

1. Worldpay Users

Worldpay users should not deploy any formalities requiring fees until the MAI configuration is complete (for more information on the MAI interface please see point 16). This will require you to provide the ELMS team with your MAI username and password. Email your contact details to the ELMS team in an email entitled “Worldpay MAI details” and we will call you back for your login information.

If you deploy any formalities that have fees before this information is configured, there is a risk that you will receive payment with no corresponding application.

We have been told that when you run a test* payment using Worldpay you can use the following details:

- Card Number – should be issued by Worldpay
- Expiry date – any date in the future
- Security Code – can be any value
- Address – can be any value

* Please note that Worldpay customers need to test payments in the familiarisation environment before using it in the Live system.

2. Capita Users

Capita have advised that for all of their authorities the Merchant Code should be left blank when creating Payment Accounts on ELMS. You should check with Capita whether or not Merchant Code is required on payment accounts for your authority. If it is not and you have deployed any formalities associated with payment accounts that have a merchant code, then the payment step of the user journey will probably fail. To remedy this, you should do the following:

1. Copy each payment account (ELMS will not allow you simply to edit it) with a Merchant Code present. You can then delete the old payment account.
2. Edit the copy payment account and remove the Merchant Code. Save the new payment account.
3. Edit each formality that uses the old payment account and associate it with the new payment account.
4. Deploy each of the edited formalities.

3. Apparent duplicates in your formalities list

Where you see duplicates in your formality list, you should check to see whether the difference between them is that ‘tacit consent’ is set to ‘Yes’ on one and ‘No’ on the other. You should only deploy the formality with Tacit Consent set to the correct value (Yes or No) for your authority.

If you have deployed the wrong formality you should suspend it and deploy the formality with the correct Tacit Consent setting. To suspend a formality you should click the Suspend box at the bottom of the Edit Formality screen, save the change and then **re-deploy the suspended formality**. It is the re-deployment action that suspends the formality so this step is key.

4. Some of you need to re-deploy formalities

Prior to Christmas we issued a note to the PLPs of those authorities who had deployed formalities before 23rd December to notify them that they would need to re-deploy these formalities due to a change in the forms.

If you have not done so already and the Last Deployed Date against any of your formalities is before **23/12/2009**, you will need to re-deploy. Full details of how to carry this out can be found on the ELMS Portal - <http://elmsportal.businesslink.gov.uk/media/120>

If you do not re-deploy, users will be told that they have downloaded the wrong version of a form when they try to upload their application, so it is essential that you carry out this task as soon as possible.

5. Redeployment of Food Premises formality required

It has been discovered that the Food Premises registration formality was incorrectly associated with the Food premises Approval form. This problem has now been fixed, but if you have deployed the formality, you will have to re-deploy it.

Details of how to do this can be found in the document 'Redeploying a formality on ELMS' in the related documents pane in the ELMS Solution Centre.

The formality to be redeployed is the Food premises registration (590001) (390) with the Service name 'Registration of a food business establishment'.

6. Tacit consent

You should be aware that, if Tacit Consent is set to yes, if you put a 0 value in the Target Processing Period field this will mean that the Tacit Consent period is immediate – it does NOT mean that Tacit Consent does not apply.

If Tacit Consent is set incorrectly, you should check whether the same formality exists with the correct Tacit Consent setting within your list. The Tacit Consent value is drawn from your answers to email 3, which listed formalities and proposed defaults. If your Authority's tacit consent differs from the proposed defaults, you were invited to send an email to BIS with your amendments to these defaults. Therefore, please check that you have replied to email 3, and that you have only edited the relevant parts of that spreadsheet as instructed. Please note that once BIS receives your spreadsheet response to email 3, it will take up to two weeks to process and for these formalities to be displayed in your list.

Please note: you should ensure that 'Tacit Consent Permitted' is set correctly before deploying a formality. Please do not deploy a formality where it is set incorrectly – you should check whether the correct formality is available and if not you should email servicesdirective@bis.gsi.gov.uk.

7. Problems with generating links?

We are aware that some authorities are having trouble generating links that direct them to the correct formality page and are seeing a blank page. Over the next week, we will be publishing a full list of links to formality PIP/Introduction pages. These will be made available in the related links section of the ELMS Live tab on the ELMS portal - <http://elmsportal.businesslink.gov.uk/page/elmslive>

Once these are available you should be able to post the links onto your site to access the formality PIP/introductory pages directly without the need to construct them and you should be able to reuse them as necessary. **These links can also be used to access formalities when testing payment in the Live environment.**

8. Links to external guidance

Please note that the links to external guidance that appear on the Licence Summary Pages and the introductory page for each application (the 'PIP') are not currently working. The links that you have specified on Local Directgov are available on UK Welcomes but a bug in the software is preventing them from being displayed. This issue is currently being investigated and will be fixed as a matter of urgency.

9. Missing forms

Some new formalities have been added to the formality list in advance of the forms being available. Until the forms are available you should not deploy these formalities, even though you will see them in your list. A full list of these formalities is held on the ELMS portal

<http://elmsportal.businesslink.gov.uk/authority/tasks/19>

10. Unassigned Roles and Departments Error

We have seen instances where Operational Users (Assistants) cannot log in and the system states that they do not have any roles or departments assigned. We are aware that on some occasions the real issue is that the email address on the user profile in ELMS does not match the email address entered when they were set up on the Government Gateway. Please confirm that these match before reporting this issue to the ELMS team. We will resolve this misleading error message appearing asap.

11. Invalid Data

When localising forms some users have experienced an error message saying "Some data entered into this form is invalid. Please resolve before continuing." If all fields appear to be filled in please check the VAT field. The field should not be blank. If you are not registered for VAT you should select the hyphen from the dropdown list and then type 'None'.

12. ELMS Performance

We are aware that there are some performance issues with the system, specifically around User Self Service. We are currently addressing these and aim to improve performance as a matter of urgency.

13. Familiarisation Environment

There are delays setting users up on the Familiarisation environment. We are working as fast as possible to get through the requests and will send you log in details to you ASAP. In order to cut down the backlog as far as possible, we are currently only setting up two Administrators and two Operational users for each authority.

As outlined above, if you do not have your familiarisation log in details, we recommend that you test your payment in the Live environment (apart from Worldpay users who need to test in the familiarisation environment prior to using Worldpay in Live).

Please note: Before you can be registered for familiarisation you need to have completed Task 9 as outlined in the ELMS Portal
<http://elmsportal.businesslink.gov.uk/authority/tasks/10>

14. Why can't I see my logo?

We are currently processing logos that have been received and any we have received until now should be visible. Please note – logos will only be seen when a user access and authority's PIP page and subsequent formality. **If your logo or colour scheme is not present, you will need to re-send your Email 1 response to BIS at servicesdirective@bis.gsi.gov.uk**

15. Intermittent 'Page Not Found' errors when clicking onto the PIP page

There have been cases where people have tried clicking through to the PIP page, but have been returned a 'Page Not found' error. This problem is intermittent and is being investigated by our technical team.

16. Incorrect Council Contact Details on PIP page

Issues have been reported with certain bugs where in-correct contact details are provided for councils. These take the format of:

- Tel number: 0
- Email: Joe@yours.com

This is not believed to be a problem with the data and the underlying code is being looked at by our technical team to try and resolve the problem.

17. Merchant Admin Interface (MAI) – more information

The Merchant Admin Interface (MAI) needs to be configured to allow ELMS to interact with Worldpay. In order to do this we need to log into to MAI interface and configure the required parameters for each authority using Worldpay.

For new Worldpay customers, Worldpay provides us with a username for each customer and we have agreed a password that allows the ELMS team to login and configure the parameters as necessary.

Existing customers need to setup a new username and password and provide these to the ELMS team, or provide an existing username and password so that the ELMS team can login and set these details in their MAI interface.