

Fujitsu Services **Service Description for AP Client File Resend Service** **Ref:** **CS/SER/013**
Version: **7**
COMMERCIAL IN CONFIDENCE **Date:** **26th November 08**

Document Title: Service Description for AP Client File Resend Service

Document Type: Customer Service Specification

Release: N/A

Abstract: A description of the AP Client File Resend Service provided under contract to Post Office Limited

Document Status: Review

Originator & Dept: Mike Woolgar, Fujitsu Services RMGA

Contributors: David Wilcox,

Internal Distribution: Library and reviewers

External Distribution: Post Office Library and reviewers

Approval Authorities:

Name	Position	Signature	Date
Rabia Cody	OBC Ref Data Service Mgr, Post Office Ltd		
Steve Denham	RMGA Head Of Service Management		
Mark Weaver	Post Office Ltd – Head Of System Operations		
Mark Holroyd	CSC Manager		

Fujitsu Services

Service Description for AP Client File Resend
Service

Ref: CS/SER/013

Version: 7

COMMERCIAL IN CONFIDENCE

Date: 26th November 08

0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
1.0	19/12/02	Produced for Contract Amendment	
2.0	20/12/02	Updated for Contract Amendment	
2.1	20/03/03	RPI adjustment and minor amendments.	
2.2	25/04/03	Minor amendment resulting from review comments.	
3.0	16/06/03	Issued for approval.	
4.0	17/05/04	RPI adjustment and minor amendments.	
5.0	13/04/05	RPI adjustment	
6.0	12/04/06	RPI Adjustment	
6.1	30/10/08	RPI adjustment and minor amendments	
6.2	26/11/08	Issued for approval	

0.2 Review Details

Review Comments by :	25/11/2008
Review Comments to :	Mike Woolgar

Mandatory Review Authority	Name
Fujitsu Services Ltd	David Wilcox, Steve Denham* Andrew Gibson.
Post Office Ltd	Rabia Cody, Dean Turner, Suzanne Robson, Mark Weaver
CSC	Mark Holroyd
Optional Review / Issued for Information	
Fujitsu Services Ltd	Mik Peach* Steve Gardiner, Claire Drake, Emma Langfield*

(*) = Reviewers that returned comments

Fujitsu Services

Service Description for AP Client File Resend
Service

Ref: CS/SER/013

Version: 7

COMMERCIAL IN CONFIDENCE

Date: 26th November 08

0.3 Associated Documents

Reference	Version	Date	Title	Source
PA/TEM/001	8.0	2 nd Jan 2003	Fujitsu Services Document Template	PVCS
BP/CON/310			Schedule 10 – Charges	Post Office and Fujitsu Services
CS/SER/011			AP Client Take-On Service	Fujitsu Services
CS/SER/012			AP Client Delivery Agreement Change Service	Fujitsu Services
CS/SER/020			AP Client Ad-hoc Service	Fujitsu Services

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

0.4 Abbreviations/Definitions

Unless the context otherwise requires, the following terms have the following meanings:

Abbreviation	Definition
APS	Automated Payments Service (Schedule 18)
AP Client	Automated Payments Client
AP Agent	The term given to Post Office Clients (or Service Suppliers) who receive APS file transmissions via the EDG Gateway from Fujitsu Services. AP Clients who are not also AP Agents, receive their files indirectly, via a Post Office Client (or Service Supplier) acting as their Agent.
CSC	CSC being the provider that manages the EDG Gateway on behalf of POL
EDG Client	An AP Client that receives its file via the EDG Gateway.
Girobank Client	An AP Client that is connected to the AP Service via the AP Agent Girobank.
Live Client	An AP Client becomes live when the physical connection is established and configuration completed such that Client transactions can be passed across the interface. The Client is then considered live until the Client connection service is terminated and files cannot be transmitted. This is at a mutually agreed time, typically at least one month subsequent to Client Token termination, to allow the harvesting, from the branches, of any delayed Client transactions.
Non-Girobank Client	An AP Client that is connected to the AP Service via an AP Agent other than Girobank.

[Terms defined in this Agreement shall have the same meaning where used in this CCD]

Fujitsu Services

Service Description for AP Client File Resend
Service

Ref: CS/SER/013

Version: 7

COMMERCIAL IN CONFIDENCE

Date: 26th November 08

0.5 Changes in this Version

Version	Changes
6.2	Removal of DES from document and clarification that CSC now manages the EDG Gateway

0.6 Changes Expected

Changes
RPI adjustments in subsequent Financial Years.

0.7 Table of Contents

1.0	SERVICE SUMMARY.....	3
2.0	SERVICE PRINCIPLES.....	3
3.0	SERVICE DEFINITION.....	3
3.1	SERVICE COMPONENTS.....	3
3.2	REQUEST FOR FILE RESEND.....	3
3.3	FILE RESEND AND CONFIRMATION TO POST OFFICE.....	3
3.4	LIAISON WITH CLIENT.....	3
3.5	SERVICE CHARGE.....	3
4.0	SERVICE AVAILABILITY.....	3
5.0	SERVICE LEVELS AND SERVICE TARGETS.....	3
6.0	SERVICE DEPENDENCIES AND POST OFFICE RESPONSIBILITIES.....	3

Fujitsu Services

Service Description for AP Client File Resend
Service

Ref: CS/SER/013

Version: 7

COMMERCIAL IN CONFIDENCE

Date: 26th November 08

1.0 Service Summary

The AP Client File Resend Service allows Post Office to request that AP Client transaction files, that are within three months of original transmission, are resent to the AP Client or are sent to Post Office direct.

Files will be resent to the AP Client over the automated interface to the Client/Agent Gateway, and files will be sent to Post Office on a CD-ROM via secure courier.

The charge for this service is shown in Section 3.5.

The price for file resends, that are requested in excess of three months after the original transmission, will be handled on an individual basis. Fujitsu Services will identify if a file resend(s) is possible and cost the work that will be required to achieve this. The price for this service will be upon application. In the first instance, CSC / Client should contact the Post Office RDT to state their requirements, which if achievable, will be charged accordingly.

2.0 Service Principles

The following service principles will apply to the provision of the AP Client File Resend Service.

Fujitsu Services staff will be appropriately trained to carry out the services expected from them.

Fujitsu Services will ensure that any file resend data, adheres to the security standards as specified in CSOLA048.

3.0 Service Definition

3.1 Service Components

The service comprises the following components, with A and C being the responsibility of the Post Office, whilst B is the responsibility of Fujitsu Services:

- A. Request for file resend
- B. File resend and confirmation to Post Office
- C. Liaison with Client

Each of these components is described in the following sections. Further detail will be provided in operational documentation agreed at a working level between Fujitsu Services and Post Office.

Fujitsu Services

Service Description for AP Client File Resend
Service

Ref: CS/SER/013

Version: 7

COMMERCIAL IN CONFIDENCE

Date: 26th November 08

3.2 Request for file resend

Post Office (POSD) shall make the request by electronic mail (Email) to a Fujitsu Service mailbox and shall also contact Fujitsu Services by telephone to alert that a request has been made. The Email shall state:

- A. The Client name
- B. The original name and transfer date of the file(s) required to be resent
- C. Whether the file is to be sent to the Client or to Post Office
- D. The addressee and location if the file is to be sent on CD-ROM to Post Office
- E. For a Girobank Client, the file prefix that should be used for the resend file.

3.3 File resend and confirmation to Post Office

Fujitsu Services will resend the transaction file to the AP Client over the automated interface to the Client/Agent Gateway, or will copy the transaction file onto a CD-ROM and despatch this via secure courier, as requested by Post Office.

Files for a Non-Girobank Client will be sent with the original filename. Files for a Girobank Client will have the file prefix changed to a value specified by Post Office.

Fujitsu Services will advise Post Office when the file resend to the AP Client Gateway has been achieved, or when the CD-ROM has been despatched.

3.4 Liaison with Client

Post Office shall liaise with the Client and advise them when the file has been resent, and confirm that the Client has received it.

3.5 Service Charge

Any change to the charges defined below (other than by application of the RPI Adjustment Factor) shall be undertaken through the Hard Change Control Procedure.

All charges for services calculated in accordance with this CCD shall be subject to indexation by application of the RPI Adjustment Factor set out in paragraph 10 of Schedule 10 for the Financial Year in which that service is provided.

	Charges for Financial Year ending 31/03/09	Fixed charge per request
A	Request for file re-send to Client/Agent gateway	£500.00
B	Request for File delivery to Post Office	£500.00

Fujitsu Services

Service Description for AP Client File Resend
Service

Ref: CS/SER/013

Version: 7

COMMERCIAL IN CONFIDENCE

Date: 26th November 08

4.0 Service Availability

The Service will be available for receipt and processing of service requests between the hours of 09:00 to 17:30 Monday to Friday excluding all English Bank and Public Holidays.

5.0 Service Levels and Service Targets

There are no Service Levels for this service.

However, Fujitsu Services staff will use reasonable endeavours to action the request within the working day on which the request is received. However, the minimum lead-time between receipt of the file resend request and the file resend is four hours.

6.0 Service Dependencies and Post Office Responsibilities

- A. The request must be within 3 months of the original day of transmission of the file. For any request that falls outside of this period, see 1.0 above.
- B. The AP Client must be live at the time of the request.
- C. This service will be operated on a per Client basis, hence file resend requests for multiple Clients operating through the same Agent will be treated as separate requests. Therefore each request shall be for either
 - a. One AP Client and up to a maximum of seven files per request, or for
 - b. Post Office and for a maximum of one file per request.
- D. The maximum frequency of requests shall be two requests per working day but limited to a total of five requests per working week.
- E. Post Office shall be responsible for the following:
 - a. Request for service
 - b. Liaison with Client
- F. Post Office shall be responsible for obtaining all necessary consents, authorisations and notifications from relevant Data Controllers, to enable personal data to be processed by Fujitsu Services as part of this service, in compliance with the Data Protection Act 1998. Post Office shall indemnify Fujitsu Services in respect of any losses suffered by Fujitsu Services in connection with its performance of the service as a result of any Post Office failure to have obtained appropriate data protection related consents, authorisations and notifications.