

**ICL  
Pathway****ICL Pathway New Release 2  
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<b>Document Title:</b>	Pathway New Release 2 Contents Description
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Version	Date	Reason
0.1	23/07/97	First Draft for Pathway internal use
0.2	31/07/97	Revisions following internal Pathway reviews
0.3	03/08/97	Addition of Release 1e Inclusions
0.4	07/08/97	Revisions following internal Pathway reviews
1.0	26/09/97	Baseline & place under Change Control following feedback & revisions from wider Pathway audience & initial PDA responses
1.1	30/10/97	Revisions and restructuring following Pathway re-plan & associated gap analysis
1.2	16/11/97	Revisions and restructuring following major reviews
2.0	13/02/98	Major review during NR2 re-plan

**0.2 APPROVAL AUTHORITIES**

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### 0.3 ASSOCIATED DOCUMENTS

	Reference	Vers	Date	Title
[1]	CR/FSP/0004	4.0	30/09/97	Service Architecture Design Documentation
[2]	RS/FSP/0001	3.0	03/12/97	Security Functional Specification
[3]	DSS - BP/CON/036	7.2		Schedule A01 - Interpretations
	POCL - BP/CON/054			

### 0.4 ABBREVIATIONS

The terms and abbreviations used in this document are those defined in the AUTHORITIES Agreement [3] and in the SADD [1].

### 0.5 CHANGES IN THIS VERSION

Changes as documented in Document History, once baselined any changes will be maintained using side bars.

## 0.6 TABLE OF CONTENT

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## 1.0 INTRODUCTION

### 1.1 SCOPE

The Related Agreements define a Release to be a documented collection of software and/or data provided by the CONTRACTOR to deliver a Service.

This document describes the planned contents for New Release 2 (NR2).

### 1.2 OVERVIEW

The Releases identified as Pathway Release 1e and Pathway Release 2 no longer exist and have effectively been withdrawn. NR2 has been created by Pathway in their place, in order to establish a Release based on what was previously Release 1e and re-prioritised elements of what was Release 2.

The major new business components of this Release are:

- the encashment processes
- Help Desk support for the introduction of Temporary Tokens
- a CAS on-line interface.

Functionality will be delivered to provide:

- BPS end to end service
- EPOSS
- APS (covering magnetic stripe card and bar coded bills)
- the technical and security infrastructure to support these services
- To provide a method by which Pathway's central systems will link directly to CAPS 3.0, HAPS, TIP and POCL RDS.

Migration will be from Release 1c (interfacing with CAPS 3.0) to NR2 (interfacing with CAPS 3.0 - Nile 2); to enable the Live Trial and contractual acceptance process.

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## **1.3 DOCUMENT STRUCTURE**

Section 1 - provides an overview of the contents of NR2. It provides a high level view of the end user functionality that will be delivered as a part of this Release. This is provided by major component and is not exhaustive.

Section 2 - provides a detailed statement of compliance against SADD v4.0 [1].

Section 3 - provides explanatory notes by reference to SADD v4.0 [1] paragraph numbers.

Section 4 - provides a statement of conformance of the SFS [2].

## 1.4 SUMMARY OF CONTENT BY MAJOR COMPONENT

The new and changed functionality for New Release 2, for each major component is:

Component	Changes
CMS	<ol style="list-style-type: none"> <li>1. Provide management of the production, automatic renewal, issue and distribution of Temporary Tokens</li> <li>2. Implement new name validation</li> <li>3. Support for CAPS On-line interface</li> <li>4. Software Support for cards: <ul style="list-style-type: none"> <li>• Multiple Agency (SSA, WPA)</li> <li>• Bilingual cards</li> <li>• New card issued on Change of Nominated Post Office while card in production or delivery or collection</li> </ul> </li> <li>5. Support for all other Payee Roles that can map to the agreed encashment rules identified under the following roles: <ul style="list-style-type: none"> <li>• Beneficiary</li> <li>• Permanent Agent</li> <li>• Carded Casual Agent</li> <li>• Alternative Payee</li> <li>• Appointee</li> </ul> </li> <li>6. Support for enquiries on archived information</li> <li>7. Additional card management: <ul style="list-style-type: none"> <li>• stop cards for customers no longer of interest</li> <li>• control card ordering via cardholder</li> <li>• changed wording on PUNs</li> <li>• inhibit PUN for undeliverable address</li> <li>• automatic generation of replacement card</li> <li>• Temporary Token event types and codes</li> <li>• Temporary Token Books event types and codes</li> </ul> </li> <li>8. Business objects for: <ul style="list-style-type: none"> <li>• second reminder PUNs</li> <li>• non-collection of cards</li> </ul> </li> <li>9. De La Rue functionality: <ul style="list-style-type: none"> <li>• card batch track and trace via Royal Mail</li> </ul> </li> </ol>
CMS Help Desk	<ol style="list-style-type: none"> <li>10. Support for functionality: <ul style="list-style-type: none"> <li>• Support of customer requiring on-going supply of Temporary Tokens maintaining replenishment thresholds and quantities</li> <li>• Support via Reference Data changes to delivery addresses for TTs</li> <li>• Maintain TT order status and TT status</li> <li>• Use of BA Codes File</li> <li>• Emergency TT Orders in English and English/Welsh leading to production, distribution and assignment</li> <li>• Support Emergency TT Batch Orders</li> <li>• Allow bulk stops of batch of TTs</li> <li>• Allow cancellation of TT Orders</li> <li>• Reporting of lost, stolen and damaged Temporary Tokens</li> <li>• Issue of TT Stops</li> <li>• Allow TT encashments at Specified Office by beneficiary or agent</li> <li>• Associate pre-authorised temporary agent with Temporary Token to encash existing payments</li> <li>• To assign TT to existing cardholders whose personal details</li> </ul> </li> </ol>

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	remain unchanged <ul style="list-style-type: none"> <li>• Accept CAPS assignment of a TT to a customer with a Specified Office</li> <li>• Accept with TT assignment instructions to reissue replacement card</li> <li>• Ensure any existing payments, pending payments or urgent payments for which the customer is a payee are associated with a TT when TT assignment received from CAPS</li> <li>• Transfer any uncollected payments to pending file on expiry of TT if not collectable by another customer</li> <li>• To stop expired TTs</li> <li>• Ensure that an active card or TT invalidated when new TT issued to customer</li> <li>• Support separate Urgent Payment and Temporary Token assignment notifications from CAPS</li> <li>• Support EVP on TT encashments</li> <li>• Help Desk Emergency Store</li> <li>• Allow searching using surname, initial and first line of address</li> <li>• Provide call logging</li> <li>• Distribute TTs via Royal Mail using Track and Trace and invalidate those not received within three working days</li> <li>• Support notification of emergency orders</li> <li>• Support TT ordered and received reconciliation enquiries</li> </ul> 11. Maintenance: <ul style="list-style-type: none"> <li>• Restrictions on creating users</li> </ul>
PAS	12. Support payments: <ul style="list-style-type: none"> <li>• Collected by TT by enriching them with TT details</li> <li>• Allowing association of any existing payments to a TT when card lost, stolen or damaged beyond use</li> <li>• For Temporary Agent with a card at a Nominated Post Office</li> <li>• For Temporary Agent with a TT at a Specified Post Office</li> <li>• Optional single payment associated with TT assignment</li> <li>• Where RPOI is introduced via the CAPS On-line interface</li> <li>• Immediate processing of payment stops introduced via CAPS On-line interface</li> <li>• To report unmatched CAPS On-line payments stops</li> </ul> 13. Support customers of temporary interest: <ul style="list-style-type: none"> <li>• Introduced urgently</li> <li>• Discontinue temporary agency on expiry of TT and archiving/purging records after 90 days or payments expired</li> <li>• Allow new card details to be introduced during TT assignment</li> <li>• Transfer any uncollected payments to pending file on expiry of TT if not collectable by another customer</li> </ul> 14. Support checks that: <ul style="list-style-type: none"> <li>• non-urgent payments refer to known customer who is currently of interest</li> <li>• at least one payee has valid card or TT</li> <li>• TA is not already a payee for beneficiary or appointee payment</li> </ul> 15. Support Change of Nominated Post Office: <ul style="list-style-type: none"> <li>• Inform customer immediately if request is accepted</li> <li>• Change immediately at counter</li> <li>• Forward change to CAPS overnight</li> <li>• Not allow change using TT</li> <li>• Not allow change by Carded Casual Agent</li> </ul> 16. Contingency payment support:



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	<ul style="list-style-type: none"> <li>Based on last authorised payment details</li> </ul> <p>17. Reporting Supported:</p> <ul style="list-style-type: none"> <li>Attempted RPOI infringements on foreign encashments</li> <li>Attempted RPOI infringements on Change of Nominated Post Office</li> </ul>
PAS Help Desk	<p>18. Support for functionality:</p> <ul style="list-style-type: none"> <li>Provide call logging</li> <li>Support EVP on TT encashments</li> </ul>
Common CMS & PAS	<p>19. Support for functionality:</p> <ul style="list-style-type: none"> <li>Warnings exception reporting</li> <li>Audit trail for cards and collateral</li> <li>Audit trail for cardholders, beneficiaries and payments</li> <li>Re-assignment of outstanding payments on change of nominated post office (this actioned overnight, including changes notified via CAPS on-line)</li> <li>Check on Restricted Post Office Indicator on change of nominated post office</li> <li>Notify CAPS of change of nominated post office</li> <li>Exception reporting to DSS via FRMS of rejected change of nominated post office due to Restricted Post Office Indicator</li> <li>Maintenance of benefit payment references</li> <li>Deletion of cardholders no longer of interest after 90 days</li> </ul> <p>20. DSS Management Information changes:</p> <ul style="list-style-type: none"> <li>Change to delivery mechanism for electronic reports</li> <li>Card issued report to include analysis by reason for issue and reporting by DSS issuing office</li> <li>Calls received report to include by BA Region</li> <li>Length of call report to include by BA Region</li> <li>Encashment reports on Appointees</li> <li>Foreign encashment reports to include Appointees</li> <li>Temporary Tokens issued report to include issued, impounded and expired by issuing office</li> <li>Cards activated report to include issuing office</li> </ul> <p>21. Accounting changes:</p> <ul style="list-style-type: none"> <li>Corrections to brought forward figures for late polling</li> </ul> <p>22. CAS changes:</p> <ul style="list-style-type: none"> <li>Support CAPS on-line interface</li> </ul> <p>23. PAS Reconciliation changes:</p> <ul style="list-style-type: none"> <li>Reconciliation on the value of tokens</li> <li>Reconciliation of stops received via CAPS on-line interface</li> <li>Reconciliation of exception report including duplicate payments</li> <li>Corrections to the calculation of unencashed balances</li> </ul> <p>24. CMS Reconciliation:</p> <ul style="list-style-type: none"> <li>Reporting on offices where TT availability is zero</li> <li>Reports on cards required but not available and cards no longer required (end of interest)</li> </ul>
BES/PCDF	<p>25. Support of functionality:</p> <ul style="list-style-type: none"> <li>Audit report showing cumulative card position in office</li> <li>Routine card collection without PUN including EVP</li> <li>Support automatic system impounding of TTs including production of a receipt</li> <li>Support clerk activated impounding of TTs</li> <li>Reporting on impounded TTs on daily, weekly and ad-hoc basis by reasons of counterfeit suspected, fraud suspected and</li> </ul>

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	other reasons
BES	26. Support of functionality: <ul style="list-style-type: none"> <li>• Support customer using TT for encashments at a specified office only reading the bar-code or by manual entry</li> <li>• Support for previously authorised casual agent with TT</li> <li>• Receipt printing in English and English/Welsh as appropriate</li> <li>• Display of TT Id where used</li> <li>• Receipt printing to include beneficiary's name and NINO as well as Appointee's name and NINO in Appointee case</li> <li>• Correction to thousand pound threshold calculation to sort first by recurring payments before non-recurring payments</li> <li>• Support for enforcing geographical restrictions on encashments informing the clerk of the attempted infringement</li> <li>• Prevention of foreign encashments by card carrying casual agents</li> <li>• Foreign encashment counting to take into account emergency closures</li> <li>• Help Desk support for foreign encashments during roll-out</li> <li>• Encashment involving non-recurring benefits to be excluded from foreign encashment counting</li> <li>• Support for informing clerk that a foreign encashment has been attempted when RPOI is set</li> <li>• RPOI to be applied to a cardholder</li> <li>• Support for informing the clerk when the foreign encashment limit has been reached and for the case where a foreign encashment will bring the customer up to the limit</li> <li>• Provision of the date of next allowable foreign payment on the last foreign payment allowed</li> <li>• Support for carded casual agent encashments including EVP on agent</li> <li>• Support for carded temporary agents</li> <li>• Support for change of nominated post office including informing the clerk if the change is denied due to RPOI and asking EVP</li> </ul>
POCL Contingency Services	27. Support of functionality: <ul style="list-style-type: none"> <li>• Support for Manual input of TT Ids</li> <li>• Support for Appointee details on receipts</li> <li>• Support for manual impound receipts</li> <li>• Provide reconciliation of Help Desk encashments and counter amounts</li> <li>• Provide EVP on Help Desk change of nominated post office</li> <li>• Provide temporary transfer of payments to another office</li> </ul>
Fraud Risk Management	28. Support of functionality: <ul style="list-style-type: none"> <li>• Reporting on fraudulent transactions by Alternative Payees, Casual agents</li> <li>• Reporting on customers who have attempted to infringe Change of Nominated Post Office RPOI rule</li> <li>• Reporting on TTs impounded and returned to FRMS, that is defaced, counterfeit suspected, details mismatch</li> </ul>
APS	29. Support of functionality: <ul style="list-style-type: none"> <li>• AP magnetic card and barcode tokens</li> <li>• AP counter transaction (normal, recovery, fallback and manual)</li> <li>• AP transaction files sent to HAPS daily</li> </ul>

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OBCS	30. Support of functionality: <ul style="list-style-type: none"><li>• OBCS Help Desk</li></ul>
EPOSS	31. Support of functionality: <ul style="list-style-type: none"><li>• Product/Service distribution and availability</li><li>• Customer session and desktop transactions control (including reports and receipts)</li><li>• Counter transaction definition</li><li>• Administration functions</li><li>• Stock transfers, remittances and stock unit balancing</li><li>• User and Stock Unit Maintenance</li><li>• Cash Account</li><li>• Control and maintenance of local ref. Data centrally</li><li>• Training Mode</li></ul>

## 2.0 SADD V4.0 COMPLIANCY MATRIX

2.1 This section categorises each paragraph in the SADD v4.0 that describes the functionality of the system. The following categories have been used:

- Paragraph has no content.
- I The functionality described in the paragraph is included in NR2. Where a paragraph in the SADD contains a statement that a facility will not be available, an I indicates that the non-availability continues at NR2.
- P This indicates partial satisfaction of the paragraph. For each paragraph in this category there will be a corresponding entry in the Explanatory Notes section for this paragraph number. This provides clarification of what is not to be provided.
- C This indicates that a Clarification note appears in the Explanatory Notes section associated with this paragraph number.
- E This indicates the functionality is excluded from NR2.