



Government of Pitcairn Islands  
ISLAND COUNCIL

## POST OFFICE OPERATION POLICY

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### Rationale:

The Pitcairn Islands Post Office operates under the authority of the Government of Pitcairn Islands (GPI). GPI is committed to ensuring that its postal and financial operations are undertaken in an efficient, accurate and auditable manner.

### Policy Objectives:

The aim of this policy is to guide procedures, accounting practices and financial management of the Pitcairn Island Post Office.

### Definitions:

**Staff Counter Case** – A lockable case issued to each staff member holding inventory, cash and trading records.

**Staff** – Unless otherwise stated, includes the Postmaster and all other employees of the Post Office

### Activities:

#### General

##### Opening Times

The Post Office will open for general business at least 1 day per week, for a time that ensures all customer and operational duties for that day are carried out.

At the discretion of the Postmaster, the Post Office may open additional days in order to carry out incoming and outgoing mail processing.

##### Postal and Freight Charges

Refer: GPI “PI Postal Rates”

##### Documentation

**Non-Electronic** - Documentation will be archived in a legible orderly fashion and secured for a period of no less than 5 years.

**Electronic** - As described below under ‘Electronic Security and Risk Management’.

#### Specific

##### Incoming Stock

1. The Postmaster and Division Manager will check all incoming stock against invoices.
2. In respect to stamp stock from the Philatelic Bureau, once checked the Postmaster will send a ‘confirmation of receipt’ to the Philatelic Bureau.
3. Bulk stock is secured in lockable fireproof safes on the premises. The Postmaster is responsible for safe keys and/or combination numbers.
4. The Postmaster will record stock and quantities in the “**Stock Inventory Book**” and electronic Excel “**Master Balance Workbook**”. The Postmaster is responsible for maintaining the Stock Inventory Book and Master Balance Workbook.



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### Stock Control

1. The Postmaster is responsible for issuing of stock to staff. Stock issued will be recorded in the “**Stock Issue Book**”. Both Postmaster and staff member will sign each issue entry respectively.
2. The Postmaster makes required adjustments to stock issued in the “**Master Balance Workbook**”
3. Every staff member is responsible for stock issued to them. Stock will be locked and secured in an assigned “**Staff Counter Case**”.
4. Each staff member is assigned an electronic Excel “**Counter Balance Workbook**”. Stock issued to them is recorded in the Counter Balance Workbook.
5. With exception to end of month auditing by official auditors, at no time will a staff member allow any other staff member or person access to their assigned Staff Counter Case.

### Sales

1. Each staff member is assigned a lockable ‘Cash Box’, which is kept secured inside the Staff Counter Case. All cash, cheques and the like, must be kept in the cash box at all times. The staff member is responsible for all cash, cheques and the like.
2. All transactions will be recorded in the staff members Counter Balance Workbook
3. A manual record including date, customer name, and total amount of sale is recorded in the staff members “**Customer Daily Sales Book**”

### End of Month Balancing

1. The Postmaster will inform staff prior, of an end of month auditing date.
2. At the close of last trading day prior to the audit date, all staff will provide the Postmaster with a printed copy of their Counter Balance Workbook. In addition a printed copy is left inside their Staff Counter Case.
3. The Postmaster will update the Master Balance Workbook from the individual Counter Balance Workbook’s submitted.
4. Each staff member is responsible for ensuring their Staff Counter Case is readied for auditing;
  - a. Stock within is tidy and in an orderly fashion
  - b. A printed copy of their Counter Balance Workbook is within.
  - c. **The cashbox contains all cash, cheques and the like, taken since the last audit.**

### **ALL CASH, CHEQUES AND THE LIKE MUST BE PRESENTED FOR AUDITING**

5. The Postmaster will make available a printed copy of the Master Balance Workbook to auditors.
6. The auditor/s responsible for checking Staff Counter Case’s will sign-off the Counter Balance Workbook on conclusion and leave within.
7. On satisfactory completion of the audit the Postmaster and Island Auditor will sign-off on the Master Balance Workbook. The Master Balance Workbook is filed by year, by month in a lockable filing cabinet.
8. The Postmaster is responsible for banking all cash with the Government Treasury, on Treasury first opening post audit.



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*Electronic Security and Risk Management*

1. Electronic information is held on one laptop. Each staff member is issued a login username to which they are responsible for assigning a password. Access to electronic files are in the following order,
  - a. Excel '**Master Balance Workbook**' – Postmaster only
  - b. Excel '**Counter Balance Workbook**' – Individual access only
2. It is the responsibility of each staff member to keep a regular backup of their files on a flash drive secured in their Cash Box.
3. Additional Security Measures;
  - a. '**Staff Counter Case**' - Individual access only
  - b. '**Cash Box**' - Individual access only
4. Electronic documentation will be archived in a legible orderly fashion and secured for a period of no less than 5 years.

*Stock Destruction*

1. As required the Postmaster will generate a "**Stock Destruction Certificate**".
2. The Island Auditor in conjunction with Postmaster will check stock against certificate and sign-off on the Stock Destruction Certificate.
3. Under supervision the Island Auditor will arrange a date for stock destruction.
4. The Postmaster will make necessary stock adjustments to the Master Balance Sheet.

**Approved by the Island Council**

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