



**BASELINED VERSION 1**

**FEBRUARY 2023**

# Management information support process



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# 1 Change history

<b>Version</b>	<b>Date</b>	<b>Details</b>
1.0	9 January 2023	Baseline

# 2 Introduction

From time to time, Vocalink's customers need statistical and other information on account-to-account transaction processing and associated services. Customers may request such information via the management information (MI) portal on the Vocalink website and Vocalink reporting and analytics team will be pleased to consider these requests on a bespoke basis.

Where a customer has an existing contract with Vocalink and the request impacts or may impact on Vocalink's obligations, or how the customer receives its services under that contract, customer MI requests should be dealt with in accordance with the contractual change control procedures and are accordingly, outside the scope of this process.

This MI support process sets out the process for requesting Vocalink MI support where there is no current or relevant contract. Vocalink can assist in all stages of the MI project's life cycle from requirements investigation and definition through design, build, test and implementation. Customers should involve Vocalink as early as possible in the project life cycle in order that all aspects of the project (requirements, design, testing and implementation) can be designed to work efficiently with Vocalink's existing products and any future services which the customer may procure from Vocalink.

# 3 Management information support service operation

## 3.1 Management information support request submission to Vocalink

When a customer wishes to procure Vocalink's support in delivering a new MI report, they must do this by completing and submitting to Vocalink an MI request form available from Vocalink's website ([www.vocalink.com/management-information](http://www.vocalink.com/management-information)). If the customer is an agency bank, corporate user or other third party, they will need to provide proof that their sponsoring institute has approved the request.

Although the form should contain as much information as possible, the customer should not delay submission just because complete information is not available. In many cases, the scope of the report will be further developed with the reporting and analytics team in the early stages after submission.

The request will automatically be allocated an MIR number and a system-generated email will be sent to the customer acknowledging receipt.

The MI request will be picked up by the reporting and analytics team for assessment.

## 3.2 Management information support request appraisal by Vocalink

When a request is received, the Vocalink reporting and analytics team will work with the customer to understand and agree the requirements. The details of the request will be checked against data usage and sharing permissions policies and, if necessary, permissions to proceed sought from Pay.UK. The following will then be done:

- Develop and test the report
- Deliver a sample report to the customer for review
- Revise the report where necessary
- Deploy the report. For ad hoc reports, this will be a one-off delivery. Reports will be delivered as appropriate via the Payment Services Website or a secure file transfer service. Where necessary, the secure email service Egress may be used
- Schedule and automate production (for a new repeating report). Where automation requires a Kestrel or Falcon release, it may be necessary to deliver reports manually for a period of several months prior to the next available release

# 3 Management information support service operation

## 3.3 Timetabling

Part of Vocalink's impact assessment task is to match the customer's timetable for implementation against Vocalink's resource availability.

Customers should give Vocalink as much notice as possible of any requested MI report. Vocalink cannot guarantee to achieve customer deadlines but will endeavour to work with the customer to help it reach its deadlines if given sufficient notice.

Should Vocalink have to divert resource to meet an urgent customer requirement, it reserves the right to add a surcharge to the standard project charge.

A customer proposal will contain a high-level timetable that has been agreed with the customer. Timetabling of smaller changes will be discussed and agreed less formally between Vocalink and the customer. The customer acknowledges that this timetable is indicative only and that Vocalink does not accept liability for slippage unless this is expressly agreed in writing.

## 3.4 Vocalink SLAs

The following SLAs will apply when processing MI requests:

1. Vocalink will perform an initial impact analysis of the request; the result of this initial impact analysis will be provided to the customer within ten working days of receipt of the MI report request subject to timely provision of all information and co-operation required by Vocalink to perform the analysis.
2. The customer must inform Vocalink whether they wish to proceed with the requested change/ he wishes Vocalink to perform a full feasibility study within twenty-five working days of receipt of the initial impact analysis result. If acceptance is not received within twenty-five working days Vocalink reserve the right to close the MI request or review the quoted charge.

Notes:

- For SLA 2, Vocalink will ask for earlier confirmation by the customer if it is needed in order to meet the customer's implementation timetable
- Working days exclude weekends and UK bank and public holidays

# 4 Commercial aspects

## 4.1 **Management information support request form**

The Vocalink MI report request formalises the customer's request and provides the basis for initial impact analysis. No charge is incurred by submitting a form.

## 4.2 **Terms and conditions**

The Vocalink terms and conditions for supply of the MI report support service are available on the Vocalink website.

Submission of the MI report request form confirms customer acceptance of Vocalink's terms and conditions. All other terms and conditions, whether they be the customer's terms and conditions submitting on a purchase order or otherwise, are expressly excluded.

Should the customer withdraw the MI report request once Vocalink has begun work on the response, Vocalink shall be entitled to payment for the resource expended up to the date of withdrawal.

## 4.3 **Pricing**

Reporting and analytics day rates and subscription and other fees are published on an annual basis.

The pricing of new reports includes:

- a development charge which covers the cost of producing the report specification, development, testing and implementation
- a regular production charge where relevant

Note that some operational MI reporting for Pay.UK may qualify for delivery under the terms of the ad hoc reporting support allowance

## 4.4 **Customer sign-off**

Once Vocalink has completed the requested Change, Vocalink will seek confirmation from the customer that the MI report request has been completed. On receipt of the customer confirmation, Vocalink will start the invoicing process.

Note: a formal contract may be required to be drawn up between both parties for large pieces of work, which Vocalink will expect to be concluded on Vocalink's standard terms.





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