



Front-Office

The Social Security institutions front and back offices are faced with continuous flow of insurants, employers and beneficiaries who come to query about their files status, to submit their documents and collect their payments.

'Front Office' application helps back office agents respond to basic queries and stand as a central office for documents filing.

The Front Office is a real INTRANET which computing services are carried out by counters officers or by the social security institution decisions makers who aim to:

- Organize, manage and control the workflow at counters: Reception and orientation towards counters, handle waiting queues and provide supervisor with the counters statistics to optimize the workload.

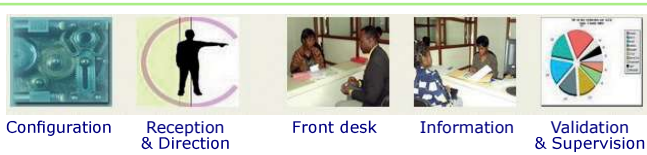
At counters:

- Inform employers, insurants and beneficiaries about their personal records and their cases and provide them with some certificates immediately.

- Load the periodical (or non periodical) documents that have been submitted in exchange of a receipt and supply the central base with data, whereas connected or not to an Electronic Documents Management.

- Take up receipts from employers and in some cases, payments to insurants (punctual payments, daily allowances, adjustments) via « Cash Management » application.

Automated modules are:



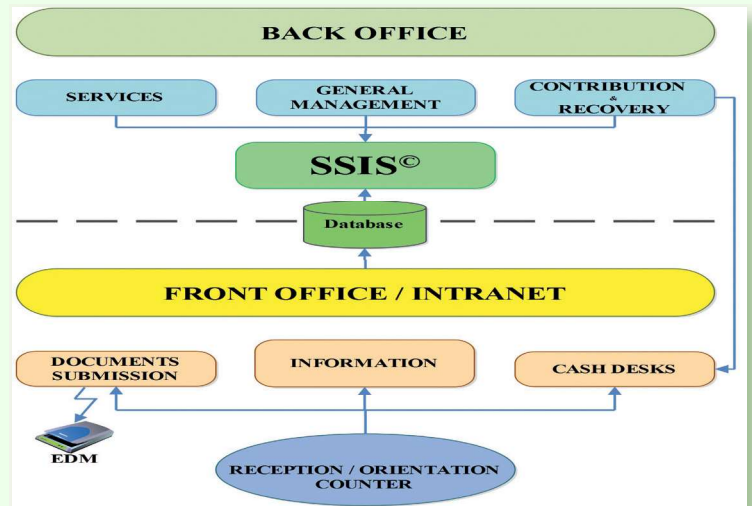
The back office team claim overhaul information to answer a request received by mail or by phone from a user or from an authority.

This is called basic information because answers can be unconvincing or case more complex; in this case, the user will be oriented towards the back office where the technical team will take up the case to examine it more thoroughly. At the counter, the agent has access to all information matters and is then able to handle pending matters. These matters are:

- Submission of documents and certificates
- Receipts from employers
- Payments of benefits

When a document or a certificate is submitted, a receipt is printed and remitted to the person at counter.

Counters standing as cash desks have specific functionalities connected to cash management.



VALIDATION OF THE DUMP (DOCS & CERTIFICATES)

Delivered documents & certificates

Choice
 Validate Refuse

Ticket	Date	Ticket number	Event	Code	Designation	Edition	Validity	Copies	Documents / certificates	Validate
05/11/2012		3	Family benefits (male insurant)	0104	Birth certificate	23/07/1966		1	Non validated	✓
		6	Extension of incapacity certificate	0309	Extension of incapacity certificate	26/03/2012		1	Non validated	✓
		6	Daily allowance (C.A.M.H)	0310	Recovery certificate	26/03/2012		1	Non validated	✓
		6	First issue certificate	0314	First issue certificate	13/01/2012		1	Non validated	✓
		9	Birth certificate	0104	Birth certificate	25/03/1969		1	Non validated	✓
		9	Perception authorization (legalized)	0215	Perception authorization (legalized)	25/05/2011		1	Non validated	✓
		9	Designated children birth certificates	0228	Designated children birth certificates			1	Non validated	✓
		2	Designated children birth certificates	0228	Designated children birth certificates			1	Non validated	✓
		2	Perception authorization (legalized)	0215	Perception authorization (legalized)	19/06/2012		1	Non validated	✓

Ack of docs/certificates

Head office

Ticket N°: 9 On: 23/04/2014 Counter: Pissol ngalassi T123456

Applicant Name/Forename: Pissol ngalassi ID N°: T123456

Address: Mbr N°: 2120097487 Name / Trade name: NGALASSI PASCAL Event: Retirement pension

N°	Type	Register	Name / Trade name	Event	Type	Documents	Issue	Valid
1	Insurant	2120097487	NGALASSI PASCAL	Retirement pension	Working and insurance notebook		01/05/2010	
					BIRTH CERTIFICATE		01/05/2010	
					Photos (2)		11/02/2013	
					Working notebook		08/03/2013	
					Family notebook		05/02/2013	

Total number of delivered documents : 5

Delivery department: Nummer usus Date: 23/04/2014 Signature: [Signature]

Applicant: Nummer: Pissol ngalassi Date: 23/04/2014 Signature: [Signature]

CASH REGISTRATION

Day 28/03/2013

Counter officer: 00585L AKON Christine Counter: C01 Boot 1

Document N°	Date	Designation	Account N°	Entries
497	22/05/2013 00:00	COT 2TR2013	415120	47 346
498	22/05/2013 00:00	COT 1TR 2013	415120	56 086
499	22/05/2013 00:00	COT 2TR 2013	415120	50 988
500	23/05/2013 00:00	COT 4TR2013	415120	157 516
501	23/05/2013 00:00	COT 12TR 2013	415120	107 076
502	23/05/2013 00:00	COT 5 AC	415120	500 000
503	23/05/2013 00:00	COT 2TR 2013	415120	172 460
504	23/05/2013 00:00	COT 2TR 2013	415120	19 000
505	23/05/2013 00:00	COT 4TR 1TR2012	415120	50 000
506	23/05/2013 00:00	COT 2TR 2013	415120	50 988
507	23/05/2013 00:00	COT 2TR 2013	415120	43 704
509	23/05/2013 00:00	COT 1TR 2013	415120	50 988
510	23/05/2013 00:00	COT 2TR 2013	415120	50 300
511	23/05/2013 00:00	COT 2,3,4TR 2012	415120	202 785
512	23/05/2013 00:00	COT 1TR2013	415120	64 099
513	30/05/2013 00:00	COT 1,2,3TR 2013	415120	158 065
514	30/05/2013 00:00	COT MAI 2013	415120	332 959
515	30/05/2013 00:00	COT MAT 2013	415120	332 959
Total:				2 938 104