



PROC-TEMPLATE (Caps. Gill Sans MT 12 Point) Procedural Reference Guide (Gill San MT 14 Point)

Databases affected by this procedure are:					
The Checklist Centre (TCC) Website	Y	WORDPRESS	N	OTHER	N
The Finance Department	Y	WORDPRESS	N	OTHER	N
IT Operations Department	Y	WORDPRESS	N	OTHER	N

Y indicates that the job should run and N indicates that the job should not run on the specified database.

Systems affected by this process are:					
The Checklist Centre (TCC)	Y	WORDPRESS	Y	OTHER	Y

Y indicates that the process applies and N indicates that the process does not apply to the specified system.

INTRODUCTION

The background of the process. What must happen before the process begins. Where the process fits into the business. The files (input and output) that are used by this process (if any). **Where & Why**

PURPOSE

This section details the purpose of the document: what process the document has been written for. It should also say what part of the Business is affected by the procedure. **What & Who**

SCOPE

Where the procedure fits into the work the department does. **When**

RELATED DOCUMENTS

Any related documents should be listed here. This should include the reference number and procedure title if appropriate. If the procedure is reliant on other documentation having been issued to enable the work to take place, this should also be noted here along with the name of the section responsible for issuing that document.

Pre-requisites and co-requisites of the procedure should also be listed under separate subheadings within this section.

ASSUMPTIONS

- Pre-requisites are things, which must be carried out before undertaking the procedure: any time constraints should also be noted here.

PRE-REQS

- Pre-requisites are things, which must be carried out before undertaking the procedure: any time constraints should also be noted here.

CO-REQS

- Co-requisites should note jobs, which cannot run alongside the procedure.

STAKEHOLDERS

The people with an interest in the document should be listed here. Where possible, this should be limited to the section or team rather than individuals. This provides a quick reference point for escalation.

Date	Version: 1.0	Approver 1	Approver 2	
15/09/2023	Author: Documentation Department	Tanveer Nazir		Page 1 of 7

Controlled Copy – Do Not Duplicate

Printed on 15/09/23 at 11:20:57



PROC-TEMPLATE (Caps. Gill Sans MT 12 Point)

Procedural Reference Guide (Gill San MT 14 Point)

ESCALATION

The standard escalation process for the procedure should be noted here. Any deviation from this standard should be noted at the relevant point within the procedure. A helpdesk record should be raised for any escalation: this should also be noted at specific points within the procedure.

PROCESS INSTRUCTIONS

The procedure should be written here. It is essential that it is broken into steps and is sequentially numbered. (See later in this document.)

The following section should appear on a separate page.

RECORDS, REPORTS AND RETENTION PERIOD

This section details the retention period of any output produced. It should also indicate the location of the storage of the output and any methods of disposal once the retention period has been exceeded.

Text is required if there are reports to be distributed from the job.

e.g.

When complete, distribute the reports via e-mail. See report distribution list for details.

APPENDICES

Any necessary appendices should be added at this point. A flow diagram of the process should be included as Appendix A. Any paper output from the procedure should be included as an appendix: only the first and last pages of the report are necessary.

BACKGROUND

The background to the document should be inserted here. This should ideally be a synopsis of the last three revisions of the document, i.e. version number and why it was changed.

SOURCE

Who provided the details of the process, and who created the program/s involved.

OTHER DOCUMENTATION

Which procedures this procedure is a pre-req and co-req of. Which documents are affected by this procedure (Faxes, Ticksheets, Distribution lists, etc.).

Date	Version: 1.0	Approver 1	Approver 2	
15/09/2023	Author: Documentation Department	Tanveer Nazir		Page 2 of 7

Controlled Copy – Do Not Duplicate

Printed on 15/09/23 at 11:20:57



PROC-TEMPLATE (Caps. Gill Sans MT 12 Point) Procedural Reference Guide (Gill San MT 14 Point)

NOTES FOR THE FORMATTING OF THE PROCESS INSTRUCTIONS

To use an icon you must select the word art box of the icon. This allows you to place the icon where you want it.

PROCEDURE ICONS

LEGEND

DESCRIPTION



These icons indicate any important information or actions that can or should be taken at that point.



These indicate that it is critical that the option or task you are about to perform is done strictly to procedure and should be double checked.



This indicates information that should be checked if it is available. If it isn't available it does not indicate that an error has occurred.



This indicates that you should make a note of the data presented to you at this step.



This icon indicates a course of action you should take in the event of an error occurring at this stage.

Procedure references should be in Title Case with the reference between square brackets. The reference must use nonbreaking hyphens to prevent the reference from breaking at the end of a line. To do this press CTRL+SHIFT+HYPHEN at the point where you want to insert the nonbreaking hyphen.

Reference Font – Aerial Narrow 8 pt

All other text and square brackets Font: Aerial Narrow 10 pt

eg

End Continual Monitor [NDC-M-REPR-07]

The numbering system is as follows:

For Sections use:

PP-nn: Section Name

Where PP = Procedure number and nn = section number. The section name is in title case.

Font: Aerial Narrow 12 pt Bold with thick underline.

For Figures use:

Sequential numbering – where the first figure is 01 and the last figure is 99 – regardless of section number.

Font: Aerial Narrow 8 pt

For procedure steps use:

Sequential numbering within sections – where the first step in section 01 is 01 and the last is 99

And where the first step in section 99 is 01 and the last is 99

Date	Version: 1.0	Approver 1	Approver 2	
15/09/2023	Author: Documentation Department	Tanveer Nazir		Page 3 of 7

Controlled Copy – Do Not Duplicate

Printed on 15/09/23 at 11:20:57



PROC-TEMPLATE (Caps. Gill Sans MT 12 Point) Procedural Reference Guide (Gill San MT 14 Point)

Font: Aerial Narrow 10 pt

Text:

Any procedure requiring signing onto an AS/400 system should be as follows:

eg

1. Sign onto the system using the correct database ID.

Any reference to Function keys should have the key name within < >

e.g. <F6>

Any reference to a menu name should be within 'Single Quotes' using Title Case.

In the case of menus where the name of the menu differs from the name of the prior menu option

Use 'From this menu'

When a menu option is taken the menu option number and the menu name must be in bold.

Format all paragraphs with numbers as

Format Paragraph

Indentation: Special: Hanging (1.27cm)

eg

02. You should now see the 'Customer Management System Master Menu' From this menu, press command key <F7>. This will give you an OS/400 command line.

Format all other paragraphs as:

Format Paragraph

Indentation: Left: 1.27cm

From the command line, type the following and press <ENTER>

Format all command line commands as left justified text with Font: Aerial Narrow 10 pt

MSMS400 <Enter>

For procedures that contain more than one generic identifier, use a table as shown below (Remove the lines from the table before saving).

nnnnnnnnYY where	nnnnnnnn	= Machine identifier, i.e, MSMS400, GALILEO
and	YY	= the current year.

Date	Version: 1.0	Approver 1	Approver 2	
15/09/2023	Author: Documentation Department	Tanveer Nazir		Page 4 of 7

Controlled Copy – Do Not Duplicate

Printed on 15/09/23 at 11:20:57



PROC-TEMPLATE (Caps. Gill Sans MT 12 Point) Procedural Reference Guide (Gill San MT 14 Point)

Bring your cursor down to the **Output Queue** field, located at the bottom left hand corner of the display and type in the new output queue

ie. nnnnnnnnYY where	nnnnnnnn	= Machine identifier, i.e, MSMS400, GALILEO
And	YY	= current year.

Where a parameter needs to be entered in a field on a screen, the text that should be seen on the screen is in bold and the text that should be entered is in Font: Courier New 10pt (Capitals). This does not apply if the text is not specified.

eg

6: Ensure you change the following parameters:

Check-in Date : **From.** The first day of the month
To. The last day of the month

OR

File to be sent. TELPS1
Destination. CASTLETONS

Where data is entered in a field on an AS/400 the following is used if it overwrites the default data from the left.

(press the <FIELD +> key to right justify)

This ensures that the correct data or number is used.

When parameters are changed the following line must appear either at the bottom of the step or as a separate step

Once you are sure that the above information is correct, press <ENTER>.

OR

7. Once you are sure that the above information is correct, press <ENTER> to submit the job to batch.

EXAMPLE:

The file for MSMS400 for cycle 06, billing date 17th Mar. 05 would have a FTP file name of **MSMS40005**

Any reference to job name should be in **BOLD ITALIC CAPITALS**

7. Check that submitted jobs **IMMEDARC** have gone active

The text for going to the command line should be:

You should now see the 'Customer Management System Master Menu' From this menu, press command key <F7>. This will give you an OS/400 command line.

Date	Version: 1.0	Approver 1	Approver 2	
15/09/2023	Author: Documentation Department	Tanveer Nazir		Page 5 of 7

Controlled Copy – Do Not Duplicate

Printed on 15/09/23 at 11:20:57



PROC-TEMPLATE (Caps. Gill Sans MT 12 Point) Procedural Reference Guide (Gill San MT 14 Point)

QUICK TIP

The quickest way to tell if TCP/IP has been started is to simply type the command STRTCP on the command line. If TCP/IP is already started, you will see the message - 'TCP/IP currently active' - appear at the bottom of your screen. Otherwise, this command will start the job up.

Text is justified

HINT

If you have difficulty sending the billing files via EDI, there may be a problem with TCP/IP. Stopping and starting the job usually remedies this. To do this, type in the command ENDTCP and press <ENTER>. TCP/IP will now begin shutting down. Once this has completed, restart it again by typing in the command STRTCP and, again, press <ENTER>.

Screen shots:

Should always be cantered using the tab stops in the indentation fields.

Change the Font to Courier New 8 pt

Paste text and select which text to retain. Press return and type on the fig no.

Select the Paragraph

Format Borders and Shading

Shading Gray 10% Apply to: Paragraph

Borders Apply to: Paragraph (Outside)

Change Fig. No. to Aerial Narrow 8 pt

Select the Line

Format Borders and Shading

Shading None Apply to: Text

Borders None Apply to: Text

This will keep the figure no with the figure. Any changes made to the position of the screen shot should also be applied to the Fig. No. line.

Should always say as below for the display

You should now see a display similar to the following (FIG.01):

MENUOP Cold point Menu for Operations	
1.	Retrieve via spool file master
2.	Free text quick retrieval
3.	Work with archive optical requests
4.	Work with Optical Disks
5.	Start auto-archive job
6.	Terminate auto-archive job
7.	Start optical requests
8.	Terminate optical requests
9.	Output Queue archive status
10.	Start continual monitor

Date	Version: 1.0	Approver 1	Approver 2	
15/09/2023	Author: Documentation Department	Tanveer Nazir		Page 6 of 7

Controlled Copy – Do Not Duplicate

Printed on 15/09/23 at 11:20:57



PROC-TEMPLATE (Caps. Gill Sans MT 12 Point) Procedural Reference Guide (Gill San MT 14 Point)

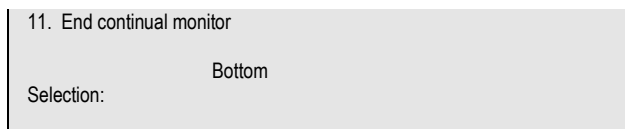


FIG.01

Highlights:

Are always in **yellow** and the highlighted text is always **bold**.

The following settings are a guideline. If the display is large or has added details, this should be expanded upon to make the details more visible.

All the tab stops are as follows:

First tab is at 1.27 cm, 2nd is at 2.54 cm, 3rd is at 3.81 cm, 4th is at 5.08 cm, 5th is at 6.35 cm and 6th is at 7.62 cm. If required 7th is at 8.89 cm, 8th is at 10.16 cm, 9th is at 11.43 cm, 10th is at 12.7 cm, 11th is at 13.97 cm and 12th is at 15.24 cm. The 12th tab stop only allows four characters to be entered before the line wraps.

Date	Version: 1.0	Approver 1	Approver 2	
15/09/2023	Author: Documentation Department	Tanveer Nazir		Page 7 of 7

Controlled Copy – Do Not Duplicate

Printed on 15/09/23 at 11:20:57