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Document Title: **INTEGRATION TESTING BUSINESS THREAD BIT02 FOR RELEASE 1c**

Document Type: Test Scripts

Abstract: This document details the sole Integration Business Thread which is required for Pathway Release 1c. The major business components of this script are Migration IGL to 1c and 1b to 1c, the Order Book Control Service and the Benefit Payments Service with limited EPOSS shell functionality, and Corporate Systems.

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0 Document control

0.1 Document history

Version	Date	Reason
0.1	28.03.97	First draft issue for review
0.2	12.05.97	Second draft issue for review
1.0	01.07.97	First approved issue

0.2 Approval authorities

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0.3 Associated documents

	Reference	Vers	Date	Title	Source
[1]	CR/FSP/0004	2.0	27.09.96	Service Architecture Design Document	
[2]	ESNSINT.01G		25.07.96	ESNS/Pathway Technical Data Interface Definitions	
[3]	OB/DES/00990	0.1	21.11.96	OBCS Contingency Processing	
[4]	BPR/OBCS	2.0	01.08.96	Business Process Rules	
[5]	OB/DES/0002	0.7	27.11.96	OBCS Access Service	
[6]	BP/DES/0008	0.2	30.09.96	OBCS Design Specification	Pathway
[7]	PA/STR/000?	0.1	11.02.97	Release 1c Contents Description	Pathway
[8]	CAS.101	0.4	22/11/96	CAPS Access Service Release 0200 System Design Specification	CAP
[9]	SU/DES/001	4.0	24/11/96	CAPS Access Service High Level Design	Pathway
[10]	BP/RES/001	1.0	12/07/96	BA/POCL Reports and Receipts	Pathway
[11]	BP/FSP/001	2.0	25/04/96	Pathway Functional Requirements for Reconciliation Services	Pathway
[12]	TD/DES/019	0.3	04/02/97	Auto-configuration for Release 1	Pathway
[13]	SU/DES/006	2.0	18/03/97	De La Rue Card Technology Interface	Pathway

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				High Level Design	
[14]	DW/IFS/0005	1.4.1	8/4/97	Data Warehouse to reference Data System Interface Specification	Pathway
[15]	DW/IFS/002	1.2	11/4/97	Data Warehouse: CMS/PAS System Interface High Level Design	CFM
[16]	DW/DES/001	0.1	8/5/97	Data Warehouse: CMS/PAS System Interface Functional Design Overview	Pathway
[17]	DW/IFS/003	1.4.1	8/4/97	Sorbus Help Desk to Data Warehouse Interface Specification	CFM
[18]	DW/IFS/001	1.7	15/04/97	Data Warehouse to TPS Interface Specification	Pathway
[19]	CS/FSP/003	1.0	1/2/97	PAS/CMS Help Desk Call Enquiry Matrix	Pathway
[20]	PTA/PR/0049	01	23/09/97	CAPS to PAS/CMS Codes Files Definitions	CAPS
[[21]			27/1/97	CAPS to PAS/CMS Data Interface Definitions and Validation Rules	CAPS

0.4 Abbreviations

BA	Benefits Agency
BES	Benefit Encashment Service
BPS	Benefit Payment Service
CAPS	Customer Accounting And Payments Strategy
CMS	Card Management Service
CRN	Customer Reference Number
DSS	Department of Social Security
EPOSS	Electronic Point of Sale Service
HLTP	High Level Test Plan
ICL	Inward Control Log
ICMF	Inward Control Monitor File
IGL	Initial Go Live
LLTS	Low Level Test Script
MIS	Management Information System - a.k.a. Corporate Systems
OAS	Order Book Access Service
OBCS	Order Book Control Service
OCL	Outward Control Log
PAS	Payment Authorisation Service
PO	Post Office
POCL	Post Office Counters Limited
PUN	Pick Up Notice

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RDMC	Reference Data Management Centre
SLA	Service Level Agreement
WAN	Wide Area Network

0.5 Changes in this version

Changes resulting from more detailed analysis of the live implementation required for Release 1c.

Deletion of 'To be added' section - additions now in place.

Changes resulting from review comments on version 0.2 of this document.

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1. Introduction

The following Business Thread represents business scenarios which exercise the integration of Pathway Releases IGL and 1b into 1c, plus the integration of BPS and MIS.

2. Scope

2.1 Business Thread

This document explains the regression testing necessary to check the migration of IGL and Release 1b POs to Release 1c plus new testing to check the roll-out of new Release 1c POs. This checks the integration of OBCS and BPS within the DSS and POCL Service Architectures, Interfaces to De La Rue, for actual Card and PUN production, and Interfaces to Data Warehouse for the Corporate System's production

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of (MIS) reports. Reference Data from POCL will be loaded and checked, and integrated with the POs counters, Autoconfiguration and Systems Management Roll-out databases, and with MIS Data Warehouse.

The test rig will include an IGL PO and a Release 1b PO (to check each type of migration and Systems Management for software delivery) and a new PO at Release 1c, to check Autoconfiguration.

Enough business type processing will be done to ensure that the system will run from end to end; periodic week/month/quarter/year reports will require large amounts of data matured over a number of months.

Whenever practicable, the system will be as live-like as possible. However, some links will be found to be impractical - e.g. Sorbus Help Desk calls monitoring cannot be done without recourse to a help desk actually being set up and used - instead, the interface containing calls' data will be composed manually. There may be other examples of this which will be explained in the LLTSs after production of HLTPs.

This Thread will be the basis for development of HLTPs for Integration Testing.

2.2 High Level Test Plans

The testing of Release 1c for the Business Integration Testing activity will encompass all of :-

POCL Reference Data initial drop,

Corporate Systems standing data initial load,

Initial take on of Post Office addresses and other BA reference Data,

'Vanilla Build' of Counters and their Autoconfiguration ready for use by POCL Staff,

The maturing of customers card and payment data at IGL and the migration of that data to Release 1c, the stopping of IGL cards and order of Release 1c cards with a special migration PUN,

Maturing of customers' Order Book encashment and stop data at Release 1b,

Migration of Release 1b to Release 1c,

Concurrent processing of Release 1b and Release 1c with the 'hot list' copy and transactions merge over the two systems,

Ordering of new cards, payment authorisation and payment verification for encashment,

CMS/PAS Help Desk processing for enquiries, and card and payment updates on both IGL and 1c cards,

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Corporate Systems reporting functionality at daily, weekly, monthly, quarterly and yearly intervals,

When Release 1c goes live, all of the above happens over a short timescale of about two weeks. On any one processing day there will be encashment of Benefits using IGL cards, new 1c cards, Order Books at 1b Post Offices and Order Books at 1c Post Offices. Once all IGL cards have been replaced and all Release 1b Post Offices migrated, the Release 1c system will have achieved a 'steady state' and BES regression tests and OBCS regression tests will be run.

'Steady State' for the regression testing of BES and OBCS within the limited EPOS shell.

POCL Reference Data maintenance,

BA Reference Data maintenance via CMS/PAS Help Desk,

Corporate Systems maintenance functionality,

Rather than producing one HLTP to encompass all of the above, four HLTPs have been produced, simply to aid in the review process :

BIT0201 - IGL to Release 1c migration (Ex-IGL Post Offices)

Maturing cases at IGL,
Migration of IGL Post Offices to Release 1c,
POCL Reference Data initial drop,
Take on of Benefit Agency Reference Data
Corporate Systems standing data initial load
Take on of Calendar information from RDMC
'Vanilla Build' of Counters and their Autoconfiguration, ready for use by POCL Staff
Encashment at Release 1c using IGL card, then card replacement followed by encashment at Release 1c using new card, processing of payment authorisations, card stops and payments stops.
OBCS functionality for encashments, stops, recalls, purges, book receives, book issues and book redirects.
CMS/PAS Help Desk processing for enquiries, and card and payment updates on both IGL and migrated cards

BIT0202 - Release 1b to Release 1c migration (Ex Release 1b Post Offices)

Maturing cases at Release 1b for encashments, stops, recalls, purges, book receives, book issues and book redirects.
Migration of Release 1b Post Offices to Release 1c.
POCL Reference Data initial drop,
Take on of Benefit Agency Reference Data

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Corporate Systems standing data initial load
'Vanilla Build' of Counters and their Autoconfiguration, ready for use by POCL Staff
Use of OBCS for encashments, stops, recalls, purges, book receives, book issues and book redirects at Releases 1b and 1c concurrently
Encashment using IGL card (foreign), and encashment at Release 1c using new card, processing of payment authorisations, card stops and payments stops.
CMS/PAS Help Desk processing for enquiries, and card and payment updates on 1c cards

BIT0203 - Roll out of Release 1c (New Post Offices at Release 1c)

POCL Reference Data initial drop,
Take on of Benefit Agency Reference Data
Corporate Systems standing data initial load
'Vanilla Build' of Counters and their Autoconfiguration, ready for use by POCL Staff
Introduction of the Post Office via POCL Reference Data.
Use of OBCS for encashments, stops, recalls, purges, book receives, book issues and book redirects.
Encashment using IGL card (foreign), and encashment at Release 1c using new card, processing of payment authorisations, card stops and payments stops.
CMS/PAS Help Desk processing for enquiries, and card and payment updates on 1c cards

BIT0204 - Steady State for regression testing of BES and OBCS

Use of OBCS for encashments, stops, recalls, purges, book receives, book issues and book redirects. Plus Purge of Stops and Recalls Impoundment of IGL cards (all having been stopped for replacement),
Encashment at Release 1c using new card, processing of payment authorisations, card stops and payments stops.
CMS/PAS Help Desk processing for enquiries, and card and payment updates on 1c cards
Maintenance of Post Offices, Opening Hours and Regions via POCL Reference Data.
BA Reference Data maintenance via CMS/PAS Help Desk
Corporate Systems maintenance

Only two Low Level Test Scripts are envisaged :-

The first encompasses all of the activities required to achieve a 'steady state', to the point where all Release 1c take on and migration activities have occurred.

The second LLTS encompasses regression testing of OBCS and BES at the Release 1c 'steady state' position, where more functionality is explored.

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The philosophy underlying this decision is the control of test running. As identified above, a lot of activities take place at the same time on IGL and Release 1b, then at Release 1b and Release 1c. To fully test the integration of the system, activities must take place simultaneously, sometimes across all Post offices counters present on the Business Integration Test rig. Control of test runs will take place using time (year/week/month/day/time) within Post Office, the Post Office being either migrated or introduced for the first time at a specific time on a specific. day. The HLTPs reflect the specific test conditions executed, but do not attempt to detail the exact time that the test will be accomplished. For example, the file from CAPS is transferred every day, and transactions etc. are reported back to CAPS every day. However, there will be only one instance of each test condition within the HLTP, even though the HLTP continues over many days (i.e. daily processing will be taken for granted).

2.3 Exclusions

See Ref. [7].

On-line Help.

This thread is limited to the infrastructure covered within Release 1c of Pathway and is to be run within the processing outlined by the Business Integration Test team's low-level documentation.

3. Business Thread Id : BIT02Case Background

Business Thread BIT02 covers the Integration testing of Pathway Release 1c using the OBCS/BES Riposte shell. It covers the acceptance of 'Hot Lists' containing the Order Book controls from the Benefits Agency (BA) via the OBCS Access Service (OAS), distributing these controls to the appropriate outlets, Back office and Counter Order Book processing , then sending the subsequent transaction files back to the BA. In a similar way, it also includes the loading of customer detail and payment authorisation files from BA/CAPS and their distribution to the appropriate outlets, requests to De La Rue for card production, the receipt, reconciliation and issuing of cards to customers within Back office and/or Counter processing as well as encashment/impoundment of cards at the Counter.

Many of the above transactions are reported via Corporate Systems at regular periodic intervals.

The migration of customers' details from IGL to Release 1c and any subsequent re-issue of cards to those customers will also be tested. A similar testing exercise is required for Release 1b cases to ensure correct migration.

Case Access Summary

Pathway will have an integration test rig consisting of a Sequent Server (the Host System) supporting 6 outlets, with 4 outlets having one counter position

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and 2 outlets being multi counter. The Data Warehouse will be contained in a further Sequent Server, and Corporate Systems processing will be actioned on its own Sequent host. All testing will be carried out under the control of the Pathway Business Integration Test Manager. It will encompass operation at a variety of outlets & counter positions, Agent processing and HOST system processing. The outlet breakdown is to be as follows :-

Post Office	FAD code	Counter	Original Release
1	951672	COUNTER1	IGL
2	951646	COUNTER2	IGL
3	223456	COUNTER3	1b
4	223457	COUNTER4	1b
		COUNTER5	
5	323456	COUNTER6	1c
6	323457	COUNTER7	1c
		COUNTER8	
		COUNTER9	
		COUNTER10	

See Fig. 1, below.

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Fig 1. **Release 1c 'steady state' position**

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Synopsis of Events

Migration - IGL to Release 1c.

Data matured at IGL must be checked to ensure it was migrated correctly. For a time, both IGL and Release 1c cards will be valid, so encashments will be done on migrated customers. The GiroBank Help Desk (a.k.a. CMS/PAS Help Desk) will be utilised to check on card and payment status of both IGL and newly issued cards.

Migration - Card Migration

IGL cards will all be migrated to the new Release 1c specification. A one-off batch process will be run to stop all IGL cards and request a new card from De La Rue. The new cards will be sent to the nominated Post Offices, and a special migration PUN sent to customers. The GiroBank Help Desk (a.k.a. CMS/PAS Help Desk) will be utilised to check on PUN status of newly issued cards.

Migration - Release 1b to Release 1c

At Release 1c go live, the Release 1b Central Control file will be copied into Release 1c Central Control, i.e. as a pre-cursor to any OBCS processing in Release 1c. All controls relating to customers , both locally and centrally held, will be deleted from Release 1b at Release 1c go live; thus both Release 1b and Release 1c controls relating to customers will be re-learnt, as and when Customers encash Order Books.

The link to CAPS will remain with the Release 1b Sequents until all Release 1b Post Offices have been migrated to Release 1c. At that point, the CAPS link will be switched to the Release 1c Sequents.

OBCS

At the start of each logical day a BA-produced 'Hot List' will be loaded into the Host System's Central control file by an Oracle process. Until all Release 1b Post Offices have been migrated to Release 1c, the 'hot list' will be copied from where it is received on the Release 1b Sequents to the Release 1c Sequents. The 'hot list' will be loaded into both the Release 1b and Release 1c Host Systems.

The Distribution Agent will run to distribute all controls relating to any 'local' customers to the appropriate outlets. Until all Release 1b Post Offices have been migrated to Release 1c, Distribution Agents will be run on both Release 1b and Release 1c.

At the end of each logical day the Harvester Agents will run to produce the daily transaction file required by the BA. This will be sent back to the BA through the OBCS Host. Until all Release 1b Post Offices have been migrated to Release 1c, Harvester Agents will be run on both Release 1b and Release

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1c. The transaction file from Release 1c will be copied to Release 1b and merged with the Release 1b transaction file. A composite transaction file will then be sent back to BA.

The above events will be repeated for each day of the test. The scheduling of tasks will be governed by use of the Maestro scheduling server. Online archiving also takes place.

BPS

Card and customers' personal information is transferred from CAPS to CMS/PAS Host for use in card production and issue, for payment enrichment and for notification of stops/end of customer interest, etc.

Distribution Agents will run to distribute all controls relating to any 'local' customers to the appropriate outlets.

Transactions will be done during the day of many types - card receipt and card batch reconciliation, new cards collected by customers on card expiry and against a PUN, change of nominated PO by customer, payment encashment by customers and the impoundment of cards and/or PUNs.

During each day, Harvester Agents will run to produce the transaction files required by the BA for notification of card receipt and reconciliation, card issue and activation, encashments plus , at end of day, totals and reconciliations. This will be sent back to the BA through the PAS/CMS Host..

The above events will be repeated for each day of the test. The scheduling of tasks will be governed by use of the Maestro scheduling server. Online archiving also takes place.

POCL Reference Data

Reference Data from POCL is required to enable Business Integration Testing. At Release 1c, the only link to RDMC is for Corporate Systems' use. There will be an initial drop of data at Release 1c go-live followed by a trickle feed of data, as and when Post Offices are closed or new Post Offices opened. No product information is required in Corporate Systems from POCL at Release 1c.

BA Reference Data

Reference Data from BA is required to enable Business Integration Testing. There will be an initial influx of data at Release 1c go-live. Maintenance facilities available to an Administration User at the CMS/PAS Help Desk will be utilised to input the data at 'go-live', and later to amend the data.

Corporate Systems

Transactions at the counters and various aggregated totals are harvested and

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uploaded onto the Data Warehouse. Sorbus Help Desk send statistical data of call times, and also data about kit and line failures at Post Offices. From there, Corporate Systems access the data and manipulate it to produce various reports. All calculations and related data required by Corporate Systems can be input via screen interfaces. However, rather than input all of the details in that way, a standing data file will be loaded at Release 1c go live.

Transactions at the counters will be harvested and uploaded to the Data Warehouse. From there, various calculations are done for the production of Corporate System's reports. Reports will be produced over daily, weekly and monthly cycles, and one year end will be simulated.

Autoconfiguration

All counters will be built to the so-called 'Vanilla build'. Autoconfiguration will be used to bring the existing IGL and Release 1b outlets into the Release 1c system.
An additional Post Office will become known to the system so that the Autoconfiguration of the Gateway and Counter PCs during roll-out can be checked.

Software Distribution

TIVOLI will govern configuration of software. Update can be done in 4 ways :-

1. to all POs known to the Autoconfiguration database
1. to all PCs within a set of given POs
1. to all PCs within a single PO
1. to a single PC

Software distribution via Tivoli occurs during roll-out - i.e. it is used during the Autoconfiguration of the Counters. It is intended that new software deliveries (e.g. bug fixes) will be delivered via Tivoli.

On-Line Help facilities

The entry to and exit from Bubble Help will be checked in this Thread.
On-line Help and Procedures manual and broadcast of Systems messages will NOT be checked in this Thread.

On-Line archiving.

This will be checked in this thread.

System Administration

As part of the System Management non-functional requirement, alerts might be raised via a Patrol Knowledge module in Sequents. *- it may not be possible to test these specifically* .There will be remote operations capability for recording of events at Counters and their possible fixing by distributing software (via TIVOLI). If practicable, elements of Network Management and Resource

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Management will also be explored.

CMS/PAS Help Desk

Requests from POCL staff for encashment and change of nominated PO when communications links are down will be checked. Card and PUN status will be updated for combinations of damaged, lost and found. Maintenance of BA Reference Data, which is passed on to Data Warehouse, will also be checked.

Sorbus Help Desk

There will be no direct link to the Sorbus Help Desk. Instead, interface files to the Data Warehouse will be created to simulate problems with kit and lines at Post Offices.

De La Rue

Card production requests and the actual production of cards and PUNS will be checked.

De La Rue must also be informed of all Post Office addresses. There will be a take on exercise of all Post Office addresses at the CMS/PAS Help Desk.

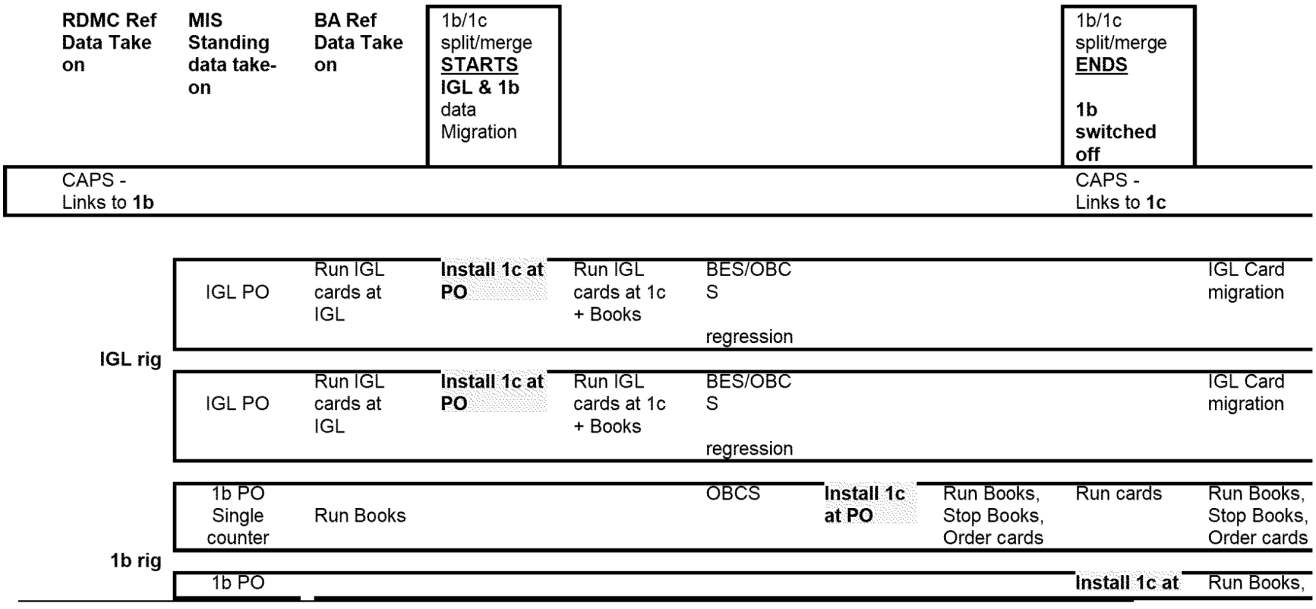
Backup and Archive

The backup and archiving of databases are scheduled through Maestro, so will occur throughout the testing cycle.

Restore

A database restore and application of re-do logs will be checked.

Fig 2. Synopsis of activities to achieve 'Steady State'



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	Dual counters	Run Books			**PO**	Stop Books, Order cards		Stop Books,	
1c rig	New 1c PO Single counter				**Install 1c at PO**	Run Books, Stop Books, Order cards	Run cards	Run Books, Stop Books,	
	New 1c PO Four counters				**Install 1c at PO**	Run Books, Stop Books, Order cards	Run cards	Run Books, Stop Books,	
Vanilla Build	Autoconfig	X	X	X					

RDMC Maintain		X
BA Ref Data Maintain		X
MIS Maintain		X
Help Desk Maintain		X

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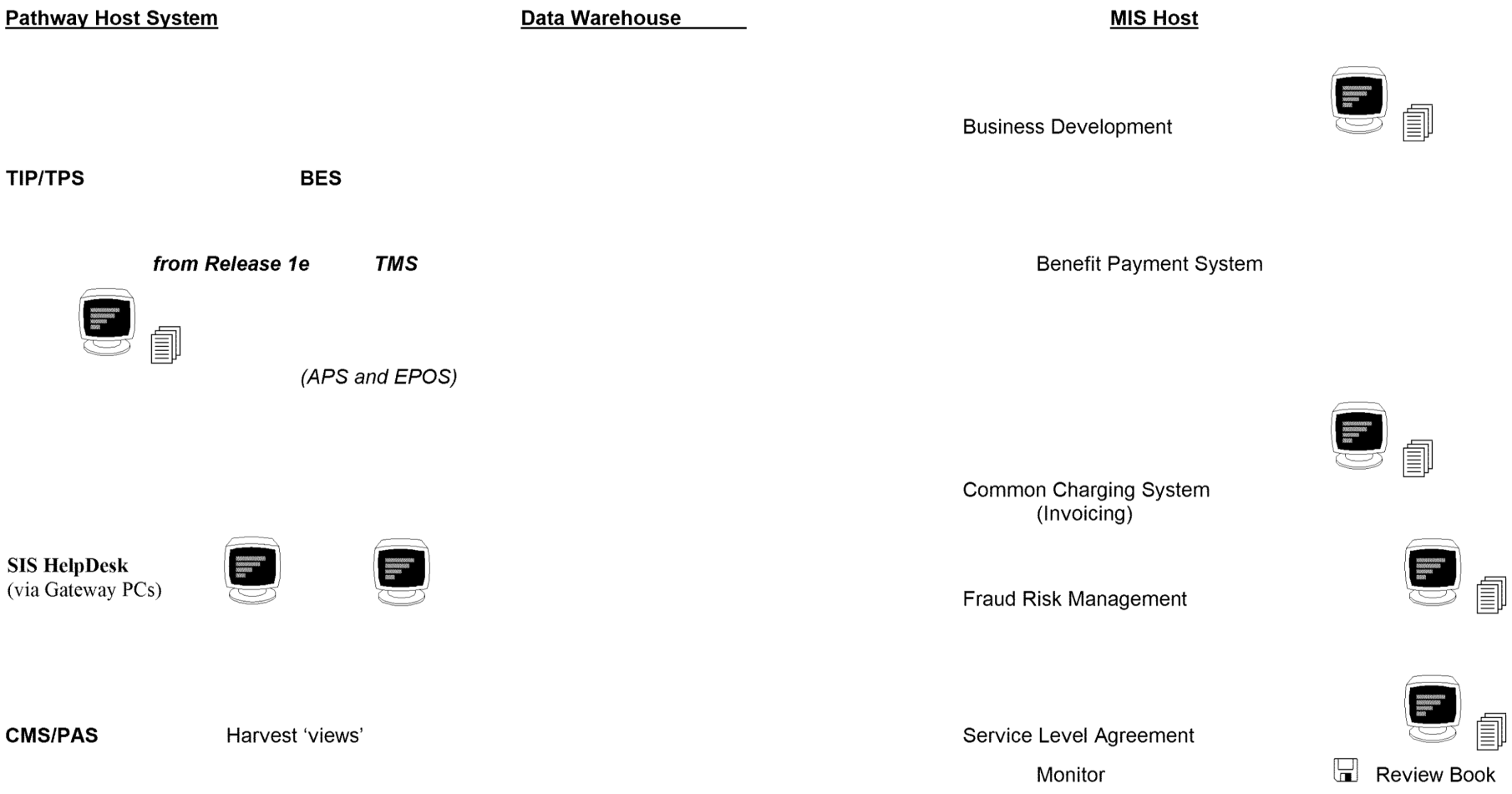
Fig 3 **Upload transactions to Data Warehouse**



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RDMC Harvest 'views' Contract Administration

(Rewrite tables to new view)

4. Release Functionality

Non-functional requirements :-

Autoconfiguration

Software Distribution

System Management

Archive

Back up

Restore

Func	SADD	Description	Product
admf	4.1.3.3.1.1	Administration functions	EPOS
AECA	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Audit Enquiry for CCS and Contract Administration.	ccs
audp	4.1.4.2	Control/audit processing	OAS
bbaa	4.1.1.8.1	Benefit Encashment - Permanent Agent/Alternative Payee - Transaction selection	BES
bbco	4.1.6.3	Bar Code/OCR Reader - Contingency arrangements - PUN details	BES
bbec	4.1.1.10	Benefit Encashment - Casual Agent	BES
bbep	4.1.1.11	Benefit encashment - Permanent agent/Alternative payee	BES
bcba	4.1.1.4.4	Collection of new card by agent	BES
bcnc	4.1.1.4.1.1	Collection Of New Card By Customer - with PUN	BES
bcpo	4.1.1.14	Change Of Nominated Post Office	BES
bcps	4.1.1.14.2	Change of nominated PO - Steady State	BES
bevp	4.1.1.5	Extended Verification Procedure	BES

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bfen	4.1.1.9	Foreign Encashment	BES
bfer	4.1.1.12	Forwarding Of Benefit Encashment Receipts	BES
bict	4.1.1.6	Impoundment Of Card/Token/PUN	BES
brbr	4.1.1.3	Card batch reconciliation immediately on receipt.	BES
brsp	4.1.1.3.2	Reconciliation of cards against batch - Steady state provision	BES
brtf	4.1.1.3	Reconciliation:- Too few cards in Batch	BES
brtm	4.1.1.3	Reconciliation:- Too many cards in Batch	BES
bses	4.1.1.7	Forwarding/Disposal Of Impounded PUNS, Cards And Tokens	BES
bsss	4.1.1.8.2	Standard encashment - Steady State	BES
bsts	4.1.1.8.1	Standard Encashment - Transaction selection	BES
caar	3.1.3.9.2.1	CAS notified of acknowledgement receipt	CAS
cacv	3.1.3.9.2.1	CAS acceptance receipt validation	CAS
cafp	3.1.3.9.2	CAS outbound file processing	CAS
cair	3.1.3.9.2.1	CAS notified of initial receipt	CAS
caiv	3.1.3.9.2.1	CAPS initial receipt validation	CAPS
cakr	3.1.3.9.2.1	CAS notified of acceptance receipt	CAS
cana	3.1.3.9.2.1	CAPS notified of acceptance receipt	CAPS
cani	3.1.3.9.2.1	CAPS notified of initial receipt	CAPS
cank	3.1.3.9.2.1	CAPS notified of acknowledgement receipt	CAPS
ccap	3.1.3.9 & 3.3.2	PAS/CMS to CAPS - In/out tray operation - notification to CAPS	CAPS
CCEB	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Calculate Variables by executing Batch run (CON200).	slam
ccnl	3.1.2.3.3	Customer status change to `No longer of interest to PAS`	cmspas
ccod	3.1.1.4.1	Card Order generation	cmspas
CCRB	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Calculate Conformance & Remedies (Batch run) by frequency (CON201).	slam
cepr	3.1.2.6.2	Encashment payment reporting	cmspas
cfil	3.1.3.9 & 3.3.2	PAS/CMS to CAPS - In/out tray operation - file location	CAS
cfpr	3.1.3.9 & 3.3.2	CAPS to PAS/CMS - Empty file processing	CAPS
cfva	3.1.3.9 & 3.3.2	CAPS to PAS/CMS - File level validation	CAPS
CGAM	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Maintain Guarantee Amounts.	ccs
chos	3.1.3.9.2.2	CAS housekeeping	CAS
cich	3.1.1.3.1	Introduce Cardholder	cmspas
cinf	3.1.3.9 & 3.3.2	CAPS to PAS/CMS - Inbound duplicate file validation	CAPS

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cins	3.1.3.9 & 3.3.2	CAPS to PAS/CMS - Inbound SLA processing	CAPS
cirv	3.1.3.9.2.1	CAS initial receipt validation	CAS
CIVF	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Produce 'Confirmed' Authority Invoice. Final.	ccs
ckrv	3.1.3.9.2.1	CAS acknowledgement receipt validation	CAS
cloc	3.1.3.9 & 3.3.2	CAPS to PAS/CMS in/out tray operation - file location	CAS
cmcd	3.1.1.3.2	Maintain Cardholder Details	cmspas
cmcs	3.1.1.3.3	Maintain Card Status	cmspas
cncp	3.1.2.10.1	Notify change of nominated PO	cmspas
cnot	3.1.3.9 & 3.3.2	CAPS to PAS/CMS in/out tray operation - Notification issue to cas(vme)	CAPS
cnpc	3.1.2.3.1	New PAS Customer	cmspas
corp	3.1.3.9.2.1	CAS outbound receipt processing	CAS
cout	3.1.3.9.2.1	Outbound file SLA processing	CAPS
cpad	3.1.1.5	The PUN & delivery	cmspas
cpar	3.1.3.9 & 3.3.2	Processes within CAPS computer - Acknowledgement receipt production	CAPS
cpfe	3.1.3.9 & 3.3.2	Processes within CAPS computer - File level error report production	CAPS
cpil	3.1.3.9.3	CAPS ICL update	CAPS
cpir	3.1.3.9 & 3.3.2	Processes within CAPS computer - Initial receipt production	CAPS
cpis	3.1.3.9 & 3.3.2	Processes within CAPS computer - Inbound SLA monitoring	CAPS
cpmf	3.1.3.9 & 3.3.2	Processes within CAPS Computer - Missing file processing	CAPS
CPMV	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Maintain Performance Measure Version (CON105). (Includes Requirements, Liquidated Damages, Fallback Transaction Timing).	slam
cpol	3.1.3.9 & 3.3.2	Processes within CAPS computer -OCL processing	CAPS
cprc	3.1.3.10	PAS reconciliation (CBOS)	cmspas
cprp	3.1.3.9 & 3.3.2	Processes within CAPS computer - Record level validation error report processing (from PAS/CMS)	CAPS
CRAD	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Maintain Adjustment.	ccs
crdc	3.1.1.6.3	Replacement of damaged card (automatic)	cmspas
CRDD	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	MaintainDiscount Details.	ccs
crdr	3.1.1.6.4	Replacement of damaged card by customer report	cmspas
crep	3.1.3.9.2.1	CAS record level validation error report processing	CAS
crle	3.1.3.9 & 3.3.2	CAPS to PAS/CMS - Record level validation failure error report production	CAPS
crlv	3.1.3.9 & 3.3.2	CAPS to PAS/CMS - Record level validation	CAPS
CRPM	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 +	Maintain Performance Measure (CON104).	slam

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	895/1		
CSLA	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Maintain Contract SLA (CON103).	slam
cspl	3.1.3.9 & 3.3.2	CAPS to PAS/CMS - File manager split of data into customer and non customer detail files	CAPS
ctrm	3.1.3.9.2.2	Contol Match Processing	CAS
DARE	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	SLAM - Detailed Analysis Report (On-Line).	slam
ddam	3.1.1.8.3.3	DSS Customer - Report Damaged (and unusable) card.	cmspashd
denq	3.1.1.8.3.7	DSS Customer - Enquire upon Card / PUN status.	cmspashd
dfou	3.1.1.8.3.6	DSS Customer - Report Card / PUN found.	cmspashd
DIVY	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Produce 'draft' Yearend Authority Invoice. Batch	ccs
dlos	3.1.1.8.3.2	DSS Customer - Report lost or stolen card.	cmspashd
DMAP	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Display Mappings.	ccs
dnre	3.1.1.8.3.4	DSS Customer - Report non receipt of PUN at Customer's residence.	cmspashd
DOTA	4.1.5.3.2.1.6	Create default opening times for all Outlets.	ref
dstr	3.1.1.8.4.4	DSS Staff - Terminate a Card.	cmspashd
dsvc	3.1.1.8.4.1	DSS Staff - Verification of DSS Staff caller.	cmspashd
dver	3.1.1.8.3.1	DSS Customer - Verification of DSS Customer caller.	cmspashd
epos	4.1.3	EPOSS shell	EPOS
esfl	4.1.4.2	ESNS to OAS in/out tray operation - file location	OAS
flrc	4.1.4.2	Files received from CAPS - CAPS outbound process	OAS
fwan	3.1.3.9.6	File transfer over WAN	CAPS
help	4.1.3	Help functions	EPOS
IMMO	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Input Manual Measures On-Line (CON107).	slam
IVPE	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Invoice Period Enquiry.	ccs
NEWO	4.1.5.3.2.1.6	Maintain PO Outlets within Region.	ref
NEWR	4.1.5.3.2.1.6	Maintain Regions within POCL.	ref
oahk	4.1.4.1	OAS Housekeeping (weekly)	OAS
obcc	4.1.4.2	OBCS Control file processing	obcs
oclp	3.1.3.9 & 3.3.2	CAS OCL processing	CAS
oefp	4.1.4.2	OBCS to ESNS - IOP Transaction Control File production	OAS
oeno	4.1.4.2	OAS to ESNS - In/out tray operation - notification to ESNS	OAS

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oeob	4.1.4.2.3.3 4.1.4.2.2, 900/3 900/4 900/8 956/8.	Encashment of order book	obcs
oiob	4.1.4.2.2 4.1.4.2.3.2, 900/3 900/6 956/7.	Issue order book	obcs
onbe	4.1.4.2.3.3.1	Non-barcoded encashment	obcs
oodb	4.1.4.2.2 4.1.4.2.3.1, 900/3 900/5 956/5.	Receive order book	obcs
orob	4.1.4.2.3.1.1, 4.1.4.2.3.2.1, 900/5 956/6.	Redirect order book	obcs
owan	4.1.4.2	File transfer over WAN	OAS
PAIR	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Print Advice Invoice Report (DSS Agencies).	ccs
PARE	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	SLAM - Performance Analysis Report (On-Line).	slam
pays	3.1.2.11.3.3	Payment Stop.	cmspashd
PISR	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Print Invoice Summary Report.	ccs
PMER	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	SLAM - Performance Measure Exception Report (On-Line).	slam
pocl	3.1.2.11.4.4	POCL Staff - Customer Change nominated PO (crossing language boundary).	cmspashd
pocn	3.1.2.11.4.4	POCL Staff - Customer Change nominated PO (within same language boundary).	cmspashd
poef	3.1.2.11.4.3	POCL Staff - Customer Encash foreign payment.	cmspashd
poen	3.1.2.11.4.2	POCL Staff - Customer Encash payment.	cmspashd
PPIA	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Print POCL Invoice Advice Report.	ccs
PSCX	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Print Scorecard Matrix Report.	ccs
psec	4.1.1.3.2	POCL Staff - Excess card(s) in batch delivered to Nominated Post Office	cmspashd
psmc	4.1.1.3.2	POCL Staff - Missing card(s) from delivered batch at Nominated Post Office.	cmspashd
psna	3.1.1.8.5.2	POCL Staff - POCL reports Non Arrival of batch of Cards.	cmspashd
psus	4.1.1.3.2	POCL Staff - Arrival of unexpected 'stray' batch of cards at a Post Office.	cmspashd
psve	3.1.1.8.5.1	POCL Staff - Verification of POCL Counter Clerk caller.	cmspashd
RDOL	4.1.5.3.2.1.6	Maintain POCL Organisational Unit Levels.	ref
reab	3.1.1.8.5.2	Reactivate A Batch.	cmspashd
RPIV	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	Reprint Invoice	ccs
RURS	3.1.3.8 + 4.1.5.3.3.2 , 894/1 + 894/4 + 894/5 + 894/6 + 895/1	SLAM - Run Review Session (On-Line).	slam
suab	3.1.1.8.5.2	Suspend A Batch.	cmspashd
mbcc	migration	OBCS Control file processing - Release 1b	bit

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mefp	migration	OBCS to ESNS - IOP Transaction Control File production - Release 1b	bit
meno	migration	OAS to ESNS - In/out tray operation - notification to ESNS - Release 1b	bit
meob	migration	Encashment of Order Book - Release 1b	bit
migb	migration	Concurrent Release 1b and Release 1c processing	bit
migc	migration	IGL to 1c migration - card migration	bit
migd	migration	IGL to 1c migration - data migration	bit
migi	migration	IGL to 1c migration - Integration Testing	bit
mign	migration	1b to 1c Hot List migration	bit
migo	migration	Release 1b and 1c concurrent processing	bit
migp	migration	IGL - prethread activities	bit
migt	migration	IGL to 1c migration tools	bit
miob	migration	Issue Order Book - Release 1b	bit
mlrc	migration	Files received from CAPS - CAPS outbound process - Release 1b	bit
modb	migration	Receive Order Book - Release 1b	bit
moti	migration	In/out-tray operation - Notification issued to OAS(VME) - Release 1b	bit
mpos	migration	EPOSS shell - Release 1b	bit
msfl	migration	ESNS to OAS in/out tray operation - file location - Release 1b	bit
mudp	migration	Control/audit processing - Release 1b	bit
mwan	migration	File transfer over WAN - Release 1b	bit
prpt	migration	Peripheral testing by engineer	bit
repo	migration	BES Reports at Post Office	bit
mhdr	migration	Maintain Help Desk Reference Data	bit
misr	migration	Corporate Systems Reports	MIS
bpsx	migration	BPS - Download of data	BES