ICL Pathway	RELEASE 1b - ORDER BOOK CONTROL SERVICE	Ref.:	CS/PRO/0006
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	Processes and Procedures (PPD)		

Document Title: Release 1b ORDER BOOK CONTROL SERVICE:
Processes and Procedures

Document Type: Processes and Procedures Document

Abstract: Describes the procedures required to provide the Order
Book Control Service at Post Office Counters

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0 DOCUMENT CONTROL

0.1 DOCUMENT HISTORY

Version	Date	Reason
0.1	29/10/96	Initial draft required
0.2	12/11/96	PDA comments incorporated in initial draft
0.3	27/11/96	Further PDA comments incorporated in initial draft
0.4	04/12/96	Draft notes removed and information included where possible
0.5	18/12/96	Draft notes removed, further PDA comments incorporated and document re-formatted
0.6	19/02/97	Re-drafted to reflect Release 1b
0.7	25/02/97	Recovery procedures included and encashment procedures amended
0.7a	03/03/97	Recovery procedures corrected
0.8	07/03/97	Final Agreed Draft
0.9	21/03/97	Final Agreed Draft
1.0	15/04/97	Signed and Issued

0.2 ASSOCIATED DOCUMENTS

Reference	Vers	Date	Title	Source
PA/STR/0003	2.0	19/02/97	Release 1b Contents Description	Pathway
CS/PRO/0008	1.0	16/04/97	Release 1b - EPOSS PPD	Pathway
CS/PRO/0010	1.0	16/04/97	Release 1b - Operating Infrastructure PPD	Pathway
CS/PRO/0011	1.0	16/04/97	Release 1b - Helpdesk Operations PPD	Pathway
CS/PRO/0012	1.0	15/04/97	Release 1b - Introduction PPD	Pathway
CS/PRO/0014	1.0	16/04/97	System Environment PPD	Pathway

0.3 ABBREVIATIONS

ACC	Area Computer Centre
APS	Automated Payment Service
BA	Benefits Agency
BES	Benefit Encashment Service
CMS	Card Management Service
CPP	Common Payment Package
DSS	Department of Social Security
EPOSS	Electronic Point of Sale Service
HAPS	Host Automated Payment Service
ITSA	Information Technology Services Agency
NINO	National Insurance Number
NSI	National Sensitivity Indicator
OBCS	Order Book Control Service
PAN	Primary Account Number
PAS	Payment Authorisation Service
PDA	Programme Delivery Authority
POCL	Post Office Counters Limited
PPD	Processes and Procedures Description
PUN	Pick Up Notice
TIP	Transaction Information Processing

0.4 CHANGES IN THIS VERSION

0.5 TABLE OF CONTENT

1   INTRODUCTION

This document contains the elements of the Order Book Control Service (OBCS), applicable to Release 1b, together with parts of the existing counter procedures, as detailed in the following sections.

2   SCOPE

OBCS is a facility for checking bar-coded order books against a system stop list at a selected automated outlet.

The following processes and procedures are described:

     a) Receipt of bar-coded order books in the post office

     a) Re-direction of bar-coded order books

     a) Collection of bar-coded order book by customer

     a) Benefit encashment using foil from:

- bar-coded order book

- non bar-coded order book

Where an action involves the use of a piece of counter equipment the procedures assume the equipment is working correctly. The procedures for handling OBCS activities in the event of equipment failures are detailed in the "Fallback" section.

The following processes will be undertaken entirely in accordance with manual procedures and are therefore not detailed in this document:

     a) Impound order book

     a) Forwarding/disposal of order books

     a) Forwarding of encashed foils

Manual instructions relating to the validity of the order book, foil or person presenting the order book

3   GENERAL INFORMATION

3.1   EXCEPTION MESSAGES

In the event that a business rule is contravened, the system will display a message to this effect. For example, it is not normally possible to encash more than 13 foils from the same order book in one go (3 calendar months). For this reason, if a figure greater than 13 is input relating to the number of foils for encashment, the system will advise that the number of foils can only be between 1 and 13 in one transaction.

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3.2 CONTACTING HELP DESK

In the event of any system failure, or advice and guidance being required, the Horizon System Help Desk must be contacted. Further details are provided in the Helpdesk Processes and Procedures at Post Office Counters Document [Ref. CS/PRO/0011]. The Horizon System Help Desk can be contacted on   **GRO**

3.3 LOCATING INFORMATION FROM ORDER BOOK

Certain procedures require the keying of the Customer Reference Number, Indicator, Serial Number and Common Payment Package (CPP)Number (indicates book group) from the front of the order book.

The following illustration shows where this information is located on the front of the order book:
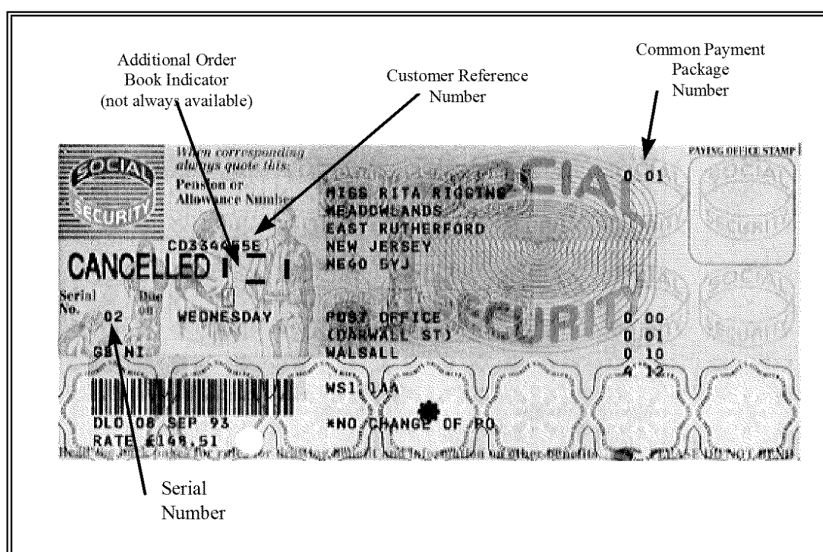
3.4 STATUS OF BAR-CODE ON ORDER BOOK

The system will respond in various ways, as detailed in the procedures, following the scan of the bar-code. The outcome will depend on the bar-code status as follows:

Acceptable If the bar-code is acceptable, the system is able to read the bar-code and it passes the validation rules. The system will display the appropriate screen in accordance with the information read from the bar-code.

Invalid   If the bar-code is invalid, the system is able to read the bar-code but it fails the validation rules. The system will provide a prompt that the order book must be impounded.

Counterfeit If the bar-code is counterfeit, the system is able to read the bar-code and it passes the validation rules. The system will display

the appropriate screen in accordance with the information read from the bar-code. It will only be detected at a later stage in the process that a transaction which was not authentic had taken place.

Unreadable If the bar-code is unreadable, the system is unable to recognise the bar-code and the screen will not alter. This may occur, for example, due to a printing error or the customer may have damaged the bar-code.

On scanning acceptable, invalid and counterfeit bar-codes, a beep will be made to indicate that the system has been able to read the bar-code. No such audible indication will be made when the bar-code is unreadable.

3.5   ACTIONS REQUIRED FOR PAY, PAY AND IMPOUND, AND IMPOUND INSTRUCTIONS

During the use of the operational OBCS system, instructions to the user to do one of three actions will be given as a result of checking the order book bar-code or manual input of the order book details against the system stop list.

The instructions given will always be subject to the manual checks that should be carried out to validate the order book and/or the customer. These instructions are:

1.   **Encash**

      This allows the user to pay valid foils as requested by the customer.

1.   **Recall**

      The recall message instructs the user to pay valid foils either up to and including a specific date or one valid foil and impound the order book.

1.   **Impound**

      The impound message instructs the user to impound the order book without making payments against valid foils.

4   RECEIPT OF BAR-CODED ORDER BOOKS IN THE POST OFFICE

This section deals with the receipt of a batch of order books at the post office.

4.1   DELIVERY INTO THE OFFICE

4.1.1   SECURE DELIVERY

Post offices within the M25 area will receive a bulk delivery of order books via Cashco under the Secure Delivery system.   These will be order books produced by one or more of the Benefit Agency's ACCs.

4.1.2   POSTAL DELIVERY

All post offices will receive order books via ordinary mail delivery across the counter.   These will consist of order books delivered from ACCs to post offices outside of the M25 area and those books both outside and within the M25 which have been prepared and despatched by the local Benefits Agency office.

4.1.3   REDIRECTION

This will include order books that have been wrongly delivered to one office and have been re-routed to the correct office.   It will also include transfer requests from customers when they move office (P578 procedure).

4.1.4   BY HAND

These are primarily order books which have been sent direct to the customer and are subsequently produced at the counter for encashment.

4.2   RECEIPT OF BAR-CODED ORDER BOOKS

This section deals with the receipt of bar-coded order books in the post office and recording their receipt on the OBCS system.

If a book is delivered to an office in error i.e. wrong office of payment, it should not be scanned as received. The procedure is to forward it to the correct office following the re-direction procedure described in Section 5.

The following procedure starts from the 'Desktop' menu.   However, it is possible to start the procedure at one of the sub-menus stated in the procedure.

1. Touch 'TOKEN MANAGEMENT' button - F7

   (System will display 'Token Management' menu)

1. Touch 'OBCS' button - F2

   (System will display 'OBCS Token Management' menu)

1. Touch 'RECEIVE' button - F1

   (System will display 'OBCS Receive In' screen)

1. Take order book

1. Scan bar-code from order book

   (System will increment "Scanned" total displayed by one)

   Exception A: If the bar-code is invalid, the system will display the 'OBCS Impound Notice' screen:

   - Touch 'TICK' button - Enter

     (System will return to the 'OBCS Receive In' screen and the "Impound" total displayed will increment by one)

   - Impound order book - **Refer to existing counter procedure**

   Exception B: If a stop has been placed on the order book, the system will display the 'OBCS Impound Notice' screen:

   - Touch 'TICK' button - Enter

     (System will return to the 'OBCS Receive In' screen and the "Impound" total displayed will increment by one)

   - Impound order book - **Refer to existing counter procedure**

   Exception C: If the bar-code is not read, scan the bar-code again up to a maximum of THREE times, then:

   - Touch 'MANUAL INPUT' button - Enter

     (System will display 'OBCS Manual Entry' screen)

   - Key Customer Reference Number

     (This will comprise the National Insurance Number (NINO), Child Benefit Number or Family Credit Temporary Number)

   - Touch 'TICK' button - Enter

   - Key Additional Order Book Indicator (If printed on front of order book)

   - Touch 'TICK' button - Enter

   - Key Order Book Serial Number

   - Touch 'TICK' button - Enter

   - Key CPP Number from Order Book

   - Touch 'TICK' button - Enter

     (System will display 'OBCS Impound Notice' screen)

- Touch 'TICK' button - Enter

(System will return to the 'OBCS Receive In' screen and the "Unread" total displayed will increment by one)

- Impound order book - **Refer to existing counter procedure**

EXCEPTION C.1: If keyed information is not accepted for a particular field, the system will prompt the re-keying of the missing or inaccurate information:

  - Touch 'TICK' button - Enter

  - Check whether information has been correctly keyed

    SCENARIO A: If information has been incorrectly keyed:

      - Re-key appropriate information

      - Touch 'TICK' button - Enter

        (System will display 'OBCS Impound Notice' screen)

      - Touch 'TICK' button - Enter

        (System will return to the 'OBCS Receive In' screen and the "Unread" total displayed will increment by one)

      - Impound order book - **Refer to existing counter procedure**

    SCENARIO B: If information has been correctly keyed:

      - Touch 'PREVIOUS' button - Escape

        (System will return to the 'OBCS Receive In' screen)

      - Impound order book - **Refer to existing counter procedure**

EXCEPTION C.2: If keyed information does not correspond to a valid benefit type, the system will display the 'Invalid Book' screen:

    SCENARIO A: If information has been incorrectly keyed:

      - Touch 'TICK' button - Enter

      - Re-key appropriate information

      - Touch 'TICK' button - Enter

        (System will display 'OBCS Impound Notice' screen)

      - Touch 'TICK' button - Enter

        (System will return to the 'OBCS Receive In' screen and the "Unread" total displayed will increment by one)

      - Impound order book - **Refer to existing counter procedure**

    SCENARIO B: If information has been correctly keyed:

- Touch 'CROSS' button - F1

  (System will return to the 'OBCS Receive In' screen and the "Impound" total displayed will increment by one)

- Impound order book - **Refer to existing counter procedure**

4. Place order book aside

4. *SCENARIO A: If more order books are present:*

- Repeat Steps 5 and 6 for each order book

SCENARIO B: If there are no more order books present:

- Touch 'DESKTOP' button - Home

  (System will return to 'Desktop' menu)

4.3 STORAGE OF ORDER BOOKS IN THE OFFICE

Order books will be stored in the post office in accordance with the existing arrangements - **Refer to existing counter procedure.**

5   RE-DIRECTION OF BAR-CODED ORDER BOOKS

This section deals with the re-direction of bar-coded order books. Order books will be re-directed on written instruction from DSS or request from another post office on form P578. Order books will be recorded on the system at the office of receipt prior to being re-directed on the system by the office of receipt. Books should not be re-directed on the system if being returned to the Benefits Agency. If the books are not scanned due to being received at the wrong office, they should be scanned before re-direction. These books are treated as re-directed books. If books are scanned, then it is noticed they belong to another post office, the re-direction process should still be followed.

The following procedure starts from the 'Desktop' menu. However, it is possible to start the procedure at one of the sub-menus stated in the procedure.

1. Touch 'TOKEN MANAGEMENT' button - F7

   (System will display 'Token Management' menu)

1. Touch 'OBCS' button - F2

   (System will display 'OBCS Token Management' menu)

1. Touch 'REDIRECT' button - F2

   (System will display 'OBCS Redirect Out' screen)

1. Scan bar-code from order book

   (System will increment "Scanned" total displayed by one)

   EXCEPTION A: If the bar-code is not read, scan the bar-code again up to a maximum of THREE times, then:

   - Touch 'MANUAL INPUT' button – Enter

     (System will display 'OBCS Manual Entry' screen)

   - Key Customer Reference Number

     (This will comprise the National Insurance Number (NINO), Child Benefit Number or Family Credit Temporary Number)

   - Touch 'TICK' button - Enter

   - Key Additional Order Book Indicator (If printed on front of order book)

   - Touch 'TICK' button - Enter

   - Key Order Book Serial Number

- Touch 'TICK' button - Enter

- Key CPP Number from Order Book

- Touch 'TICK' button - Enter

  (System will display the 'OBCS Impound Notice' screen)

- Touch 'TICK' button - Enter

  (System will return to the 'OBCS Redirect Out' screen and the "Unread" total displayed will increment by one)

- Impound order book - **Refer to existing counter procedure**

  EXCEPTION A1: If keyed information is not accepted for a particular field, the system will prompt the re-keying of the missing or inaccurate information:

  - Touch 'TICK' button - Enter

  - Check whether information has been correctly keyed

    SCENARIO A: If information has been incorrectly keyed:

    - Re-key appropriate information

    - Touch 'TICK' button - Enter

      (System will display 'OBCS Impound Notice' screen)

    - Touch 'TICK' button - Enter

      (System will return to the 'OBCS Redirect Out' screen and the "Unread" total displayed will increment by one)

    - Impound order book - **Refer to existing counter procedure**

    SCENARIO B: If information has been correctly keyed:

    - Touch 'PREVIOUS' button - Escape

      (System will return to the 'OBCS Redirect Out' screen)

    - Impound order book - **Refer to existing counter procedure**

  EXCEPTION A.2: If keyed information does not correspond to a valid benefit type, the system will display the 'Invalid Book' screen:

    SCENARIO A: If information has been incorrectly keyed:

    - Touch 'TICK' button - Enter

    - Re-key appropriate information

    - Touch 'TICK' button - Enter

      (System will display 'OBCS Impound Notice' screen)

    - Touch 'TICK' button - Enter

(System will return to the 'OBCS Redirect Out' screen and the "Unread" total displayed will increment by one)

- Impound order book - **Refer to existing counter procedure**

SCENARIO B: If information has been correctly keyed:

- Touch 'CROSS' button - F1

  (System will return to the 'OBCS Redirect Out' screen)

- Impound order book - **Refer to existing counter procedure**

4. Place order book aside

4. ***SCENARIO A: If more order books require re-direction:***

- Repeat Steps 4 and 5 for each order book

SCENARIO B: If there are no more order books requiring re-direction:

- Touch 'DESKTOP' button - Home

  (System will return to 'Desktop' menu)

4. Forward order book(s) to correct location(s) - **Refer to existing counter procedure**.

6   ISSUE OF BAR-CODED ORDER BOOK TO CUSTOMER

This section deals with the issue of a bar-coded order book.

In all instances where a new or renewal order book is to be issued to a customer the existing counter procedure relating to the issue of an order book should be adhered to.

The following procedure starts from the 'Desktop' menu. However, it is possible to start the procedure at one of the sub-menus stated in the procedure.

1. Obtain new order book from storage location - **Refer to existing counter procedure**

1. Touch 'OBC BOOK' button - F8

   (System will display 'OBCS Issue' screen)

1. Scan bar-code from order book

   (System will display 'OBCS Issue Instruction' screen)

   EXCEPTION A: If a stop notice has been placed on the order book, the system will display the 'OBCS Impound Notice' screen:

   - Touch 'TICK' button - Enter

      (System will return to 'Desktop' menu)

   - Impound order book - **Refer to existing counter procedure**

   EXCEPTION B: If a recall notice has been placed on the order book, and the order book is collected on or prior to the effective date of the recall, the system will display the 'OBCS Recall Notice' screen:

   (The 'OBCS Recall Notice' Screen will advise the effective date of recall and that valid payments up to and including that date may be made)

      SCENARIO A: If benefit encashment is required:

      - Touch 'CONTINUE' button - Enter

         (System will display 'OBCS Encash' screen)

      - Proceed to 'BENEFIT ENCASHMENT USING FOIL FROM BAR-CODED ORDER BOOK' procedure Step 5 - but only valid foils **up to date of recall** may be encashed

      - Impound order book - **Refer to existing counter procedure**

      SCENARIO B: If benefit encashment is not required:

      - Touch 'CANCEL' button - F1

(System will return to 'Desktop' menu)

- Impound order book - **Refer to existing counter procedure**

EXCEPTION C: If a recall notice has been placed on the order book, and the order book is collected after the effective date of the recall, the system will display the 'OBCS Pay One Voucher And Impound' screen:

> ***SCENARIO A: If benefit encashment is required:***

- Touch 'CONTINUE' button - Enter

(System will display 'OBCS Encash' screen)

- Proceed to 'BENEFIT ENCASHMENT USING FOIL FROM BAR-CODED ORDER BOOK' procedure Step 5 - but only **one** valid foil may be encashed

> ***SCENARIO B: If benefit encashment is not required:***

- Touch 'CANCEL' button - F1

(System will return to 'Desktop' menu)

- Impound order book - **Refer to existing counter procedure**

EXCEPTION D: If the bar-code is not read, scan the bar-code again up to a maximum of THREE times, then:

- Touch 'MANUAL INPUT' button - Enter

(System will display 'OBCS Manual Entry' screen)

- Key Customer Reference Number

(This will comprise the National Insurance Number (NINO), Child Benefit Number or Family Credit Temporary Number)

- Touch 'TICK' button - Enter
- Key Additional Order Book Indicator (If printed on front of order book)
- Touch 'TICK' button - Enter
- Key Order Book Serial Number
- Touch 'TICK' button - Enter
- Key CPP Number from Order Book
- Touch 'TICK' button - Enter

(System will display 'OBCS Pay One Voucher And Impound' screen)

> ***SCENARIO A: If benefit encashment is required:***

- Touch 'CONTINUE' button - Enter

(System will display 'OBCS Encash' screen)

- Proceed to 'BENEFIT ENCASHMENT USING FOIL FROM BAR-CODED ORDER BOOK' procedure Step 5 - but only

<u>one</u> valid foil may be encashed

SCENARIO B: If benefit encashment is not required:

- Touch 'CANCEL' button - F1

   (System will return to 'Desktop' menu)

- Impound order book - **Refer to existing counter procedure**

EXCEPTION D.1: If stop notice has been placed on the order book, the system will display the 'OBCS Impound Notice' screen:

- Touch 'TICK' button - Enter

   (System will return to 'Desktop' menu)

- Impound order book - **Refer to existing counter procedure**

EXCEPTION D.2: If keyed information is not accepted for a particular field, the system will prompt the re-keying of the missing or inaccurate information:

- Touch 'TICK' button - Enter

- Check whether information has been correctly keyed

   SCENARIO A: If information has been incorrectly keyed:

   - Re-key appropriate information

   - Touch 'TICK' button - Enter

      (System will display 'OBCS Pay One Voucher And Impound' screen)

      SCENARIO A.1: If benefit encashment is required:

      - Touch 'CONTINUE' button - Enter

         (System will display 'OBCS Encash' screen)

      - Proceed to 'BENEFIT ENCASHMENT USING FOIL FROM BAR-CODED ORDER BOOK' procedure Step 5 - but only <u>one</u> valid foil may be encashed

      SCENARIO A.2: If benefit encashment is not required:

      - Touch 'CANCEL' button - F1

         (System will return to 'Desktop' menu)

      - Impound order book - **Refer to existing counter procedure**

   SCENARIO B: If information has been correctly keyed:

   - Touch 'DESKTOP' button - Home

      (System will display 'Desktop' menu)

- Impound order book - **Refer to existing counter procedure**

EXCEPTION G.3: If keyed information does not correspond to a valid benefit type, the system will display the 'Invalid Book' screen:

SCENARIO A: If information has been incorrectly keyed:

- Touch 'TICK' button - Enter

- Re-key appropriate information

- Touch 'TICK' button - Enter

(System will display 'OBCS Pay One Voucher And Impound' screen)

SCENARIO A.1: If benefit encashment is required:

- Touch 'CONTINUE' button - Enter

(System will display 'OBCS Encash' screen)

- Proceed to 'BENEFIT ENCASHMENT USING FOIL FROM BAR-CODED ORDER BOOK' procedure Step 5 - but only <u>one</u> valid foil may be encashed

SCENARIO A.2: If benefit encashment is not required:

- Touch 'CANCEL' button - F1

(System will return to 'Desktop' menu)

- Impound order book - **Refer to existing counter procedure**

SCENARIO B: If information has been correctly keyed:

- Touch 'CROSS' button - F1

(System will display 'Desktop' menu)

- Impound order book - **Refer to existing counter procedure**

1. Undertake visual check of order book cover against the information displayed on the screen

EXCEPTION A: If order book does not match information displayed on screen:

- Touch 'TICK' button - Enter

(System will return to 'Desktop' menu)

- Impound order book - **Refer to existing counter procedure**

4. Touch 'TICK' button - Enter

   (System will return to 'Desktop' menu)

4. Issue order book to customer - **Refer to existing counter procedure**

7 BENEFIT ENCASHMENT USING FOIL FROM ORDER BOOK

This section deals with benefit encashment using a foil from an order book with or without bar-code.

In this instance, the customer will present the order book.

The following procedures start from the 'Desktop' menu.

7.1 BENEFIT ENCASHMENT USING FOIL FROM BAR-CODED ORDER BOOK

1. Obtain and check order book - **Refer to existing counter procedure**

1. Scan bar-code from order book

1. Check foil(s) - **Refer to existing counter procedure**

1. Check system has displayed 'OBCS Encash' screen

   EXCEPTION A: If bar-code has been scanned whilst another transaction is being processed on the system, the system will display the 'OBCS In-Use' screen:

   - Touch 'TICK' button - Enter

     (System will return to previous screen)

   EXCEPTION B: If transaction details are the same as processed for the previous transaction, the system will display the 'OBCS Identical Scan' screen:

    SCENARIO A: If transaction has been purposely commenced:

     - Touch 'CONTINUE' button - Enter

       (System will display 'OBCS Encash' screen)

    SCENARIO B: If transaction has been accidentally commenced:

     - Touch 'CANCEL' button - F1

       (System will return to 'Desktop' menu)

   EXCEPTION C: If the bar-code is invalid, the system will display the 'OBCS Impound Notice' screen:

   - Touch 'TICK' button - Enter

     (System will return to 'Desktop' menu)

   - Impound order book - **Refer to existing counter procedure**

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EXCEPTION D: If a stop notice has been placed on the order book, the system will display the 'OBCS Impound Notice' screen:

- Touch 'TICK' button - Enter

  (System will return to 'Desktop' menu)

- Impound order book - **Refer to existing counter procedure**

EXCEPTION E: If a recall notice has been placed on the order book, and the order book is presented for encashment on or prior to the effective date of the recall, the system will display the 'OBCS Recall Notice' screen:

(The 'OBCS Recall Notice' Screen will advise the effective date of recall and that valid payments up to and including that date may be made)

SCENARIO A: If benefit encashment is required:

- Touch 'CONTINUE' button - Enter

  (System will display 'OBCS Encash' screen)

- Proceed to 'BENEFIT ENCASHMENT USING FOIL FROM BAR-CODED ORDER BOOK' procedure Step 5 - but only valid foils <u>up to date of recall</u> may be encashed

- Impound order book - **Refer to existing counter procedure**

SCENARIO B: If benefit encashment is not required:

- Touch 'CANCEL' button - F1

  (System will return to 'Desktop' menu)

- Impound order book - **Refer to existing counter procedure**

EXCEPTION F: If a recall notice has been placed on the order book, and the order book is presented for encashment after the effective date of the recall, the system will display the 'OBCS Pay One Voucher And Impound' screen:

SCENARIO A: If benefit encashment is required:

- Touch 'CONTINUE' button - Enter

  (System will display 'OBCS Encash' screen)

- Proceed to 'BENEFIT ENCASHMENT USING FOIL FROM BAR-CODED ORDER BOOK' procedure Step 5 - but only <u>one</u> valid foil may be encashed

SCENARIO B: If benefit encashment is not required:

- Touch 'CANCEL' button - F1

  (System will return to 'Desktop' menu)

- Impound order book - **Refer to existing counter procedure**

EXCEPTION G: If the bar-code is not read, scan the bar-code again up to a maximum of THREE times, then:

- Touch 'OBC MANUAL' button - F5

  (System will display 'OBCS Manual Entry' screen)

- Key Customer Reference Number

  (This will comprise the National Insurance Number (NINO), Child Benefit Number or Family Credit Temporary Number)

- Touch 'TICK' button - Enter

- Key Additional Order Book Indicator (If printed on front of order book)

- Touch 'TICK' button - Enter

- Key Order Book Serial Number

- Touch 'TICK' button - Enter

- Key CPP Number from Order Book

- Touch 'TICK' button - Enter

  (System will display 'OBCS Pay One Voucher And Impound' screen)

  SCENARIO A: If benefit encashment is required:

  - Touch 'CONTINUE' button - Enter

    (System will display 'OBCS Encash' screen)

  - Proceed to 'BENEFIT ENCASHMENT USING FOIL FROM BAR-CODED ORDER BOOK' procedure Step 5 - but only **one** valid foil may be encashed

  SCENARIO B: If benefit encashment is not required:

  - Touch 'CANCEL' button - F1

    (System will return to 'Desktop' menu)

  - Impound order book - **Refer to existing counter procedure**

  EXCEPTION G.1: If stop notice has been placed on the order book, the system will display the 'OBCS Impound Notice' screen:

  - Touch 'TICK' button - Enter

    (System will return to 'Desktop' menu)

  - Impound order book - **Refer to existing counter procedure**

  EXCEPTION G.2: If keyed information is not accepted for a particular field, the system will prompt the re-keying of the missing or inaccurate information:

  - Touch 'TICK' button - Enter

  - Check whether information has been correctly keyed

    SCENARIO A: If information has been incorrectly keyed:

- Re-key appropriate information

- Touch 'TICK' button - Enter

  (System will display 'OBCS Pay One Voucher And Impound' screen)

  ### SCENARIO A.1: If benefit encashment is required:

  - Touch 'CONTINUE' button - Enter

    (System will display 'OBCS Encash' screen)

  - Proceed to 'BENEFIT ENCASHMENT USING FOIL FROM BAR-CODED ORDER BOOK' procedure Step 5 - but only **one** valid foil may be encashed

  ### SCENARIO A.2: If benefit encashment is not required:

  - Touch 'CANCEL' button - F1

    (System will return to 'Desktop' menu)

  - Impound order book - **Refer to existing counter procedure**

  ### SCENARIO B: If information has been correctly keyed:

  - Touch 'DESKTOP' button - Home

    (System will display 'Desktop' menu)

  - Impound order book - **Refer to existing counter procedure**

EXCEPTION G.3: If keyed information does not correspond to a valid benefit type, the system will display the 'Invalid Book' screen:

  ### SCENARIO A: If information has been incorrectly keyed:

  - Touch 'TICK' button - Enter

  - Re-key appropriate information

  - Touch 'TICK' button - Enter

    (System will display 'OBCS Pay One Voucher And Impound' screen)

  ### SCENARIO A.1: If benefit encashment is required:

  - Touch 'CONTINUE' button - Enter

    (System will display 'OBCS Encash' screen)

  - Proceed to 'BENEFIT ENCASHMENT USING FOIL FROM BAR-CODED ORDER BOOK' procedure Step 5 - but only **one** valid foil may be encashed

> ***SCENARIO A.2: If benefit encashment is not required:***
>
> - Touch 'CANCEL' button - F1
>
>   (System will return to 'Desktop' menu)
>
> - Impound order book - **Refer to existing counter procedure**
>
> ***SCENARIO B: If information has been correctly keyed:***
>
> - Touch 'CROSS' button - F1
>
>   (System will display 'Desktop' menu)
>
> - Impound order book - **Refer to existing counter procedure**

1. Date stamp foil(s) and counterfoil(s) and remove foil(s) from book - **Refer to existing counter procedure**

1. ***SCENARIO A: If book does not require impoundment/recall:***

   - Return order book to customer

   SCENARIO B: If book requires impoundment/recall:

   - Impound order book - **Refer to existing counter procedure**

1. Key number of foils for encashment (if different from default of one)

1. Touch 'TICK' button - Enter

   EXCEPTION A: If more than 13 foils have been keyed for encashment, system will display the 'Invalid Foil Number' screen:

   - Touch 'TICK' button - Enter

     (System will display 'OBCS Encash' screen)

   - Re-key number of foils for encashment

   - Touch 'TICK' button - Enter

1. Touch 'TICK' button - Enter

1. Touch 'TICK' button - Enter

   (System will return to 'Desktop' menu with foils for encashment displayed within stack)

1. ***SCENARIO A: If no further book has been presented with foils for encashment:***

    - Proceed to Step 12

    SCENARIO B: If further book has been presented with foils for encashment:

    - Repeat Steps 1 to 10 for next order book

1. Pay customer - **Refer to existing counter procedure**

1. Touch 'FINISH' button - Enter

    (System will refresh 'Desktop' menu)

1. Store encashed foil(s) - **Refer to existing counter procedure**

7.2 BENEFIT ENCASHMENT USING FOIL FROM NON BAR-CODED ORDER BOOK

1. Obtain and check order book and foil(s) - **Refer to existing counter procedure**

1. Date stamp foil(s) and counterfoil(s) and remove foil(s) from book - **Refer to existing counter procedure**

1. Return order book to customer

1. Touch 'OBC FOILS' button - F6

    (System will display 'OBCS P+A Manual Entry' screen)

1. Key P+A Group Number

1. Touch 'TICK' button - Enter

    EXCEPTION A: If keyed information is not accepted, the system will display the 'Invalid P+A Group Number' screen:

    - Touch 'TICK' button - Enter

    - Check whether information has been correctly keyed

        SCENARIO A: If information has been incorrectly keyed:

        - Touch 'TICK' button - Enter

ICL Pathway   **RELEASE 1b - ORDER BOOK CONTROL SERVICE**

Ref.:   CS/PRO/0006
Version: 1.0
Date: 15/04/97

Processes and Procedures (PPD)

(System will display 'OBCS P+A Manual Entry' screen)

- Re-key P+A Group Number
- Touch 'TICK' button - Enter

SCENARIO B: If information has been correctly keyed:

- Touch 'DESKTOP' button - Home

(System will display 'Desktop' menu)

- Impound order book - **Refer to existing counter procedure**

1. Key number of foils for encashment (if different from default of one)

1. Touch 'TICK' button - Enter

EXCEPTION A: If more than 13 foils have been keyed for encashment, system will display the 'Invalid Foil Number' screen:

- Touch 'TICK' button - Enter

(System will display 'OBCS P+A Manual Entry' screen)

- Re-key number of foils for encashment
- Touch 'TICK' button - Enter

1. Touch 'TICK' button - Enter

1. Touch 'TICK' button - Enter

(System will return to 'Desktop' menu with foils for encashment displayed within stack)

1. ***SCENARIO A: If no further book has been presented with foils for encashment:***

- Proceed to Step 12

SCENARIO B: If further book has been presented with foils for encashment:

- Repeat Steps 1 to 10 for next order book

1. Pay customer - **Refer to existing counter procedure**

1. Touch 'FINISH' button - Enter

(System will refresh 'Desktop' menu)

ICL Pathway   **RELEASE 1b - ORDER BOOK CONTROL**   Ref.:   CS/PRO/0006
SERVICE   Version: 1.0
Date: 15/04/97

Processes and Procedures (PPD)

1. Store encashed foil(s) - **Refer to existing counter procedure**

ICL Pathway   **RELEASE 1b - ORDER BOOK CONTROL
SERVICE**

Ref.:   CS/PRO/0006
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Date: 15/04/97

Processes and Procedures (PPD)

8   FALLBACK

This section deals with the procedures which must be undertaken in the event of equipment failure within the post office. The following types of equipment failure will affect the processing of OBCS transactions:

1. Bar-code reader failure

1. Keyboard failure

1. Touch screen operation failure

1. PC failure - Single-counter office

1. PC failure - Multi-counter office

1. Network - ISDN connection failure

In the event of an exception condition arising during these procedures, for example, keyed information is not accepted, the previous procedures should be referred to in order to identify the action required.

8.1   BAR-CODE READER FAILURE

Bar-code reader failure will affect the following OBCS transactions:

1. Receipt of bar-coded order books

1. Re-direction of bar-coded order books

1. Collection of bar-coded order book by customer

1. Benefit encashment using foil from bar-coded order book

In most instances, the receipt and re-direction of order books may be left until the failure has been rectified. In addition, in the event of bar-code reader failure, OBCS transactions may be undertaken at another counter position, if available, or may be undertaken in the following manner:

1. ***SCENARIO A: If transaction relates to receipt, re-direction or collection of order book:***

- Touch 'MANUAL INPUT' button - Enter

   (System will display 'OBCS Manual Entry' screen)

   SCENARIO B: If transaction relates to benefit encashment using foil from bar-coded order book:

- Touch 'OBC MANUAL' button - F5

   (System will display 'OBCS Manual Entry' screen)

1. Touch 'SYSTEM FAILURE' field - Upward Arrow *

1. Touch 'YES' button - F2

(System will display 'Yes' in 'System Failure' field to indicate that manual entry is being made because system has failed)

1. Key Customer Reference Number

(This will comprise the National Insurance Number (NINO), Child Benefit Number or Family Credit Temporary Number)

1. Touch 'TICK' button - Enter

1. Key Additional Order Book Indicator (If printed on front of order book)

1. Touch 'TICK' button - Enter

1. Key Order Book Serial Number

1. Touch 'TICK' button - Enter

1. Key CPP Number from Order Book

1. Touch 'TICK' button - Enter

Continue in accordance with previous procedure

*   In normal circumstances, the manual keying of order book information due to the system being unable to read the bar-code would result in the order book being impounded. In instances where the bar-code reader has itself failed this course of action, in general, will not be desirable. A prompt is therefore provided on the manual entry screen which allows the user to indicate whether the manual entry is due to system failure. The default value in this field is set to 'No' but, in the event of bar-code reader failure, this value should be set to 'Yes'. If the 'Yes' option is selected, the normal checks are made against the control notice file and, unless otherwise indicated by the check, the book will not be impounded.

8.2   KEYBOARD FAILURE

Keyboard failure, whilst potentially affecting all OBCS functions, should not prevent such activities being handled at the post office counter. Keyboard failure does not include failure of the bar-code reader which is detailed in

another section.

In the event of keyboard failure, OBCS functions may be undertaken at another counter position, if available, or using the touch screen as all system operations are replicated on the touch screen.

8.3   TOUCH SCREEN OPERATION FAILURE

Touch screen operation failure, whilst potentially affecting all OBCS functions, should not prevent such activities being handled at the post office counter. Touch screen operation failure does not include monitor failure which, in relation to fallback procedures, would be considered as PC failure.

In the event of touch screen operation failure, OBCS functions may be undertaken at another counter position, if available, or using the keyboard as all system operations are replicated on the keyboard.

8.4   PC FAILURE - SINGLE-COUNTER OFFICE

PC failure in a single-counter office will affect the following OBCS transactions:

1. Receipt of bar-coded order books

1. Re-direction of bar-coded order books

1. Collection of bar-coded order book by customer

1. Benefit encashment using foil from bar-coded order book

1. Benefit encashment using foil from non bar-coded order book

The receipt and re-direction of order books may be left until the failure has been rectified. The other transactions may be undertaken in accordance with manual procedures.

Foreign Encashments should be validated using the Benefits Agency validation lines, especially for those encashments with amounts exceeding £100. Nominated Office Encashments should use the current manual stop list procedure. In both of these situations the transactions should be completed using the Recovery Procedure detailed in Section 9.

8.5   PC FAILURE - MULTI-COUNTER OFFICE

In the event of a PC failure in a multi-counter office, where operationally feasible OBCS transactions will be undertaken at another counter position. However, if in the event of PC failure at all counter positions, OBCS transactions will be undertaken in accordance with the fallback procedure for PC failure in a single-counter office.

In the event that it is not operationally feasible to use another counter position or alternatively all counter positions are off line, specific processes must be followed. Foreign encashments should be validated using the existing Benefits Agency validation lines, especially for those with amounts exceeding

£100. Nominated Office encashments should follow the manual stop list procedure.

In addition, in the event of a Gateway PC failure in a multi-counter office, OBCS transactions will be affected where the customer has not previously undertaken an OBCS transaction at that post office, for example, foreign benefit encashment. For such transactions, the system will display a message that the host system is unavailable and instructing the user to follow manual procedures to establish whether the issue/payment may be made. On confirming the message, the transaction may be conducted, on the system, in the normal manner.

In the case of a Gateway PC failure, foreign encashments, which are those that are not know locally to the system, should be validated using the Benefits Agency validation lines, especially for those with amounts exceeding £100. In these situations the transactions should be completed using the Recovery Procedure detailed in Section 9.

8.6 NETWORK - ISDN CONNECTION FAILURE

In the event of a Network - ISDN connection failure, OBCS transactions will only be affected where the customer has not previously undertaken an OBCS transaction at that post office, for example, foreign benefit encashment.

For such transactions, the system will display a message that the host system is unavailable and instructing the user to follow manual procedures to establish whether the issue/payment may be made. On confirming the message, the transaction may be conducted, on the system, in the normal manner.

In the case of foreign encashments, which are those that are not know locally to the system, they should be validated using the Benefits Agency validation lines, especially for those with amounts exceeding £100. In these situations the transactions should be completed using the Recovery Procedure detailed in Section 9.

9   RECOVERY

This section deals with the procedure which must be undertaken, following failure rectification, in order to capture details of the OBCS transactions undertaken during the period of failure.

The following procedure starts from the 'Desktop' menu. However, it is possible to start the procedure at one of the sub-menus stated in section 7.

9.1   BENEFIT ENCASHMENT USING FOIL FROM BAR-CODED OR NON BAR-CODED ORDER BOOK

1. Touch 'OBC FOILS' button - F6

   (System will display 'OBCS P+A Manual Entry' screen)

1. Key P+A Group Number details

1. Key encashment details

   (System will return to 'Desktop' menu with encased foils displayed within stack)

1. *SCENARIO A: If maximum number of items on stack has not been reached and there are further transactions to be processed:*

   - Repeat Steps 1 to 4

   SCENARIO B: If maximum number of items on stack has been reached and there are further transactions to be processed:

   - Touch 'FINISH' button - Enter

     (System will refresh 'Desktop' menu)

   - Repeat Steps 1 to 4

   SCENARIO C: If there are no further transactions to be processed:

   - Touch 'FINISH' button - Enter

     (System will refresh 'Desktop' menu)