

## Editing Customer data in message stores

SSC Work Instruction: WI1640J

### Procedure Description:

When making any alteration to customer data in message stores - WHICH WILL ALTER THE VALUE OF STOCK HELD AT A PO, OR WHICH WILL ALTER RECEIPTS AND PAYMENTS - (See note at bottom) SSC staff must -

- 1) Obtain authorization from POCL management - mick.theobald@GRO - to be contacted via Peter Burden who should be informed via email
- 2) Obtain authorization from Peter Burden
- 3) Raise an OCR and get this authorized as documented in the OCR process in CS/MAN/002 (The process is also documented on the back of the OCR form)
- 4) Inform the Post master for the Post Office concerned that the change will be made, and that it has been authorized by POCL management.
- 5) Ensure that the name of the POCL authorizer is included in the update text on the PinICL

NOTE - messages inserted in the message store by SSC staff are NOT harvested by the TIP harvester because TIP harvester expects a <user> attribute which cannot be inserted from the SSC.

However, the TPS Harvester will search for the attribute EPOSSTransaction.AdditionalData.POClerkID and will use the value of this in preference to the value of the User attribute. NB this will only work for EPOSS (or BES) Transactions - it doesn't work for APS or OBCS Transactions

Therefore SSC insertions into the message store should set this attribute. The setting should be 3 Alpha - initial and first two characters of surname, followed by 3 numeric starting at 001. e.g. John Simpkins = JSI001, any other J Simpkins, JSI002 etc.</TD>

### NOTE:

This authorisation is NOT required when altering the quantity of stock at a post office provided that the value of stock or of cash is not altered.

Authorisation is NOT required for alterations to the message store where there are no financial implications - e.g. unlocking users,

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