

285200

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3 FUNCTIONAL OVERVIEW

3.1 Client Requirement

Change Request Summary:

Send PID (IVR PIN) to EFX.

Change Request Details:

1. As part of the IVR implementation we need to get the IVR PIN currently printed on C-TMS paperwork (JB-8AV2QR) sent to EFX so that sub-contractors get this vital information via fax & e-mail from EFX. Suggested approach for phase 1 is to prefix the stop description with the PIN in brackets, e.g. [123456].

2. Not all users / owning depots using EFX will want this extra information so it seems sensible to use a trigger. In ?JB-8AV2QR? the trigger is entering IVR in the 'job title' for a given location. This approach should allow the control required for this RIO also.

Benefits identified as a result of the change:

This will avoid any additional interface charges. Later we can look at additional fields in the flow and development on EFX to handle new fields. The IVR phone number will be added to the EFX configuration.

3.2 Solution

A change will be made to include the ?IVR PIN? in the ?EFX_TRIP_DETAILS? message sent to EFX for tendered trips.

The function ?PROCESS_EFX_TRIP_DTL_MSG? in the package ?INT_MSG? will be changed to add the last 6 digits of the stop ID in square brackets before the location name of the 9 delivery drop points available. The stop ID will be obtained in cursor ?C_TRIP_UNLOAD? from item ?SCH_TRIP_STOP.STOP_ID?.

The stop ID will be added if the owning depot of the trip has a ?Job Title? of ?IVR? present in the ?Contacts? page of the ?Locations? maintenance screen; an optional link to item ?GEO_CONTACT.JOB_TITLE? will be made for this purpose in cursor ?C_TRIP_UNLOAD? to determine if the stop ID obtained will be used.

N.B. A functional specification will not be written unless requested (and thus a cost will then be incurred).



4 FUNCTIONAL DESCRIPTION



5 REFERENCES

Ref No	Document Title & ID	Version	Date
1	EST-285200 - JB-8D3UF5/IVR PIN on EFX flow.doc	1	01/02/2011

