

Appendix 1 Epping Cash Office Transaction Types and Volumes 2011-12 to 2014-15

Year	Volumes	Front Office					Back Office							E-payments		
		Cash	Cheque	Debit Card	Credit Card	Total	Bank Credit	Post Office Credit	Unpaid Cheque	Postal Cheque	Postal Order	Mediated Telephone	Total	Internet	24 Hour Telephone	Total
2011-12	Number Value (£)	14,886 2,058,338	13,688 3,793,323	4,564 958,483	78 11,885	33,216 6,822,028	31,575 226,642,208	240 21,546	441 -166,585	19,371 9,122,034	105 3,240	862 85,585	52,594 235,708,028	23,778 4,623,492	18,986 3,738,395	42,764 8,361,887
2012-13	Number Value (£)	13,776 1,921,545	11,675 3,710,918	4,560 973,821	306 49,243	30,317 6,655,527	31,759 236,001,427	161 16,060	301 -122,905	16,506 8,398,275	116 4,944	1,030 197,146	49,873 244,494,947	27,343 5,261,515	19,267 3,857,250	46,610 9,118,765
2013-14	Number Value (£)	16,712 2,136,359	11,187 3,821,113	5,159 1,074,714	386 46,604	33,444 7,078,789	35,527 232,506,004	164 20,152	258 -95,399	16,230 7,857,411	115 6,631	3,075 605,453	55,369 240,900,252	35,362 6,341,554	21,836 3,861,752	57,198 10,203,306
2014-15	Number Value (£)	15,148 2,059,349	10,512 3,345,753	5,101 1,081,731	286 34,928	31,047 6,521,761	38,863 228,513,549	134 18,997	180 -97,342	14,621 6,696,257	84 3,495	3,900 845,314	57,782 235,980,270	39,475 7,194,961	21,746 3,906,594	61,221 11,101,555