

## Electronic Transfer of Data



**Electronic Transfer of Data (ETD) dramatically reduces the work involved in processing Department of Work and Pensions (DWP) notifications, helping to ensure they are processed quickly, accurately and on time.**

ETD enables Jobcentre Plus and The Pension Service decision notices, such as NHB 8 'end of entitlement' notifications, to be transferred electronically into Capita Benefits and matched with the relevant claim.

Immediately after upload, the system can suspend claims according to ETD criteria selected by the authority, reducing the chances of overpayment. The need to manually rekey any ETD data is eliminated and additional functionality is provided to minimise the processing time.

Once loaded into the ETD module, notifications can be searched, filtered, sorted and processed quickly and easily.

A number of functions may be carried out with just a few clicks of the mouse: suspending or terminating an individual claim; amending the status of a claim; and automatically updating household member details.

ETD automatically takes users directly to the relevant screens and pre-populates them accordingly.

"Since implementing ETD we have been able to save an average five minutes processing time per notification. For us that's about ten hours per week of staff time that we have been able to redeploy to other tasks."

Angela Tomkinson, Benefits Manager  
Tunbridge Wells Borough Council

### Benefits of ETD

- **Action taken on time.** Users can prioritise their workload depending on when notifications become effective. This helps ensure changes are made on time, improving customer service and avoiding overpayments
- **Prevention of overpayments.** Selected ETD reasons, such as 'End of Entitlement', can automatically suspend further claims, preventing overpayment. Search and filter functionality helps users prioritise ETDs and ensure none are missed
- **Creation of audit trail.** Correspondence is created per notification, producing an audit trail for future reference
- **Reduction in processing time.** Data entry and matching most notifications to claims is performed automatically, minimising the amount of work for the user
- **Improved accuracy.** Human involvement in the process is minimised, reducing the chance for human errors, such as keying mistakes.

"Since we started using ETD we no longer spend an hour each day printing, collating, scanning and indexing into our DIP system and shredding paper notices. In the future ETD will help us improve the promptness with which we process notifications, helping to avoid any overpayments."

Elaine Day, Senior Development and Performance Officer  
Dartford Borough Council

## Key features

- **Automatic claim matching.** ETD saves valuable time by using the National Insurance Number to link notifications to claims. Where multiple or no matches are found, these are reported to the user for further investigation
- **Automatic suspension of claims.** ETD can automatically suspend claims linked to selected ETD reason types, preventing overpayment
- **Reporting.** Reports are available to track completed and outstanding notifications
- **Simple management of notifications.** Powerful management is provided by the ETD Manager. Here the user can view all ETDs and see immediately whether they have been processed or not. Users are able to search, sort and filter ETDs according to status, enabling workload prioritisation
- **Correspondence items created.** For each matched notification, correspondence is created within Capita Revenues and Benefits, helping future users to understand why the claim was amended.

