



AP Client File Re-Send : Joint Working Document



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Note: See Royal Mail Group Account HNG-X Reviewers/Approvers Role Matrix (PGM/DCM/ION/0001) for guidance.



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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	16/03/07	Rewritten as a JWD to replace CS/SER/013 for HNG-X	
1.0	29/06/07	Issued for approval.	

0.3 Review Details

Review Comments by :	N/A		
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Issued for Information – Please restrict this distribution list to a minimum			
Position/Role	Name		



(*) = Reviewers that returned comments

0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)	1.0	13/6/06	Fujitsu Services Royal Mail Group Account HNG-X Document Template	Dimensions
CS/SER/011			AP Client Take-On Service	Fujitsu Services PVCS
CS/SER/012			AP Client Delivery Agreement Change Service	Fujitsu Services PVCS
CS/SER/013			Service Description for AP Client File Re-Send Service (the document which this JWD replaces).	Fujitsu Services PVCS
CS/SER/020			AP Client Ad-hoc Service	Fujitsu Services PVCS
SVM/SDM/SD/0003			Data Centre Operations Service: Service Description	Fujitsu Services PVCS

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

0.5 Abbreviations

Abbreviation	Definition
APS	Automated Payment Service

0.6 Glossary

Term	Definition
AP Client	Automated Payments Client
AP Agent	The term given to Post Office Ltd Clients (or Service Suppliers) who receive APS file transmission direct from Fujitsu Services. AP Clients who are not also AP Agents, receive their files indirectly, via a Post Office Ltd Client (or Service Supplier) acting as their Agent.
DES/EDG	Name of an AP Agent
DES/EDG Client	An AP Client that is connected to the AP Service via the AP Agent DES/EDG.
Alliance & Leicester 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-DES/EDG Client	An AP Client that is connected to the AP Service via an AP Agent other than DES/EDG.



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Non Alliance & Leicester Client	An AP Client that is connected to the AP Service via an AP Agent other than Alliance & Leicester.
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0.7 Changes Expected

Changes

0.8 Accuracy

Fujitsu Services endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same.

0.9 Copyright

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1 Service Summary

The AP Client File Resend Service allows Post Office Ltd to request that AP Client transaction files, that are within seven days of original transmission, are resent to the AP Client or are sent to Post Office Ltd directly.

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

2 HNG-X

2.1 Service Definition and Process

The service comprises the following components, where A and C are the responsibility of the Post Office Ltd, B is the responsibility of Fujitsu Services:

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

Each of these components is described in the following sections.

2.1.1 Request for file resend

Post Office Ltd shall make the request by sending a Fujitsu Services Ad-Hoc Change Request form 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 see contacts in 2.2.1). The form 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 Ltd
- D. The addressee and location if the file is to be sent on CD-ROM to Post Office Ltd

2.1.2 File resend and confirmation to Post Office Ltd

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 Ltd.

Files for a Non-DES/EDG or Non Alliance & Leicester Client will be sent with the original filename. Files for a DES/EDG or Alliance & Leicester Client will have the file prefix changed to a value specified by Post Office Ltd.

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



2.1.3 Liaison with Client

Post Office Ltd shall liaise with the Client and advise the Client of the service charge incurred. Post Office Ltd will confirm when the file has been resent, and confirm that the Client has received it.

2.1.4 Service Charge

Charges for this service are detailed in SVM/SDM/SD/0003 Data Centre Operations Service: Service Description.

2.2 Service Dependencies and Post Office Ltd Responsibilities

- A. The request must be within seven calendar days of the original day of transmission of the file.
- B. The AP Client must be live at the time of the request (unless we are sending the file on a CD-ROM).
- 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 Ltd, 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 Ltd shall be responsible for the following:
 - a. Request for service
 - b. Liaison with Client
- F. Post Office Ltd 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 Ltd 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 Ltd failure to have obtained appropriate data protection related consents, authorisations and notifications. Post Office Ltd shall send confirmation to Fujitsu Services (e.g. by fax) that these consents have been arranged.

2.3 Service Availability & Contact Lists

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.

2.3.1 Fujitsu Services AP Service Management Contacts



Monday – Friday, 09:00 to 17:30 only.

Prime Contact	Kirsty Walmsley	GRO
	GRO	
Escalation	Liz Melrose	GRO
	GRO	

2.3.2 Post Office Ltd AP Service Management Contacts

Monday – Friday, 08:30 to 16:30 only.

Prime Contact	Post Office Service Desk	GRO
Escalation:	Antonio Jamasb	GRO

2.4 Supporting and Calculating Service Level Performance and Liquidated Damages

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.

2.5 Post Office Ltd / Fujitsu Services Interfaces

Post Office Ltd AP Service Management contact (Section 2.3.2) will liaise with the Fujitsu Services AP Service Management contact (Section 2.3.1).