

# Introduction

- As you will be aware, the consumer codes implementation project is progressing, and from 3 October consumer service advisers will be recording data using the new code families and additional fields.
- There will however be a period between this and the end of October where the partner portal will be affected, and as such we wanted to take the opportunity to outline the impact.
- In summary, all existing reports will function with new code families - that is to say if a code has been deleted, or a new code added, it will be possible to search for these in the portal from 3 October onwards.
- The following screenshots are provided to outline this more clearly. The first is a screenshot of a portal report as it appears now, the second how a report will appear after 3 October.

# What a report currently looks like

The screenshot displays a web application interface for FCA01 - FCA Enquiry. The page is titled "Partner Portal: FCA01 - FCA Enquiry" and includes a "Back to Reports List" link. The search filters are as follows:

- From Date: 12/09/2016
- To Date: 12/09/2016
- Search for (case notes):
- AND Search for (optional):
- Trader Name:
- Trader Address / Phone:
- Trader Matching: Trader name begins with
- Trader Region / LA: East Midlands, East of England
- Caller Region / LA: East Midlands, East of England
- Goods / Service: [Unknown], A: HOUSE FITTING
- Complaint Type: [Unknown], Advertising (08B), [Unknown], AGENCY SUPPLY SERVICES (09C)
- Purchase Method: [Unknown], Auction, Boot sale
- Case Type:
  - Selling goods from multi-packs (07F)
  - Selling practices (14E)
  - Short Measure (08F)
  - Substandard Services (02A)
  - Supply problems (14B)
  - Trader not Contactable (11D)
  - Trader not traceable (11A)
  - Transfer/Change of supplier (14A)
  - Unfair Business Practice (12A)
  - Unfair Terms (10A)
  - Unsolicited goods (07A)
  - Unsuitable goods provided (01E)
  - Verbal misrepresentation/misdescription (06A)
  - Wrong goods provided (01F)
  - Wrongly priced (04D)

The table below shows the results of the search:

Case ID	Case	Trader Local Trading Standards	Trader Name	Trader Address	Trader Postcode	Trader Telephone	Trader Website	Trader
ABCC1384436	<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Wrong goods provided (01F)</li><li><input checked="" type="checkbox"/> Wrongly priced (04D)</li></ul>	DERBYSHIRE COUNTY COUNCIL, EM	Sports Direct	Unit A, Shreebrook Mansfield, NG20 8RY	NG20 8RY		SportsDirect.com	

# What a report will look like after 3 October 2016

Brackets beside codes show whether a code is 'current' or 'not in current use'

The screenshot shows the 'Partner Portal: FCA01 - FCA Enquiry - Sprint' interface. It includes search filters for From Date (01/06/2016), To Date (12/06/2016), and various fields for Trader Name, Address, Region, Goods/Service, and Complaint Type. A dropdown menu for 'Complaint Type' is open, listing various codes with brackets indicating their status: (008), (009), (010), (011), (012), (013), (014), (015), (016), (017), (018), (019), (020), (021), (022), (023), (024), (025), (026), (027), (028), (029), (030), (031), (032), (033), (034), (035), (036), (037), (038), (039), (040), (041), (042), (043), (044), (045), (046), (047), (048), (049), (050), (051), (052), (053), (054), (055), (056), (057), (058), (059), (060), (061), (062), (063), (064), (065), (066), (067), (068), (069), (070), (071), (072), (073), (074), (075), (076), (077), (078), (079), (080), (081), (082), (083), (084), (085), (086), (087), (088), (089), (090), (091), (092), (093), (094), (095), (096), (097), (098), (099), (100), (101), (102), (103), (104), (105), (106), (107), (108), (109), (110), (111), (112), (113), (114), (115), (116), (117), (118), (119), (120), (121), (122), (123), (124), (125), (126), (127), (128), (129), (130), (131), (132), (133), (134), 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(993), (994), (995), (996), (997), (998), (999), (1000).

Case ID	Case	Local	Trader Name	Trader Address	Trader Postcode	Trader Telephone	Trader Website	Trader Email	Goods Service	Trading
ABCC1982226		CITY	Boots Opticians	59 Broadmead, Bristol	BS1 3EA				(008) Mobile phone repairs and unlocking	(048) Mi
ABCC1982230									(043) Mobile phone (service agreements)	(040) W

# What a report will look like after 3 October 2016

The screenshot shows a web browser window with the URL <https://cdwsoft.cpp.civichosting.co.uk/CDWPortal/reportviewer/reportname>. The page title is "Partner Portal: FCA01 - FCA Enquiry - Sprint".

Search filters include:

- From Date: 01/06/2016, To Date: 12/06/2016
- Search for (case notes): [empty], AND Search for (optional): [empty]
- Trader Name: [empty], Trader Matching: Trader name begins with [dropdown]
- Trader Address / Phone: [empty], Trader Region / LA: East Midlands, East of England [dropdown]
- Caller Region / LA: East Midlands, East of England [dropdown], Goods / Service: [Unknown], A: HOUSE FITTING [dropdown]
- Complaint Type: [Unknown], Advertising (066) [dropdown], Purchase Method: [Unknown], Auction, Automatic [dropdown]
- Case Type:  Early settlement (038) (not in current use),  Energy switching (147) (not in current use),  Equal Liability (028) (not in current use),  Equal liability (Section 7.5 CCA) (018) (not in current use),  Exorbitant credit (03C) (not in current use),  Failure to observe cancellation rights (06A) (not in current use),  Failure to supply adequate notification (06D) (not in current use),  Failure/delay in promised repair (05C) (not in current use),  Misleading (14D) (not in current use),  Microbiological contamination (15A) (not in current use),  Other (110) (not in current use)
- Contact Notes: [empty]
- Report information:  Other energy selling transactions (140) (not in current use),  Other offers of inadequate redress (09E) (not in current use),  Other problems accessing goods and services (16B) (not in current use),  Overcharging (04C) (not in current use),  Problems/claims arising under guarantee (17A) (not in current use),  Pyramid/multi level selling (07E) (not in current use),  Selling practices (14E) (not in current use),  Supply problems (14B) (not in current use),  Transfer/change of supplier (14A) (not in current use)

Total cases found: [empty]

Case ID	Case	Local	Trader Name	Trader Address	Trader Postcode	Trader Telephone	Trader Website	Trader Email	Goods Service	Trading
ABCC1982226		CITY	Boots Opticians	59 Broadmead, Bristol	BS1 3EA				(008) Mobile phone repairs and unlocking	(04E) Mi
ABCC1982230									(0A3) Mobile phone (service agreements)	(04C) W

Brackets beside codes show whether a code is 'current' or 'not in current use'

Codes that are 'not in current use' will not have any data recorded after 30 September 2016.

# What a report will look like after 3 October 2016

The screenshot shows a web browser window with the URL <https://cdwsoft.cpa.civilcivillaw.co.uk/CDWPortal/reportviewer/reportname>. The page title is "Partner Portal: FCA01 - FCA Enquiry - Sprint".

Search filters include:

- From Date: 01/09/2016, To Date: 12/09/2016
- Search for (case notes): [empty], AND Search for (optional): [empty]
- Trader Name: [empty], Trader Matching: Trader name begins with [dropdown]
- Trader Address / Phone: [empty], Trader Region / LA: East Midlands, East of England
- Caller Region / LA: East Midlands, East of England, Goods / Service: (Unknown), A: HOUSE FITTING
- Complaint Type: (Unknown), Advertising (066), Purchase Method: (Unknown), Auction, Automatic
- Case Type: Early settlement (038) [not in current use], Energy switching (147) [not in current use], Equal Liability (028) [not in current use], Equal liability (Section 7.5 CCA) (018) [not in current use], Extortionate credit (03C) [not in current use], Failure to observe cancellation rights (06A) [not in current use], Failure to supply adequate notification (06D) [not in current use], Failure/delay in promised repair (05C) [not in current use], Harassment (14D) [not in current use], Microbiological contamination (15A) [not in current use], Other (110) [not in current use]
- Report information: Other Energy selling transactions (14D) [not in current use], Other offers of inadequate redress (09E) [not in current use], Other problems accessing goods and services (16B) [not in current use], Overcharging (04C) [not in current use], Problems/claims arising under guarantee (17A) [not in current use], Pyramid/multi level selling (07E) [not in current use], Selling practices (14E) [not in current use], Supply problems (14B) [not in current use], Transfer/change of supplier (14A) [not in current use]

Table of results:

Case ID	Case	Local	Trader Name	Trader Address	Trader Postcode	Trader Telephone	Trader Website	Trader Email	Goods Service	Trading
ABCC1982226		CITY	Boots Opticians	59 Broadmead, Bristol	BS1 3EA				(008) Mobile phone repairs and unlocking	(04E) Mobile phone
ABCC1982230									(043) Mobile phone (service agreements)	(04C) W

Brackets beside codes show whether a code is 'current' or 'not in current use'

Codes that are 'not in current use' will not have any data recorded after 30 September 2016.

Any code that had its description modified, but was not split or deleted, will remain as a current code and appear as such in the reports.

# What a current report looks like without detriment field

The screenshot shows a web browser window with the URL <https://cdw.oft.cpp.civichosting.co.uk/CDWPortal/reportviewer/reportname>. The page title is "Partner Portal: FCA01 - FCA Enquiry".

Search filters include:

- From Date: 12/09/2016
- To Date: 12/09/2016
- Search for (case notes):
- AND Search for (optional):
- Trader Name:
- Trader Matching: Trader name begins with
- Trader Address / Phone:
- Trader Region / LA: East Midlands, East of England
- Caller Region / LA: East Midlands, East of England
- Goods / Service: (Unknown), A: HOUSE FITTING
- Complaint Type: (Unknown), Advertising (S&B)
- Purchase Method: (Unknown), Auction, Boot sale
- Case Type: Trader Complaint - Civil breach
- Contact Notes: Show brief notes

Report information:

- Report version: 22 April 2016
- Report run at: 12 September 2016, 15:25

Total cases found: 1489

Case ID	Case Created	Case Type	Caller Local Authority	Caller Postcode	Trader Local Trading Standards	Trader Name	Trader Address	Trader Postcode	Trader Telephone	Trader Website	Trader Email	Goods Service
AB0C1364486	12/09/2016	(24) Trader Complaint - Civil breach	HOUNSLOW, LONDON BOROUGH OF, LR	TW3 1RE	DERBYSHIRE COUNTY COUNCIL, EM	Sports Direct	Unit A, Shirebrook Mansfield, NG20 8RY	NG20 8RY		SportsDirect.com		(DK2) Men's foot...

New reports or data in existing reports for new code fields that were previously not captured (such as detriment) will only appear once the relevant report is released and available for use.

# What a report will look like with the detriment field

The screenshot shows a web browser window with the URL <https://cdw.oft.cpp.civicahosting.co.uk/CDWPortal/reportviewer/reportname>. The page title is "Partner Portal: FCA01 - FCA Enquiry - Sprint".

Search filters include:

- From Date: 01/09/2016
- To Date: 12/09/2016
- Search for (case notes):
- AND Search for (optional):
- Trader Name:
- Trader Address / Phone:
- Caller Region / LA: East Midlands, East of England
- Complaint Type: [Unknown], Advertising (S&B)
- Case Type: Trader Complaint - Civil breach
- Contact Notes: Show brief notes
- Trader Matching: Trader name begins with
- Trader Region / LA: East Midlands, East of England
- Goods / Service: [Unknown], A: HOUSE FITTING
- Purchase Method: [Unknown], Auction, Automatic
- Detriment: First part of discussion/no detriment, [Select All], First part of discussion/no detriment, Out of pocket expenses/ inconvenience, Reduced value of goods, Time off work required/loss of earnings, Issue led to or increased financial difficulty, Other financial detriment, Issue led to increased anxiety, stress, or depression, Issue required medical treatment

Report information:

- Report version: 3 August 2016
- Report ran at: 12 September 2016

Parameters used in this report:

Total cases found: 2

Case ID	Case Created	Case Type	Caller Local Authority	Caller Postcode	Trader Local Trading Standards	Trader Name	Trader Address	Trader Postcode	Trader Telephone	Trader Website	Trader Email	Goods Service	Trading
ABCC11682226	08/09/2016	(03) Trader Complaint - No breach			Bristol City Council, S91	Boots Opticians	59 Broadmead, Bristol, BS1 3EA	BS1 3EA				(008) Mobile phone repairs and unlocking	(048) M
ABCC11682230	08/09/2016	(03) Trader Complaint - No breach										(043) Mobile phone (service agreements)	(04D) M

The drop down menu shows the new codes for the detriment field, which will start to be collected from 3 October by advisers, and will be available when the relevant reports are released.

## Notifications of changes

We will ensure that information is provided both on the partner portal and the [consumer service partner pages](#) when additional reports or functionality are released.

The full upgrade to all reports (and therefore access to all new code information in all reports) is scheduled to be completed by 31 October 2016.

We will send formal confirmation of this to all partners once the work is completed.



## Any questions?

If you have any questions regarding the new codes or functionality of the portal, please contact a member of the operations team via either:

- the consumer service duty number (0300 5000 922)
- email ([operations@citizensadvice.org.uk](mailto:operations@citizensadvice.org.uk))

One of the team will be happy to assist.