

Post meeting action

NB The following action will need to be considered only where an immediate WFI has been booked.

Enable Benefit Calculations

1. Carry out the Enable Benefit Calculations (EBC) to transfer the case successfully.
2. To view the items that require an EBC:
 - click on the [Start Calculation] button on the 'Verification Summary' screen.
3. To carry out the calculations:
 - click on the selected row in the 'EBC Summary' screen; and
 - select [Modify].
4. This will lead through to the selected screen. Each screen has fields already completed, having been populated from Gather/Verification Updates.

Emergency payments

5. These can be requested at any time during the process. There are two types of emergency payments:
 - Interim Payments; and
 - Social Fund Alignment to Benefit Payment (SFAP).
6. Before considering an emergency payment, check the status of any earlier request. At this stage if either there has been no previous interim payment or an interim payment request was unsuccessful, consider a Social Fund Alignment to Benefit Payment.
7. An interim payment must always be considered before an alignment payment.
8. If the interim payment request is successful, inform the claimant of the decision and arrange payment.
9. The claimant can request and be considered for an interim payment before they have attended a WFI. Information on the Interim Payment request is available to view using View case on the Person Home Page Claim Details tab.
10. In the event of the interim payment request being unsuccessful, advise the claimant that the best option open to them is a Social Fund Crisis Loan for Living Expenses. To claim they need to telephone the Social Fund Office who will take their application over the telephone.

Electronic transfer of Interim Payment cases for cases where an immediate WFI is appropriate

11. At the point of selecting 'Start Transfer', in cases where an Interim Payment (IP) has been requested, CMS displays the message, 'Has an Interim Payment been awarded?' to prompt checking the outcome of any IP request.
12. This is to allow cases where an IP has been requested, but not decided or awarded and to be successfully transferred electronically.

13. Liaise with the nominated officer at the Benefit Centre (BC) to ascertain whether there has been a decision to award an IP.
14. If one has been awarded, select [Yes]. If the claim is for Income Support (IS) or Jobseeker's Allowance (JSA), CMS will override the transfer method to clerical. This is to ensure that the claimant is not overpaid.
15. If there has been a decision not to award an IP or if the decision has not yet been made, select [No]. If the claim is for Income Support or Jobseeker's Allowance, CMS will allow the case to be transferred electronically.
16. The IB, IS and JSA Input Documents have been updated to reflect the 'Has an Interim Payment been awarded?' question and response.
17. If the IP request is successful, benefit processing will inform the claimant of the decision and will pay the Interim payment. The Financial Assessment Interview (FAI) and Work Focused Interview (WFI) action continues as normal.

Social Fund Alignment to Benefit Payments

18. Ahead of the interview, during preview, establish the status of the interim payment request by contacting the processing site.
19. Social Fund Application such as:
 - Loans;
 - Grants;
 - Crisis Loans;
 - Funeral Payments; or
 - Sure Start Maternity Grants;should be dealt with directly by the Social Fund team.

Closing the meeting

20. Ensure that the claimant understands the current status for each of the benefits they have claimed, and where appropriate, the requirement to provide any outstanding information or evidence.
21. Where appropriate provide the claimant with a contact number for any benefit-related enquiries.

Fraud Referral and Intervention Management Systems (FRAIMS)

22. If fraud is suspected, The Programme Protection Query (PPQ) form is an intranet based form to be used in any suspicions of fraud.
23. The PPQ is to be completed at the point of contact and can be accessed by opening the PPQ icon on your windows desktop.
24. For guidance on completion see PPQ Deskaid

Child Support action

25. If the claimant has not been referred to Child Maintenance Options via the contact centre, encourage the claimant to contact Options and issue leaflet 'If you are claiming benefits' along with the relevant telephone numbers.

Customer Management System action - for cases where an immediate WFI is appropriate

26. Access Customer Management System (CMS) and confirm that the claimant's claim is transferable.
27. When it has been established that the customer statement is acceptable, all verification provided is gathered and EBC screens completed and where appropriate the claimant has satisfied conditionality.
28. Conditionality is not a requirement to transfer the Housing Benefit/Council Tax Benefit (HB/CTB) claim.
29. Select [Start Transfer] and CMS will assess the information for JSA & IS and decide whether the case is suitable for electronic transfer.
30. When CMS applications are transferred to legacy systems electronically, CIS business event test checks may be generated because of the interaction between the legacy systems and CIS.
31. Any claim forms for secondary benefits should also be issued to the relevant processing sections.
32. Where only partial evidence has been received, the claim should be transferred to the BC and the claimant should be advised that any missing evidences should be sent to the BC as soon as possible.
33. If there are any changes to the information provided, following completion of verification, and an input document has already been issued to the benefit processing section, complete form JSA460 with the new information and forwarded immediately to the relevant benefit processing section.

In and Out of Work

34. If the claimant is making a claim for Housing Benefit or Council Tax Benefit:

| STEP | ACTION |
|-------------|--|
| 1 | Photocopy any evidence presented and annotate the copies to confirm that the originals have been seen; |
| 2 | If there is any outstanding evidence, issue an Housing Benefit Evidence Checklist (HBEC) (IOW3) to the claimant reminding them of the evidence they need to send to the LA; |
| 3 | Verify the evidence seen on CMS and update case notes (LA view only) with HBEC issue date, list of evidence seen and list of evidence requested; |
| 4 | At e-LAID enabled sites, Select "Electronic Transfer" in CMS transfer screen. Select the "transfer all" button. The Local Authority Input Document (LAID) is generated and sent electronically overnight |
| 5 | Send copied evidence and the HBEC to the LA via secure courier; |

35. At sites which are not e-LAID enabled, the LAID will need to be printed and sent to the LA with the supporting documents.

Transfer - Manager warnings and errors - for cases where an immediate WFI is appropriate

36. Where appropriate view the benefits transferred electronically to ISCS/JSAPS legacy systems and see whether any errors, warnings or comments have occurred during the transfer.
37. Access and view this screen in every case that has been transferred electronically.
38. When the input document has been generated from the 'Transfer – Manage Warnings and Errors' or the 'Non WFI/Rapid Reclaim/JSA (C) Online' screen, ascertain whether the case has encountered any errors during the transfer to Legacy by checking the 'Messages returned by [ISCS or JSAPS]' section of the input document.
39. The error messages within this section of the input document provide low level detail to explain exactly where and why a case has failed electronic transfer.

Clerical transfer for cases where an immediate WFI is appropriate

40. In cases where an immediate WFI is required CMS is defaulted to transfer electronically but there are certain circumstances where CMS automatically overrides the transfer method from electronic to clerical.
41. In these circumstances, the claim, which has been overridden, will be displayed in the Transfer Claim screen and the 'Transfer method' will be displayed as [Clerical].

Deletion of cases

42. Where appropriate, when **all** benefits on a case have been transferred and therefore have a benefit status of 'In transit' or 'withdrawn' the claim status will be set to 'Claim Complete' At this stage the claim expiry date will be set to one calendar month from the original date of transfer of the final benefit transferred on the case. Upon reaching the expiry date, the case will be automatically deleted from CMS.
43. Once a case has reached claim status of 'Claim Complete' i.e. when all benefits have been transferred or withdrawn, a new claim can be entered on CMS.

CMS Administration Homepage

44. The following screens can be accessed from the Admin homepage:
 - Re- Transfer:
 - When all benefits on a case have been transferred or withdrawn, a claim expiry date will automatically set for one calendar month from the original date of transfer of when the final benefit has been transferred on the case (i.e. not the Re-transfer date.) When the claim expiry date has been reached, the case will be deleted from CMS.
 - Overdue Transfer:

- This screen is used to view cases where information/verification items have not been received within one calendar month from the date the statement was accepted;
- Print Transfer Errors, Warnings and Comments:
 - This screen is used to view the benefits that have been transferred to legacy and whether any errors, warnings or comments occurred.
- View Preview Cases:
 - Those with access use this screen to view all cases that have been triggered for Preview Case action to check what action has been taken at the BC to preview the case.

Re-transfers

45. The Re-transfer screen will be displayed on the CMS Homepage. When all benefits on a case have been transferred or withdrawn a claim expiry date will be automatically set for one calendar month from the original date of transfer of when the final benefit has been transferred on the case (i.e. not the Re-transfer date) When the claim expiry date has been reached, the case will be deleted from CMS.
46. Once the claim expiry date has been set, this will be displayed in the Re-transfer screen. If a benefit is selected within Re-transfer screen a pop-up menu will appear with the option to Re-transfer the case only. If the request to Re-transfer the case is chosen, the claim expiry date will remain as one calendar month from when the case was originally transferred. However, an updated date will be displayed. Once the claim expiry date has been set a new claim can be recorded/gathered on CMS.

Transferring cases where verification items are outstanding on the day of transfer.

The following action is only required in cases where an immediate WFI has been booked.

47. Action to take when no verification has been received at point of transfer.
Select each verification item in turn from the list then select **Modify** button
48. Within the 'Verification Item details' screen select 'Add'.
49. To enable the case to be transferred complete the fields within the Verification Item screen as follows;

Input to fields

50. Complete the following fields:

| Field | Input |
|--------------------------|------------------------------|
| Verification received | • select [No], |
| Reason unable to produce | No contact from claimant |
| Received Date | this field will be disabled; |

| | |
|----------------------------------|------------------------------|
| Source | this field will be disabled; |
| Type | this field will be disabled; |
| Alternative evidence description | this field will be disabled; |
| Verification accepted | select [No]: |
| Reason not accepted | Verification not received |
| Exemption reason | this field will be disabled; |
| Return Date | Disabled |
| Returned Method | Disabled |

51. The second tab (if appropriate to the verification item) will not be enabled because the claimant has not provided the requested verification.

52. Select OK button; this will take you back to the **Verification Item details** screen for the verification item.

53. Record **Verification Complete for Verification Item** as **Yes**.

For Jobseekers Allowance, linked Incapacity Benefit claims and Income Support Cases.

54. For Jobseekers Allowance and linking Incapacity Benefit claims the **Evidence Requirements met for Verification Item** field will be disabled and will display N/A.

55. For Income Support cases decide whether ER has been met for each item.

56. As the claimant has not provided the requested verification in this scenario the select **NO** in this field unless the reason for not providing the verification has satisfied an ER exemption category.

57. Select **OK**. This will take you back to the **Verification Item List**.

58. **NOTE**; This action should be completed for all verification items that are displayed within the **Verification Items List** to allow the case to progress to transfer.

59. The **Verification Complete** column displayed in the **Verification Items List** screen must show **Yes** for all verification items listed to allow the case to be progressed to transfer.

60. **NOTE**; in cases where the claimant and or partner are in receipt of Other Benefits, the 'Modify Other Benefits' verification screen must also be completed fully by using CIS to confirm the rates, start dates etc of the Other Benefit.

61. Failure to complete the verification of Other Benefits will also prevent the case transferring to Legacy.

Action to take when some verification items received but not enough to complete mandatory field.

The following action is only required in cases where an immediate WFI has been booked.

62. If the claimant has provided verification but there is not enough information to complete the mandatory fields take the following action;
63. Select the verification item from the list and select **Modify**.
64. Within the **Verification Item Details** screen select the **Add**. To enable the case to be transferred the fields within **Verification Item** screen must be completed as follows;

| Field | Input |
|----------------------------------|---|
| Verification received | Select Yes |
| Reason unable to produce | Disabled |
| Received date | Record received date |
| Source | Record the Source from drop down menu |
| Type | Record the Type from drop down menu |
| Alternative evidence description | Disabled. Field is enabled where type selected is Alternative evidence |
| Status | Record Status from drop down menu |
| Verification accepted | Select No |
| Reason not accepted | Record in the free text field reason not accepted |
| Exemption reason | disabled |
| Returned date | Record the returned date |
| Returned method | Record the Returned method |

The second tab will not be enabled because the claimant has not provided the requested verification. Select **OK** button. This will take you back to the **Verification Items Details** screen for the verification item.

65. Record **Verification Complete for Verification Item** as **Yes**.

66. For Jobseekers allowance and Incapacity Benefit cases

Action to take when the claimant has submitted some verification items but some outstanding on day of transfer

The following action is only required in cases where an immediate WFI has been booked.

67. If the claimant has provided some verification items but there is still some outstanding on the day of transfer, e.g. the claimant has only provided 2 wage slips of the requested 5 and the wage slips they have provided do not cover their final pay, take the following action;

68. Select the verification item from the list and select **Modify**.

69. Within the **Verification Item Details** screen select the **Add** button.

| Field | Input |
|-----------------------|-------------------|
| Verification received | Select Yes |

| | |
|----------------------------------|---|
| Reason unable to produce | Disabled |
| Received date | Record received date |
| Source | Record the Source from drop down menu |
| Type | Record the Type from drop down menu |
| Alternative evidence description | Disabled. Field is enabled where type selected is Alternative evidence |
| Status | Record Status from drop down menu |
| Verification accepted | Select No |
| Reason not accepted | Record in the free text field reason not accepted |
| Exemption reason | disabled |
| Returned date | Record the returned date |
| Returned method | Record the Returned method |

The second tab will not be enabled because the claimant has not provided the requested verification.

Select OK, This returns you to the **Verification Items Details** page.

70. Record **Verification Complete for Verification Item** as **Yes**.

Evidence Requirements met for Verification Item

71. For Jobseekers Allowance and linked Incapacity Benefit cases

72. Once this action is completed CMS will allow the case to be transferred to the Benefit Processing site.

73. Note for Income Support cases the claim can be transferred electronically to ISCS. For potential defective claims the case should be transferred to dialogue IS660.

74. In HB/CTB cases if a signed customer statement has been received. The statement needs to be annotated that it is potentiality a defective claim. If no signed statement has been received then there is not a claim for HB/CTB and the claimant should be told to contact the LA direct.

75. The Input Documents will show the verification items and the 'Unable to Produce' reason.

Overdue transfers

76. Where appropriate cases should be transferred on the same day as the WFI/date of receipt of customer statement. However claims may still appear in the Overdue Transfer screen and therefore this screen should still be monitored to pick up any cases that may have 'slipped through the net' and to transfer the claims.

77. Cases where information/ verification items have not been received within the overall time limit of one calendar month from the date the statement was accepted, can be viewed via the '**Overdue Transfer**' screen.

78. These cases must be transferred to benefit processing for a decision and to the Local Authority (LA) where appropriate. In order to do this, select each case in turn by right mouse clicking on the case and selecting [Transfer Benefit] and [OK] when prompted.

79. This will set the benefit status to [In-Transit] and set the transit date to the current date. This dialogue box will then close and the main screen that displays the benefits that are overdue will automatically be refreshed.
80. Once the overdue benefit has been requested for transfer it will automatically trigger Customer Management System (CMS) to print the input document, which should be issued to the benefit processing / LA for their action.
81. Select to print more than one Input Document at one time by highlighting the rows. Sort the columns in order by clicking on the field headings.
82. Once all benefits on a case have been transferred or withdrawn a claim expiry date will be automatically set for one calendar month from the original date of transfer. When the claim expiry date has been reached, the case will be deleted from CMS.

NB. In cases where an immediate WFI is not required where a primary benefit has been set to 'In Transit' from the Non WFI/Rapid Reclaim/JSA (C) Online screen and the claim expiry date has not been reached, these cases will also display in the existing Re-Transfer screen.

Filing the input document for cases requiring an immediate WFI

83. Send the input document to the BC/LA where it will be retained along with any other benefit specific evidence within the existing case paper or General Benefit Unit (GBU). After one calendar month from when the final benefit on the case has been transferred, the case will automatically be deleted from CMS.

Filing customer statements for cases requiring an immediate WFI

84. Once the case has been transferred, any signed customer statements and evidence provided at that point should be sent to the processing site for their continued action. Any outstanding evidences will be sent to the BC by the claimant.

Enable Benefit Calculation screens

The following action is only required in cases where an immediate WFI has been booked.

85. The screens available for Enable Benefit Calculations are:

- EBC Summary;
- Current Work;
- Share Details;
- Other Income Details;
- Pension Details;
- Student Income Details;
- Transfer Claim Details;
- Modify Transfer;

- Manage warnings and Errors;

Enable Benefit Calculation Summary page

86. Use this screen to see which verification items require a calculation.
87. The 'Enable Benefit Calculation Summary' page will display all Verification items that require EBC Calculations.
88. The purpose of this screen is to see which verification item requires a calculation. Use this screen to select each verification item, click on [Modify] to go to each screen individually to carry out the calculation.

EBC Summary

89. This grid will display all the verification items that require an Enable Benefit Calculation (EBC).
90. The items in the grid are initially sorted by person. Double-click on a grid row to open the relevant EBC dialogue if 'EBC Complete' is not [Yes].
91. The [Modify] button is enabled if a row in the grid is selected and 'EBC Complete' for the selected benefit is not [Yes]. This field will open the relevant EBC screen.
92. The [Exit] button will navigate to the User Home Page.
93. The [Back] button is disabled.
94. The [Next] button will navigate to the 'Verification Summary' Page.

Current work

95. The EBC Current Work screen is populated when the row stating Current Work on the EBC Summary page is highlighted and [Modify] is selected. Complete the EBC fields where appropriate to enable the calculation to be carried out.
96. The purpose of this screen is to carry out the appropriate Enable Benefit Calculations, using existing data from the verification screens and additional data if required.

EBC – Current work

97. This grid will display the list of the claimants/partners pay slips for verification. Where multiple pay slips make up one piece of evidence they will all be displayed.
98. Double-click an entry in the grid, to display the 'Verification Details' for that entry.

Verification details

99. This grid will display the information held on the pay slip that has been highlighted in the 'Update' grid. The information in these fields have been populated from the previous verification screens. To view the other pay slips highlight the next item on the update grid.

Verification calculations

100. Select [Yes] from the 'Suitable for averaging' field, the system will calculate:

- the average number of hours;
- the average weekly wage; and
- the highest and lowest amounts.

101. Select [No] and the 'Hours worked' and 'Net Pay' fields will be enabled.

102. If disagreeing with the system calculation, change the 'Suitable for Averaging' to [No]. The system will disable the 'Highest' and 'Lowest' amount fields and overwrite the 'Hours worked' and 'Net pay' fields.

Input to fields

103. Complete the following fields:

| Field | Input |
|------------------------|--|
| Suitable for Averaging | mandatory field, enter: <ul style="list-style-type: none"> • [Yes]; or • [No]; |
| Hours Worked / Week | this field is enabled if the suitable for Averaging is [No] and is mandatory if enabled, enter: <ul style="list-style-type: none"> • hours worked/week; |
| Net Pay/Week | this field is enabled if the suitable for averaging is [No] and is mandatory if enabled, enter: <ul style="list-style-type: none"> • net pay/week; |
| Lowest Amount | this field is read-only and cannot be amended; |
| Highest Amount | this field is read-only and cannot be amended; |

Calculation details

104. The Calculation details box is a free text box and will be disabled if Suitable for averaging is [Yes]. If the pay is not suitable then this box is mandatory, record reasons and calculations.

105. Select [Yes] for suitable for averaging, all the fields are pre-populated and disabled. The Calculation details box is not mandatory unless changes to amounts are made.

106. Select [No] for suitable for averaging the hours worked and net pay fields are mandatory, the lowest and highest amounts are greyed out. The Calculation details box is mandatory.

107. Press [OK] to save data, the screen will close and return to 'Enable Benefit Calculation Summary' page.

108. Press [Cancel] to close the screen without saving the data, and return to 'Enable Benefit calculation summary' page.

Share details

109. The EBC Share Details screen is populated when highlighting the row stating 'Share Details' on the 'EBC Summary' page and clicking [Modify]. Complete the EBC fields where appropriate to enable the calculation to be carried out.

110. The purpose of this screen is to carry out the appropriate Enable Benefit Calculations, using existing data from the verification screens and additional data if required.

Verification details

111. The fields in the verification details grid will display information that has been populated from the previous verification screens. The fields in this grid cannot be amended.

Verification calculations

112. This will display the total amount as calculated by the system. If wishing to amend the total amount, show calculations in the 'Calculation details' box.

Input to fields

113. Complete the following fields:

| Field | Input |
|----------------------------------|--|
| Verification Calculations | |
| Total amount | <ul style="list-style-type: none">• mandatory field, as calculated by the system and is pre-populated;• override this amount and complete the 'Calculation details' field, which will become mandatory; |
| Calculation Details | <ul style="list-style-type: none">• the total amount will be pre-populated;• this field is not mandatory unless changing the amount;• input initials. |

114. Press [OK] to save data and return to 'Enable Benefit Calculation Summary' page.

115. Press [Cancel] to close the screen without saving the data and return to 'Enable Benefit calculation summary' page.

Other income details

116. The EBC Other Income Details screen is populated when highlighting the row stating 'Other Income Details' on the 'EBC Summary' page and clicking [Modify]. Complete the EBC fields where appropriate to enable the calculation to be carried out.

117. The purpose of this screen is to carry out the appropriate Enable Benefit Calculations, using existing data from the verification screens and additional data if required.

Verification details

118. The fields in the verification details grid will display information that has been populated from the previous verification screens. The fields in this grid cannot be amended.

Verification calculations

119. This will display the Total amount from the 'Verification' details. Overwrite the amount if appropriate. The calculations detail free text field is mandatory if changing the total amount.

Input to fields

120. Complete the following fields:

| Field | Input |
|---------------------|--|
| Amount received | mandatory field, enter: <ul style="list-style-type: none">• amount received; |
| Account amount | mandatory field, enter: <ul style="list-style-type: none">• account amount; |
| Calculation Details | <ul style="list-style-type: none">• this free text box is mandatory;• the amounts entered in both the 'Amount received' and 'Account amount' are different to those gathered from verification, enter:<ul style="list-style-type: none">○ reason. |

121. Press [OK] to save data and return to 'Enable Benefit Calculation Summary' page.
122. Press [Cancel] to close the screen without saving the data and return to 'Enable Benefit calculation summary' page.

Pension details

123. The EBC Pension Details screen is populated when highlighting the row stating 'Pension Details' on the 'EBC Summary' page and clicking [Modify]. Complete the EBC fields where appropriate to enable the calculation to be carried out.
124. The purpose of this screen is to carry out the appropriate Enable Benefit Calculations, using existing data from the verification screens and additional data if required.

EBC – Pension details

Verification details

125. The fields in the verification details grid will display information that has been populated from the previous verification screens. The fields in this grid cannot be amended.

Verification calculations

126. This will display the total amount from the Verification details. Overwrite the amount if appropriate. The calculations detail free text field is mandatory if changing the total amount.

Input to fields

127. Complete the following fields:

| Field | Input |
|---------------------|--|
| Net Amount | mandatory field, enter: <ul style="list-style-type: none"> net amount; |
| Calculation Details | the net amount will be pre-populated therefore this field is not mandatory unless changing the amount, then input: <ul style="list-style-type: none"> the reason; |

128. Press [OK] to save data and return to 'Enable Benefit Calculation Summary' page.

129. Press [Cancel] to close the screen without saving the data and return to 'Enable Benefit calculation summary' page.

Student income details

130. The EBC Student Income Details screen is populated when highlighting the row stating 'Student Income Details' on the 'EBC Summary' page and clicking [Modify]. Complete the EBC fields where appropriate to enable the calculation to be carried out.

131. The purpose of this screen is to carry out the appropriate Enable Benefit Calculations, using existing data from the verification screens and additional data if required.

EBC – Student income details

Verification details

132. The fields in the verification details grid will display information that has been populated from the previous verification screens. The fields in this grid cannot be amended.

Verification calculations

133. When populated this will display the:

- amount received;
- account amount; and
- frequency.

134. The system will perform a check to ensure that the account amount is equal to or less than the amount received. If this is not the case the 'Calculations box' becomes mandatory.

Input to fields

135. Complete the following fields:

| Field | Input |
|-----------------|--|
| Amount received | mandatory field, enter: <ul style="list-style-type: none"> amount received; |
| Account amount | mandatory field, enter: <ul style="list-style-type: none"> account amount; |
| Frequency | mandatory field, enter: |

| | |
|---------------------|--|
| | <ul style="list-style-type: none"> • frequency; |
| Calculation Details | mandatory field, if account amount has been amended from verification, enter: <ul style="list-style-type: none"> • calculation details. |

136. Press [OK] to save data and return to 'Enable Benefit Calculation Summary' page.

137. Press [Cancel] to close the screen without saving the data and return to 'Enable Benefit calculation summary' page.

Transfer claim details

138. Access this screen by selecting the [Start Transfer] button in the 'Verification Summary' page.

139. The purpose of this screen is to:

- transfer verified claim details to processing sites or Local Authority for further processing;
- modify details of a selected item; and
- transfer all listed benefits.

Transfer claim

Edit grid:

140. Double click on a grid row will open 'Modify Transfer' dialogue.

141. The [Modify] button is disabled as CMS determines how the case will be transferred.

142. The [Transfer all] button is enabled if the benefit status is verified or 'EBC Complete' and will be disabled otherwise.

143. Press [OK] to save data and return to 'Enable Benefit Calculation Summary' page.

144. Press [Cancel] to close the screen without saving the data and return to 'Enable Benefit calculation summary' page.

Manage warnings and errors

145. Access this screen by selecting [Print Transfer Errors, Warnings and Comments].

146. The purpose of this screen is to display the status of benefits transferred to the legacy systems and whether any errors, warnings or comments occurred when the transfer took place.

147. Select more than one record to print, which will generate an input document for each benefit selected.

Input to fields

148. Complete the following fields:

| Field | Input |
|------------|---|
| Processing | mandatory field which defaults to the location code, enter: |

| | |
|---------------------|---|
| location code | <ul style="list-style-type: none"> processing location code; |
| Processing Location | read only field which the system has updated based on the processing location code; |
| Date | mandatory field, enter: <ul style="list-style-type: none"> today's date: or a date in the past. |

Preview grid

149. This grid allows a multi-selection of rows, and allows sorting entries by:

- transfer date;
- errors;
- warnings;
- comments; and
- no errors, warnings or comments (EWC).

150. The grid will default to show the date, in reverse chronological order, starting with the most recent date order. The preview grid supplies the following information:

| Column | Entry |
|-----------------|---|
| First Name | for non sensitive cases the fields display: <ul style="list-style-type: none"> the claimants first name in full; if the case is sensitive the fields will display: <ul style="list-style-type: none"> the name as a row of asterisks; |
| Surname | for non sensitive cases the fields display: <ul style="list-style-type: none"> the claimants surname in full; if the case is sensitive the fields will display: <ul style="list-style-type: none"> the surname as a row of asterisks; |
| NINO | the claimants National Insurance number; |
| Benefit Claimed | which benefit claimed has been pushed to legacy; |
| Transfer Date | clicking on the column header triggers the grid to sort by the date of transfer; |
| Errors | <ul style="list-style-type: none"> [Y] where errors are present; the field will display blank if no errors for the benefit claimed; |
| Warnings | <ul style="list-style-type: none"> [Y] where warnings are present; the field will display blank if no warnings for the benefit claimed; |
| Comments | <ul style="list-style-type: none"> [Y] where comments are present; the field will display blank if no comments for the benefit claimed; |
| No EWC | <ul style="list-style-type: none"> [Y] where No EWCs are present; the field will display blank where EWCs are present for the benefit claimed; |
| Search results | the search results followed by the number of search results found, this field cannot be amended. |

151. The [Print] button is enabled if at least one entry in the grid is selected and in all cases selected, claimants names are being displayed in full.

152. Pressing the [Exit] button will navigate to the Home Page.

Cases Not Suitable For Electronic Transfer

| IS | JSA | Override Reason Text |
|---|---|-------------------------------------|
| Cases where no NINO held on CMS for claimant | Cases where no NINO held on CMS for claimant | No NINO |
| Cases where no NINO held on CMS for partner | Cases where no NINO held on CMS for partner | No NINO – Partner |
| Cases where a change in partner from previous claim identified | Cases where a change in partner from previous claim identified | Change in Partner |
| Claimants with only one name, either a first name or surname | | Only one Name |
| Claimants who do not wish to have any type of title, | Female Claimants who do not have any type of title. | No Title |
| Mortgage Interest Direct (MID) cases with five or more mortgages or loans | Cases where more than 8 home loans present | Number of Home Loans Exceeded |
| | Joint Claim cases where different backdating requests made | Joint Claim – different backdating |
| Cases where an Interim payment Awarded | Cases where an Interim payment Awarded | Interim payment Awarded |
| Cases that are classed as an advance claim, due to the 'Job end date' captured in Gather Previous Work details is after the TAM date. | Cases that are classed as an advance claim, due to the 'Job end date' captured in Gather Previous Work details is after the TAM date. | Advance Claim |
| Claimant ID not confirmed and/or There is a partner and Partner ID not confirmed. | Claimant ID not confirmed and/or Partner ID not confirmed if there is a partner and JSA (Conts and IB) including Joint Claims | Claimant / Partner ID Not Confirmed |
| Where a claimant is being represented by a Personal Acting Bodies (PAB), and the PAB status has not been authorised. | Where a claimant is being represented by a PAB, and the PAB status has not been authorised. | Potential PAB |

| IS | JSA | Override Reason Text |
|---|---|---|
| | Cases where there has been no response from LMS. | No response from LMS |
| Cases where more than one Name for the Partner details pulled from CIS and there has been a name change. | Cases where more than one Name for the Partner details pulled from CIS and there has been a name change. | More than one Partner Name |
| Cases where female partner details have a non-standard title. | Cases where female partner details have a non-standard title. | Non-Standard Title |
| Cases where a change of address to the address details pulled from CIS includes a country code of United Kingdom | Cases where a change of address to the address details pulled from CIS includes a country code of United Kingdom | Country Code of United Kingdom |
| Cases where the claimant is either NFA or PWA and a correspondence address is held. | | NFA/PWA with correspondence address |
| Cases where the 'Push' to CIS was unsuccessful | Cases where the 'Push' to CIS was unsuccessful | "Failure to update CIS" followed by the error code and text returned by CIS |
| Cases where there has been a technical CIS failure. | Cases where there has been a technical CIS failure. | CIS Update Failed - Technical Problem |
| Cases where there has not been a response from CIS. | Cases where there has not been a response from CIS. | No response from CIS |
| Cases where the claimant's work has been temporarily stopped and they have or will be receiving guarantee payments | Cases where the claimant's work has been temporarily stopped and they have or will be receiving guarantee payments | Temporary Stopped |
| Cases where the claimant and/or partner is a share fisherman. Where it has been recorded against at least one set of current work details that, Claimant and/or partner is a 'Share Fisherman'. | Cases where the claimant and/or partner is a share fisherman. Where it has been recorded against at least one set of current work details that, Claimant and/or partner is a 'Share Fisherman'. | Share Fisherman |
| Cases where the claimant's | Cases where the claimant's | Address with No |

| IS | JSA | Override Reason Text |
|--|--|--|
| residential address fields are enabled and no postcode has been entered. | residential address fields are enabled and no postcode has been entered. | Postcode |
| Cases where Armed Forces Compensation Scheme Payments are involved | Cases where Armed Forces Compensation Scheme Payments are involved | Armed Forces Compensation Scheme (AFCS) Payments |
| | Where the date that the claimant is claiming from is earlier than IDOC and the delay is not due to a bank holiday. <i>(This override reason applicable to Reclaim gather cases only.)</i> | JSA Reclaim gather – Backdating |

PxP error messages

153. The error messages provide low-level detail to explain exactly where and why a case has failed the electronic transfer

154. The Push and Pull (PxP) error messages form part of the 'MESSAGES RETURNED BY [ISCS or JSAPS]' section of the Input Document.

155. The PxP error message will take the format of a letter P followed by four numbers, for example, P2005.

- [P] represents PxP Error;
- the first number represents where in the business process the error has occurred using [1] to [4] code system;
- the second number is either [0] for missing data or [1] for invalid data;
- the third and fourth numbers represent the number identifier for the individual error message.

156. The first number within the PxP error message will be between 1 and 4 they represent where in the business process the error has occurred.

157. This code table states what the Business Process numbers represent:

| Code | Business process | Dialogues |
|------|--------------------|-------------------------------------|
| 1 | JSA New Claim | PD350, JA050, JA060, JA070, JA120 |
| 2 | JSA New Claim | JA091, JA400, JA210 |
| 3 | IS New Claim | PD350, IS660, IS090 |
| 4 | JSA / IS New Claim | any of Dialogues within 1 - 3 above |