

**Schedule 14: Interface Services****1 Introduction**

1.1 This Schedule includes all interfaces that the Contractor shall operate and maintain as required to support the Services and operate the BBC System.

1.2 The interfaces include:

1.2.1 Interfaces within the BBC System;

1.2.2 Interfaces with PayPoint including the update of barcoded payment information and magnetic strip card information from PayPoint to the BBC System;

1.2.3 Interfaces with Jersey Post Office, Guernsey Post Office, and the Isle of Man Post Office;

1.2.4 Interfaces with the Marketing Provider in accordance with the provisions of the Co-operation Agreement;

1.2.5 Interfaces with the Ministry of Defence;

1.2.6 Interfaces with Communisis UK;

1.2.7 Interfaces with banks including:

(a) credit card authorisation requests from the Contractor to card service providers;

(b) update of bank bin numbers from the Contractor's account to the BBC System; and

(c) update of payment transactions from banking providers to BBC System;

1.2.8 Interfaces with BACS including:

(a) direct debit payment instructions from the BBC System to BACS;

(b) new direct debit set up instructions from the BBC System to BACS;

(c) updated direct debit account information from BACS to the BBC System; and

(d) rejected direct debit payment instructions from BACS to the BBC System;

1.2.9 Interfaces with Royal Mail including the update of address information from Royal Mail PAF to the BBC System;

1.2.10 Interfaces with DWP including:

(a) Update of National Insurance Numbers information from DWP to the BBC System; and

- (b) Update of Customer death details from DWP to the BBC System;
  - 1.2.11 Interfaces with Guernsey GSSA including manual input of customer information relating to the Over 75 Licence from Guernsey GSSA to the BBC System; and
  - 1.2.12 Interfaces with the courts and procurator fiscal including production of court lists or referrals and bookings both electronically and on reports from the BBC System to the courts or procurator fiscal; and
  - 1.2.13 Interfaces with any Subcontractor.
- 1.3 The contractor shall also make available for TV Dealers the following Interfaces: email, manually (by disk and by tape), CD, web portal.