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**SCHEDULE B3.2****BUSINESS CAPABILITIES AND SUPPORT FACILITIES****Version History**

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1.0	31/08/06	Agreed version as at date of signature of CCN 1200
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**SCHEDULE B3.2**

**BUSINESS CAPABILITIES AND SUPPORT FACILITIES**

**1. INTRODUCTION**

- 1.1 This Schedule records and specifies the Business Capabilities and Support Facilities which are provided to Post Office from the start of HNG-X Project Workstream X3 (HNG-X Pilot and Acceptance). Prior to start of Trigger Point T5 (Data Centre Ready for HNG-X), the provisions of Schedule B4.2 shall apply.
- 1.2 Fujitsu Services shall operate and maintain:
  - 1.2.1 each Business Capability and Support Facility listed in paragraphs 2 and 3 in accordance with the terms of the Agreement;
  - 1.2.2 all relevant CCDs as referred to in paragraph 7; and
  - 1.2.3 all Service Levels as set out in Schedule C1.
- 1.3 The functionality and interfaces for the Business Capabilities and Support Facilities are defined in the CCDs shown in Table A of paragraph 7 below and in the CCDs indicated to relate to these Business Capabilities and Support Facilities in the CCD entitled "Post Office Contract Controlled and Contract Referenced Document List" (COM/CUS/SPE/0001).
- 1.4 HNG-X software installed in Branches and Admin Positions and New CTO Configurations shall be kept up to date with new Releases provided that they have an active network connection point.
- 1.5 Any Business Capability or Support Facility that is to be accessed via the Counter Position PC shall be provided in accordance with the CCD entitled "HNG-X Style Guide" (DES/APP/STD/0001) which shall set out, among other things, general guidelines for the Human Computer Interface.

**2. HIGH LEVEL DESCRIPTION OF THE BUSINESS CAPABILITIES**

- 2.1 Introduction
  - 2.1.1 The functionality available at each Counter Position for serving Customers shall comprise one or more Business Capabilities as specified below. The provision of each Business Capability is dependant on one or more of the Support Facilities described in paragraph 3.
  - 2.1.2 The Business Capabilities shall be enabled by Fujitsu Services on all Counter Positions in all Branches and Other Authorised Locations and shall require an operational data communications link in order to process Transactions.

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2.1.3 Each Business Capability shall support a range of data selection, capture and validation facilities which are controlled and constrained by Post Office Reference Data. These facilities provide support for:

2.1.3.1 product selection mechanisms;

2.1.3.2 a range of data capture and validation routines;

2.1.3.3 the use of print templates in support of customised receipt and slip print layouts.

2.1.4 The production of Post Office Reference Data to make use of the data capture shall be in accordance with and subject to the provisions of the CCD entitled "AP-ADC Reference Manual" (DES/GEN/MAN/0002). Post Office shall have responsibility for:

2.1.4.1 the design and development of Transactions that utilise the facilities described in the CCD entitled "AP-ADC Reference Manual"(DES/GEN/MAN/0002);

2.1.4.2 ensuring that Post Office Reference Data, intended to introduce those Transactions, functions correctly within the HNG-X Service Infrastructure (in accordance with any applicable Reference Data rules) and has the desired business effect (save to the extent that Fujitsu Services is required to facilitate testing of Post Office Reference Data in accordance with the CCD entitled "Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data" (CS/PRD/058)); and

2.1.4.3 defining receipts (for all Transactions that use the facilities described in the CCD entitled "AP-ADC Reference Manual"(DES/GEN/MAN/0002). This will not include the definition of any receipts used in conjunction with Transaction or session recovery whose content and usage shall be jointly agreed by the Parties.

## 2.2 Point of Sale Business Capability

2.2.1 The Point of Sale Business Capability provides a general "till" function which enables Post Office to carry out sales operations within Branches for the range of Post Office products defined within Post Office Reference Data.

2.2.2 These Post Office Products may be general retail products or be traded via one of the following Business Capabilities (described below):

2.2.2.1 In/Out Payment Business Capability;

2.2.2.2 APOP Business Capability;

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2.2.2.3 Banking Business Capability;

2.2.2.4 DVLA Licensing Business Capability;

2.2.2.5 Electronic Top-Up Business Capability; or

2.2.2.6 Bureau Service Business Capability.

2.2.3 The Point of Sale Business Capability implements the business and pricing rules for each product (including the production of the Transaction receipt(s)) and manages the aggregation and recording of all Transaction data into a Customer Session.

2.2.4 Transactions undertaken using the Point of Sale Business Capability shall be recorded as part of a Customer Session and shall be committed as part of the settlement process using the Payment Management Business Capability.

2.2.5 The Point of Sale Business Capability shall enable a Transaction to be cancelled from a Customer Session subject to Post Office Reference Data, prior to settlement by the Payment Management Business Capability.

2.3 In/Out Payment Business Capability

2.3.1 The In/Out Payment Business Capability enables Post Office to provide a range of payment services to Customers comprising in-payment (e.g. bill payment) and out-payment (e.g. postal order redemption).

2.3.2 The In/Out Payment Business Capability may be invoked through the use of Tokens or other mechanisms and may involve the use of a range of data capture, data validation and Transaction validation facilities.

2.3.3 The In/Out Payment Business Capability supports the following range of Tokens:

2.3.3.1 magnetic stripe cards; and

2.3.3.2 barcoded documents.

2.3.4 The Clients and Tokens supported by the In/Out Payment Business Capability are set out in the CCD entitled "Automated Payments System Client List" (BP/DOC/008).

Specific payment services and the Transactions which support them conform to the relevant Application Interface Specification, the CCD entitled "POCL Automated Payments Generic Rules" (BP/DOC/014) and appropriate Token Technology Specification(s).

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- 2.3.5 The In/Out Payment Business Capability supports the use of HNG-X User Interface components which may be specified via Post Office Reference Data as being equivalent to a manually entered barcode token.
  - 2.3.6 The In/Out Payment Business Capability may utilise data, typically comprising tariff data, received from Clients.
  - 2.3.7 The In/Out Payment Business Capability may access the PAF Support Facility, APOP Business Capability and such other specific external applications as the Parties may agree under the Change Control Procedure.
  - 2.3.8 Transactions undertaken using the In/Out Payment Business Capability shall be recorded as part of a Customer Session and shall be committed as part of the settlement process using the Payment Management Business Capability.
  - 2.3.9 Data captured as a result of an In/Out Payment Transaction shall be transferred to Client systems and Post Office systems in accordance with the relevant Application Interface Specification and shall be carried out using the File Management Support Facility.
  - 2.3.10 Transactions undertaken using the In/Out Payment Business Capability and taking place within the same POL Core Day as the original Transaction and committed using the Payment Management Business Capability may subsequently be Reversed in a new Customer Session, subject to such action being allowed within Reference Data. This shall have the effect of Reversing the accounting effect of the Transaction. Where a Transaction has been Reversed then no data relating to the original Transaction or the Reversing Transaction shall be sent to the relevant Client subject to the relevant Application Interface Specification. It will not be possible to start a Reversal Transaction during the period of three minutes before the end of the POL Core Day.
- 2.4 APOP Business Capability
- 2.4.1 The AP Out-Payments (APOP) Business Capability is a set of components that support the creation of APOP Services. Each business application that makes use of the APOP Business Capability will be segmented into its own APOP Service.
  - 2.4.2 The components of the APOP Business Capability are as follows:
    - 2.4.2.1 an APOP database which stores details of Transaction Vouchers and the actions that have been performed on a Transaction Voucher by each APOP Transaction;
    - 2.4.2.2 an APOP authorisation service which processes APOP Transactions by applying the rules defined in the CCD entitled "APOP Definition" (BP/SPE/046);

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- 2.4.2.3 an APOP branch service that processes APOP on-line Transactions initiated from an AP-ADC Transaction using the APOP authorisation service referred to in paragraph 2.4.2.2;
  - 2.4.2.4 an APOP batch service which will send/receive batch files to/from Post Office Data Gateway and process APOP batch Transactions using the APOP authorisation service referred to in paragraph 2.4.2.2;
  - 2.4.2.5 an APOP administration service that will process APOP on-line Transactions initiated from an APOP Administration Workstation using the APOP authorisation service referred to in paragraph 2.4.2.2. Transactions will be routed to the APOP authorisation service by a web server;
  - 2.4.2.6 an APOP reporting service that will process APOP Transactions to extract records from the APOP database using the APOP authorisation service referred to in paragraph 2.4.2.2;
  - 2.4.2.7 an APOP housekeeping service that will process time-driven event APOP Transactions using the APOP authorisation service referred to in paragraph 2.4.2.2;
  - 2.4.2.8 an APOP archiving service that archives data from the APOP database;
  - 2.4.2.9 a web service to route APOP on-line Transactions to the APOP database for the APOP Service;
  - 2.4.2.10 templates for the Customer receipt and the Branch receipt; and
  - 2.4.2.11 templates for the office counter weekly and office weekly reports.
- 2.4.3 An APOP Service comprises at least the elements set out in paragraphs 2.4.2.3, 2.4.2.9, 2.4.2.10 and 2.4.2.11.
- 2.4.4 The production of Reference Data by Post Office to make use of the APOP Business Capability shall be in accordance with and subject to the provisions of the CCD entitled "APOP Authorisation Service Reference Manual" (AP/MAN/004).
- 2.4.5 The CCD entitled "APOP Definition" (BP/SPE/046) sets out the rules that shall apply in determining whether Post Office is required to request a Work Package in respect of introducing additional APOP Services/AP Transactions using the APOP Business Capability and/or modifying an existing APOP Service. Where so required by the provisions of that CCD, Post Office shall request a Work Package for the introduction and/or modification (as applicable) of such services/transactions.
- 2.4.6 Post Office shall be responsible for:

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2.4.6.1 the design and development of new AP Transactions that use the APOP Business Capability;

2.4.6.2 (save to the extent that Fujitsu Services is required to facilitate testing of Post Office Reference Data in accordance with the CCD entitled "Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data" (CS/PRD/058)) ensuring that Post Office Reference Data, intended to introduce those new AP Transactions, functions correctly within the HNG-X Service Infrastructure (in accordance with any applicable Reference Data rules) and has the desired business effect;

2.4.6.3 defining receipts (for all AP Transactions that use the APOP Business Capability). This will not include the definition of any receipts used in conjunction with Transaction or session recovery whose content and usage shall be jointly agreed by the Parties.

2.4.6.4 transforming incoming data files into standard APOP format according to the APOP Interface Specifications for live purposes; and

2.4.6.5 generating required reports from extract files generated by APOP, according to the APOP Interface Specifications for live purposes.

2.4.7 Transactions undertaken using the APOP Business Capability shall be recorded as part of a Customer Session and shall be committed as part of the settlement process using the Payment Management Business Capability.

2.5 Banking Business Capability

2.5.1 The Banking Business Capability enables Post Office to support the transaction of banking business in Branches.

2.5.2 The Banking Business Capability is invoked by either:

2.5.2.1 a card swipe (or input of card details) where EMV functionality is not supported in respect of that card; or

2.5.2.2 a Customer inserting their card into the chip card reader in a PIN Pad where such card supports EMV functionality.

2.5.3 The following Transaction types are supported:

2.5.3.1 cash deposit;

2.5.3.2 cash withdrawal;

2.5.3.3 balance enquiry;

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2.5.3.4 withdraw limit;

2.5.3.5 change of PIN at PIN Pad; and

2.5.3.6 cheque deposit.

2.5.4 Each Transaction type comprises:

2.5.4.1 a series of screen dialogues;

2.5.4.2 the input or selection of data by the User;

2.5.4.3 the input of PIN numbers by Customers where applicable;

2.5.4.4 the interactive exchange of information via the Data Centres with the Bank systems; and

2.5.4.5 the printing of receipts.

2.5.5 Transactions undertaken using the Banking Business Capability shall be centrally recorded as part of a Customer Session and shall be committed as part of the settlement process using the Payment Management Business Capability.

2.5.6 The Banking Business Capability supports the Transaction Enquiry Service by passing NB Requests, NB Authorisations, NB Confirmations and Reversals (where applicable to the Banking Business Capability) to the Transaction Enquiry Service from where they are available for query using TESQA.

2.6 DVLA Licensing Business Capability

2.6.1 The DVLA Licensing Business Capability enables Post Office to support the provision of vehicle re-licensing Transactions in selected Branches which are determined by Post Office Reference Data.

2.6.2 Vehicle re-licensing Transactions are enabled by captured data as specified by Post Office Reference Data and utilise the data capture facilities of the In/Out Payment Business Capability.

2.6.3 Vehicle re-licensing Transactions utilise an online interaction with the DVLA BART system which retrieves information concerning MOT status and vehicle excise duty as well as other supporting data. The interaction with DVLA BART may be configured to deal with scenarios where no response is received from DVLA BART within designated time periods.

2.6.4 The availability of the DVLA Licensing Business Capability in Branches is determined by Post Office Reference Data. Where the DVLA Licensing Business

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Capability is provided in a Branch, it shall be available on all Counter Positions in that Branch.

- 2.6.5 Transactions undertaken using the DVLA Licensing Business Capability shall be recorded as part of a Customer Session and shall be committed as part of the settlement process using the Payment Management Business Capability.

## 2.7 Electronic Top-Up Business Capability

- 2.7.1 The Electronic Top-Up Business Capability enables Post Office to support the Customer purchase or refund of mobile phone related credits and associated content products (e.g. ring tones).

- 2.7.2 Electronic Top-Up ('ETU') credit products (known as 'Top-Up' products or 'PIN' products) are invoked by swiping a Customer's card (or by the manual input by the Counter Clerk of the Customer's card details). ETU content products (known as PIN/e-voucher products) are invoked by Counter Clerk selection. The following Transaction types are supported:

- 2.7.2.1 the purchase of a card based Top-Up product;

- 2.7.2.2 the purchase of card based PIN product;

- 2.7.2.3 the purchase of a PIN/e-voucher product;

- 2.7.2.4 the refund of a card based Transaction; and

- 2.7.2.5 the refund of a PIN/e-voucher Transaction.

- 2.7.3 Each Transaction type comprises:

- 2.7.3.1 the selection of ETU products from menus;

- 2.7.3.2 a series of screen dialogues;

- 2.7.3.3 the input or selection of data by the User;

- 2.7.3.4 the interactive exchange of information with e-pay; and

- 2.7.3.5 the printing of receipts.

- 2.7.4 Transactions undertaken using the Electronic Top-Up Business Capability shall be centrally recorded as part of a Customer Session and shall be committed as part of the settlement process using the Payment Management Business Capability.

- 2.7.5 The Electronic Top-Up Business Capability shall automatically generate a Reversal Transaction and transmit this to e-pay when the authorisation response

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to certain Transaction types is not received within a pre-configured timeout period.

## 2.8 Bureau Service Business Capability

- 2.8.1 The Bureau Service Business Capability enables Post Office to trade foreign currencies and travellers' cheques on-demand at Counter Positions (the on-demand Bureau Service facility).
- 2.8.2 The Bureau Service Business Capability enables Post Office to pre-order foreign currencies and travellers' cheques at Counter Positions (the pre-order Bureau Service facility).
- 2.8.3 The Bureau Service Business Capability enables Post Office to sell and top-up travel money cards at Counter Positions (the travel money card Bureau Service facility).
- 2.8.4 The Bureau Service Business Capability enables Post Office to capture, validate and report on the barcode or serial number on travellers' cheques traded.
- 2.8.5 The Bureau Service Business Capability enables Post Office to control the Bureau Service facilities available at a Counter Position by Post Office Reference Data
- 2.8.6 The Bureau Service Business Capability enables Post Office to control the currency types that can be traded by each Bureau Service facility at a Counter Position by Post Office Reference Data
- 2.8.7 The counter dialogue for the Bureau Service facilities is controlled by Post Office Reference Data in accordance with and subject to the provisions of the CCD entitled "AP-ADC Reference Manual" (DES/GEN/MAN/0002).
- 2.8.8 The Bureau Service Business Capability enables Post Office to calculate up to four quotes for each on-demand, pre-order or travel money card Bureau Service Transaction and to present the quotes to the User
- 2.8.9 The Bureau Service Business Capability supports the ability to receive Spot Rates Files and Margins & Commissions Files from Post Office in accordance with CCD entitled "Post Office to Fujitsu Services Bureau de Change Rates Interface Specification" (RD/IFS/033), and to use the data in these files to:-
  - 2.8.9.1 control the rates at which currencies, travellers' cheques and travel money cards are traded;
  - 2.8.9.2 control the rates at which currencies and travellers' cheques are remitted, transferred and re-valued
- 2.8.10 The Bureau Service Business Capability supports the ability to receive Branch Profile Files from Post Office and to use the data in a Branch Profile File to:
  - 2.8.10.1 control the set of Margin Rates used when calculating quotes;
  - 2.8.10.2 control the set of up-sell, value rounding and rate overriding values specified in the Pricing Profile File which will be used when calculating quotes;
- 2.8.11 The Bureau Service Business Capability supports the ability for Fujitsu to receive Pricing Profile Files from Post Office and to use the data in these files

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to control the up-selling, value rounding and rate overriding available in a Branch.

2.8.12 The Bureau Service Business Capability supports the ability for Fujitsu to send Bureau Transaction and Control Totals Files to Post Office in accordance with AIS 'Bureau de Change Transactions Feed for FRTS' (NB/IFS/012).

2.8.13 Transactions undertaken using the Bureau Service Business Capability shall be recorded as part of a Customer Session and shall be committed as part of the settlement process using the Payment Management Business Capability.

2.9 Postal Services Business Capability

2.9.1 The Postal Services Business Capability supports a range of Mails Acceptance and Mails Administration business processes taking place within designated Branches together with support for the establishment and management of Postal Services Reference Data. These will comprise: -

2.9.1.1 services provided to Customers that support the pricing and sale of mails products;

2.9.1.2 the management of mail items received into and despatched from a Branch;

2.9.1.3 the provision of data to Post Office and Postal Services Clients concerning these operations;

2.9.1.4 tools to enable Post Office to establish and manage the Postal Services Reference Data.

2.9.2 Mails Acceptance supports the over the counter processes for accepting mail items from customers and comprises: -

2.9.2.1 the presentation and selection of valid primary, additional and value-add mail services;

2.9.2.2 incremental price calculation based on service and option selection;

2.9.2.3 the capture and validation of data (including track and trace barcode data, destination, PAF addresses, weight, size, service choice etc) at defined points throughout the Transaction;

2.9.2.4 the application of business rules against captured data or Customer selections which may constrain or enforce subsequent product / service choices or data collection;

2.9.2.5 support for bulk mail acceptance, optionally varying the business process steps and rules including additional data capture and price validation;

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- 2.9.2.6 the production of mails labels and Certificate of Postings upon completion of the Mails Acceptance transaction as determined by business rules and associated Reference Data;
  - 2.9.2.7 the provision of on-screen help information, including Mails Carriers' conditions of acceptance, as determined by Post Office in support of the above facilities; and
  - 2.9.2.8 the ability to conduct multiple Mails Acceptance Transactions without requiring individual re-selection of the Postal Services function.
- 2.9.3 Mails Administration supports the in-Branch processes for receiving and dispatching mails items and comprises:
- 2.9.3.1 the recording of the receipt of track and trace mails items into a Branch for later collection by Customers;
  - 2.9.3.2 the provision of an enquiry and priced mails collection service for Customers;
  - 2.9.3.3 the management of uncollected items;
  - 2.9.3.4 the management, reconciliation and reporting of mails items accepted into a Branch via the Mails Acceptance facility. Certain mails items can be excluded from this process as determined by business rules and associated Reference Data;
  - 2.9.3.5 support for a mails despatch and exception handling process for mails items collected by Mails Carriers;
  - 2.9.3.6 support for the receipt and reporting of undelivered priority mails items; and
  - 2.9.3.7 the provision of on-screen 'Help', including conditions of acceptance, information as determined by Post Office in support of the above facilities.
- 2.9.4 The Postal Services Business Capability supports the transfer to the BIG of track and trace and related data captured by the Mails Acceptance and Mails Administration facilities for selected Mails Carriers and the transfer of completed Postal Services transaction data to various Post Office systems. This comprises:
- 2.9.4.1 transfer of data in accordance with the CCD entitled "Horizon to Post Office Feed for Track and Trace Application Interface Specification" (AS/IFS/001); and

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2.9.4.2 transfer of completed Postal Services Transaction data to the POLSAP Software, DIW & HR SAP as part of transfer of all other Branch Transaction data.

2.9.5 The Postal Services Business Capability enables Post Office to specify and manage the Carrier Services Reference Data which controls the options, choices and pricing for all Carrier Services. This comprises a range of data preparation and maintenance tools to allow Post Office to manage the Carrier Services Reference Data in readiness for introduction into live operation. These tools will define the allowable Carrier Services, the associated business data (e.g. pricing tables and calculations) and associated business rules (e.g. data validation, service constraints and options) to be specified and maintained.

2.9.6 Transactions undertaken using the Postal Services Business Capability shall be recorded as part of a Customer Session and shall be committed as part of the settlement process using the Payment Management Business Capability.

## 2.10 Payment Management Business Capability

2.10.1 The Payment Management Business Capability enables the settlement of a Customer Session using cash, cheque, vouchers, Debit Cards or Credit Cards as methods of payment.

2.10.2 The Payment Management Business Capability manages the aggregation of the required tender value for a Customer Session and provides change calculation facilities.

2.10.3 The Payment Management Business Capability manages the production of any AP Customer receipt and any required or requested Customer Session receipt as part of the settlement of a Customer Session. The required layout of a AP Customer receipt and a Customer Session receipt shall be defined in the CRD entitled "HNG-X AP and ADC Receipts" (DES/GEN/SPE/0011).

2.10.4 The following Debit Card Transaction types (defined in CCD entitled " ("Mapping Schedule B3.2 to the HNG-X Solution" (REQ/GEN/REP/1091)) are supported by the Payment Management Business Capability:

2.10.4.1 Debit Card purchase;

2.10.4.2 Debit Card Refund;

2.10.4.3 explicit Reversals;

2.10.4.4 Contactless Transactions; and

2.10.4.5 Contactless refunds.

2.10.5 The following Credit Card Transaction types are supported:

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- 2.10.5.1 Credit Card purchase;
  - 2.10.5.2 Credit Card Refund; and
  - 2.10.5.3 explicit Reversals;
  - 2.10.5.4 Contactless Transactions; and
  - 2.10.4.5 Contactless refunds.
- 2.10.6 The Payment Management Business Capability implements the business rules associated with the use of the Debit Card or Credit Card Method of Payment which shall include the use of inclusion lists and exclusion lists which will specify which products can be settled with which card types. Business rules will include a transaction limit, set at a fixed amount which may be changed from time to time via reference date by prior agreement with Post Office.
- 2.10.7 The Payment Management Business Capability implements the use of separate authorisation dialogues using separate merchant identity/terminal identity values for Bureau and non-Bureau products, support for the receipt of a referral response, and the validation of the allowable products and allowable settlement values according to the type of Debit Card or Credit Card.
- 2.10.8 The Payment Management Business Capability supports the Debit Card and Credit Card Method of Payment via an interactive exchange with the Merchant Acquirer in accordance with the CCD entitled "Horizon Online – Streamline Application Interface Specification" (DES/APP/AIS/0009).
- 2.11 Cash and Stock Management Business Capability
- 2.11.1 The Cash and Stock Management Business Capability provides facilities to enable all Branches to capture data (including cash declarations, inward / outward remittances, pouch collection and receipt) for onward submission to the POLSAP Software.
- 2.11.2 The Cash and Stock Management Business Capability supports the receipt from the POLSAP Software of planned orders and replenishment delivery details.
- 2.11.3 The Cash and Stock Management Business Capability provides the following facilities within Branches:
- 2.11.3.1 the display of screen dialogues that support cash and stock transfers, cash and stock declarations, adjustments to cash holdings;
  - 2.11.3.2 scanning bar coded labels to monitor the movement of cash and stock bags and pouches into the Branch;

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- 2.11.3.3 the automatic inward remittance of the value of cash pouches and bureau de change pouches using the associated replenishment delivery details;
- 2.11.3.4 support for recording that selected cash and stock pouches and bags are part of a REM Collection, or have been removed from a REM Collection;
- 2.11.3.5 scanning bar coded labels to monitor the movement of cash and stock bags and pouches that form a REM Collection out of the Branch; and
- 2.11.3.6 a facility for viewing planned order details originated by the POLSAP Software and transmitted to the Branch.

2.11.4 The Cash and Stock Management Business Capability supports the recording of cash movements by Branches that are designated as Operator Cash Branches.

## 2.12 Branch Management Business Capability

2.12.1 The Branch Management Business Capability provides facilities to enable authorised Users within any Branch to perform various administrative functions including:

- 2.12.1.1 Stock Unit balancing;
- 2.12.1.2 Branch accounting;
- 2.12.1.3 printing of Client summaries;
- 2.12.1.4 printing of Branch reports (including those on-demand reports provided by POL SAP to Operator Cash Branches);
- 2.12.1.5 support for Reversals and Refunds; and
- 2.12.1.6 support for the application of Transaction Correction Records supplied from the POLSAP Software.

## 3. HIGH LEVEL DESCRIPTION OF THE SUPPORT FACILITIES

### 3.1 Introduction

Fujitsu Services shall provide the following Support Facilities that support or enable the provision of the Business Capabilities described in paragraph 2. The functionality of the Support Facilities is provided via the HNG-X Service Infrastructure.

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3.2 Branch Administration Support Facility

3.2.1 The Branch Administration Support Facility, available in all Branches and requiring an operational data communications link, comprises a range of functions including:

3.2.1.1 User log on / off, which shall:

- (a) authenticate all Users logging on to a Branch terminal using full access control and password management facilities, which shall require each User to be identified by a unique User ID and individual password;
- (b) ensure that Users shall only access those Business Capabilities for which they have been given permission by the Branch; and
- (c) enable Users to log-on to a Branch terminal in their Branch in accordance with their defined role. Any access to data or services outside of that Branch is controlled exclusively by the relevant Business Capability.

3.2.1.2 User / password management, which shall:

- (a) provide facilities to enable the Branch Manager to establish new Users and set an initial password for all Users in a Branch. Should a User forget their password the Branch Manager shall be able to reset the password. The same procedure shall apply at single Counter Position Branches and multiple Counter Position Branches; and
- (b) for situations where the sole User (e.g. Branch Manager in a single Counter Position Branch) has forgotten their password, provide the facility to reset the User password. This shall be triggered via the Service Desk and enabled via the Service Management Service. The User shall then be able to reset their User password.

3.2.1.3 Stock Unit creation / allocation, which shall allow authorised Users to:

- (a) introduce a new Stock Unit;
- (b) associate a user with a Stock Unit;
- (c) delete a Stock Unit; and
- (d) view details about a Stock Unit.

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3.2.1.4 the provision of secure inactivity time-out facilities if a Branch terminal is inactive for a period defined in Reference Data. Should the User be unable to re-activate the time-out facility, the following actions may be taken:

- (a) after a period of time during which there is no active session, the session shall be automatically logged-out;
- (b) the Branch Manager may assume responsibility for any uncompleted session, the Stock Unit or share thereof, by entering his own User name / password;
- (c) once the Branch terminal has logged-out, any authorised User may then use that Branch terminal; and
- (d) the above events shall be recorded as audit events.

The time-out facility shall allow the User to resume work with the minimum delay consistent with achieving security in accordance with the provisions of this Agreement.

3.2.1.5 Call logging, which shall enable a User via a Branch terminal to record details of an Incident and for these details to be provided as a Service Desk call to the Service Desk provided by Fujitsu up until the 2<sup>nd</sup> July 2014. The system shall provide a unique call reference to the Incident. For the avoidance of doubt this shall not be provided to the Service Desk provided by the Next Supplier.

3.2.1.6 the provision of facilities to enable the User to:

- (a) save a session by settling the session to a holding account;
- (b) start a new session;
- (c) display a list of saved sessions;
- (d) select a saved session and recall the balance of the saved session;
- (e) undertake further transactions after recalling a session; and
- (f) settle the recalled session.

3.2.1.7 the provision of facilities to enable Post Office Ltd to:

- (a) Record postal services Reference Data in Selectica data format using a set of spreadsheets designed by Fujitsu;

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- (b) Dispatch updates to postal services Reference Data by sending populated versions of the above set of spreadsheets to Fujitsu;
- (c) Require Fujitsu to upload populated sets of spreadsheets provided by Post Office Ltd into the HNG-X Reference Data preparation system (HRDP) ;
- (d) Enter postal services reference data that is not included within the Selectica data format directly into the HRDP subsystem of HNG-X

### 3.3 Branch Support Facility

3.3.1 The Branch Support Facility, available in all Branches and requiring an operational data communications link, comprises a range of support facilities to facilitate the delivery of a Business Capability at a Counter Position including:

3.3.1.1 the provision of a generic and updateable User help system comprising linked context sensitive pages;

3.3.1.2 the display of sales prompts; and

3.3.1.3 the ability to support the bulk input of Transactions.

### 3.4 Transaction Management Support Facility

The Transaction Management Support Facility provides support for Transaction aggregation and Transaction storage. The Transaction Management Support Facility also provides facilities to allow authorised Post Office personnel to have enquiry access to Banking Transaction data using the Transaction Enquiry Service.

### 3.5 File Management Support Facility

3.5.1 The File Management Support Facility provides support for the automatic receipt and dispatch of batch files between the HNG-X Service Infrastructure and Clients, other third parties, Post Office systems external to the HNG-X System and the POLSAP Software.

3.5.2 Outbound batch files contain data originating from Business Capabilities that are:

3.5.2.1 produced in accordance with the relevant AIS;

3.5.2.2 directed to the EDG in accordance with the CCD entitled "Automated Payments Interface Specification - EDG / DES" (CR/IFS/002). Files transferred to the EDG may have arisen from live operations or may have arisen from operational testing associated with the In/Out Payment Business Capability.

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3.5.3 Inbound batch files are received directly from Clients or other third parties and contain data for use by a Business Capability.

3.5.4 All data transfers shall be in accordance with the relevant Application Interface Specification and Technical Interface Specification as specified in the CCDs indicated to relate to these Business Capabilities and Support Facilities in the CCD entitled "Post Office Contract Controlled and Contract Referenced Document List" (COM/CUS/SPE/0001).

3.6 Reference Data Support Facility

3.6.1 The Reference Data Support Facility supports the receipt of Post Office Reference Data for use by either business or system operations. Business related Reference Data comprises information that relates to particular Transactions. System related Reference Data comprises information that relates to the state of the Branch and its associated software base (e.g. Event management details, software version numbers).

3.6.2 Reference Data provided by Post Office comprises the definition of the properties and relationships of the data to be processed and the processing methods that are to be used. Reference Data use date/time and version controls, and are also be used to control product availability within Branches. Additional Reference Data may be created by Fujitsu Services.

3.6.3 Reference Data received from the Post Office Reference Data System shall be in accordance with the CCD entitled "Application Interface Specification Reference Data to Fujitsu Services Limited" (BP/IFS/010). The Reference Data Support Facility also supports the manual input of data by Fujitsu Services' personnel and incorporation of system generated data from other parts of the HNG-X Service Infrastructure.

3.6.4 The Reference Data Support Facility supports the receipt of Reference Data from the Post Office Reference Data System delivered in separately identifiable change instructions in accordance with the CCD entitled "Reference Data Management Service: Service Description" (SVM/SDM/SD/0013). These change instructions are then made available to a daily extract process when correct authorisation for each request is received from Post Office. Details regarding the delivery and authorisation of Reference Data are given in the following CCDs:

3.6.4.1 for products, "Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data" (CS/PRD/058); and

3.6.4.2 for Branches, "Post Office Limited Operational Business Change – Branch, Interface Agreement" (SVM/SDM/STD/0001).

3.6.5 The Reference Data Support Facility:

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3.6.5.1 provides support for version control of Reference Data including start and end dates for its validity; and

3.6.5.2 manages the distribution of Reference Data to Branches via the HNG-X Service Infrastructure.

3.6.6 The Reference Data Support Facility provides data used by all the Business Capabilities and has the potential to extend this to additional Business Capabilities running on the HNG-X Service Infrastructure.

3.6.7 The Reference Data Support Facility checks Reference Data consistency and reports any exceptions.

3.7 PAF Support Facility

3.7.1 The PAF Support Facility is a generic facility used by certain Business Capabilities to:

3.7.1.1 allow Users to validate an address against the PAF Database by entering the details of premises and postcode or premises, street and town of the address to be validated;

3.7.1.2 present Users with a validated postal address;

3.7.1.3 permit Users to enter a postal address manually; and

3.7.1.4 make available the manually entered postal address for use by the Branch Transaction that invoked the PAF Support Facility.

3.7.2 The PAF Support Facility is available at all Counter Positions in all Branches (but access to the PAF Support Facility is only available at locations with an operational data communications link)

3.8 Message Handling Support Facility

3.8.1 The Message Handling Support Facility supports the creation by Post Office of plain text based messages which are distributed to all or selected Branches.

3.8.2 Within a Branch, Users may select messages for display and subsequent printing.

3.8.3 The Message Handling Support Facility is available at all Counter Positions in all Branches (but messages can only be received at locations with an operational data communications link.)

3.9 Audit Support Facility

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3.9.1 The Audit Support Facility enables the recording of an operational audit trail and a commercial audit trail as defined in the CCD entitled "Audit Trail Functional Specification" (CR/FSP/006). These comprise the audit trail associated with:

3.9.1.1 the set of audit events as set out in the CCD entitled "Audit Trail Functional Specification" (CR/FSP/006)

3.9.1.2 the operation of:

- (a) the Horizon Applications in each Branch prior to the HNG-X Date in respect of that Branch; and
- (b) Business Capabilities and Support Facilities in each Branch after Branch migration has occurred in respect of that Branch; and

3.9.1.3 the audit trail of that part of Fujitsu Services' internal commercial records to which Post Office's internal auditors or agents, as specified in Schedule D5, have access.

The audit trails shall conform to the CCD entitled "Audit Trail Functional Specification" (CR/FSP/006).

3.9.2 Data within the operational audit trail shall be retained for 18 months, although the set of records associated with a transaction voucher transacted by an APOP Service and Transaction data relating to Transactions originated from the Banking Business Capability and data relating to Transactions that are settled using the Debit Card or Credit Card Method of Payment shall be retained for seven years.

3.9.3 Data within the commercial audit trail shall be retained for seven years, although some data will be retained for the term of this Agreement which may be longer.

3.9.4 Access to audit trail data is provided to authorised Post Office personnel either by interactive access or through a set of standard reports.

3.9.5 Security of data and audit trail

All data captured at the Data Centre either as part of a Transaction performed at a Counter Position or as an administration function shall form part of a unique Transaction which shall have a unique reference number. The format of this Transaction shall vary according to the Transaction type but will typically contain:

- (a) Branch Code;
- (b) Counter Position ID;
- (c) unique Transaction ID;

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- (d) date;
- (e) time;
- (f) User ID; and
- (g) Transaction details.

**3.10 Reconciliation Support Facility**

- 3.10.1 The Reconciliation Support Facility and associated reports support Post Office in establishing a common financial position between Post Office and those Clients and other third parties whose own processes may cause them not to accept a Transaction performed in a Branch.
- 3.10.2 Reports will be produced and provided to Post Office and the Reconciliation Support Facility will be supported by the processes specified in the CCD to be entitled "End to End Reconciliation Reporting" which will be a revision of the CCD "Network Banking End to End Reconciliation Reporting" (CS/SPE/011).

**3.11 Training Support Facility**

- 3.11.1 The Training Support Facility supports training from CTOs enabling each CTO Counter within a CTO to operate an independent training environment.
- 3.11.2 The Training Support Facility utilises those aspects of the Business Capabilities and Support Facilities that provide Branch based capability together with separate functionality to simulate online interfaces which will return pre-defined simulation responses.
- 3.11.3 Users of the Training Support Facility will generate Training Transactions and Training Data that will be separated and separately identifiable from HNG-X Transactions and data. Training Data will not be passed to external clients or the audit stream.
- 3.11.4 Reports generated using the Training Support Facility will reflect the Training Transactions performed during the Training Session and stock levels reported will be adjusted accordingly.
- 3.11.5 Post Office will establish and manage each CTO Branch as a Branch within the live estate and each will be allocated their own Branch Code which will indicate that they are a CTO Branch.
- 3.11.6 The Training Support Facility will utilise Branch Infrastructure and will require the use of an operational data communications link in order to process Training Transactions. Each CTO Counter within a CTO will be connected by LAN through the shared single branch router, and there will be a shared back office printer.

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3.11.7 The Training Support Facility will enable the Training Data of a CTO Counter to be reset back to a pre-defined default state.

3.11.8 The Training Support Facility will require the use of an operational data communications link in order that updates of software change and reference data can occur. This may take place automatically in the same manner as for Branches or at points in time that are agreed between Fujitsu Services and Post Office.

#### **4. ADDING NEW BUSINESS CAPABILITIES OR SUPPORT FACILITIES**

##### **4.1 Introduction**

4.1.1 When a new Business Capability or Support Facility is to be added under the Change Control Procedure, the following actions shall be completed:

4.1.1.1 a high-level description of the Business Capability or Support Facility shall be incorporated into paragraphs 5 or 6 including a statement of any interdependency with any existing (or new) Business Capability or Support Facility as appropriate;

4.1.1.2 the relevant Schedules to this Agreement shall be updated to record the new Business Capability or Support Facility, including:

- (a) Schedule 1 (Interpretation);
- (b) Schedule C1 (Service Level Principles and Remedies);
- (c) Schedule A5 (Post Office Responsibilities);
- (d) this Schedule B3.2 (Business Capabilities and Support Facilities); and
- (e) other Schedules to this Agreement, as relevant; and

4.1.2 Relevant CCDs shall be created or updated and referenced from the table contained in paragraph 7.

#### **5. ADDITIONAL BUSINESS CAPABILITIES**

This paragraph will include brief descriptions of each new Business Capability.

##### **5.1 POca Card Issuing Business Capability**

5.1.1 The POca Card Issuing Business Capability enables Post Office at Counter Positions to:-

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- 5.1.1.1 issue POca Cards to new cardholders;
- 5.1.1.2 issue replacement POca Cards for lost or stolen cards;
- 5.1.1.3 issue replacement POca Cards for damaged cards;
- 5.1.1.4 withdraw POca Cards
- 5.1.2 The components of the POca Card issuing Business Capability are as follows:
  - 5.1.2.1 Counter Transactions that use the In/Out Payment Business Capability to generate Transactions;
  - 5.1.2.2 a network interface to the POca VPN network
  - 5.1.2.3 a web service to:
    - (a) convert on-line Transactions generated by the counter into on-line Transactions in the POca host service format;
    - (b) route POca on-line Transactions to the POca host service;
    - (c) convert the response to on-line Transactions returned from the POca host service into on-line Transactions in counter format;
    - (d) generate error messages if the on-line Transaction has not been processed successfully;
- 5.1.3 The counter dialogue for POca money transfer transactions is controlled by Post Office Reference Data
- 5.1.4 Transactions undertaken using the Bureau Service Business Capability shall be recorded as part of a customer session and shall be committed as part of the settlement process using the Payment Management Business Capability
- 5.2 Channel Integration Capability
  - 5.2.1 The Channel Integration capability enables non-HNG-X devices to access a subset of HNG-X services through the use of a collection of technical services that handle the inbound and outbound messages to the non-HNG-X device and integrates with the HNG-X services.
- 5.3 Paragraph removed by CCN1640a
  - 5.3.1 Not Used
- 5.4 Smart Metering Capability

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- 5.4.1 The Smart Metering capability means the web service provided by Fujitsu that allows customers of British Gas to access and top up their Smart Card for usage on British Gas Meters.

## 6. ADDITIONAL SUPPORT FACILITIES

This paragraph will include brief descriptions of each new Support Facility.

### 6.1 Generic Web Services (GWS) Support Facility

- 6.1.1 Fujitsu Services will provide a set of services as defined in Annex C of the CCD 'Data Centre Operations Service: Service Description' (SVM/SDM/SD/0003) to enable GWS Clients to be developed, tested and deployed in the Fujitsu Data Centre.
- 6.1.2 The Generic Web Services Support Facility provides a generic set of facilities in the Fujitsu Data Centre which enables Post Office to:
  - 6.1.2.1 define new GWS Clients;
  - 6.1.2.2 amend or update existing GWS Clients defined using the Generic Web Services Support Facility;
- 6.1.3 The Generic Web Services Support Facility enables messages to be received from, and responses to be sent to, an In/Out Payment Counter Transaction as defined in the CCD entitled "AP-ADC Reference Manual" (DES/GEN/MAN/002) and the 'APOP Authorisation Service – On-line Application Interface Specification' (AP/IFS/064);
- 6.1.4 The Generic Web Services Support Facility enables messages to be sent to, and responses to be received from, the GWS Client over the internet;
- 6.1.5 The Generic Web Services Support Facility enables messages sent to, and responses received from, the GWS Client to be encrypted as defined in the 'Web Service Client Connection Process' (REQ/GEN/PRO/1386);
- 6.1.6 Using the 'Web Service Client Connection Process' (REQ/GEN/PRO/1386) the Generic Web Services Support Facility enables Post Office to define for a Generic Web Service Client:
  - 6.1.6.1 the routing of on-line messages between an In/Out Payment Counter Transaction and a GWS Client;
  - 6.1.6.2 the transaction mapping between the In/Out Payment message format and the GWS Client message format;

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- field mapping;
- field validation;
- data transformation;

6.1.6.3 the response code mapping between the response received from the GWS Client and the response returned in the In/Out Payment Counter Transaction;

6.1.6.4 the message data which must not be written to the Generic Web Service log file;

6.1.6.5 the network connection type.

## 6.2 Client File Delivery Support Facility

6.2.1 The Client File Delivery Support Facility enables:

6.2.1.1 transactions in PayStation and Post & Go-transaction files to be posted into the branch accounts;

6.2.1.2 transactions in the PayStation and Post & Go transaction files to be collated with HNG-X counter transactions;

6.2.1.3 APS to deliver collated transaction data to Post Office Clients;

6.2.1.4 TPS to deliver collated transaction data to POL MI Services;

6.2.1.5 TPS to collate and aggregate transaction data and deliver it to the HR SAP Service;

6.2.1.6 APS to summarise collated APS transaction data and deliver client transaction summaries;

6.2.2 The Client File Delivery Support Facility enables Data Files to be transferred to/from the Post Office Data Gateway Support Facility

## 6.3 Post Office Data Gateway Support Facility

6.3.1 The Post Office Data Gateway Support Facility enables Data Files to be transferred between:-

6.3.1.1 the HNG-X Data Centre and Post Office Clients;

6.3.1.2 the Post Office Data Centre and the HNG-X Data Centre;

6.3.1.3 Post Office Clients and the Post Office Data Centre;

6.3.2 The Post Office Data Gateway Support Facility enables:-

6.3.2.1 Data File transfers to the Post Office Data Gateway Support Facility to be initiated by the Post Office Data Gateway or by Post Office or its Clients;

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- 6.3.2.2 Data File transfers from the Post Office Data Gateway Support Facility to be initiated by the Post Office Data Gateway or by Post Office or its Clients;
- 6.3.3 The Post Office Data Gateway Support Facility enables a Data File received by the Post Office Data Gateway Support Facility in one format to be transformed into another format that is supported by either Post Office or its Clients;
- 6.3.4 The Post Office Data Gateway Support Facility enables Data Files received by the Post Office Data Gateway Support Facility to be merged into a single Data File;
- 6.3.5 The Post Office Data Gateway Support Facility enables Data Files output by the Post Office Data Gateway Support Facility to be transferred to one or more recipients;
- 6.3.6 The Post Office Data Gateway Support Facility enables Data Files to be transferred using one of the Post Office Data Gateway Support Facility protocols specified in the '*Post Office Data Gateway to Post Office Clients Technical Interface Specification*' (DES/NET/TIS/1499);
- 6.3.7 The Post Office Data Gateway Support Facility enables Data Files to be transferred from an external (to the HNG-X Data Centre) sending service, or transferred to an external (to the HNG-X Data Centre) receiving service, using ISDN connections or the internet.

#### 6.4 Common Digital Platform Adaptor

- 6.4.1 The Common Digital Platform Adaptor relays messages received from the HNG counters using AP-ADC scripts to the external platform known as Common Digital Platform and relays the responses from Common Digital Platform back to the HNG counters.

### 7. LIST OF RELATED DOCUMENTS

#### 7.1 Business Capability and Support Facilities definitions

- 7.1.1 Prior to start of Trigger Point T5 (Data Centre Ready for HNG-X), the provisions of Schedule B4.2 (Horizon software) applied and was linked to a number of definition documents. Following the implementation of Project HNG-X these documents were withdrawn.
- 7.1.2 This Schedule B3.2 provides a summarised description of the HNG-X Business Capabilities which defines the functionality available at each Post Office Counter for serving Customers and the Support Facilities which define the administration and background functionality used by Branches.
- 7.1.3 In addition, the CCD entitled 'Mapping Schedule B3.2 to the HNG-X Solution' (REG/GEN/REP/1091) provides a list of the existing Solution Baseline Documentation Sets and Contract Controlled Documents that apply to each Business Capability and Support Facility described in this Schedule B3.2.

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- 7.2 The CCDs listed in Table B below supplement the document described in paragraph 7.1.3 and relate to more than one Business Capability / Support Facility.

**Table B**

Document Title	Fujitsu Services Reference
HNG-X Technical Security Architecture	ARC/SEC/ARC/0003
Horizon OPS Reports and Receipts - Post Office Account Horizon Office Platform Services	SD/DES/005 (Replaced by (DES/GEN/SPE/0008) September 2011, (DES/GEN/SPE/0009) December 2013, (DES/GEN/SPE/0010) May 2015, (DES/GEN/SPE/0011) November 2013)
HNG-X Style Guide	DES/APP/STD/0001

## 8. POL Service Types

- 8.1 The POL Service Types applicable to the period after Acceptance Point Z3 are set out in Annex 1 to this Schedule.
- 8.2 If Post Office notifies Fujitsu Services in writing that it no longer requires use of a POL Service Type and requests that Fujitsu Services disable that POL Service Type in accordance with Clause 10.5, then where Post Office ceasing to use that POL Service Type may affect the use of any other POL Service Type(s), Fujitsu Services shall advise Post Office accordingly. Where Fujitsu Services so advises Post Office, the Parties will discuss and agree (acting reasonably) the appropriate steps to be taken to address the effect of disabling the POL Service Type on any other POL Service Type(s).
- 8.3 In relation to the Generic Web Services (GWS) Support Facility, the GWS Client list that shall be maintained by Fujitsu Services is set out in Annex 2 to this Schedule B3. Should Post Office Limited no longer require use of a GWS Client it shall give Fujitsu Services no less than 30 days written notice.

## 9. ASSOCIATED DOCUMENTS

- 9.1 The following CCDs are associated with this Schedule B3.2:

	Document Reference	Document Title
1	ARC/SEC/ARC/00003	HNG-X Technical Security Architecture

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2	SD/DES/005	Horizon OPS Reports and Receipts - Post Office Account Horizon Office Platform Service
3	DES/APP/STD/0001	HNG-X Style Guide
4	COM/CUS/SPE/0001	Post Office Contract Controlled and Contract Referenced Document List
5	DES/GEN/MAN/0002	AP-ADC Reference Manual
6	CS/PRD/058	Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data
7	BP/DOC/008	Automated Payments System Client List
8	BP/DOC/014	POCL Automated Payments Generic Rules
9	EF/SER/001	Debit Card MoP Functional Description
10	AP/MAN/004	APOP Authorisation Service Reference Manual
11	BP/SPE/046	APOP Definition
12	CS/SPE/011	Network Banking End To End Reconciliation Reporting
13	CR/FSP/006	Audit Trail Functional Specification
14	SVM/SDM/SD/0013	Reference Data Management Service: Service Description
15	SVM/SDM/STD/0001	Post Office Ltd Operational Business Change – Branch, Interface Agreement
16	Not Used	Not Used
17	BP/IFS/010	Application Interface Specification Reference Data to Fujitsu Services Limited
18	AS/IFS/001	Horizon to Post Office Feed Feed for Track and Trace Application Interface Specification
19	DES/APP/AIS/0009	Horizon Online – Streamline Application Interface Specification

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20	ARC/SOL/ARC/0001	HNG-X Solution Architecture Outline
21	ARC/SEC/ARC/0002	Horizon Security in the absence of HNG-X
22	REQ/GEN/REP/1091	Mapping Schedule B3.2 to the HNG-X Solution
23	DES/GEN/SPE/0008	HNG-X Branch and Counter Reports
24	DES/GEN/SPE/0009	HNG-X Receipts, Slips and Labels

9.2 There is one CRD associated with this Schedule B3.2.

1.	(DES/GEN/SPE/0011)	HNG-X AP and ADC Receipts
2	DES/GEN/SPE/0010	HNG-X Banking, Debit Card and ETopUp Receipts and Texts

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## ANNEX 1

## POL SERVICE TYPES

	HNG-X	
1	Point of Sale	
2	In / Out Payment (basic services)	
3	In / Out Payment (Advanced Data Capture)	
4	In / Out Payment (APOP)	
5	Banking (CAPO)	
6	Banking (Santander)	
7	Banking (LINK)	
8	DVLA Licensing	
9	Electronic Top-Up	
10	Bureau Service	
11	Postal Services	
12	Payment Management (Basic MOPs)	
13	Payment Management (Debit Card)	
14	Payment Management (Credit Card)	
15	Cash and Stock Management	
16	Branch Management	
17	Branch Administration	
18	Branch Support	
19	Transaction Management (Transaction storage and management)	
20	Transaction Management (TES QA)	

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21	File Management	
22	Reference Data	
23	PAF	
24	Message Handling	
25	Audit	
26	Reconciliation (Banking style)	
27	Reconciliation (AP style)	
28	CTO Training	
29	<u>POca</u> Card Issuing Business Capability	
30	Generic Web Services Support Facility	
31	Client File Delivery Support Facility	
32	Post Office Data Gateway Support Facility	
33	Collect and Returns Support Service	
34	Removed by CCN1640a	
35	Smart Metering Capability	
36	Channel Integration Capability	
37	Common Digital Platform Adaptor (CDPA)	

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## ANNEX 2

## GENERIC WEB SERVICES (GWS)

	<b>GWS Client Name</b>	<b>Date Effective from:</b>	<b>CT introducing the Service into Live</b>	<b>Date of GWS Client Ceased</b>	<b>CT removing the Service</b>
1	<b>SFA (Skills Funding Agency)</b>	<b>13<sup>th</sup> November 2012</b>	<b>CT1009</b>	31 <sup>st</sup> May 2016	CT1943
2	<b>POLO</b>	<b>10<sup>th</sup> December 2012</b>	<b>CT1218</b>		
3	<b>UK Online</b>	<b>23<sup>rd</sup> May 2013</b>	<b>CT1201a</b>		
4	<b>DVLA</b>	<b>16<sup>th</sup> June 2013</b>	<b>CT1091</b> <b>CT1584</b> <b>CT1585</b>		
5	<b>Homephone &amp; Broadband</b>	<b>25<sup>th</sup> July 2013</b>	<b>CT1214</b>		
6	<b>National Express Ticketing service Web Service</b>	<b>15<sup>th</sup> September 2013</b>	<b>CT1213</b>		
7	<b>The Health Lottery</b>	<b>16<sup>th</sup> September 2013</b>	<b>CT1256</b>		
8	<b>UKBA (UK Border Agency) Support Payments Web Service</b>	<b>04<sup>th</sup> November 2013</b>	<b>CT1261a</b>	31 <sup>st</sup> Oct 2017	CT2272
9	<b>DVLA Direct Debit</b>	<b>1<sup>st</sup> October 2014</b>	<b>CT1584</b>		
10	<b>Click &amp; Collect</b>	<b>12<sup>th</sup> May 2015</b>	<b>CT1398, CT1346b</b>		

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11	FMCV Travel Money Card	28 <sup>th</sup> April 2015	CT1429, CT1513, CT1943		
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