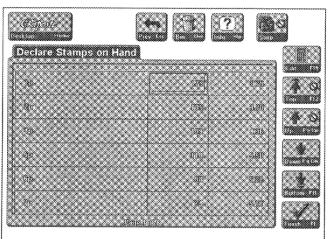
Ref: PATH/43/002

During the declaration of the Stamps on Hand or the Cash on Hand, you may view a discrepancy on the system that you are not happy to accept. If this is the case, once the declaration has been completed, you can investigate the discrepancy. If you then find that the stamps or cash were declared incorrectly, they can be re-declared. The Horizon system will remember the volume or values of the stamps or cash previously declared, allowing you to overwrite the existing declaration on the system.

In the following example the stamps declared earlier were incorrect. You have re-counted the stamps in the Stock Unit and found that a sheet of 39p stamps were not included in the original declaration. Therefore the total of 39p stamps need to be increased to 242.

From the Desktop menu:

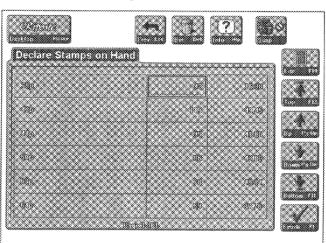
- 1. Touch the Stock Balancing icon, or Press F4 on the keyboard.
- 2. Touch the Decl Stamps icon, or Press F2 on the keyboard.



The Declare Stamps on Hand screen is displayed. The stamps declared earlier can be seen on screen.

To edit the 39p stamps declared, you must move to page 3 of the list.

3. Touch the Down green arrow icon twice, or Press PAGE DOWN twice on the keyboard.



The 39p stamps declared earlier can now be overwritten with the correct quantity held.

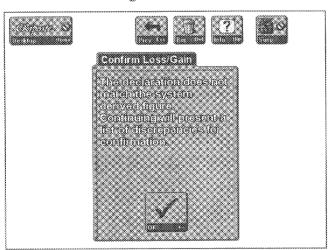
4. Select the correct stamp value to be edited by Touching the stamp value on screen, or Pressing the ENTER key until the correct stamp value is highlighted.

Balancing using the Horizon System

Section 2: Re-declare Stamps or Cash on Hand (Individual Stock Unit), continued

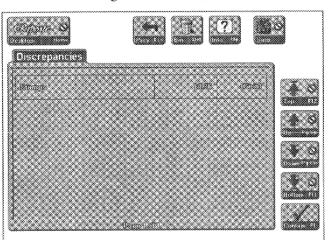
Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

- 5. Type 242 (the actual quantity of 39p stamps held).
- 6. Touch the Finish green tick icon, or Press F1 on the keyboard.



The Confirm Loss/Gain screen will be displayed if the system still indicates that a discrepancy exists.

7. Touch the OK green tick icon, or Press ENTER on the keyboard.



The Discrepancies screen will indicate the size of the discrepancy.

In this example the discrepancy has reduced from a £77.74 loss to a gain of £0.26. This corresponds to the increase of 200 x 39 p stamps (£78).

If you still wish to investigate the discrepancy, then the same procedure can be carried out.

8. Touch the Confirm green tick icon, or Press F1 on the keyboard.

The Produce Report screen is displayed.

9. Touch the Print icon, or Press F4 on the keyboard.

The report will be produced from the counter printer and reflects the additional 200 x 39p stamps.

10. Touch the Complete green tick icon, or Press F16 on the keyboard.

Well done!

You have re-declared the stamps held in your Stock Unit.

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Balancing using the Horizon System

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Section 2: Produce a Balance Report (Individual Stock Unit) and roll over the Stock Unit

With all the declarations having been made and the discrepancies accepted, you are now ready to produce a Trial Balance report for the Stock Unit.

From the Desktop menu:

- 1. Touch the Stock Balancing icon, or Press F4 on the keyboard.
- 2. Touch the Bal Report icon,



or Press F6 on the keyboard.

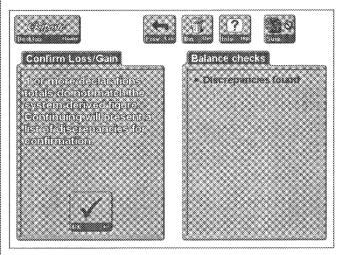
The system will now perform various checks automatically. For example:

- Have all Daily/Weekly summaries been taken? If not the Horizon system lists all those reports not yet produced.
- Are there any negative stock items in the Stock Unit? This would generally indicate a Remittance In or a Transfer In that had not been completed on the system.

Are there any RD Cheques, POCL Cheques or Vouchers in the Stock Unit? These should be moved into the Suspense Account and the item adjusted to zero in the Stock Unit.

Are there any discrepancies in the Stock Unit?

In this example all summaries have been taken and there were no negative stock items or RD Cheques, POCL Cheques or Vouchers in the Stock Unit. However the system has found a minor discrepancy which had been accepted earlier.



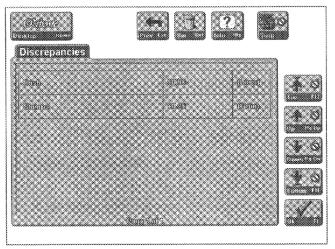
The Confirm Loss/Gain screen is displayed. The system informs you that 1 or more declarations do not match the system derived figures.

3. Touch the OK green tick icon, or Press ENTER on the keyboard.

Balancing using the Horizon System

Section 2: Produce a Balance Report (Individual Stock Unit) and roll over the Stock Unit, continued

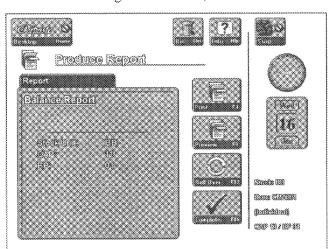
Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Discrepancies list is displayed. If you have made a series of different stamps and cash declarations, the discrepancies shown may not reflect the actual state of the Stock Unit. In which case the Trial Balance report should be produced, this will then show the actual state of the Stock Unit.

In this example, you will accept the minor discrepancies indicated.

4. Touch the OK green tick icon, or Press F1 on the keyboard.



The system will now commit the discrepancies and after a short delay, the Produce Report screen is displayed.

Before the Stock Unit can be rolled over into the next CAP or BP, the report must either be printed or previewed on screen.

Note:

Cash Account Period (CAP) denotes which accounting week you are in during the current financial year.

Balance Period (BP) a portion of a CAP. In periods of high turnover there maybe two balance periods during a single Cash Account Period.

5. Touch the Print icon, or Press F4 on the keyboard.

The Trial Balance Report will be printed on the counter printer.

You must check the entries on the report to ensure that you are happy with it.

If you are unhappy with the figures on the report, you can activate the Complete icon (F16) and then adjust the stock holdings and re-declare the Stamps and Cash from the Stock Balancing menu.

Balancing using the Horizon System

Section 2: Produce a Balance Report (Individual Stock Unit) and roll over the Stock Unit, continued

Date: 29/07/99 Issue: 2.0

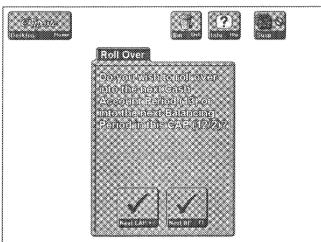
Ref: PATH/43/002

In this example, you are happy with the report and wish to roll the Stock Unit over into the next Cash Account Period.

6. Touch the Roll Over icon,



or Press F12 on the keyboard.



The system will now ask whether you wish to roll over the Stock Unit into the next CAP or the next BP.

In this example you are required to roll over the Stock Unit into the next CAP.

7. Touch the Next CAP icon,



or Press ENTER on the keyboard.

The system will now carry out various checks and procedures that are required to roll over the Stock Unit into the next Cash Account Period.

This will take a short period of time, at the end of which the Final Balance Report will be produced on the counter printer.

This must be signed and datestamped and retained in the office.

Well done!

You have balanced and rolled over an Individual Stock Unit into the next CAP.

Balancing using the Horizon System

Section 2: Shared Stock Unit declarations

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

With a Shared Stock Unit the declaration process is slightly different from that of the Individual Stock Unit. With the flexibility that the Shared Stock Unit offers ie a number of individuals using the same stock at the same time, a Shared Stock Unit can be balanced in one of two ways:

- The Stamps and Cash can be declared in one go, similar to the Individual Stock Unit, with a single Declaration Identity number. The stock can be adjusted rather than declared.
- The Stock, Stamps and Cash can be declared in several portions ie the contents of the safe (or bulk) can be declared early in the day, with the stock and cash in use at the counter declared as each counter position is withdrawn. Each portion of Stock, Stamps and Cash must be declared with a different Declaration Identity number.

If the first method is to be used a Balance Snapshot can again be used in the balance process to help in the physical check of all stock held in the Stock Unit. A stock adjustment can then be carried out on the system to ensure that the system reflects the actual contents of the Stock Unit.

The main advantage of the second method is that the balance process can be started during quiet periods of the day. The contents of the safe (bulk) may be declared early in the day with a Declaration Identity number unique to the safe, for example 10. The counter may be operating with two small portions of stock and cash. One of these may be withdrawn in mid-afternoon and the Stock, Stamps and Cash declared with a different Declaration Identity number, for example 11. This would then leave only a small proportion of Stock, Stamps and Cash to be declared at close of business with a different Declaration Identity number, for example 12. When the Balance Report is ready to be produced the system will then add together the declarations for Stock, Stamps and Cash ie the stamps declared with the identity numbers 10 + 11 + 12 would equal the Stock Unit holdings of Stock, Stamps and Cash.

A mixture of the two methods can also be employed, with a single adjustment of stock carried out at the close of business, with the Stamps and Cash declared, (with different Declaration Identity numbers), at various points throughout the day.

Section 2: Declare Stock (Shared Stock Unit)

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

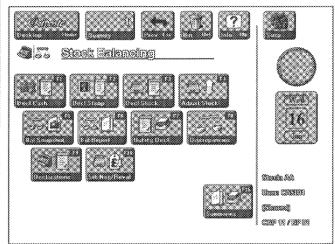
In the following example the contents of the safe (bulk) will be declared using the Declaration Identity number 10. Later in the day the declarations for other portions of the Stock Unit would be made with different Declaration Identity numbers.

Note:

If you prefer to carry out a stock adjustment refer to page 94.

From the Desktop:

1. Touch the Stock Balancing icon, or Press F4 on the keyboard.

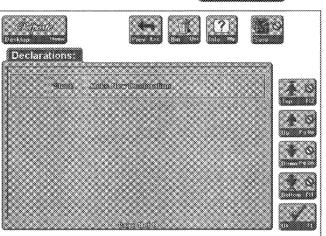


The Stock Balancing menu is displayed. There are various icons for the declaration of Stamps, Stock and Cash for the Stock Unit.

2. Touch the Decl Stock icon,



or Press F3 on the keyboard.



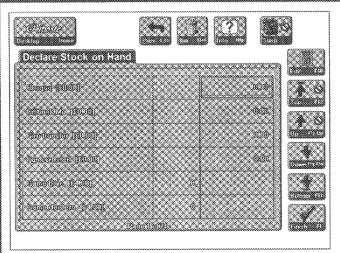
The Declarations picklist is displayed. The system indicates that no other declarations have yet been made for this Stock Unit.

Once other declarations have been made they can be edited by selecting the declaration from the picklist. Refer to page 92.

In this example a new declaration will be made.

3. Touch the OK green tick icon, or Press F1 on the keyboard.

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The system will now display a message saying that the Stock on Hand list is being prepared.

After a short delay, the Declare Stock on Hand menu is displayed. The quantity and totals of each stock item held in this portion of the Stock Unit can now be declared on the system.

- 4. *Using* the Top, Bottom, Up and Down green arrow icons, *Select* in turn the product held in this portion of the Stock Unit.
- 5. Type the Quantity or value of the product held.

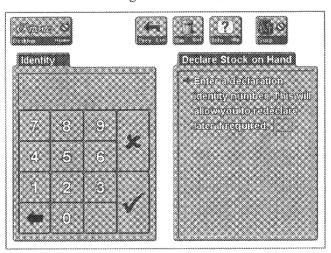
Check the quantity entered is correct before continuing.

6. Press ENTER on the keyboard to move on to the next entry.

Repeat the process above for each item of stock held in this portion of the Stock Unit.

On completion:

7. Touch the Finish green tick icon, or Press F1 on the keyboard.



The Identity screen is displayed. At this point you must enter the Declaration Identity number for this portion of the Stock Unit.

In this example the Declaration Identity number is 10.

Note:

If the Stock Unit has been divided into several portions, then the Stock on Hand in each portion of the Stock Unit MUST be declared with a different Declaration Identity number.

Date: 29/07/99

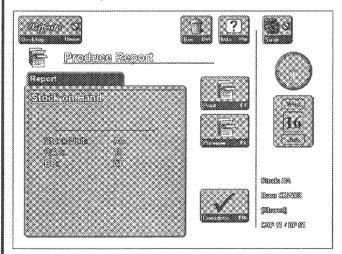
Ref: PATH/43/002

Issue: 2.0

8. Type the identity number 10.

Check the identity number entered is correct before continuing.

9. Touch the green tick icon, or Press ENTER on the keyboard.



After a short delay, the Produce Report screen is displayed.

In this example a printed report is required.

10. Touch the Print icon, or Press F4 on the keyboard.

The report will now be produced from the counter printer. The figures that appear on the report will correspond to the products declared. The report will look similar to the one shown below.

Feltham Post Offic 18:36 16/06/1999 Stock on Hand	e FAD: 123456X CAP:11 BP:01 SU:AA
User: CAS001	Declaration ID: 10
DESCRIPTION	AMOUNT
Game blue	4.00
Game dealers	4.00
Game green	4.00
Game keepers	4.00
TV stmp £2	50.00
TV stmp £5	125.00
1st class stmp	260.00
2nd class stmp	190.00
A/gram pict pck	5.98
A/gram sngle	3.96
Bus air/pck 300g	5.98
Bus air/pck 500g	7.00
Int rep coupon	5.40
S/pck C4 euro	9.98
TOTAL:	679.30
*** END (OF REPORT ***

Balancing using the Horizon System

Ref: PATH/43/002 Date: 29/07/99 Section 2: Declare Stock (Shared Stock Unit), continued Issue: 2.0

11. Touch the Complete green tick icon, or Press F16 on the keyboard.
Note:
This procedure would then be duplicated for each portion of the Stock Unit with a different Declaration Identity number.
Well done!
You have declared the stock held in this portion of the Shared Stock Unit.

Section 2: Declare Stamps (Shared Stock Unit):

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

In the previous example the contents of the safe (bulk) was declared early in the day with the Declaration Identity number 10. Any stamps or cash held in the safe can also be declared at the same time.

In the following example you have counted the stamps in the safe and wish to declare the following, against the identifier 10:

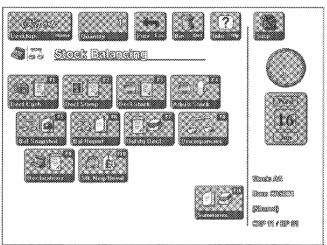
1p stamps	84	39p stamps	150
2p stamps	74	43p stamps	73
4p stamps	96	44p stamps	67
5p stamps	93	50p stamps	98
6p stamps	81	63p stamps	89
7p stamps	54	64 p stamps	71
10p stamps	113	£1.00 stamps	77
20p stamps	132	£1.50 stamps	62
30p stamps	79	£2.00 stamps	90
31p stamps	84	£3.00 stamps	120
37p stamps	62	£5.00 stamps	100
38p stamps	53	**	

Note:

First and second class stamps are treated as stock items.

From the Desktop:

1. Touch the Stock Balancing icon, or Press F4 on the keyboard.



The Stock Balancing menu is displayed. There are various icons for the declaration of stamps, stock and cash for the Stock Unit.

2. Touch the Decl Stamp icon,

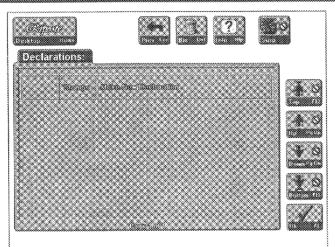


or Press F2 on the keyboard.

Balancing using the Horizon System

Section 2: Declare Stamps (Shared Stock Unit), continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

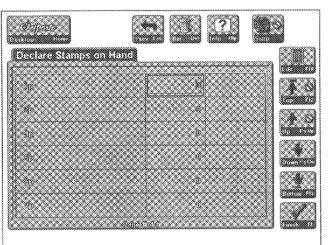


The Declarations picklist is displayed. The system indicates that no other declarations have yet been made for this Stock Unit.

Once other declarations have been made they can be edited by selecting the declaration from the picklist. Refer to page 92.

In this example a new declaration will be made.

3. Touch the OK green tick icon, or Press F1 on the keyboard.



The Declare Stamps on Hand screen is displayed. The total value of each of the stamps held can now be declared.

4. Type the quantities of stamps held, listed on page 81, check the quantity entered and *Press* ENTER on the keyboard after each entry. (The Edit icon can also be used, a number keypad then appears on screen allowing you to enter the cash declarations).

On completion:

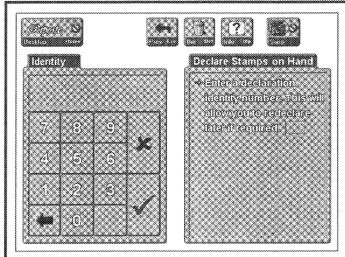
5. Touch the Finish green tick icon, or Press F1 on the keyboard.

Balancing using the Horizon System

Section 2: Declare Stamps (Shared Stock Unit), continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



The Identity screen is displayed. At this point you must enter a declaration identity number.

In this example the Declaration Identity number is 10.

Note:

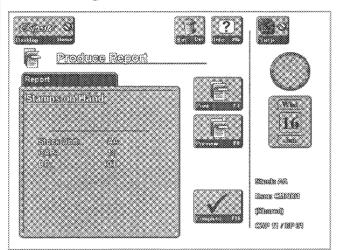
dille

If the Stock Unit has been divided into several portions, the stamps on hand in each portion of the Stock Unit MUST be declared with a different Declaration Identity number.

6. Type the Declaration Identity number 10

Check the identity number entered is correct before continuing.

7. Touch the green tick icon, or Press ENTER on the keyboard.



After a short delay, the Produce Report screen is displayed.

In this example a printed report is required.

8. Touch the Print icon, or Press F4 on the keyboard.

Balancing using the Horizon System

Section 2: Declare Stamps (Shared Stock Unit), continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

The report will now be produced from the counter printer and will look similar to the one shown below.

Feltham Post Offic 18:26 17/06/1999 Stamps on Hand	e FAD: 123456X CAP:11 BP:01 SU:AA
User: CAS001	Declaration ID: 10
DESCRIPTION	AMOUNT
lp	0.84
2р	1.48
4p	3.84
5p	4.65
6р	4.86
7p	3.78
10p	11.30
20p	26.40
30p	23.70
31p	26.04
37p	22.94
38p	20.14
39p	58.50
43p	31.39
44p	29.48
50p	49.00
63p	56.07
64p	45.44
£1.00	77.00
£1.50	93.00
£2.00	180.00
£3.00	360.00
£5.00	500.00
TOTAL:	1629.85
*** END	OF REPORT ***

9. Touch the Complete green tick icon, or Press F16 on the keyboard.

Well done!

You have declared the postage stamps held in this portion of the Shared Stock Unit.

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

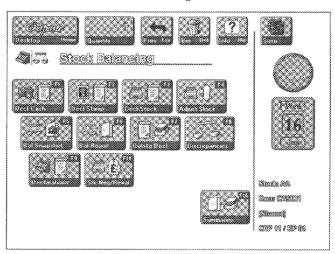
In the previous two examples, the stock and stamps in the safe (bulk) have been declared early in the day with the Declaration Identity number 10. The cash held in the safe will now also be declared.

In the following example you have counted, and wish to declare the following cash on hand in:

Coins 1p	£5.00
Coins 2p	£10.00
Coins 5p	£20.00
Coins 10p	£45.00
Coins 20p	£50.00
Coins 50p	£100.00
Coins £1	£250.00
Coins £2	£200.00
Notes £5	£1500.00
Notes £10	£3500.00
Notes £20	£2000.00
Notes £50	£500.00
Notes £100	£100.00

From the Desktop:

1. Touch the Stock Balancing icon, or Press F4 on the keyboard.



The Stock Balancing menu is displayed. There are various icons for the declaration of Stamps, Stock and Cash for the Stock Unit.

2. Touch the Decl Cash icon,

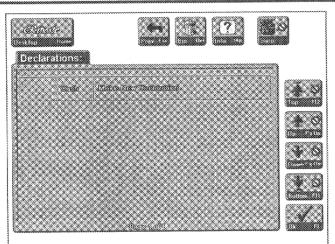


or Press F1 on the keyboard.

Balancing using the Horizon System

Section 2: Declare Cash (Shared Stock Unit), continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



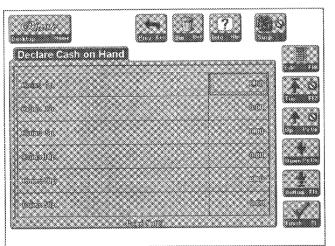
The Declarations picklist is displayed.

The system indicates that no other declarations have yet been made for this Stock Unit.

Once other declarations have been made they can be edited by selecting the declaration from the picklist. Refer to page 92.

In this example a new declaration will be made.

3. Touch the OK green tick icon, or Press F1 on the keyboard.



The Declare Cash on Hand menu is displayed.

4. *Type* the cash declarations listed on page 85, check the amount entered and *Press* ENTER on the keyboard after each entry.

Note:

If an incorrect multiple is entered eg £26.10 of 50p coins, the Horizon system will display an error message. Acknowledge the message and re-enter the correct amount.

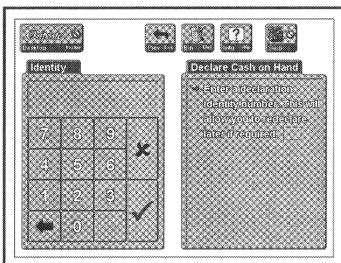
On completion:

5. Touch the Finish green tick icon, or Press F1 on the keyboard.

Ref: PATH/43/002



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The Identity screen is displayed. At this point you must enter a declaration identity number.

In this example the Declaration Identity number is 10.

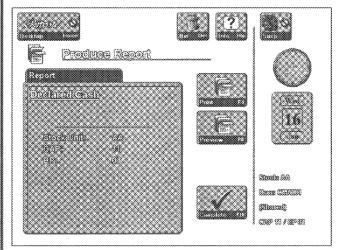
Note

If the Stock Unit has been divided into several portions, the Cash on Hand in each portion of the Stock Unit MUST be declared with a different identity number.

6. Type the Declaration Identity number 10.

Check the identity number entered is correct before continuing.

7. Touch the green tick icon, or Press ENTER on the keyboard.



After a short delay, the Produce Report screen is displayed.

In this example a printed report is required.

8. Touch the Print icon, or Press F4 on the keyboard.

Balancing using the Horizon System

Section 2: Declare Cash (Shared Stock Unit), continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The report will now be produced from the counter printer and will look similar to the one shown below.

Feltham Post Offic 18:52 16/06/1999 Declared Cash	e FAD: 123456X CAP:11 BP:01 SU:AA
User: CAS001	Declaration ID: 10
DESCRIPTION	AMOUNT
Coins 1p	5.00
C	10.00
Coins 5p	20.00
Coins 10p	45.00
Coins 20p	50.00
Coins 50p	110.00
Coins £1	250.00
Coins £2	200.00
Notes £5	1500.00
Notes £10	3500.00
Notes £20	2000.00
Notes £50	500.00
Notes £100	100.00
Coins 2p Coins 5p Coins 10p Coins 20p Coins 50p Coins £1 Coins £2 Notes £5 Notes £10 Notes £20 Notes £50 Notes £100 TOTAL:	8280.00
*** EN	D OF REPORT ***

9. Touch the Complete green tick icon, or Press F16 on the keyboard.

Well done!

You have declared the cash held in your portion of the Stock Unit.

Section 2: Shared Stock Unit new declaration

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

In the three previous examples the contents of the safe were declared early in the day against the Declaration Identity number 10. One of the two counter positions has now been withdrawn from serving the customer. The contents of the Stock, Stamps and Cash can now be declared, this time with the Declaration Identity number 11.

In the following example you have counted the cash in this portion of the Stock Unit and will declare the cash against the Declaration Identity number 11:

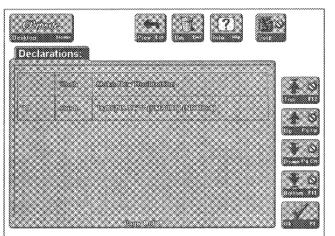
Coins 1p	£2.41
Coins 2p	£3.58
Coins 5p	£8.45
Coins 10p	£14.40
Coins 20p	£26.20
Coins 50p	£34.50
Coins £1	£88.00
Coins £2	£66.00
Notes £5	£875.00
Notes £10	£1320.00
Notes £20	£1460.00
Notes £50	£200.00
Notes £100	£100.00

From the Desktop:

1. Touch the Stock Balancing icon, or Press F4 on the keyboard.

The Stock Balancing menu is displayed.

2. Touch the Decl Cash icon, or Press F1 on the keyboard.



The Declarations picklist is displayed. The system indicates that one other declaration has been made with the Declaration Identity number 10.

Once other declarations have been made they can be edited by selecting the declaration from the picklist. Refer to page 92.

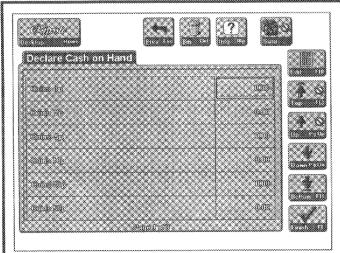
In this example a new declaration will be made.

3. Touch the OK green tick icon, or Press F1 on the keyboard.

Balancing using the Horizon System

Section 2: Shared Stock Unit new declaration, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The Declare Cash on Hand menu is displayed. The process for declaring the Cash on Hand is similar to the Daily Cash Declaration function.

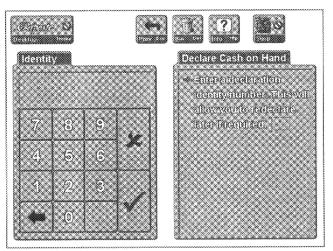
4. *Type* in the cash declarations listed on page 89, check the amount entered and *Press* ENTER on the keyboard after each entry.

Note:

If an incorrect multiple is entered e.g. £26.10 of 50p coins, the Horizon system will display an error message. Acknowledge the message and reenter the correct amount.

On completion:

5. Touch the Finish green tick icon, or Press F1 on the keyboard.



The Identity screen is displayed. At this point you must enter a declaration identity number.

In this example the Declaration Identity number is 11.

Type the Declaration Identity number 11

Check the identity number entered is correct before continuing.

7. Touch the green tick icon, or Press ENTER on the keyboard.

After a short delay, the Produce Report screen is displayed.

In this example a printed report is required.

Balancing using the Horizon System

Ref: PATH/43/002 Date: 29/07/99 Section 2: Shared Stock Unit new declaration, continued Issue: 2.0

8. Touch the Complete green tick icon, or Press F16 on the keyboard. Well done! You have made a second declaration of the cash held in this portion of the Shared Stock Unit.	1. Touc	the Print icon, or <i>Press</i> F4 on the keyboard.	
You have made a second declaration of the cash held in this portion of the Shared Stock	8. Touc	the Complete green tick icon, or <i>Press</i> F16 on the keyboard.	
	Well do	e!	
		e made a second declaration of the cash held in this portion of the Shared Sto	ock

Date: 29/07/99 Issue: 2.0

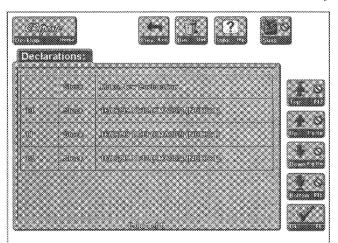
Ref: PATH/43/002

Occasionally you may need to edit a previous declaration made in a Shared Stock Unit. This may happen if you have declared the contents of the safe earlier and you now wish to remove some stock from the safe so that it can be sold at the counter. It may also be the result of an incorrect declaration and after investigating a discrepancy, you may be required to edit a previous declaration.

In the following example the stock declaration made against the identity number 11 will be edited to amend a previous declaration of First Class stamps.

From the Desktop:

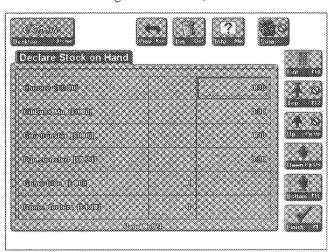
- 1. Touch the Stock Balancing icon, or Press F4 on the keyboard.
- Touch the Decl Stock icon, or Press F3 on the keyboard.



The Declarations menu is displayed. The system indicates which stock declarations have already been made and offers you the option of making a New Declaration.

In this example the declaration made earlier with the Declaration Identity number 11 will be edited.

- Select the Declaration Identity number 11
- 4. Touch the OK green tick icon, or Press F1 on the keyboard.



After a short delay the Stock on Hand menu is displayed with the previous declarations made against Declaration Identity number 11.

5. Select the item to be edited and Type the quantity or value of the product.

This automatically overwrites the previous quantity or value and substitutes the new one.

Balancing using the Horizon System

Section 2: Edit a Shared Stock Unit declaration, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

On completion of all changes: 5. Touch the Finish green tick icon, or Press F1 on the keyboard. The system displays the Produce Report screen. 6. Touch the Print icon, or Press F4 on the keyboard. 7. Touch the Complete green tick icon, or Press F16 on the keyboard. Well done! You have successfully edited a Shared Stock Unit declaration.	5. <i>Touch</i> the Finish green tick icon, or <i>Press</i> F1 on the keyboard. The system displays the Produce Report screen. 6. <i>Touch</i> the Print icon, or <i>Press</i> F4 on the keyboard. 7. <i>Touch</i> the Complete green tick icon, or <i>Press</i> F16 on the keyboard. Well done!		
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6. Touch the Print icon, or Press F4 on the keyboard.7. Touch the Complete green tick icon, or Press F16 on the keyboard.Well done!	6. <i>Touch</i> the Print icon, or <i>Press</i> F4 on the keyboard. 7. <i>Touch</i> the Complete green tick icon, or <i>Press</i> F16 on the keyboard. Well done!	5. Touch the Finish green tick icon, or Press F1 on the keyboard.	
7. <i>Touch</i> the Complete green tick icon, or <i>Press</i> F16 on the keyboard. Well done!	7. <i>Touch</i> the Complete green tick icon, or <i>Press</i> F16 on the keyboard. Well done!	The system displays the Produce Report screen.	
Well done!	Well done!	6. Touch the Print icon, or Press F4 on the keyboard.	
		7. <i>Touch</i> the Complete green tick icon, or <i>Press</i> F16 on the keyboard.	
You have successfully edited a Shared Stock Unit declaration.	You have successfully edited a Shared Stock Unit declaration.	Well done!	
		You have successfully edited a Shared Stock Unit declaration.	

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

If you prefer, you can make an adjustment of stock in a Shared Stock Unit. The process for doing so is identical to that described on pages 61 - 62 for an Individual Stock Unit.

A physical check of all stock held (including First and Second Class stamps) must be carried out and compared to the system-derived figures. This can be done using the Balance Snapshot. Any discrepancies found can then be amended on the Balance Snapshot and the stock can be adjusted on the Horizon system to reflect the actual stock held.

From the Desktop:

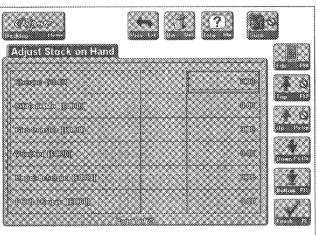
1. Touch the Stock Balancing icon, or Press F4 on the keyboard.

The Stock Balancing menu is displayed.

2. Touch the Adjust Stock icon,



or Press F4 on the keyboard.



The system will now display a message saying that a Stock on Hand list is being prepared.

After a short delay, the Adjust Stock on Hand menu is displayed. The quantity/totals of each stock item can now be compared with the system figures and adjusted (if required) to reflect the actual stock held.

3. Compare the stock on hand against the system and Adjust as necessary.

The Adjust Stock on Hand screen is displayed.

4. Type the actual quantity of First Class stamps held.

Check the quantity held is correct before continuing.

5. Press ENTER on the keyboard, or Touch the green tick icon (if using the touchpad).

The system will automatically move to the next stock item on the list. On completion of all stock adjustments:

6. Touch the Finish green tick icon, or Press FI on the keyboard.

Note:

When the Finish icon is activated, the system records a balancing transaction against Cash for each item adjusted.

Balancing using the Horizon System

Section 2: Shared Stock Unit adjust stock on hand

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The system will now commit the list and then return to the Stock Balancing menu.
Well done!
You have adjusted the Stock on Hand in a Shared Stock Unit.

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

Before you produce a Balance Report for the Stock Unit, you should check that all portions of the Stock Unit have been declared, ie there is a declaration of Stamps, Stock and Cash for each portion of the Stock Unit. This is especially useful if a number of staff have a responsibility for declaring the portion of the Stock Unit they are using. You can then check to ensure that they have made their declarations before the Stock Unit is balanced.

Note:

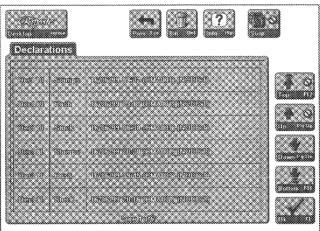
The declaration of stock is not mandatory, it may be carried out as an adjustment.

From the Desktop:

- 1. Touch the Stock Balancing icon, or Press F4 on the keyboard.
- 2. Touch the Declarations icon.



or Press F9 on the keyboard.



After a short delay, the Declarations screen is displayed. All the declarations made for Stamps, Stock and Cash, for this Shared Stock Unit are listed.

The details indicate who made the declarations, when they were made and on which system in the post office (node) they were made.

3. Touch the OK green tick icon, or Press F1 on the keyboard.

Well done!

You have checked the declarations made so far in this Stock Unit.

Balancing using the Horizon System

Ref: PATH/43/002 Date: 29/07/99

Section 2: Produce a Balance Report (Shared Stock Unit) and roll over the Stock Unit

Issue: 2.0

With all the necessary declarations made, you are now ready to produce a Balance report for the Stock Unit.

Note:

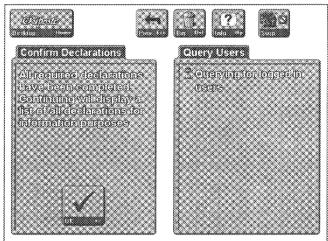
ALL other users attached to the Shared Stock Unit MUST be logged off.

From the Desktop menu:

- 1. *Touch* the Stock Balancing icon, or *Press* F4 on the keyboard.
- 2. Touch the Bal Report icon,



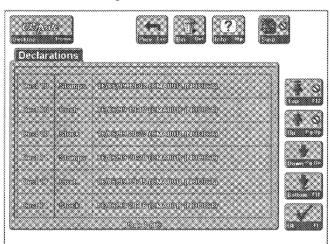
or Press F6 on the keyboard.



The Confirm Declarations screen is displayed. The system is checking to ensure that all other users attached to the Shared Stock Unit are logged off.

You are also informed that all required declarations have been completed and continuing will list them for information.

3. Touch the OK green tick icon, or Press ENTER on the keyboard.



The Declarations screen is displayed showing the declarations made so far for Stamps, Stock and Cash.

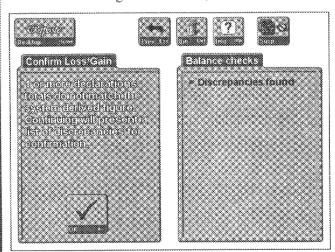
The details indicate who made the declarations, when they were made and on which system in the post office (node) they were made.

Balancing using the Horizon System

Section 2: Produce a Balance Report (Shared Stock Unit) and roll over the Stock Unit, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

4. Touch the OK green tick icon, or Press F1 on the keyboard.

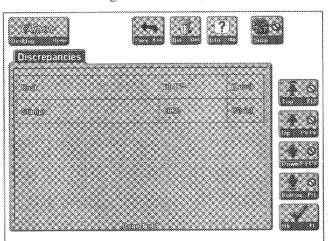


The system will now check to see if, based on the declarations, there are any discrepancies in the Stock Unit.

If any discrepancies are found, the Confirm Loss/Gain screen is displayed. The system indicates that discrepancies have been found. Continuing will present a list of them for confirmation.

If there are NO discrepancies, the Produce Report screen is displayed, (continue the procedure from step 7).

5. Touch the OK green tick icon, or Press ENTER on the keyboard.



The Discrepancies are now listed.

At this point you can accept the discrepancies and produce the Balance Report, by activating the OK green tick icon.

However if you do not wish to accept the discrepancies then you can activate the Riposte icon and redeclare Stamps, stock or Cash as appropriate.

Note:

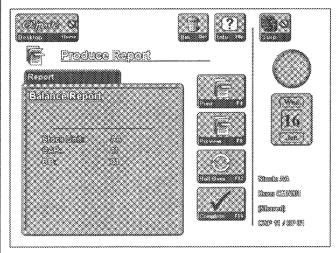
The discrepancies are recorded as loss or gain transaction and the total of each is shown at the top of the Trial and Final Balance reports. The NET value of the discrepancies will be shown in the Payments Table of the Cash Account Report.

6. Touch the OK green tick icon, or Press F1 on the keyboard.

Balancing using the Horizon System

Section 2: Produce a Balance Report (Shared Stock Unit) and roll over the Stock Unit, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0



The system will now commit the discrepancies and after a short delay, the Produce Report screen is displayed.

Before the Stock Unit can be rolled over into the next CAP or BP, the report must be either printed or previewed on screen.

7. Touch the Print icon, or Press F4 on the keyboard.

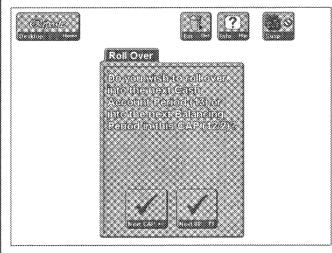
The Trial Balance Report will be printed on the counter printer. You should now check the entries on the report to ensure that you are happy with it. Even after producing the report, you can still re-declare Stamps, Stock and Cash by activating the Complete icon.

In this example, you are going to roll over the Stock Unit into the next CAP.

8. Touch the Roll Over icon,



or Press F3 on the keyboard.



The system will now ask you whether you wish to roll over the Stock Unit into the next CAP or the next BP.

9. Touch the Next CAP icon, or Press ENTER on the keyboard.

The system will now carry out the various checks and procedures that are required to roll over the Stock Unit into the next Cash Account Period. This will take a short period of time and the Final Balance Report will be produced on the counter printer.

Well done!

You have produced a Balance Report and rolled over the Stock Unit.

Ref: PATH/43/002 HORIZON SYSTEM Balancing using the Horizon System Date: 29/07/99 Issue: 2.0

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



Activity Sheet 2 Workbook 10

If there are any questions you are unsure of, read Workbook 10 Section 2 again. All of the questions are practical and require you to use the Horizon system.

Note:

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If you are completing these exercises in the post office, ensure that the Horizon system is in Training Mode.

- 1. Produce a Balance Snapshot report for Stock Unit BB.
- 2. You have received the following error notice, National Savings Withdrawal, Amount £45.00. Process it.
- 3. Declare the following stamps for Stock Unit BB:

1p stamps	£1.78	39p stamps	£32.76
2p stamps	£3.64	43p stamps	£40.42
4p stamps	£4.36	50p stamps	£53.50
5p stamps	£5.25	63p stamps	£45.36
6p stamps	£5.34	£1.00 stamps	£87.00
10p stamps	£8.90	£1.50 stamps	£180.00
30p stamps	£23.10	£2.00 stamps	£432.00
31p stamps	£13.02	£3.00 stamps	£420.00
37p stamps	£23.31	£5.00 stamps	£490.00

- 4. Adjust the First Class stamps holding on Stock Unit BB to 1500.
- 5. Declare the following Cash for Stock Unit BB:

Coins 1p	£15.00	Notes £5	£2500.00
Coins 2p	£20.00	Notes £10	£3200.00
Coins 5p	£35.00	Notes £20	£2800.00
Coins 10p	£80.00	Notes £50	£100.00
Coins 20p	£150.00	Notes £100	£100.00
Coins 50p	£200.00		
Coins £1	£450.00		
Coins £2	£350.00		

Ref: PATH/43/002 HORIZON SYSTEM Balancing using the Horizon System Date: 29/07/99 Issue: 2.0

Balancing using the Horizon System

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

HORIZON SYSTEM

SECTION 3 - CASH ACCOUNT REPORT

INTRODUCTION

Introduction:

This section describes the actions and procedures required to produce the office Cash Account report. This element of the procedure is rather procedural, as the Stock Unit balance is the critical element of the office balance. The system will use the figures from the Stock Unit balances to prepare the office Cash Account report.

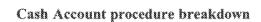
" © ICL

Balancing using the Horizon System Ref: PATH/43/002 HORIZON SYSTEM Date: 29/07/99 Issue: 2.0 HORIZON SYSTEM Balancing using the Horizon System

Section 3: Cash Account overview

Ref: PATH/43/002 Date: 29/07/99

Issue: 2.0



Balance all Stock Units
Pages 61 - 75 (Individual Stock Units),
76 - 99 (Shared Stock Units)

Roll over any inactive Stock Units (not required in single Stock Unit offices)

Page 106

Print Office Snapshot (optional) Page 108

Print the weekly office reports (compare against Trial Cash Account) Page 110

Produce Trial Office
Cash Account report
Page 113

Create a correction Stock Unit & roll over into next CAP (if required)

Page 115

Produce Final Office
Cash Account report
Page 113

Once the Stock Units in the office have been balanced, the Cash Account can be produced. The procedure above shows the steps that need to be taken to produce the Cash Account. The examples shown in section 3 of this Workbook detail how each step is carried out. If further information is required refer to the *Horizon System User Guide*.

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Balancing using the Horizon System

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Section 3: Roll over Inactive Stock Units into the next Cash Account Period

Occasionally during the Stock Unit and office Balance procedure, you may be required to roll over a Stock Unit that has not been used at all during the current accounting week. Since these Stock Units have remained inactive since the last balance, they can be rolled over using the previous week's balance figures.

Note:

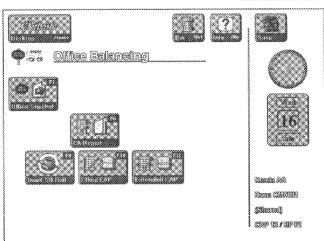
Before the roll over can take place, you must ensure that no-one is attached to the Stock Unit or the roll over will fail.

From the Desktop menu:

1. Touch the Office Balancing icon,



or Press F8 on the keyboard.

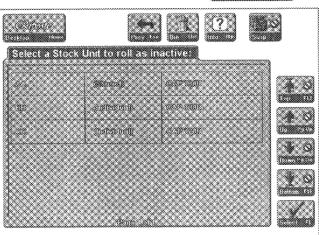


The Office Balancing menu is displayed. There is also an icon for rolling over an Inactive Stock Unit.

2. Touch the Inact SU Roll icon.



or Press F9 on the keyboard.



The Select a Stock Unit to roll as inactive screen is displayed. The system prompts you to select the Inactive Stock Unit that will be rolled over.

In this example Stock Unit CC has not been used during the current accounting week, so it can be rolled over as an Inactive Stock Unit.

Balancing using the Horizon System

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Section 3: Roll over Inactive Stock Units into the next Cash Account Period, continued

- 3. Select Stock Unit CC.
- 4. Touch the Select green tick icon, or Press F1 on the keyboard.

The Horizon system will check to ensure there are no users currently attached to the Stock Unit. If no-one is attached to Stock Unit CC, the screen will now indicate that the Stock Unit is rolling over.

Once the system has completed the roll over procedure, the system returns to the Office Balancing menu.

Well done!

You have rolled over an Inactive Stock Unit using the Horizon system.

Balancing using the Horizon System

Section 3: Produce an Office Snapshot Report

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

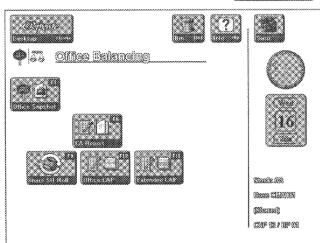
Once all Stock Units in the post office have been successfully rolled over into the next Cash Account Period, the Office Snapshot Report can be produced. It can be used to check against the office weekly reports, although the Trial Cash Account can also be used for this purpose. This is an optional report.

From the Desktop menu:

1. Touch the Office Balancing icon,



or Press F8 on the keyboard.

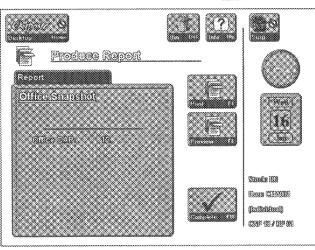


The Office Balancing menu is displayed. There is an icon for producing an Office Snapshot Report.

2. Touch the Office Snpshot icon,



or *Press* F1 on the keyboard.



other Produce Report screens.

In this example a printed copy of the Snapshot is required.

The system will now prepare the Office Snapshot Report. After a delay, the Produce Report screen is displayed.

The options available are similar to all

3. Touch the Print icon, or Press F4 on the keyboard.

Balancing using the Horizon System

Section 3: Produce an Office Snapshot Report, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

¥4.

The Office Snapshot Report will now be printed on the counter printer. The report totals the Stock Unit holdings of Stamps, Stock and Cash for ALL Stock Units in the office. The Snapshot below shows the start of a typical Office Snapshot.

F	•••••		
F 14 B AGE	3°° A	TN. 10016632	
Feltham Post Office	P.A	D: 123456X	
18:37 16/06/1999		CAP:11	
Office Snapshot			
*			
Discrepancies in	this Acco	ount	
*Discrepancy OVER		7.81 *	
*Discrepancy UNDEI	R	2.16 *	
*	de de desarros de Sex	*	
*Total discrepancy		5.65 *	
*************	erenenene. Ar de de de de de de de d	nana arawa arawa 🧇 naka shendenshendenshe	
	2- 17- 131 US. 251 32 US. 28. 18.	- min min nigo pilan do pilan	
Value Stock & MOP	Valorna	Value	
**************************************	4 //3/93256	* 643.40%	
Cash		61440.52	
Cash		61440.52	
Cheque		0.00	
Cheque		0.00	
OB Cheque to CRU		15.76 15.76	
Non Chec OB Cheque	8		
MOP	470	61455.28	
Mono TV Fee Mono	4/0	14335.00 14335.00	
Colour TV Fee	468	42822.00	
Colour	******	42822.00	
TŸ FÉE		57157.00	
BBC TV Simp £1	360	360.00	
BBC TV Strap £1 BBC TV Licence Strap		360.00	
Phil Other		45.76	
First Day Cov	30	8.10	
Pres Pack		35.00	
RM Stamp Card	15	3.45	
PHILATELIC ITEMS	3612	92.31 939.12	
1st Class Stamp	3012	737.14	
etc etc etc			
<u> </u>			

4. Touch the Complete green tick icon, or Press F16 on the keyboard.

Well done!

You have produced an Office Snapshot Report using the Horizon system.

Section 1: Office Weekly reports

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

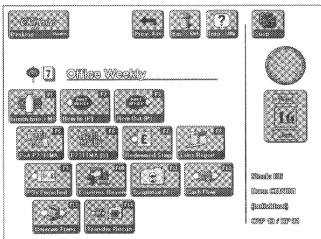
Once all the Stock Units have been balanced and rolled over into the next Cash Account Period, the Office Weekly reports can be produced.

In this example the P&A P2311MA Report will be produced (on the A4 report printer). From the Desktop menu:

- 1. Touch the Reports icon, or Press F2 on the keyboard.
- 2. Touch the Office Weekly icon,



or Press F6 on the keyboard.



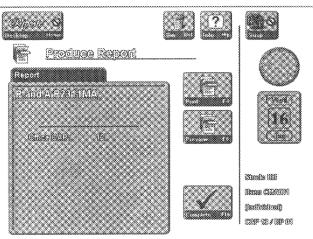
The Office Weekly Reports menu is displayed.

The nature of the business conducted in the outlet during the accounting week will determine which reports are required.

3. Touch the P+A P2311MA icon.



or Press F5 on the keyboard.



The Produce Report screen is displayed for the Report.

Balancing using the Horizon System

Section 1: Office Weekly reports, continued

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002



4. Touch the Print icon, or Press F4 on the keyboard.

Screen messages will be displayed for a few seconds, informing you that the report is being prepared and then printed. The report will be produced on the A4 report printer. The report reproduced below shows the Pension and Allowance benefits paid during the current Cash Account Period. It details each P&A group and summarises the total number of benefits paid by volume and total.

OFFICE NAME: Feltham Post Office

OFFICE CODE: 123456X

ADDRESS:

C/A WEEK NO: 11

WEEK ENDING: 16/06/1999

TIME: 19.30

This summary should be dispatched with the CASH ACCOUNT.

	GROUP	NU	MBER OF O	RDERS	TOTAL AMOUNT
	NO	FP57/PS57	PENSIONS	ALLOWANCES	£ p
MOD ARMY	1			3	125.00
MOD Ind Injy	2			0	0.00
MOD AIR	3			3	270.00
	4			0	0.00
Child/One Parent	5			76	1456.75
War Pension	6			12	457.00
Dis Living All	7			0	0.00
Family Credit	8			85	2657.00
D.O.H.	9	0			0.00
Pension/Inc Supp	10		231		8942.90
Income Support	11		121		3519.00
Ind Inj/Death Benefit	12		8		1034.00
Ret Pension/All	13		65		1372.05
	14		12		983.00
Reserved	15		0		0.00
For	16		0		0.00
Future	17		0		0.00
Use	18		Ü		0.00
TOTALS:		0	437	179	20816.70
MILK TOKENS:		57			
SIGNATURE			 4 M ARY P231	IMA	

Balancing using the Horizon System

Ref: PATH/43/002 Section 1: Office Weekly reports, continued

Date: 29/07/99 Issue: 2.0

5. Touch the Complete green tick icon, or Press F16 on the keyboard.
The Horizon system returns to the Office Weekly Reports menu.
Well done!
You have produced an Office Weekly report.
*

Balancing using the Horizon System

Section 3: Produce the Cash Account report

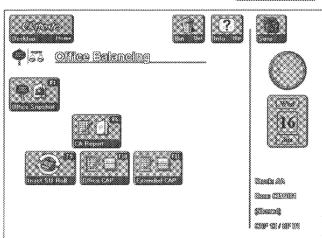
Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

Once the Office Weekly reports have been produced, the Trial Cash Account can be taken. From the Desktop menu:

1. Touch the Office Balancing icon,



or *Press* F8 on the keyboard.

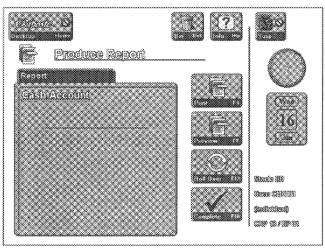


The Office Balancing menu is displayed.

2. Touch the CA Report icon,



or Press F6 on the keyboard.



The system will now prepare the office cash account. After a delay, the Produce Report screen will be displayed.

3. Touch the Print icon, or Press F4 on the keyboard.

Balancing using the Horizon System

Section 3: Produce the Cash Account report, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The Trial Cash Account report will now be printed on the A4 report printer. The system will then return to the Produce Report screen.

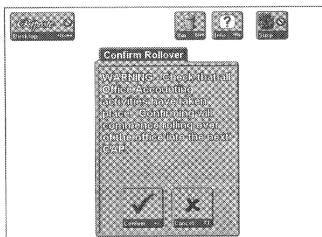
The Office Weekly reports must be checked against the Trial Cash Account. If you are happy to accept the report the Roll Over icon can be activated and the office will roll over into the next Cash Account Period.

If during this check procedure you find a transaction that has not been carried out on the Horizon system then a Correction Stock Unit can be created, refer to the procedure on page 115. Once the Correction Stock Unit has been balanced and rolled over into the next Cash Account Period, the Trial Cash Account must be re-produced.

4. Touch the Roll Over icon.



or Press F3 on the keyboard.



The Confirm Rollover screen is displayed. The Warning message prompts you to check that all Office Accounting activities have taken place.

Continuing will result in the office rolling over into the next Cash Account Period and the final Cash Account report being produced.

5. Touch the Confirm green tick icon, or Press ENTER on the keyboard.

After a short delay, 2 copies of the Final Cash Account report are produced from the A4 printer. Both must be signed and datestamped, one is retained in the post office for 6 years, the second is forwarded to Chesterfield.

Well Done!

You have produced the Office Cash Account report.

Balancing using the Horizon System

Section 3: Create a Correction Stock Unit to hold errors in the Office Balance

Date: 29/07/99 Issue: 2.0

Ref: PATH/43/002

During the Office Balance procedure, a member of staff may have rolled over their Stock Unit having accepted a discrepancy. If the discrepancy is found after the Stock Unit is rolled over (but before the Cash Account is produced), the Stock Unit cannot be amended, as the figures have been accepted by the Horizon system. Since this discrepancy has been found, a new Stock Unit can be created to hold the discrepancy so that it can be accounted for in the office Cash Account, thereby allowing the office to balance. The discrepancy can then be transferred back into the original Stock Unit on completion of the Cash Account.

If a correction Stock Unit is created in this way, the outlet manager must make a written note of when and why the Stock Unit was created. The creation of a correction Stock Unit is exactly the same as the creation of an Individual or Shared Stock Unit described in Workbook 9.

In the following example, a Green Giro has been paid out to the customer but not carried out on the system. The cash was taken out of the Stock Unit causing a discrepancy of £50 at the end of the week. The Stock Unit was balanced and rolled over into the next CAP with the discrepancy, however the mistake has now been noticed. A Correction Stock Unit will now be created so that the Giro will be registered with the Horizon system, creating a positive discrepancy to offset the original one.

From the Desktop menu:

- 1. Touch the Administration icon, or Press F7 on the keyboard.
- 2. Touch the Stock Unit icon, or Press F1 on the keyboard.
- 3. Touch the Create icon, or Press F1 on the keyboard.

In this example an Individual Stock Unit will be created to carry out the Giro transaction. Correction Stock Units should always be created with an identifier at the opposite end of the alphabet, to avoid confusion. In this example ZZZ will be used.

- 4. Type ZZZ
- 5. Touch the green tick icon, or Press ENTER on the keyboard.
- 6. Touch the Individual icon, or Press F2 on the keyboard.

A message will now appear indicating that the Stock Unit has been successfully created.

7. Touch the OK green tick icon, or Press ENTER on the keyboard.

The Stock Unit has now been created. However, before the transaction can be carried out, you must attach yourself to it.

- 8. Touch the Attach icon, or Press F3 on the keyboard.
- 9. Touch Stock Unit ZZZ.
- Touch the Select green tick icon, or Press F1 on the keyboard.

Balancing using the Horizon System

Section 3: Create a Correction Stock Unit to hold errors in the Office Balance, continued

Ref: PATH/43/002 Date: 29/07/99 Issue: 2.0

The Select a User to attach to Stock Unit ZZZ screen is displayed.

- 11. Select your user name from the picklist.
- 12. Touch the Select green tick icon, or Press F1 on the keyboard.

The Attached OK screen is displayed, indicating that you are now attached to Stock Unit ZZZ.

- 13. Touch the OK green tick icon, or Press ENTER on the keyboard.
- 14. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

The transaction can now be completed in Stock Unit ZZZ.

- 15. Touch the Transactions icon, or Press F1 on the keyboard.
- 16. Touch the Serve Customer icon, or Press F1 on the keyboard.
- 17. Touch the Green giro icon, or Press F12 on the keyboard.
- 18. Type £50.00

Check the amount is correct before continuing.

- 19. Touch the green tick icon, or Press ENTER on the keyboard.
- 20. Touch the Cash icon, or Press F15 on the keyboard.
- 21. Touch the Riposte Desktop icon, or Press HOME on the keyboard.

The Green Giro has now been completed on the Horizon system. The Stock Unit must now be balanced. The Green Giros Weekly Report can be produced.

22. Produce the Green Giros Counter Weekly report and apply the cut-off.

The correction Stock Unit can now be balanced. There is no stock or cash in the Stock Unit. However a declaration of stamps and cash is required.

- 23. Touch the Stock Balancing icon, or Press F4 on the keyboard.
- 24. Touch the Decl Stamp icon, or Press F2 on the keyboard.
- 25. Touch the Finish green tick icon, or Press F1 on the keyboard.
- 26. Touch the Complete green tick icon, or Press F16 on the keyboard.
- 27. Touch the Decl Cash icon, or Press F1 on the keyboard.

Balancing using the Horizon System

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Section 3: Create a Correction Stock Unit to hold errors in the Office Balance, continued

28. Touch the Finish green tick icon, or Press F1 on the keyboard.

The Confirm Loss/Gain screen is displayed.

29. Touch the OK green tick icon, or Press ENTER on the keyboard.

The Discrepancies screen is displayed.

- 30. Touch the Confirm green tick icon, or Press F1 on the keyboard.
- 31. Touch the Complete green tick icon, or Press F16 on the keyboard.
- 32. Touch the Bal Report icon, or Press F6 on the keyboard.

The Confirm Loss/Gain screen is displayed.

33. Touch the OK green tick icon, or Press ENTER on the keyboard.

The Discrepancies screen is displayed.

- 34. Touch the Confirm green tick icon, or Press F1 on the keyboard.
- 35. Touch the Print icon, or Press F4 on the keyboard.
- Touch the Rollover icon, or Press F12 on the keyboard.
- 37. Touch the Next CAP green tick icon, or Press ENTER on the keyboard.

The Final Balance report for the Correction Stock Unit will be printed on the counter printer. This completes the process for correcting the office balance.

The Trial and Final Cash Account must now be reproduced (refer to page 113 - 114).

Once the office has rolled over into the next Cash Account Period, £50 cash can be transferred from the Stock Unit with the discrepancy into Stock Unit ZZZ. This will cancel the original discrepancy, Stock Unit ZZZ can then be balanced and deleted.

Well Done!

You have created and balanced a Correction Stock Unit to hold errors found in the Office Balance using the Horizon system.