HMRC - TCM1000290 - How To Use The CPT Desktop Screen

Version 1.0

Changes to previous version - new guidance

Step 1

If you want to create an acknowledgement, go to Step 2.

If you want to re-create an acknowledgement, go to Step 3.

If you want to find out if the POca request has been accepted or rejected, go to Step 4.

If you need to archive the work list entry, go to Step 5.

Step 2

On the ‘CPT’ desktop screen

select the ‘POca Control Panel’

select ‘Download POca Requests’ in the ‘Create Records’ section

select ‘Start’

Note: At 13:00 every day the ‘Create Batch’ will run automatically, therefore the above process must be completed by 13:00 daily.

wait for 70 minutes for the acknowledgement to be received in the CPT inbox.

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Step 3

On the ‘CPT’ desktop screen

select the ‘POca Control Panel’

select ‘Resend Batch’ on the control panel

wait for up to 70 minutes for the acknowledgement to be received in the CPT inbox.

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Step 4

On the ‘CPT’ desktop screen

select the ‘POca Control Panel’

select ‘Update Responses’ on the control panel

select ‘View Worklist’

Note: Account or rejection items received will be shown as ‘New’.

Note: The work list will also show work list items which have been received by Post Office Limited and not yet processed. These will show as ‘Pend’ for awaiting processing and ‘Fail’ for rejections.

select the record you want to open

whether the POca request has been accepted or rejected

whether the claim is for Child Benefit or tax credits.

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Step 5

On the ‘CPT’ desktop screen

select the ‘POca Control Panel’

select ‘View Worklist’ on the control panel

select the record you want to open

select ‘Archive’ to archive the work list entry.