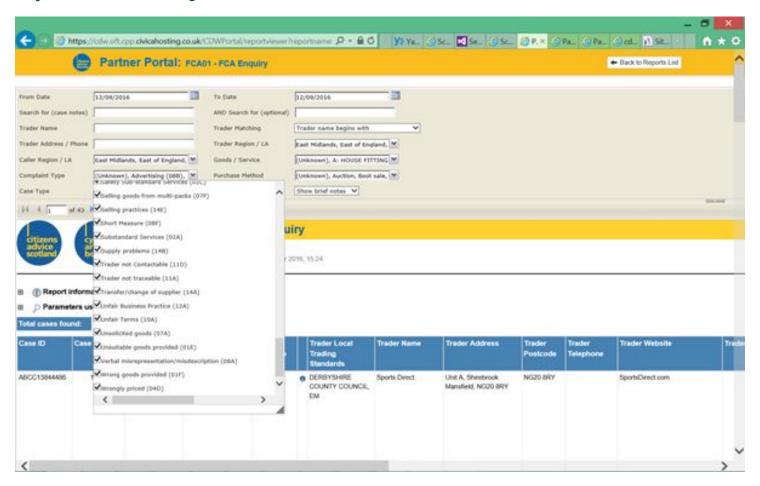
#### Introduction

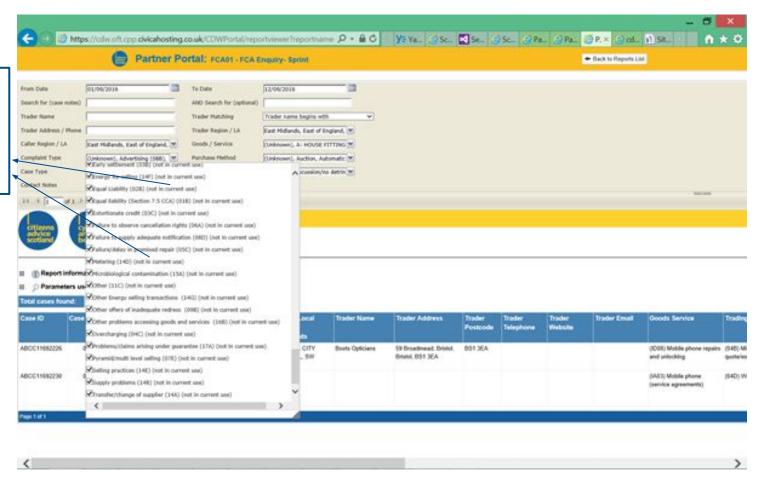
- As you will be aware, the consumer codes implementation project is progressing, and from 3
   October consumer service advisers will be recording data using the new code families and
   additional fields.
- There will however be a period between this and the end of October where the partner portal 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



## What a report will look like after 3 October 2016

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



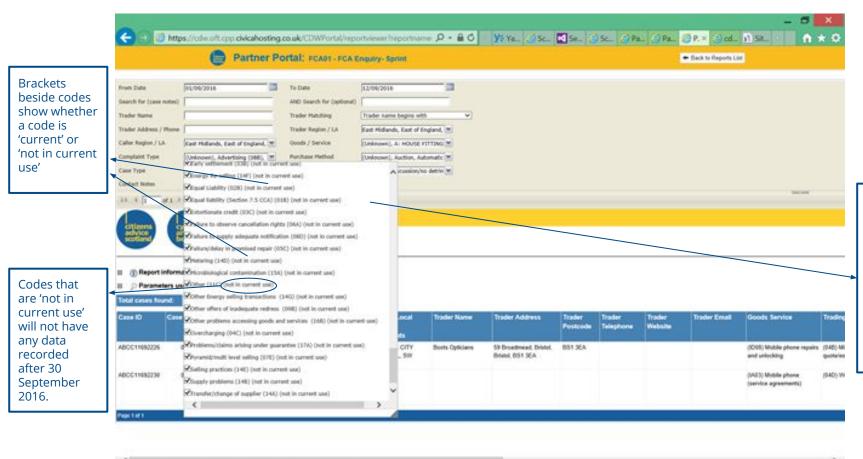
#### What a report will look like after 3 October 2016

test test

Partner Portal: FCA01 - FCA Enquiry-Sprint ◆ Back to Paports List Brackets From Dute 03/09/2016 Te-Date 13/09/2018 beside codes Search for (case notes) AND Search for (optional) show whether Trader Name **Trader Hatching** Trader name begins with a code is Trader Address / Phone Trader Region / LA East Midlands, East of England, M. 'current' or Caller Region / LA Start Hidlands, East of England, 75 Goods / Service Customent, A: HOUSE FITTING M. 'not in current Complaint Type Purchase Hethod (Unknown), Advertising (988), M. (Unknown), Auction, Automatic M. Williams additionant (1978); (not in current use) use' Case Type A icursion/no detrin W Energy to selling (14F) (not in current unal) Select Notes Disput Liability (028) (not in current until ⇒ Scaul liability (Section 7.5 CCA) (618) (not in current use). Entwitionate credit (09C) (not in corrent use) where to observe cancellation rights (MA) (not in current use). Fallure to supply adequate notification (160) (not in current use) CFullure/delay in promised repair (05C) (not in current use) Printering (145) (not in current use) (I) Report information (contamination (15A) (not in current use) Codes that Parameters use Other DUC (not in ourself use are 'not in \*Other Energy selling transactions: (140) (not in current use) Total cases found Other offers of inadequate redress (098) (not in current use) current use' Case IO Trader Name Trader Address Trader Email Goods Sentce Cons. 

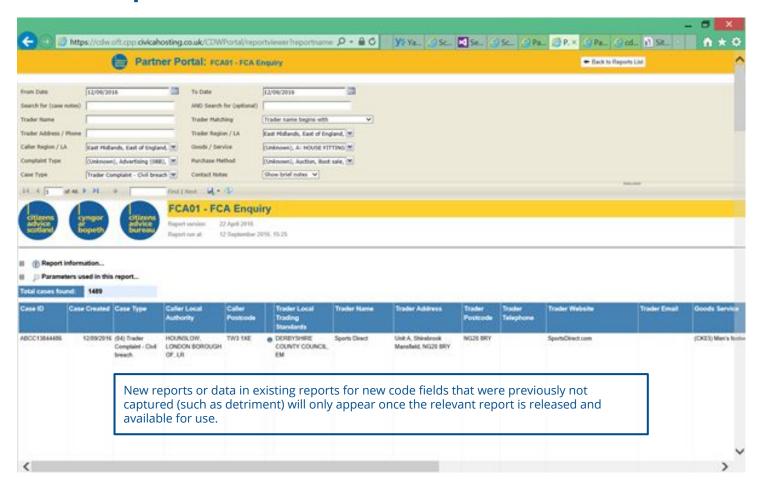
✓ Other problems accessing goods and services. (166) (not in current use) will not have ₹Civertharging (64C) (not in current use) any data Problems/claims arising under guarantee (17A) (not in current use). ABCC19682226 Books Opticians 59 Broadmead, Bristol. (IDDI) Mobile phone repairs (IAE) Mil recorded Personal multi-level selling (SPE) (not in current use) 501 Briss, 851 3EA and inlocking after 30 Miselling practices (148) (not in current use) ABCC11682230 (MAX3) Mobile phone: (940) W September Stiopply problems (148) (not in current use) (service agreements) Transfec/change of supplier (14A) (not in current use) 2016.

#### What a report will look like after 3 October 2016

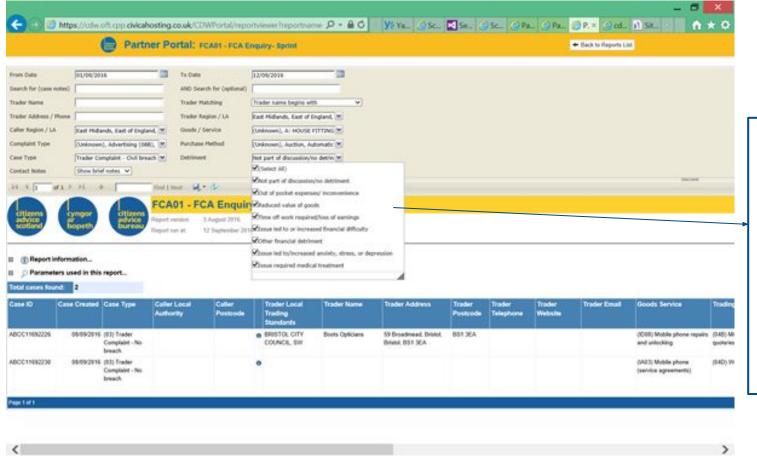


Any code that had its description modified, but was not split or deleted, will remain as a current code and appear as such in the reports.

#### What a current report looks like without detriment field



#### What a report will look like with the detriment field



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 <u>consumer service partner pages</u> 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 (<u>operations@citizensadvice.org.uk</u>)

One of the team will be happy to assist.