

# Post Office counters

Notes, coins and cheques preparation guide

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## Notes and coins

### Preparation process

#### Step 1 – Notes and coins sorting

- Separate notes and coins into individual denominations
- Separate Scottish and Irish notes from English notes
- **We will not accept “Garbled coin” presentation – only genuine coins**
- Use appropriate “bands” to group notes
- £250 coin deposit limit per transaction.
- Only full sacheted bags of 50p denomination and below, and part/full bags of only £2 and £1 will be accepted
- Old coins and new coins must be separated upon presentation at the counter

#### Step 2 – Present your Deposit or Debit card

- The 'Post Office Cash Deposit card factsheet' available from your Barclays relationship team should be referenced, to support cash deposits at the counter

#### Step 3 – Presenting to the cashier

- Present the Deposit or Debit card, notes and coins to the cashier in the manner recommended

## Notes sorting and preparation

- Sorted by denomination and banded with correct colour bands
- Elastic bands can be used to secure colour banded notes (ideally five paper bands per elastic band)
- Separate Scottish and Irish notes from English and make up separately into coloured bands
- Any loose notes should be secured together with an elastic band (including loose Scottish and Irish)
- No folds, staples or paperclips
- Please use the Bank of England link for assistance with identifying forged notes [www.bankofengland.co.uk/banknotes/Pages/educational.aspx](http://www.bankofengland.co.uk/banknotes/Pages/educational.aspx)
- The maximum amount of notes that can be deposited by a Barclays Corporate customer at Post Office counters is £10,000 per transaction. The Post Office branch reserves the right to accept lower cash deposit values per transactions, to support their storage and indemnity requirements

Denomination	Standard Band
£5	£500
£10	£1,000
£20	£1,000
£50	£2,500

Loose notes



Fan-folded notes

Loose, mixed coins

**Poor presentation**



**Good presentation**

## Coins sorting and preparation

- £250 coin deposit limit per transaction.
- Only full sacheted bags of 50p denomination and below, and part/full bags of only £2 and £1 will be accepted
- **Important note – we will not accept “Garbled coin” presentation – only genuine coins**

Denomination	Sachet
£2	£20
£1	£20
50p	£10
20p	£10
10p	£5
5p	£5
2p	£1
1p	£1

## Cash Deposit Client Journey

Cash Deposits at the Post Office will only be accepted from Barclays customers if a Deposit Card is used (not a pre-printed Credit Slip)

1. Prepare cash within site – in line with Barclays presentation standard as stated above
2. As a pre-printed credit slip is no longer used, a denomination breakdown is no longer needed by Barclays/Post Office upon deposit
3. At the Post Office use the Deposit Card to initiate a cash deposit by putting the card into the card reader. You will not be asked for ID when making a cash deposit at the Post Office
4. The Post Office cashier will then ask for the cash and count this, asking you to confirm the amount displayed on the card reader by clicking 'yes' or 'no'
  - 4a. If the amount is agreed, the cashier will process the transaction and provide a 'proof of deposit slip'. This should be retained for your records
  - 4b. If the amount is not agreed, the cashier will recount and agree the amount with the depositor ahead of completing the transaction
5. Once the transaction is complete, remove the card from the card reader
6. If the deposit card is not accepted/read by the card reader, you will be refused service at the Post Office and should use a Barclays branch and/or contact Barclays to re-issue a new Deposit Card.

### Post Office Cash Deposit – Online/bank statement narrative

With reference example: **Post Office 123456 28Feb 15.45 Reference Day Month Time**

Without reference example: **Post Office Knutsford 28Feb 15.45PO Location Day Month Time**

## Post Office Deposit Card Features

- Card has a chip but no PIN
  - No card activation required
  - Cash will appear in on account on the same day (as opposed to the current 2 working days with a paying in slip)
  - Cards will display the sort code/account number and last 4 digits of the PAN
  - Cards have been initially issued with a 5 year expiry date (the expiry date is inbuilt and is not displayed on the card)
  - Deposit cards will be automatically re-issued when they are due to expire
  - The business name will be displayed on the back of the card
  - Cards can be embossed with a unique reference. This reference will be customer driven and can be a maximum of 18 characters with a combination of letters/numbers (no special characters) to aid easier reconciliation
  - Cards will go dormant if unused within 12 months

**Note:** if the card is used after going dormant, then the card would be automatically re-activated, as long as it is within the expiry date

## For Cheque deposits – best practice

Please ensure:

- ✓ No damage to the credit slip.
- ✓ You remove the slip carefully, taking care to ensure a clean edge against the perforated line.
- ✓ \*No writing in lower band of credit slip.
- ✓ No staples or paperclips.

✓ No folds in the credit.

✓ You use original credits (not photocopies or blank credits from your local Barclays branch).

✓ Replacement books are ordered via your Barclays relationship team.

**Failure to protect the credit slip may lead to your store identifier (in this example 540201) being captured incorrectly.**

The image shows a 'bank giro credit' form. It includes fields for 'Date', 'Cashed in by', 'Paid in by', 'Bank of', 'No. of Cheques/POs', 'Account', 'Total Cash', 'Total Cheques', and 'Total'. There are also sections for 'Total Cash' and 'Total Cheques' with a star and plus sign respectively. An arrow points to the bottom section of the form, which contains the text '540201'.

\* No mark below this line

## Post Office capabilities and credit size limits

Branch Type	Description	Cash deposits via a Deposit card or debit card	Cheque deposit via a sealed envelope and pre-printed credit slip	Cash withdrawals via a debit card
Crown	<ul style="list-style-type: none"> <li>Directly owned and managed by the Post Office</li> </ul>	<p>Yes</p> <p>£10k individual transaction limit will apply; maximum coin deposit of £250 (1st party only)</p>	<p>Yes</p> <p>To the customer's own account only (first party) made payable to the name on the account</p>	<p>Yes</p> <p>Daily ATM withdrawal limit applies</p>
Main	<ul style="list-style-type: none"> <li>Dedicated Post Office counter service run by the agent</li> <li>Operates all services during core Post Office opening hours</li> <li>Operates a limited set of services outside core opening hours</li> </ul>	<p>Yes</p> <p>£10k individual transaction limit will apply; maximum coin deposit of £250 (1st party only)</p>	<p>Yes</p> <p>To the customer's own account only (first party) made payable to the name on the account</p>	<p>Yes</p> <p>Daily ATM withdrawal limit applies</p>
Local+	<ul style="list-style-type: none"> <li>Post Office services provided from the retail till by the agent</li> <li>Post Office services available during retailer's opening hours</li> <li>Provides most of Post Office services provided through Crown and main Post Office outlets</li> </ul>	<p>Yes</p> <p>£10K (subject to local branch discretion) individual transaction limit will apply; maximum coin deposit of £250 (1st party only)</p>	<p>Yes</p> <p>To the customer's own account only (first party) made payable to the name on the account</p>	<p>Yes</p> <p>Daily ATM withdrawal limit applies</p>
Local	<ul style="list-style-type: none"> <li>As per Local+ with additional restrictions on Post Office services offered</li> </ul>	<p>Yes</p> <p>£10K (subject to local branch discretion) individual transaction limit will apply; maximum coin deposit of £250 (1st party only)</p>	<p>Yes</p> <p>To the customer's own account only (first party) made payable to the name on the account</p>	<p>Yes</p> <p>Daily ATM withdrawal limit applies</p>
SPSO	<ul style="list-style-type: none"> <li>Post Office Outlets operated by an Agent, which have not yet converted to either a main or local Post Office branch type</li> </ul>	<p>Yes</p> <p>£10K (subject to local branch discretion) individual transaction limit will apply; maximum coin deposit of £250 (1st party only)</p>	<p>Yes</p> <p>To the customer's own account only (first party) made payable to the name on the account</p>	<p>Yes</p> <p>Daily ATM withdrawal limit applies</p>
Outreach	<ul style="list-style-type: none"> <li>Post Office services in very rural locations. Services made available through mobile Post Offices and hosted location (e.g. village halls). Calls to designated locations at least once a week</li> </ul>	<p>Yes</p> <p>£10K (subject to local branch discretion) individual transaction limit will apply; maximum coin deposit of £250 (1st party only)</p>	<p>Yes</p> <p>To the customer's own account only (first party) made payable to the name on the account</p>	<p>Yes</p> <p>Daily ATM withdrawal limit applies</p>

## Change Lite Service

If you need to exchange sterling notes for coins of equal value in different denominations, you can use the Deposit Card to access this counter service through the Post Office. A Debit Card cannot be used.

There is a maximum limit of £900 per transaction.

You will be charged in line with your current tariff for Post Office Cash Exchanged in the Corporate Banking Tariff.

**IMPORTANT** – This service is subject to the availability of coins at the Post Office branch

## Cheque deposit preparation

- Customers must use Barclays' paying in sealed envelopes, which can be ordered via your Barclays Servicing or Relationship team contact.
- Codeline details of the cheques are to be retained before depositing in case of the need to raise a query.
- All cheques are placed into the sealed envelope along with the completed Pre-printed credit slip, sealed and then presented to the cashier.
- Cheques can only be paid into the account of the customer, i.e. first party payments only
- No cash is to be placed in these sealed envelopes.
- The Post Office cashier will then send off the envelope for processing to our cheque processing supplier.
- In case of query, as well as the cheque codeline details, we would also need the name and address of the Post Office used, the FAD and sessions number from the 'proof of deposit' receipt provided by the Post Office upon completion of the transaction.
- Cheque credits can still be queried with our cheque processing supplier but full cheque details need to be retained, in order to conduct any payment. If they are not retained and the cheque cannot be traced, please contact the drawer direct for resolution. Furthermore, if the cheque details cannot be located by our cheque processing supplier, you will need to contact the drawer direct, as our cheque processing supplier cannot go out for payment for missing items.

## Value dating

Cash deposits using a Deposit card – same working day at all Post Office types

Cash deposits using a debit card – same working day

Cheque deposits using a sealed envelope and pre-printed credit slips – next working day after deposit, available as cleared funds by 23:59 two week days after deposit

Cash withdrawals using a debit card – same working day

## Servicing and query resolution model

- Post Office inability/refusal to carry out the Services – 3 days for first response
- Automated transactions (Cash deposits with Deposit card or Business debit cash) – 5 days for first response
- Manual transactions (Cheque deposit with Sealed envelope and pre-printed credit slip) – 7 days for first response
- Financial enquiry (level 2 and 3 complaints) – 24 hours for first response

## Query management

Any queries regarding transactions made by our clients at the Post Office can be raised into your Barclays Relationship/Client Servicing team.

Although Barclays can accept queries, we are only able to start our investigations in partnership with the Post Office in line with their SLAs detailed in the 'Servicing and query resolution model' section above.

## Appendix – general hints and tips

### Do:

- Inform your Barclays Relationship or Client Servicing team when you are running low on credit slips
- Pass any forgeries found to the police or issuing authority (Bank of England)

### Don't:

- Exceed transaction limit
- Use photocopied credit slips
- Include any known forgeries
- Use paperclips and staples to secure cash

You can get this in Braille, large print or audio. For more information, please contact your local Barclays representative or visit [barclayscorporate.com/alternativeformats](https://barclayscorporate.com/alternativeformats)

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