Warwick District Council

ICT Steering Group – Barcode generation for miscellaneous payments

Digital services so good that people prefer to use them

WARWICK DISTRICT COUNCIL

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ICT Steering Group – Miscellaneous Barcodes (non-fund) generation Business Case

Revision History

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Approvals

This document requires the following approvals:

Title
ICT Steering Group

Distribution

This document has been distributed to:

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Contents

1 Business Problem Analysis

This section seeks to describe the issue to be addressed by the project. It consists of two parts, Business Problem and Business Opportunity. When completing this section is advisable to only complete one section depending on whether you are trying to resolve an existing problem or are looking at a new opportunity. For example, a new income generation scheme would be a business opportunity rather than a business problem.

1.1 Business Opportunity

The Digital Transformation group have identified that many customers make payments using cheques and cash via the WDC Frontlines / DMC / offsite. These are time consuming to process and provide poor customer service.

Currently, under the Allpay contract and using their 8 digit IIN, it is only possible to create barcodes for Fund payments (CTax, Rents, Business Rates, Benefit overpayments and WDC Invoices). Using our 6 digit Client IIN, barcodes have also been created for PCNs and Rent Statement letters.

- To generate barcodes for non-fund payments
- To allow back office staff to reconcile customer payments to the relevant service request
- To allow reconciliation through the PARIS and TOTAL systems so the monies reach the correct charge codes

2 Preferred Solution

This section provides details of the Service Area's preferred solution, its benefits, costs, feasibility, risks and issues.

2.1 Solution Miscellaneous Barcodes (non-fund) generation

2.1.1 Description

Provide a summarised description of the preferred solution. This will include the general approach to be taken and a summary of the core elements of the solution (e.g. people, process, organisation, technology).

- Create a barcode generation system* using our Client IIN (we have already proven that we can do this). * or we may be able to simply generate the barcode using Office 2013.

- Using a web form, back office staff to generate a barcode onto a letter that can be printed and given / sent to a customer

- PARIS system would need to be configured to recognize the new barcode and allocate the funds to the correct ledger code (via existing interface to TOTAL)

- PARIS system would also need to generate an output file to the Barcode generation system so that records could be updated with a payment received flag

- The back office staff would need to know that the customer had paid so that their service can be fulfilled. This may require integration into their own back office systems or manual intervention

- Our solution would need to be tested via the allpay network (building in a 6 week lead time)

2.1.2 Benefits, Goals and Measurement Criteria

Describe the tangible and intangible benefits to the Service Area upon implementation of the solution. One of the obvious benefits described will be that the business problem / opportunity outlined above will be addressed.

NB: The benefits listed below are examples only and the boxes should be modified to describe the project's actual benefits. All quantifiable benefits listed must be supported by current performance figures.

Complete the following table:

Category	Benefit	Value
Financial	• A reduction in the value of cash and cheque payments processed by our Bank • Loss of PC in either CST or at Reception as currently we have two PARIS Counter Receipting stations	• £450 per year in reduced bank processing charges • £480 per year in PC recharges
Operational	• Save staff time in the back office as CST staff would have fewer cash / cheque payments to process • Encourage channel shift - finally realise Members' decision to close our WDC cash office made over 10 years ago	• Around 1110 hours per year spent on processing Misc payments. • **If** staff numbers were reduced then a saving of around £19,000 per year could be made
Customer	• More convenient for customers	• Using allpay would increase the number of payment outlets
Staff	• Increased staff satisfaction	• No need to handle cash / cheques delivered to WDC

NB: The benefits listed above are examples only and the boxes should be modified to describe the projects actual benefits. All quantifiable benefits listed must be supported by current performance figures.

2.1.3 Digital Benefits

Description	Value
How many citizens will the project benefit? *For example, does the project only benefit council tenants, people with parking permits or users of one of our facilities? Where theoretically a service could be used by anyone in the district, actual usage figures should be used.*	Any citizen making a Misc payment who wishes to pay by cash / cheque – see below

How many transactions does the business process deal with? *For example, a particular business process may have 5,000 customers annually, but as they are required to contact the service quarterly, they therefore generate 20,000 transactions annually.*	Over 7,000 miscellaneous cash/cheque payments are made directly to WDC in 2015/16
What is the average current duration of the process from service request to completion?	Over 9 minutes per transaction to process the cash/cheque in the CST. Plus time needed to link the payment to the back office service. CST time would be the only saving.

2.1.4 Costs and Funding Plan

Capital Costs	Amount
• Initial software purchase • PARIS system configuration changes	We already own our WDC Client IIN £2K?
Total	**£2000**
Revenue Costs	**Amount**
• Software licence costs • Support costs • Permanent additional resources to maintain/operate system/process	I have assumed we'd need a new allpay scheme, so £75.00 per year in scheme charges
Total	**£75.00**

For both the capital and revenue amounts identified above, please indicate how the funding will be made available.

Funding Source	Amount	Notes
Existing PARIS support budget	2000	Capital
Existing allpay scheme costs budget	75	Revenue

2.1.5 Risks

Summarise the most apparent risks associated with the adoption of this solution.

Description	Likelihood (1 – 5)	Impact (1 – 5)	Mitigating Actions
Unable to reconcile a payment with the customer's request for service	1	5	1. Clarity of specification 2. Staff training 3. Testing

Staff resource for testing new solution	3	3	Dedicated staff resource

To complete this section thoroughly, it may be necessary to undertake a formal Risk Assessment. To reduce the likelihood and impact of each risk occurring, clear 'mitigating actions' should be defined.

2.1.6 Issues

Summarise the highest priority issues associated with the adoption of this solution

No.	Issue - Description
1	Need Northgate to commit to resourcing the PARIS configuration changes

2.1.7 Assumptions

List the major assumptions associated with the adoption of this option.

No.	Assumption - Description
1	That staff processing time in the CST is reduced because we refuse to accept cash and return cheques delivered to WDC

3 Implementation Approach

This section not only requires the service area to understand its business objectives, but to clearly understand the scope of the activity. In doing so, consideration should be given to the 'digital design principles'. Special consideration should be given to whether all the customer transactions for a specific process should be in scope. For example, if a process deals with 10,000 transactions annually, of which 8,000 are identified as easy to deal with, then perhaps this is sufficient for the scope of the project.

3.1 Outline Project Scope

1. Create a barcode generation system that uses the prescribed structure to give us a maximum of 99 internal service codes to link to individual back office service request types and their relevant Finance charge codes. For example:
   01 = Green bin request
   02 = Taxi driver DBS request
2. The next Reference Number would be generated by the system so that each barcode is unique to that customer's request.
3. The system would allow back office staff to complete a web form with the customer's name / address / service request type / amount.

4. Service request types may require specific additional instructions so standard paragraphs would be configured in the system.
5. All this information would be merged into a word document, along with the generated barcode.
6. The customer would then pay for the service via the Post Office / Pay Point networks.
7. The transaction information would be made available via our current supplier's End of Day file
8. Configure the Income Management system so that it could translate the first 8 digits (Client IIN + Internal Service Code) into the relevant Finance System Ledger code.
    - The Income Management System would then be able to update the Finance ledger
    - The Income Management System would also generate an output file to the barcode generation system so that records could be updated with a payment received flag.
      This would include the barcode reference and amount so that it can be cross referenced with the system's database.
9. Back office staff would need to know that the customer had paid so that their service request can be fulfilled. This may require integration into their own back office systems or manual intervention

3.2 Service Area Resources

Please use this section to describe how the service area is going to produce the necessary capacity to deliver the project. Specific consideration should be given to:

- Project manager – Tass Smith
- Design authority – Richard Southey / Roger Wyton
- Testing – Richard Southey, Roger Wyton, service area personnel TBC
- Training – service area personnel
- System owner – TBC (Probably Graham Folkes-Skinner as the current allpay system owner)

3.3 ICT Services Resources

This section should be used to describe the resource to be provided by ICT Services. To do so, the service area sponsor will need to meet with the ICT Services Applications Support Manager to agree the project scope and likely method of approach.

Application Support Analyst (Developer)