

# Department for Constitutional Affairs



## Possession Claims On Line

### PCOL Bulk Claims Interface

November 2005



## **COPYRIGHT**

Copyright in this work is vested in EDS and the document is issued in confidence for the purpose only for which it is supplied. It must not be reproduced in whole or in part or used for tendering or manufacturing purposes except under an agreement or with the consent in writing of EDS and then only on the condition that this notice is included in any such reproduction. No information as to the contents or subject matter of this document or any part thereof arising directly or indirectly therefrom shall be given orally or in writing or communicated in any manner whatsoever to any third party being an individual firm or company or any employee thereof without the prior consent in writing of EDS.

—EDS is a registered mark and the EDS logo is a trademark of Electronic Data Systems Corporation.

—EDS is an equal opportunity employer and values the diversity of its people.

Copyright ©2005 Electronic Data Systems Corporation. All rights reserved.

## **Contact Address**

Yorktown House  
8 Frimley Road  
Camberley  
Surrey  
GU15 3BA

Telephone           01276 686200

Fax                   01276 415290

**DOCUMENT AUTHORISATION**

<b>DOCUMENT TITLE</b>	PCOL BULK CLAIMS INTERFACE		
<b>DOCUMENT REFERENCE</b>	<b>ISSUE</b>	<b>DATE</b>	
PCOL BULK INTERFACE.DOC LP9004070	1.1	<b>NOVEMBER 2005</b>	

	<b>NAME</b>	<b>SIGNATURE</b>	<b>DATE</b>
<b>AUTHOR(S)</b>			
1	P Barton		
2	C Wragg		
3			
<b>REVIEWER(S)</b>			
1	A Hardy		
2			
3			
4			
<b>APPROVED BY</b>	B Stubbington		
<b>AUTHORISED BY</b>			

**AMENDMENT HISTORY**

<b>VERSION NUMBER</b>	<b>REVISION DATE</b>	<b>A&amp;A NUMBER</b>	<b>NATURE OF CHANGE</b>

**DISTRIBUTION LIST**

<b>NAME</b>	<b>COPY NO.</b>
The Department for Constitutional Affairs	1
EDS Project File	2

## CONTENTS PAGE

<b>1</b>	<b>INTRODUCTION .....</b>	<b>7</b>
1.1	PURPOSE .....	7
1.2	INTENDED AUDIENCE .....	7
1.3	SCOPE .....	7
1.4	DEFINITIONS, ACRONYMS AND ABBREVIATIONS.....	7
1.5	PCOL OVERVIEW .....	7
<b>2</b>	<b>HIGH LEVEL ARCHITECTURE.....</b>	<b>9</b>
2.1	SERVICE OVERVIEW .....	9
2.2	SECURITY .....	10
2.2.1	<i>Authentication</i> .....	11
2.2.2	<i>Encryption</i> .....	11
2.3	CLIENT DEPLOYMENT.....	11
2.3.1	<i>Bulk claimant Registration</i> .....	11
2.3.2	<i>Client application</i> .....	11
2.3.3	<i>Expected Usage</i> .....	12
<b>3</b>	<b>SCHEMA.....</b>	<b>13</b>
3.1	MORTGAGE .....	13
3.2	RENTAL .....	36
3.3	RESPONSE .....	57
<b>4</b>	<b>ANNEX A – XML SCHEMA DEFINITION FILES.....</b>	<b>62</b>
4.1	SCHEMA DEFINITIONS .....	62
4.2	MORTGAGE CLAIM SCHEMA.....	62
4.3	RENTAL CLAIM SCHEMA.....	62
4.4	COMMON TYPE DEFINITIONS .....	63
4.5	BULK REPOSE SCHEMA.....	64
<b>5</b>	<b>ANNEX B – PROCESSES AND PROCEDURES.....</b>	<b>65</b>
5.1	OVERVIEW .....	65

5.2 ORGANISATIONAL USER REGISTRATION ..... 65

5.3 PAYMENT EVENTS..... 66

**6 ANNEX C – JAVA EXAMPLES ..... 67**

# 1 INTRODUCTION

## 1.1 PURPOSE

This document provides the specification for the Possession Claim On-Line (PCOL) bulk interface. It will be used as a means of communication between the parties involved to define the format and manner of data exchange between PCOL and organisations wishing to submit possession claims in bulk.

## 1.2 INTENDED AUDIENCE

The primary audience for this document is organisations that currently issue large numbers of claims for possession i.e. local authorities, mortgage lenders and solicitors.

## 1.3 SCOPE

This document is the reference document for the bulk interface. It contains the description of the software architecture components and a version controlled definition of data involved in the transfer. The processes and procedures associated with registering to submit bulk claims are described in appendix B.

## 1.4 DEFINITIONS, ACRONYMS AND ABBREVIATIONS

XML	Extensible Mark-up Language
XSD	XML Schema definition ; A file that describes the format of an XML file. (e.g. the claim data)
WSDL	Web Services Definition Language ; an XML file that describes an exposed web service.
URL	Uniform Resource Locator : The text entered into the address field of a web browser
SOAP	Simple Object Access Protocol : A standard protocol for transmitting data.
SSL	Secure Socket Layer : A mechanism that uses digital certificates to encrypt data.
HTTP	HyperText Transport Protocol : The protocol used by web servers and browsers
HTTPS	Secure HTTP : The use of SSL to encrypt the HTTP traffic
SMTP	Simple Mail Transfer Protocol : email
API	Application Programmer Interface
JSSE	Java Secure Socket Extension

## 1.5 PCOL OVERVIEW

If a social landlord, private landlord or a mortgage company wishes to recover a domestic property in England and Wales due to the non-payment of rent or mortgage then they must issue a possession claim. Approximately 210,000 possession claims begin each year; 64% are made by social landlords, 26% by mortgage companies and 10% by private individuals. The Possession Claim On-Line (PCOL) system will allow the submission and management of these possession claims via a web-based application.

A party wishing to submit a claim for possession will register with the PCOL application via the internet and submit the claim and particulars of claim details on-line. The system will allocate each claim to the appropriate court based on the postcode of the property to be recovered and then allocate a hearing date for the claim and generate a claim pack to be sent to the defendant(s). Fees associated with the processing of a claim will be collected electronically. In addition the system will generate a username and password which will allow the defendant to file a defence to the claim on-line. Facilities will be provided to allow court staff to manage the possession claims and produce orders. Claimants such as mortgage companies or solicitors acting for claimants who submit a large number of claims will be provided with the option to use a bulk claim interface which will allow them to submit a number of claims together using XML as defined in this document.

## **2 HIGH LEVEL ARCHITECTURE**

### **2.1 SERVICE OVERVIEW**

The PCOL system offers an external interface to claimants. Using the interface, claimants are able to send multiple claims to the PCOL system for processing.

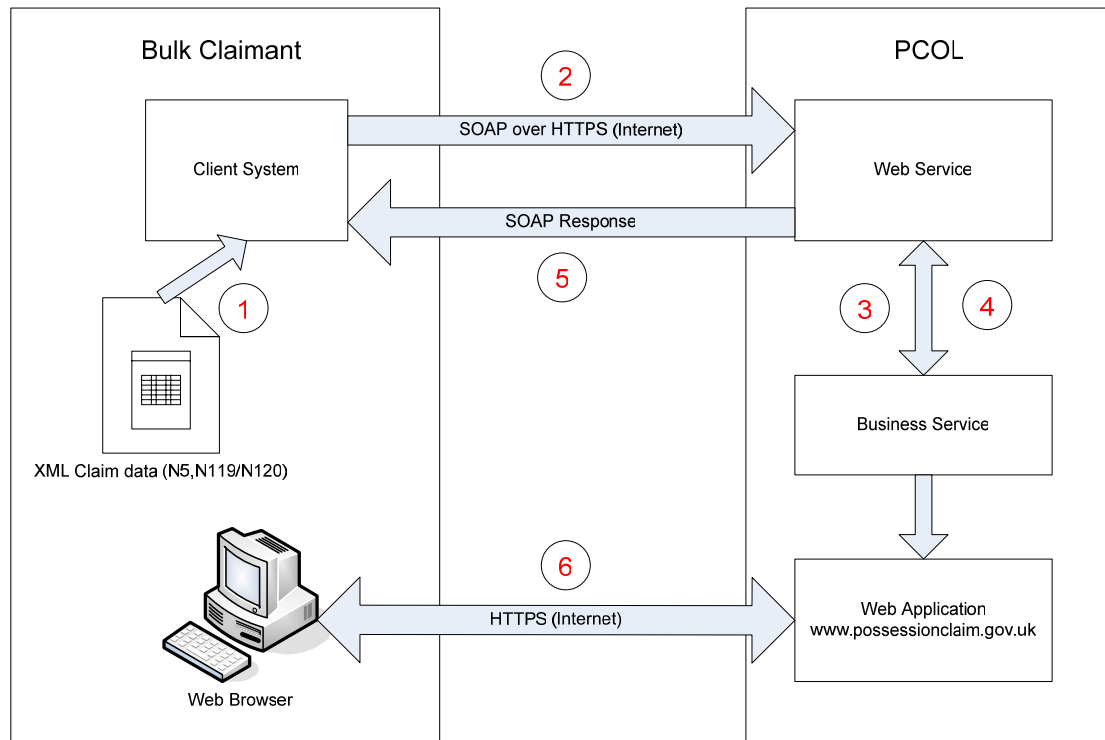
The PCOL Bulk Claimant interface is implemented as a web service. The service signature is described in WSDL, and the document content and response are described in an XML Schema (XSD). This approach is defined as a 'document centric' web service. This means that the service signature will be stable and therefore it removes any impact of change to the interface. Any change (although none is expected) will be limited to the document format.

The process of becoming a PCOL bulk claimant will involve on-line registration with the PCOL system. This registration allows for the setting up of a direct debit account and the creation of a bulk claimant admin account. The username and password of the admin account should be used when submitting bulk claims. Details of the processes and procedures for registering as a bulk claimant are given at ANNEX B.

The XML schema (claim data format definition), and the WSDL description for the PCOL service can be downloaded from the DCA web site at [www.hmcourts-service.gov.uk/pcol](http://www.hmcourts-service.gov.uk/pcol).

A bulk claimant has full control over how they implement the client side of the service. Java examples are provided in ANNEX C of this document. If Java is not the choice of a client, the WSDL and the XSD file mean that any modern programming language can be used.

The following diagram shows a simplified view of the bulk claim service.



The steps labelled in the diagram are as follows :-

1. The client application creates an XML input file (claim data) that conforms to the PCOL bulk interface XML Schema.
2. The client application calls the exposed PCOL web service, passing the XML content in a SOAP body. (Standard programming tools simplify the process.)
3. The PCOL web service validates the XML against the schema and, if valid, passes the claims to the business service for processing.
4. The business service responds with the status of each claim.
5. PCOL responds to the client with the overall status of the validation and, if the document is valid, the status of the individual claims.
6. Monitoring and management of the claim is achieved using the PCOL browser based application.

## 2.2 SECURITY

The PCOL system employs two security features, namely authentication and encryption, details of each are provided below.

### 2.2.1 AUTHENTICATION

After registering for the bulk claim system to system interface, the claimant will have a username and password. The username and password will be used in the web service request to identify the claimant to PCOL.

The user credentials will be captured using HTTP basic authentication i.e. outside of the data file. The credentials will then be checked against the PCOL user store. The claimant will use their administration account username and password as user credentials.

An example using Java code provided at ANNEX C shows how to pass the username and password programmatically.

### 2.2.2 ENCRYPTION

Possession claim data is classified as restricted, this means that the data should be encrypted in transit.

The mechanism used to encrypt the transport layer is SSL. For a client to access the encrypted web service, the client needs an API that allows it to perform the SSL handshake. In Java this is achieved using the JSSE API.

There is no requirement for client side certification.

## 2.3 CLIENT DEPLOYMENT

The following steps are required for a client to be able to use the PCOL service.

### 2.3.1 BULK CLAIMANT REGISTRATION

Each client has to register as an institutional claimant and set up a facility to pay fees by direct debit. There are two types of institutional claimant, organisations who submit and manage claims on their own behalf and solicitors who submit and manage claims on behalf of their clients. Registration provides an administration account. From this point a claimant or solicitor can :

- Create and manage delegate user accounts
- Issue electronic claims through the web interface
- Issue electronic claims in bulk through the web-service.

### 2.3.2 CLIENT APPLICATION

The level of sophistication in clients IT systems varies. They range from large organisations with their own bespoke solutions, to small solicitors firms with standard office tools.

The WSDL allows for the creation of application code in the clients choice of programming language.

The XML schema is required for the construction and validation of the XML input.

Both of these definitions are available to download from [www.hmcourts-service.gov.uk/pcol](http://www.hmcourts-service.gov.uk/pcol) .

### 2.3.3 EXPECTED USAGE

This section describes some of the expected ways that organisations might use the PCOL web service.

#### 1. Commercial file editors

Tools such as XMLSpy and Oxygen are editors that provide assistance with the creation and validation of xml files. A client using this mechanism would possibly keep a set of templates or partially filled in claims that could be edited.

Once created the files would be transferred to PCOL using a simple application that has the ability to select a file for transfer.

#### 2. File conversion

If the client has an existing electronic file format for describing claims e.g. Excel spreadsheets, a conversion utility could be produced. This again would sit on top of the transfer application.

#### 3. Back office integration

If the client has an existing application for dealing with claims, this could be integrated using any modern programming language.

### 3 SCHEMA

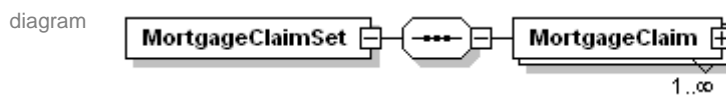
A number of principles need to be understood/accepted:

1. The PCOL system will only deal with mortgage or rental possession claims for non-commercial property.
2. A bulk claimant will only ever submit one type of claim within a single file. Therefore two schemas need to be created, one for mortgage claims and one for rental.
3. The format of payment history submission is fixed.
4. It will not be possible to attach the tenancy agreement at issue.
5. This interface cannot be used to issue mortgage claims that include more than one account.

#### 3.1 MORTGAGE

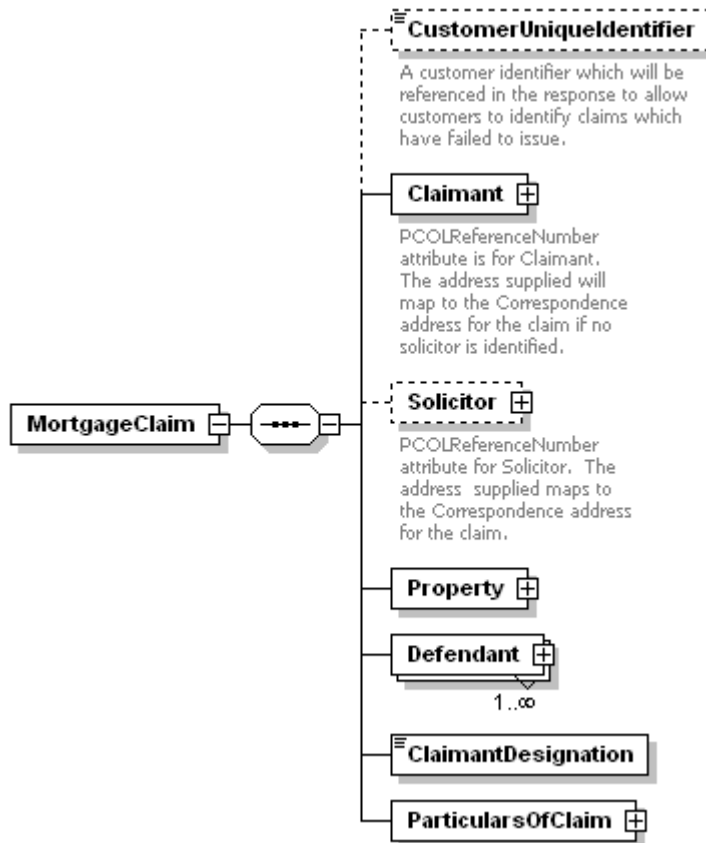
This section provides a graphical representation of the key elements of the XML schema to be used for submission of Mortgage possession claims. A description of the XML Schema definition for mortgage claims can be found at ANNEX A along with the accompanying subsidiary schemas which support both Mortgage and Rental possession claims. The .XSD definition files for both mortgage and rental claims can be downloaded from [www.hmcourts-service.gov.uk/pcol](http://www.hmcourts-service.gov.uk/pcol).

##### element MortgageClaimSet



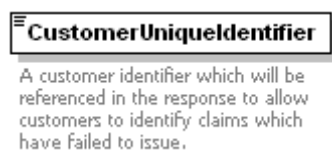
element **MortgageClaimSet/MortgageClaim**

diagram



element **MortgageClaimSet/MortgageClaim/CustomerUniquelIdentifier**

diagram

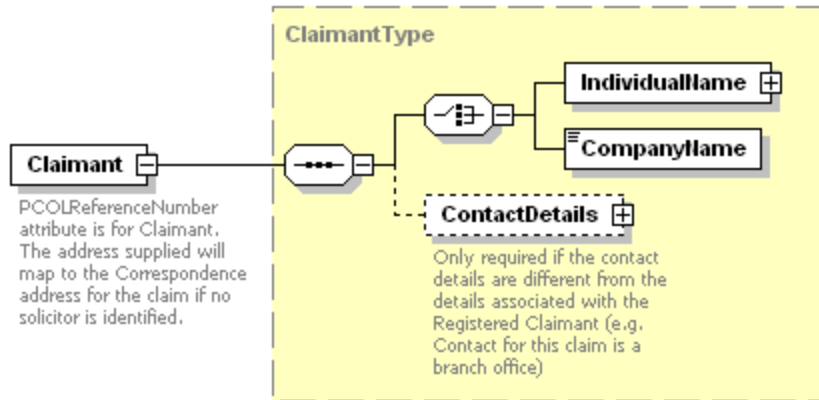


type **xs:string**

annotation documentation A customer identifier which will be referenced in the response to allow customers to identify claims which have failed to issue.

element **MortgageClaimSet/MortgageClaim/Claimant**

diagram

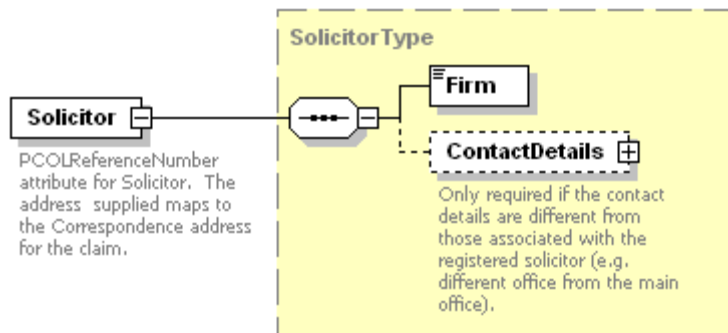


type	extension of <a href="#">ClaimantType</a>					
attributes	Name	Type	Use	Default	Fixed	Annotation
	PCOLReferenc eNumber	xs:string	optional			
annotation	documentation	PCOLReferenceNumber attribute is for Claimant. The address supplied will map to the Correspondence address for the claim if no solicitor is identified.				

When solicitors are submitting claims on behalf of a claimant it is mandatory that the claimant is registered on PCOL prior to claim submission and that the Claimant's PCOL reference number is used to identify the Claimant in the file. PCOL uses the reference number to identify the Claimant information held in PCOL. If this number is not supplied the system will create multiple instances of the claimant information. The reference number is available through the Web interface using the registered Claimant's account, or by contacting the court.

element **MortgageClaimSet/MortgageClaim/Solicitor**

diagram

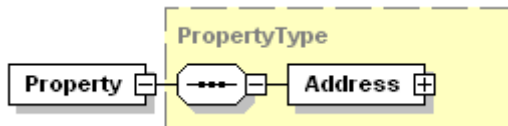


type	extension of <a href="#">SolicitorType</a>					
attributes	Name	Type	Use	Default	Fixed	Annotation
	PCOLReferenc eNumber	xs:string	optional			

annotation documentation PCOLReferenceNumber attribute for Solicitor. The address supplied maps to the Correspondence address for the claim.

element **MortgageClaimSet/MortgageClaim/Property**

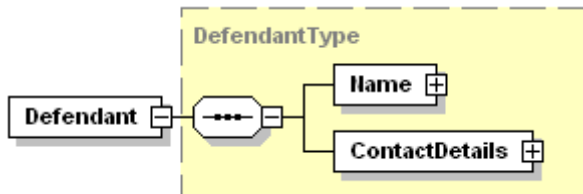
diagram



type [PropertyType](#)

element **MortgageClaimSet/MortgageClaim/Defendant**

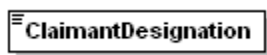
diagram



type [DefendantType](#)

element **MortgageClaimSet/MortgageClaim/ClaimantDesignation**

diagram

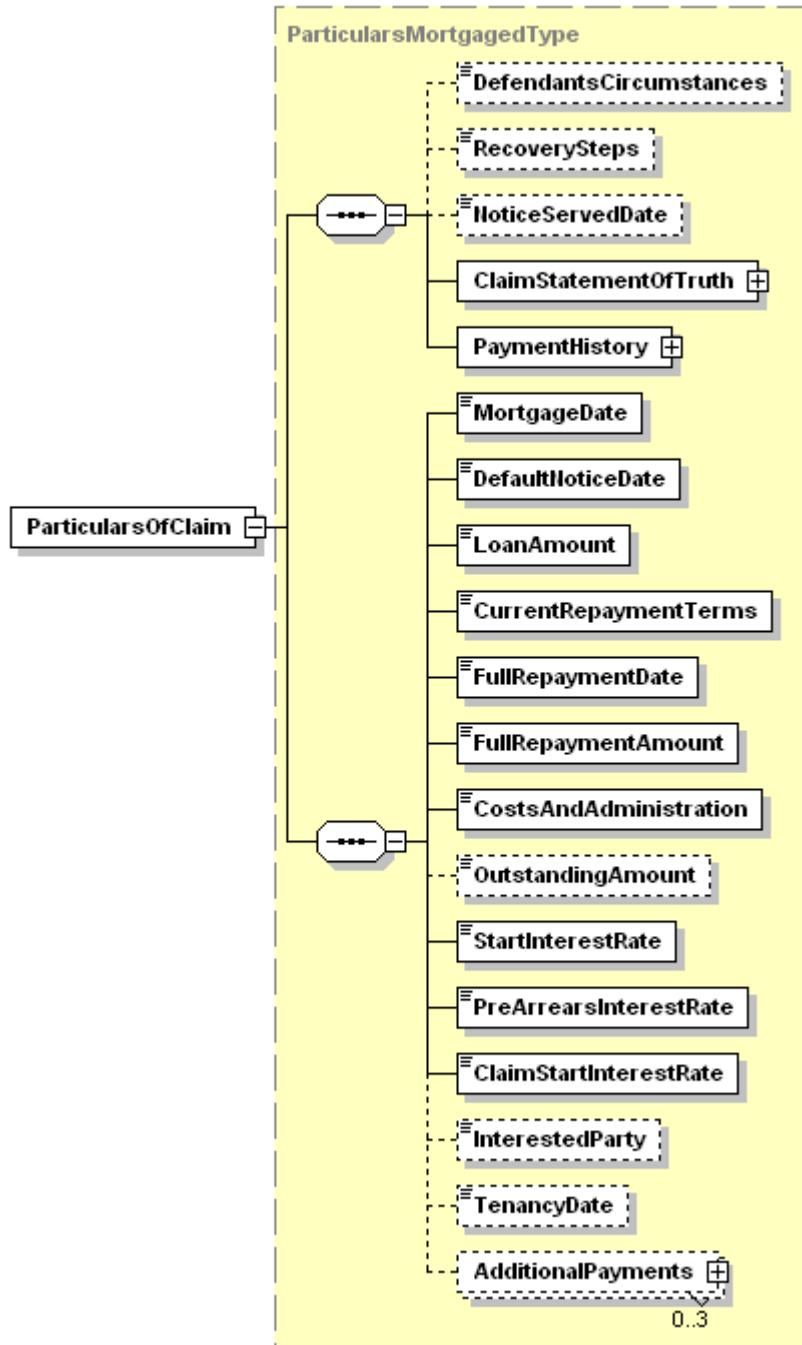


type restriction of **xs:string**

facets  
 enumeration LocalAuthority  
 enumeration Commercial

element MortgageClaimSet/MortgageClaim/ParticularsOfClaim

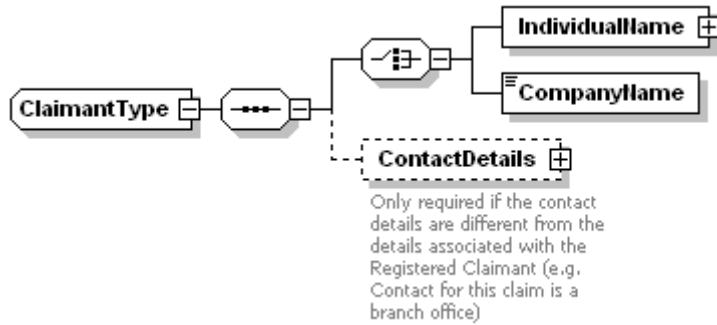
diagram



type [ParticularsMortgagedType](#)

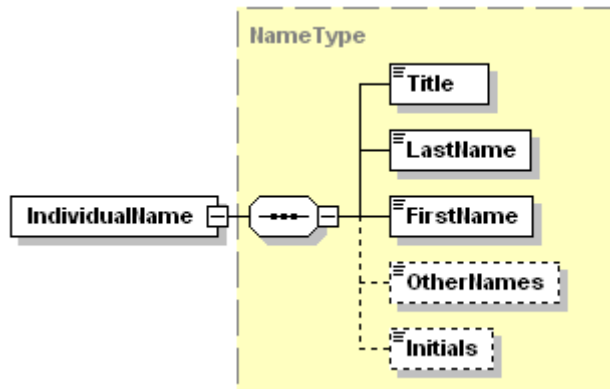
complexType **ClaimantType**

diagram



element **ClaimantType/IndividualName**

diagram



type [NameType](#)

element **ClaimantType/CompanyName**

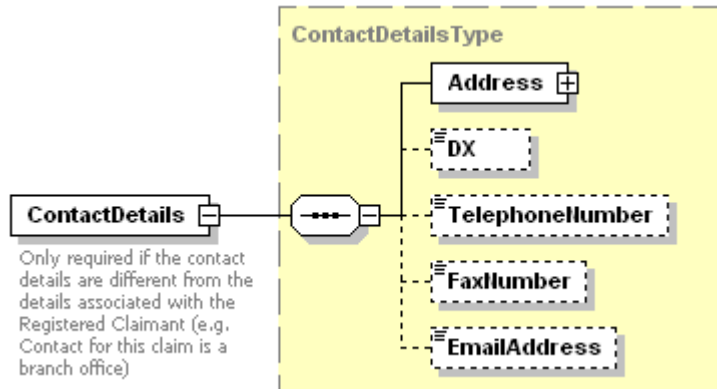
diagram



type **xs:string**

element **ClaimantType/ContactDetails**

diagram

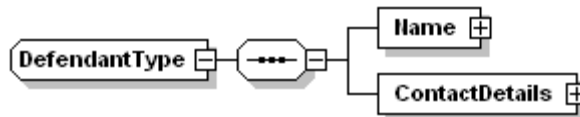


type [ContactDetailsType](#)

annotation documentation Only required if the contact details are different from the details associated with the Registered Claimant (e.g. Contact for this claim is a branch office)

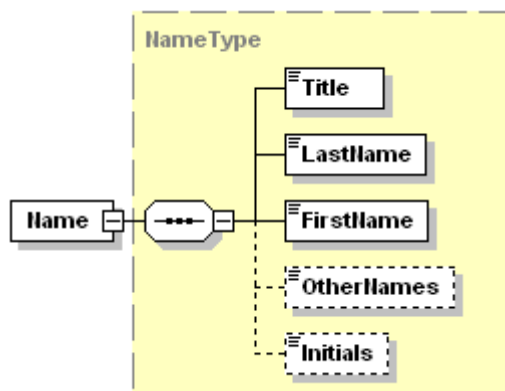
complexType **DefendantType**

diagram



element **DefendantType/Name**

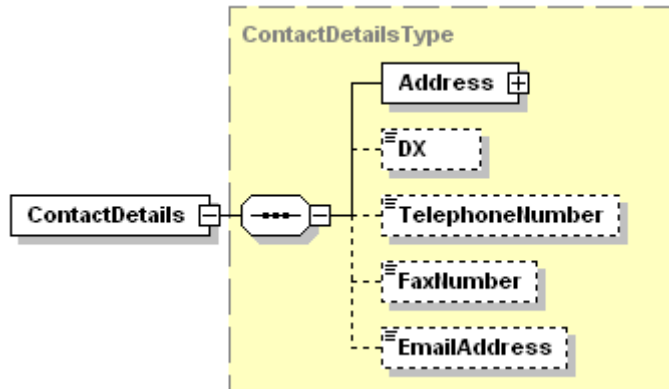
diagram



type [NameType](#)

element **DefendantType/ContactDetails**

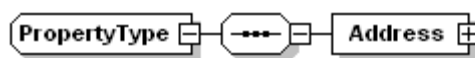
diagram



type [ContactDetailsType](#)

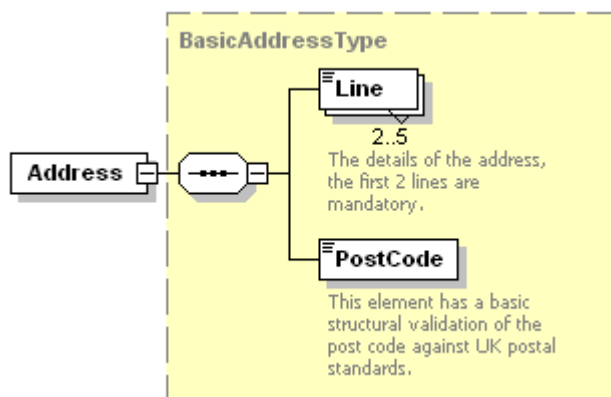
complexType **PropertyType**

diagram



element **PropertyType/Address**

diagram

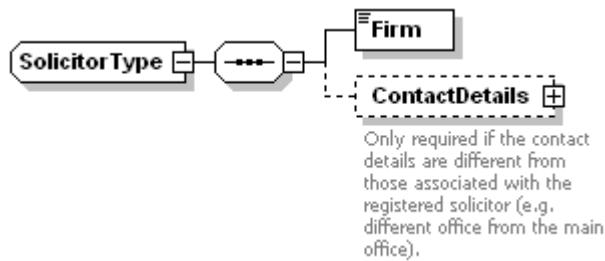


type [BasicAddressType](#)

attributes	Name	Type	Use	Default	Fixed	Annotation
	id	xs:string	optional			

complexType **SolicitorType**

diagram



element **SolicitorType/Firm**

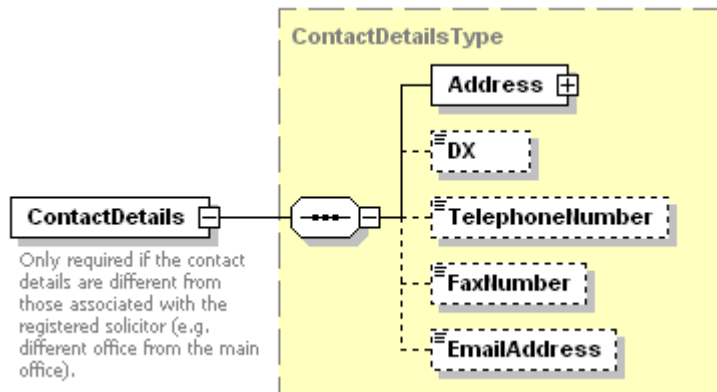
diagram



type **xs:string**

element **SolicitorType/ContactDetails**

diagram



type [ContactDetailsType](#)

annotation documentation Only required if the contact details are different from those associated with the registered solicitor (e.g. different office from the main office).

simpleType **ClaimType**

type restriction of **xs:string**

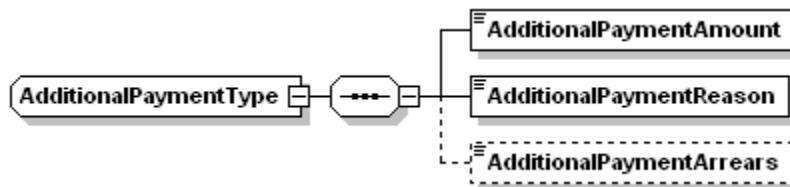
facets enumeration rent  
 enumeration mortgage

simpleType **CommunicationType**

type restriction of **xs:string**  
 facets enumeration postal  
 enumeration email

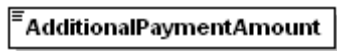
complexType **AdditionalPaymentType**

diagram



element **AdditionalPaymentType/AdditionalPaymentAmount**

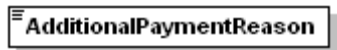
diagram



type **xs:float**

element **AdditionalPaymentType/AdditionalPaymentReason**

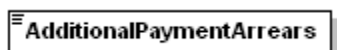
diagram



type **xs:string**

element **AdditionalPaymentType/AdditionalPaymentArrears**

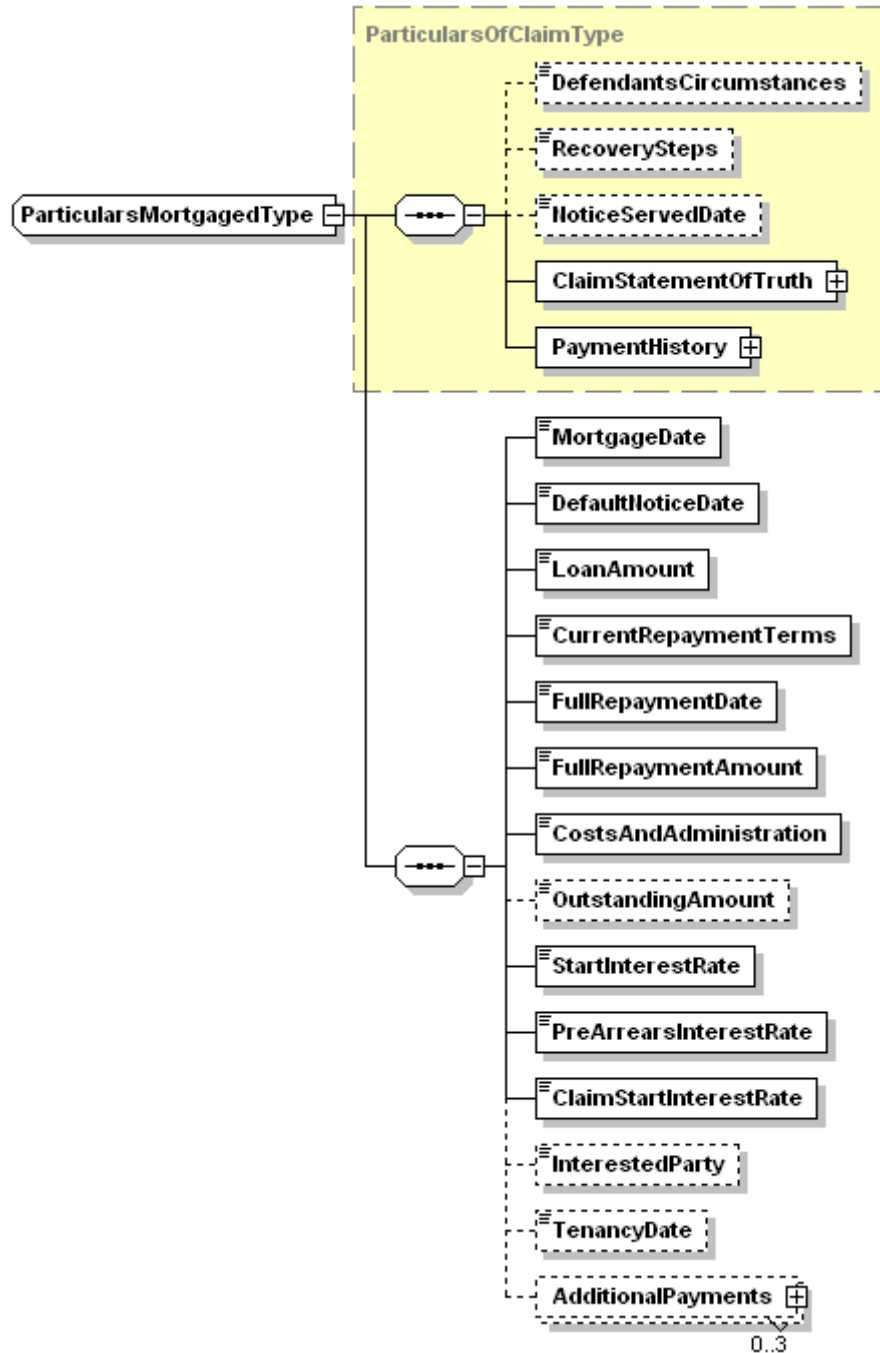
diagram



type xs:float

complexType **ParticularsMortgagedType**

diagram



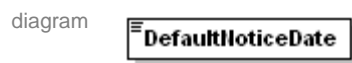
type extension of [ParticularsOfClaimType](#)

element **ParticularsMortgagedType/MortgageDate**



type **xs:date**

element **ParticularsMortgagedType/DefaultNoticeDate**



type **xs:date**

element **ParticularsMortgagedType/LoanAmount**



type **xs:float**

element **ParticularsMortgagedType/CurrentRepaymentTerms**



type **xs:string**

element **ParticularsMortgagedType/FullRepaymentDate**



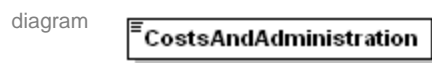
type **xs:date**

element **ParticularsMortgagedType/FullRepaymentAmount**



type **xs:float**

element **ParticularsMortgagedType/CostsAndAdministration**



type **xs:float**

element **ParticularsMortgagedType/OutstandingAmount**



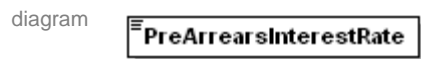
type **xs:float**

element **ParticularsMortgagedType/StartInterestRate**



type **xs:float**

element **ParticularsMortgagedType/PreArrearsInterestRate**



type **xs:float**

element **ParticularsMortgagedType/ClaimStartInterestRate**



type **xs:float**

element **ParticularsMortgagedType/InterestedParty**



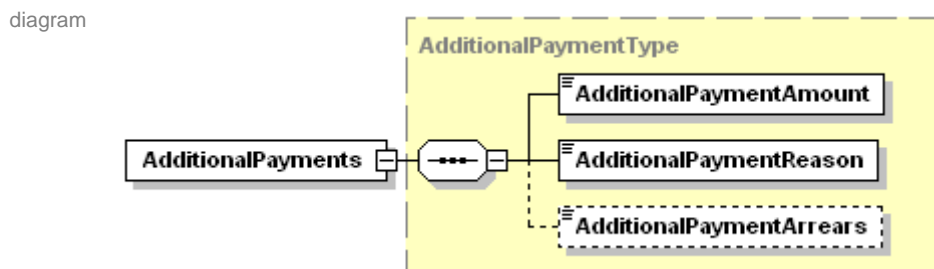
type **xs:string**

element **ParticularsMortgagedType/TenancyDate**



type **xs:date**

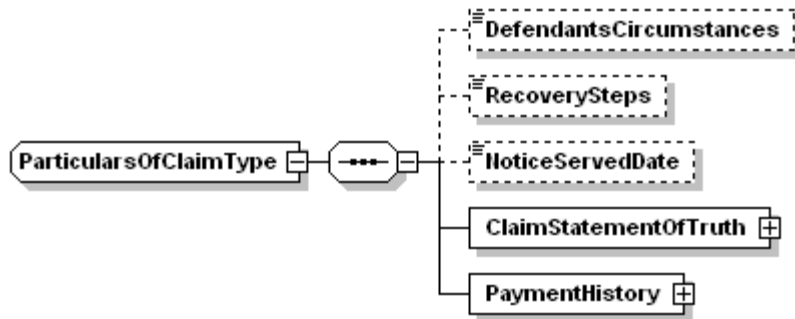
element **ParticularsMortgagedType/AdditionalPayments**



type [AdditionalPaymentType](#)

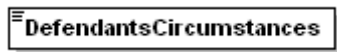
complexType **ParticularsOfClaimType**

diagram



element **ParticularsOfClaimType/DefendantsCircumstances**

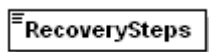
diagram



type **xs:string**

element **ParticularsOfClaimType/RecoverySteps**

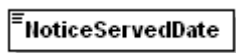
diagram



type **xs:string**

element **ParticularsOfClaimType/NoticeServedDate**

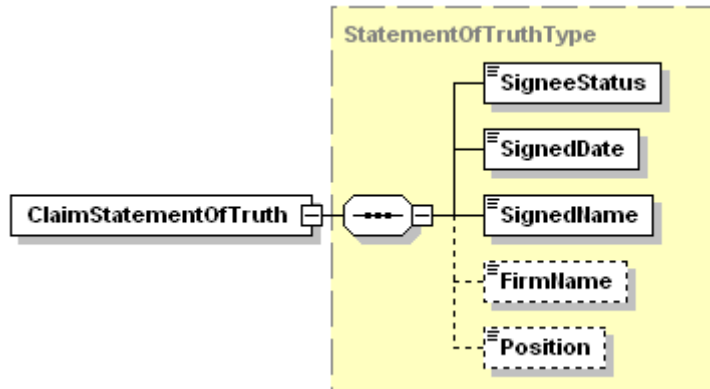
diagram



type **xs:date**

element **ParticularsOfClaimType/ClaimStatementOfTruth**

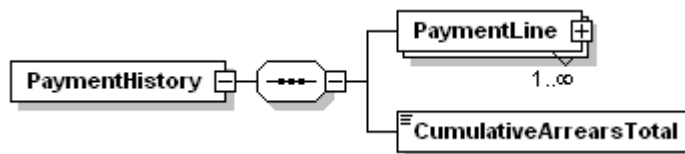
diagram



type [StatementOfTruthType](#)

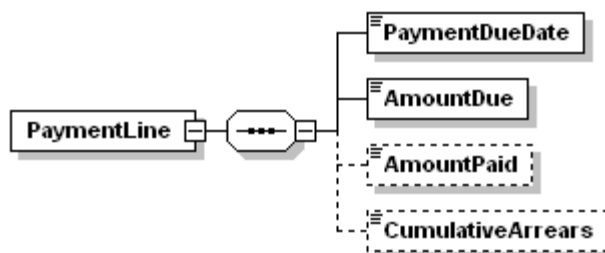
element **ParticularsOfClaimType/PaymentHistory**

diagram



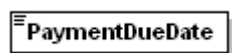
element **ParticularsOfClaimType/PaymentHistory/PaymentLine**

diagram



element **ParticularsOfClaimType/PaymentHistory/PaymentLine/PaymentDueDate**

diagram



type **xs:date**

element **ParticularsOfClaimType/PaymentHistory/PaymentLine/AmountDue**



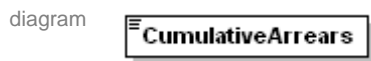
type **xs:float**

element **ParticularsOfClaimType/PaymentHistory/PaymentLine/AmountPaid**



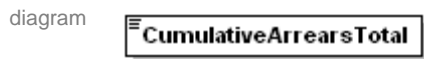
type **xs:float**

element **ParticularsOfClaimType/PaymentHistory/PaymentLine/CumulativeArrears**



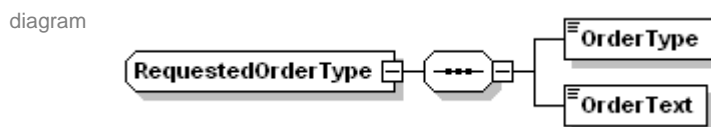
type **xs:float**

element **ParticularsOfClaimType/PaymentHistory/CumulativeArrearsTotal**



type **xs:float**

complexType **RequestedOrderType**

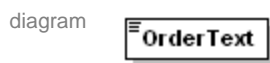


element **RequestedOrderType/OrderType**



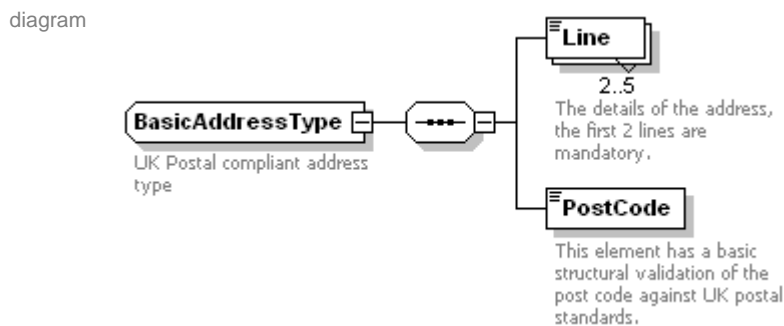
type **xs:string**

element **RequestedOrderType/OrderText**



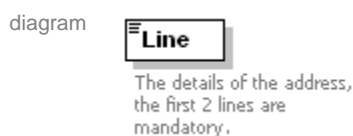
type **xs:string**

complexType **BasicAddressType**



attributes	Name	Type	Use	Default	Fixed	Annotation
	id	xs:string	optional			
annotation	documentation	UK Postal compliant address type				

element **BasicAddressType/Line**



type restriction of **xs:string**

annotation	documentation	The details of the address, the first 2 lines are mandatory.
------------	---------------	--

element **BasicAddressType/PostCode**

diagram



This element has a basic structural validation of the post code against UK postal standards.

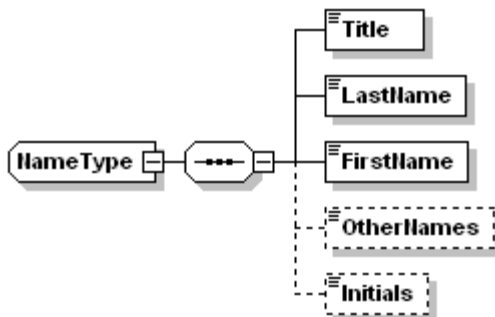
type restriction of **xs:string**

facets pattern `[A-Z]{1,2}[0-9R][0-9A-Z]? [0-9][A-Z]{2}`

annotation documentation This element has a basic structural validation of the post code against UK postal standards.

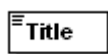
complexType **NameType**

diagram



element **NameType/Title**

diagram



type **xs:string**

element **NameType/LastName**

diagram



type **xs:string**

element **NameType/FirstName**



type **xs:string**

element **NameType/OtherNames**



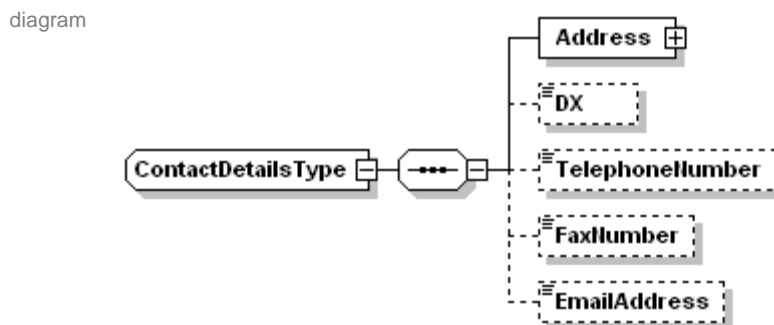
type **xs:string**

element **NameType/Initials**



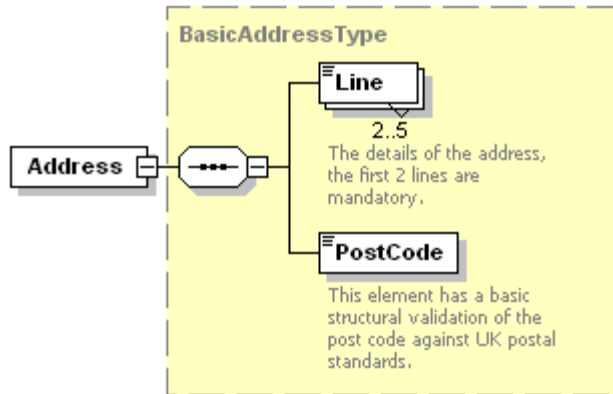
type **xs:string**

complexType **ContactDetailsType**



element **ContactDetailsType/Address**

diagram

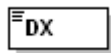


type [BasicAddressType](#)

attributes	Name	Type	Use	Default	Fixed	Annotation
	id	xs:string	optional			

element **ContactDetailsType/DX**

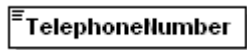
diagram



type **xs:string**

element **ContactDetailsType/TelephoneNumber**

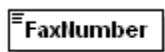
diagram



type **xs:string**

element **ContactDetailsType/FaxNumber**

diagram



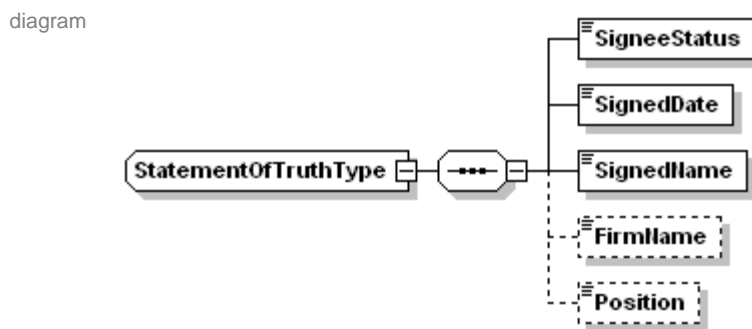
type **xs:string**

element **ContactDetailsType/EmailAddress**



type **xs:string**

complexType **StatementOfTruthType**



element **StatementOfTruthType/SigneeStatus**



type restriction of **xs:string**

- facets
- enumeration Party
  - enumeration LitigationFriend
  - enumeration Partysolicitor

element **StatementOfTruthType/SignedDate**

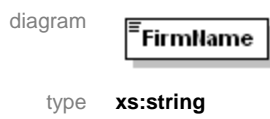


type **xs:date**

element **StatementOfTruthType/SignedName**



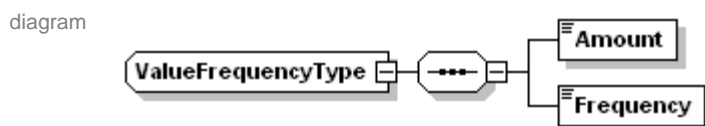
element **StatementOfTruthType/FirmName**



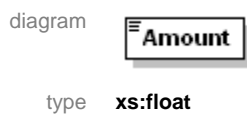
element **StatementOfTruthType/Position**




complexType **ValueFrequencyType**



element **ValueFrequencyType/Amount**



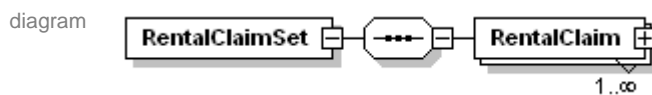
### element ValueFrequencyType/Frequency

diagram	
type	restriction of <b>xs:string</b>
facets	enumeration Week
	enumeration Fortnight
	enumeration Month
	enumeration Quarter
	enumeration Year
	enumeration Other

## 3.2 RENTAL

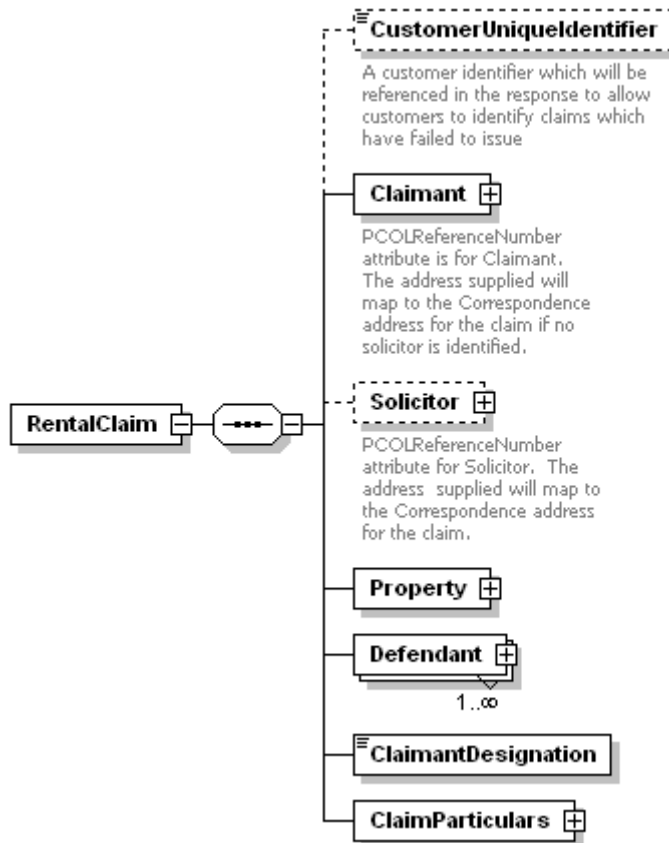
This section provides a graphical representation of the key elements of the XML schema to be used for submission of Rent possession claims. A description of the XML Schema definition for rental claims can be found at ANNEX A along with the accompanying subsidiary schemas which support both Mortgage and Rental possession claims. The .XSD definition files for both mortgage and rental claims can be downloaded from [www.hmcourts-service.gov.uk/pcol](http://www.hmcourts-service.gov.uk/pcol).

### element RentalClaimSet



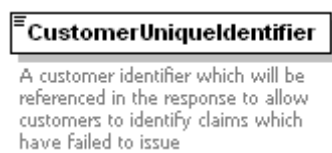
element **RentalClaimSet/RentalClaim**

diagram



element **RentalClaimSet/RentalClaim/CustomerUniquelidentifier**

diagram

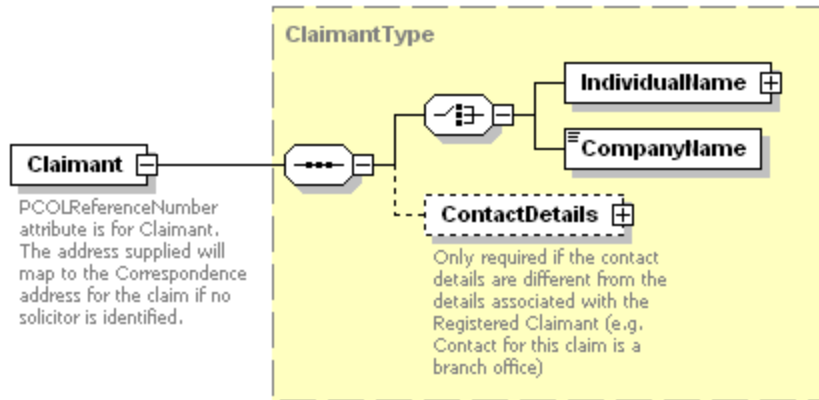


type **xs:string**

annotation documentation A customer identifier which will be referenced in the response to allow customers to identify claims which have failed to issue

element **RentalClaimSet/RentalClaim/Claimant**

diagram

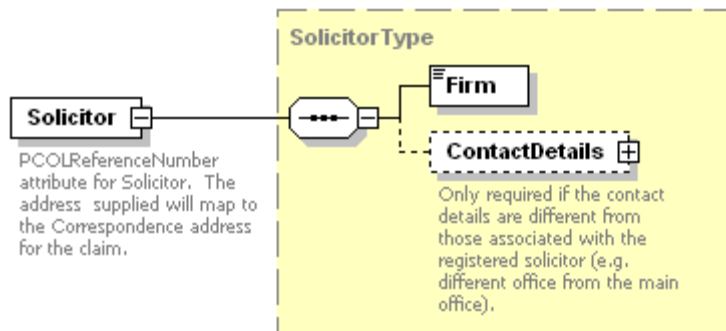


type	extension of <a href="#">ClaimantType</a>					
attributes	Name	Type	Use	Default	Fixed	Annotation
	PCOLReferenc eNumber	xs:string	optional			
annotation	documentation	PCOLReferenceNumber attribute is for Claimant. The address supplied will map to the Correspondence address for the claim if no solicitor is identified.				

When solicitors are submitting claims on behalf of a claimant it is mandatory that the claimant is registered on PCOL prior to claim submission and that the Claimant's PCOL reference number is used to identify the Claimant in the file. PCOL uses the reference number to identify the Claimant information held in PCOL. If this number is not supplied the system will create multiple instances of the claimant information. The reference number is available through the Web interface using the registered Claimant's account, or by contacting the court.

element **RentalClaimSet/RentalClaim/Solicitor**

diagram



type	extension of <a href="#">SolicitorType</a>					
attributes	Name	Type	Use	Default	Fixed	Annotation
	PCOLReferenc eNumber	xs:string	optional			docu Refer

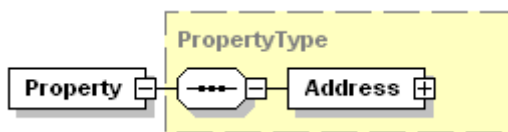
eNumber

ment  
ation  
ence  
numb  
er of  
the  
Claim  
ant  
Party

annotation documentation PCOLReferenceNumber attribute for Solicitor. The address supplied will map to the Correspondence address for the claim.

element **RentalClaimSet/RentalClaim/Property**

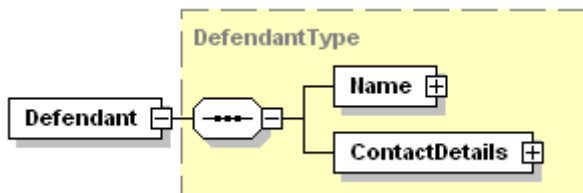
diagram



type [PropertyType](#)

element **RentalClaimSet/RentalClaim/Defendant**

diagram



type [DefendantType](#)

element **RentalClaimSet/RentalClaim/ClaimantDesignation**

diagram

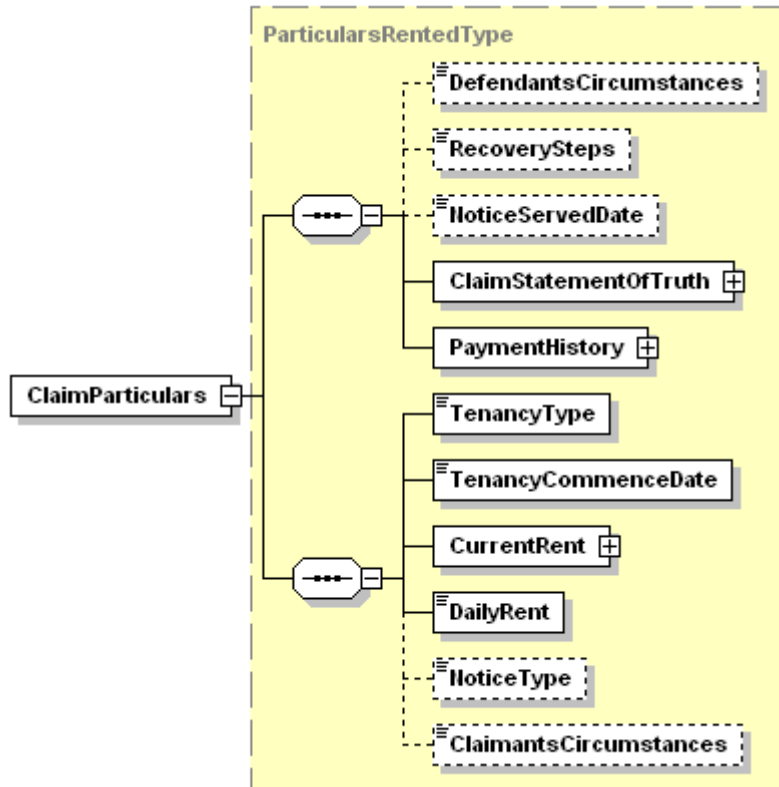


type restriction of **xs:string**

facets  
enumeration SocialLandlord  
enumeration PrivateLandlord

element **RentalClaimSet/RentalClaim/ClaimParticulars**

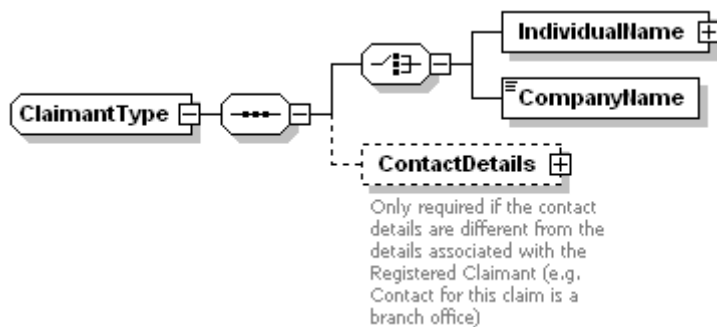
diagram



type [ParticularsRentedType](#)

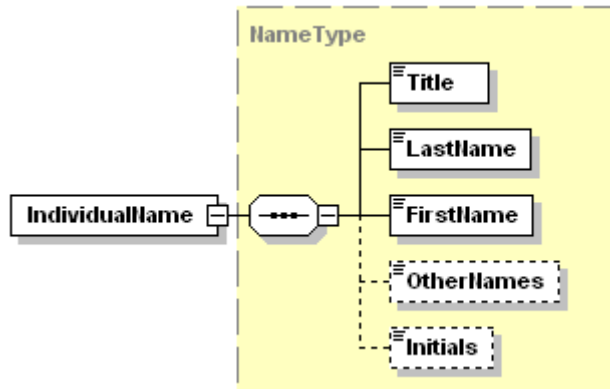
complexType **ClaimantType**

diagram



element **ClaimantType/IndividualName**

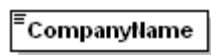
diagram



type [NameType](#)

element **ClaimantType/CompanyName**

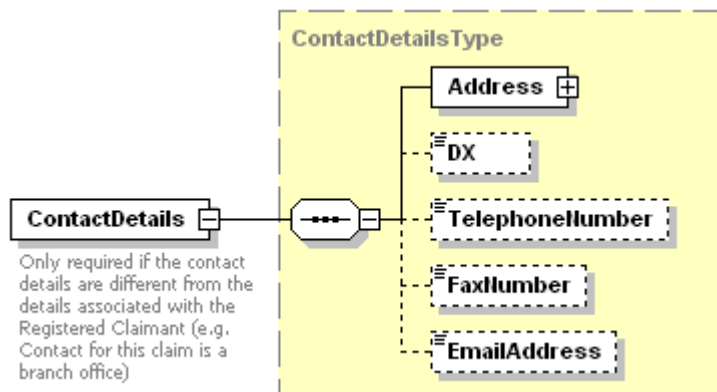
diagram



type **xs:string**

element **ClaimantType/ContactDetails**

diagram



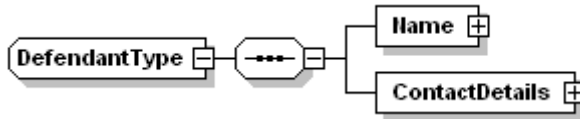
Only required if the contact details are different from the details associated with the Registered Claimant (e.g. Contact for this claim is a branch office)

type [ContactDetailsType](#)

annotation documentation Only required if the contact details are different from the details associated with the Registered Claimant (e.g. Contact for this claim is a branch office)

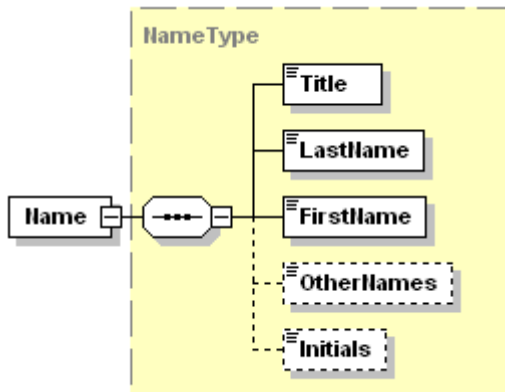
complexType **DefendantType**

diagram



element **DefendantType/Name**

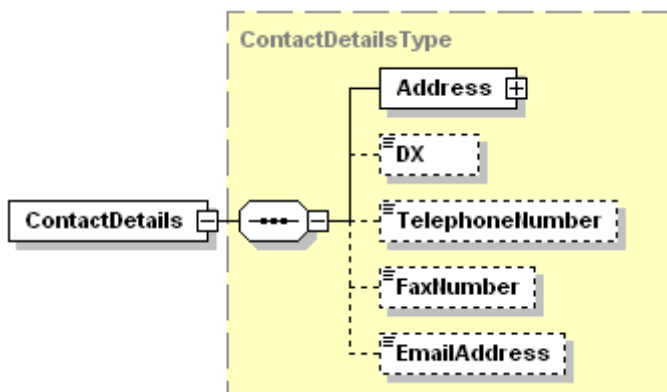
diagram



type [NameType](#)

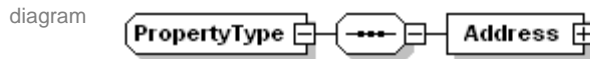
element **DefendantType/ContactDetails**

diagram

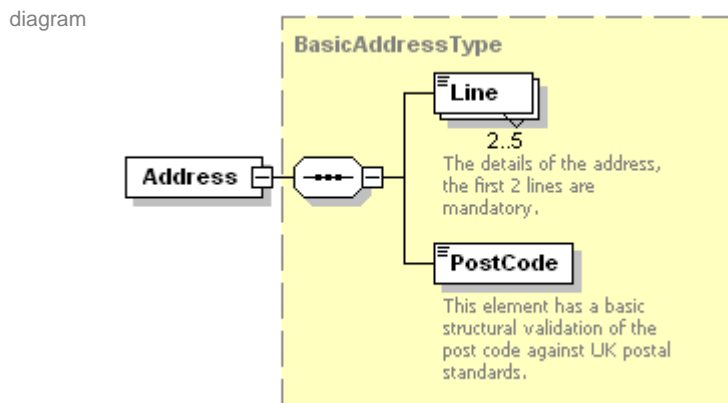


type [ContactDetailsType](#)

complexType **PropertyType**



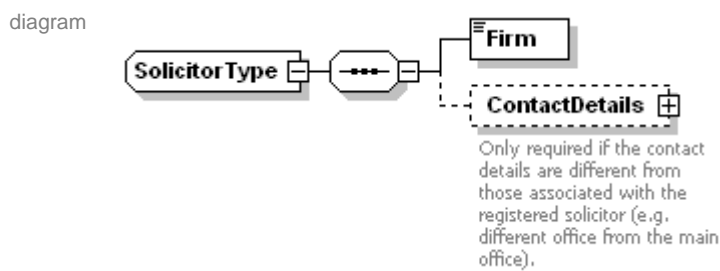
element **PropertyType/Address**



type [BasicAddressType](#)

attributes	Name	Type	Use	Default	Fixed	Annotation
	id	xs:string	optional			

complexType **SolicitorType**



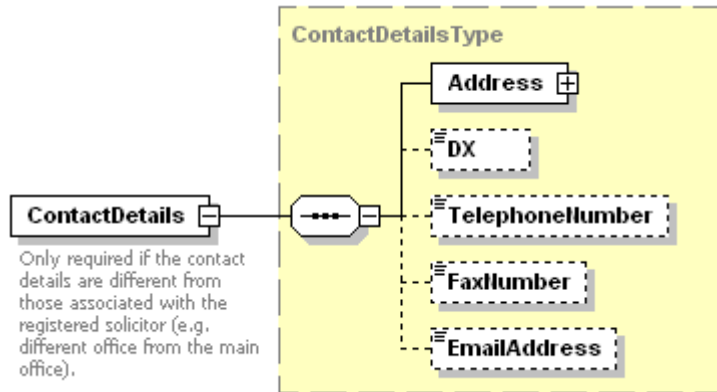
element **SolicitorType/Firm**



type **xs:string**

element **SolicitorType/ContactDetails**

diagram



type [ContactDetailsType](#)

annotation documentation Only required if the contact details are different from those associated with the registered solicitor (e.g. different office from the main office).

simpleType **ClaimType**

type restriction of **xs:string**

facets enumeration rent  
enumeration mortgage

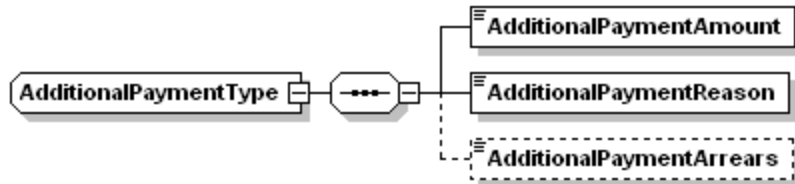
simpleType **CommunicationType**

type restriction of **xs:string**

facets enumeration postal  
enumeration email

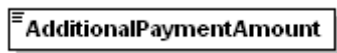
complexType **AdditionalPaymentType**

diagram



element **AdditionalPaymentType/AdditionalPaymentAmount**

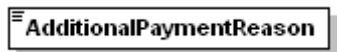
diagram



type **xs:float**

element **AdditionalPaymentType/AdditionalPaymentReason**

diagram



type **xs:string**

element **AdditionalPaymentType/AdditionalPaymentArrears**

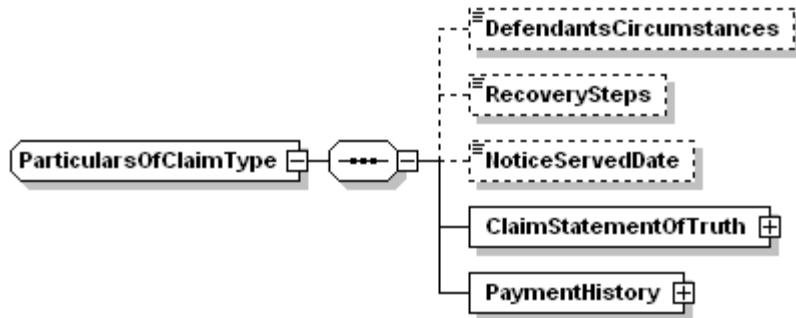
diagram



type **xs:float**

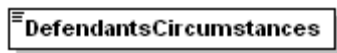
complexType **ParticularsOfClaimType**

diagram



element **ParticularsOfClaimType/DefendantsCircumstances**

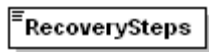
diagram



type **xs:string**

element **ParticularsOfClaimType/RecoverySteps**

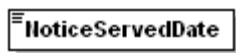
diagram



type **xs:string**

element **ParticularsOfClaimType/NoticeServedDate**

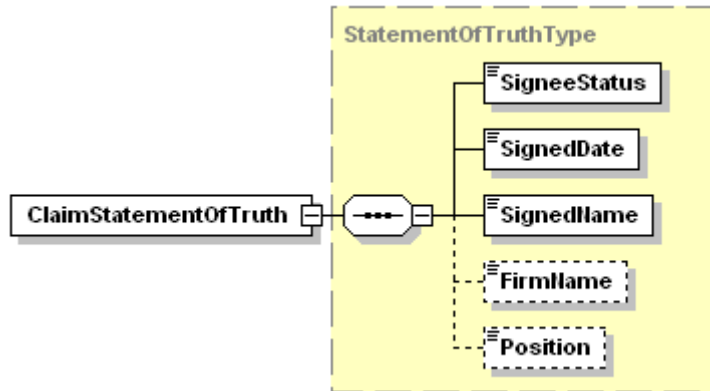
diagram



type **xs:date**

element **ParticularsOfClaimType/ClaimStatementOfTruth**

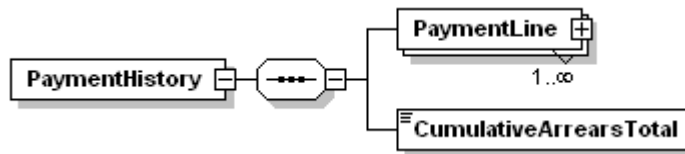
diagram



type [StatementOfTruthType](#)

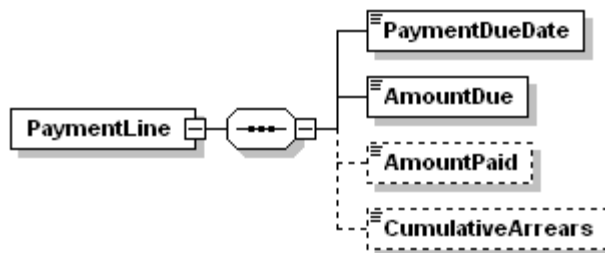
element **ParticularsOfClaimType/PaymentHistory**

diagram



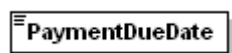
element **ParticularsOfClaimType/PaymentHistory/PaymentLine**

diagram



element **ParticularsOfClaimType/PaymentHistory/PaymentLine/PaymentDueDate**

diagram



type **xs:date**

element **ParticularsOfClaimType/PaymentHistory/PaymentLine/AmountDue**



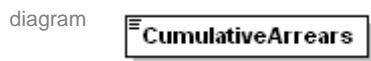
type **xs:float**

element **ParticularsOfClaimType/PaymentHistory/PaymentLine/AmountPaid**



type **xs:float**

element **ParticularsOfClaimType/PaymentHistory/PaymentLine/CumulativeArrears**



type **xs:float**

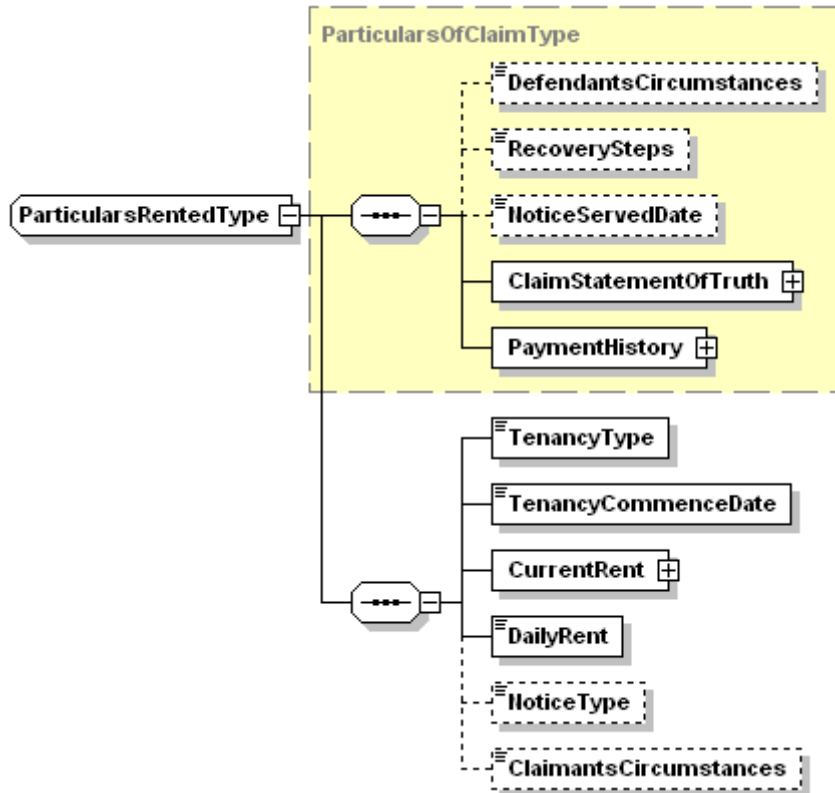
element **ParticularsOfClaimType/PaymentHistory/CumulativeArrearsTotal**



type **xs:float**

complexType **ParticularsRentedType**

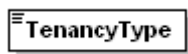
diagram



type extension of [ParticularsOfClaimType](#)

element **ParticularsRentedType/TenancyType**

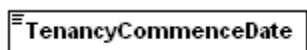
diagram



type **xs:string**

element **ParticularsRentedType/TenancyCommenceDate**

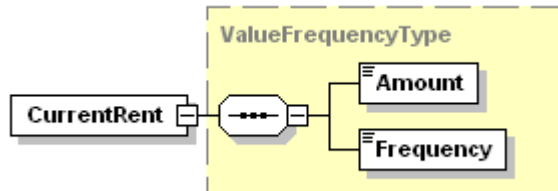
diagram



type **xs:date**

element **ParticularsRentedType/CurrentRent**

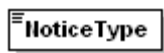
diagram

type [ValueFrequencyType](#)element **ParticularsRentedType/DailyRent**

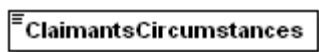
diagram

type **xs:float**element **ParticularsRentedType/NoticeType**

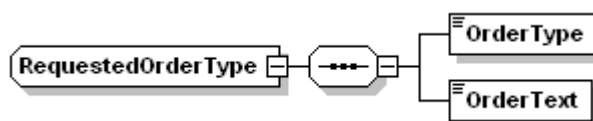
diagram

type **xs:string**element **ParticularsRentedType/ClaimantsCircumstances**

diagram

type **xs:string**complexType **RequestedOrderType**

diagram



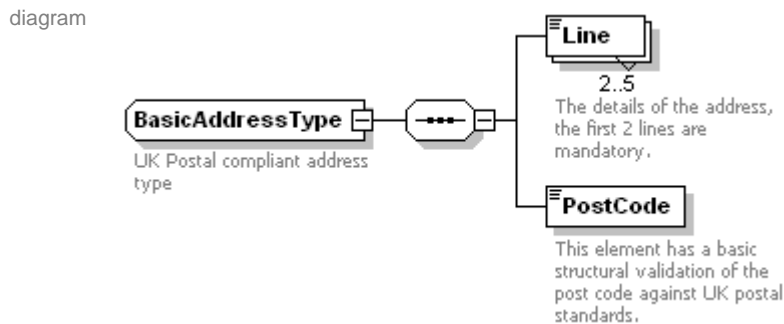
element **RequestedOrderType/OrderType**



element **RequestedOrderType/OrderText**

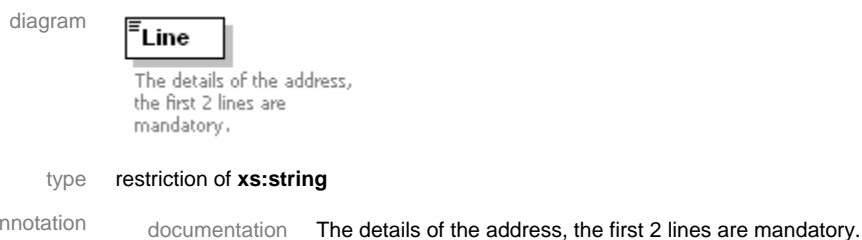


complexType **BasicAddressType**



attributes	Name	Type	Use	Default	Fixed	Annotation
	id	xs:string	optional			
annotation	documentation	UK Postal compliant address type				

element **BasicAddressType/Line**



element **BasicAddressType/PostCode**

diagram



This element has a basic structural validation of the post code against UK postal standards.

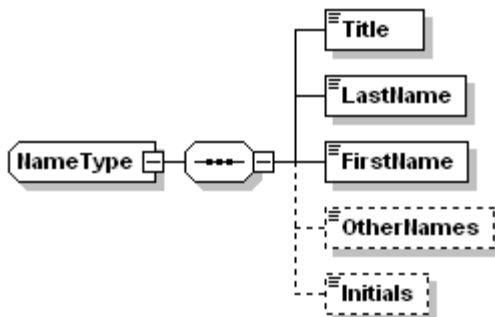
type restriction of **xs:string**

facets pattern `[A-Z]{1,2}[0-9R][0-9A-Z]? [0-9][A-Z]{2}`

annotation documentation This element has a basic structural validation of the post code against UK postal standards.

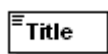
complexType **NameType**

diagram



element **NameType/Title**

diagram



type **xs:string**

element **NameType/LastName**

diagram



type **xs:string**

element **NameType/FirstName**



type **xs:string**

element **NameType/OtherNames**



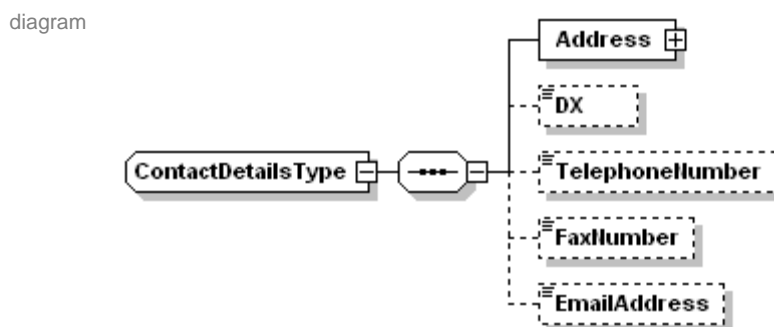
type **xs:string**

element **NameType/Initials**



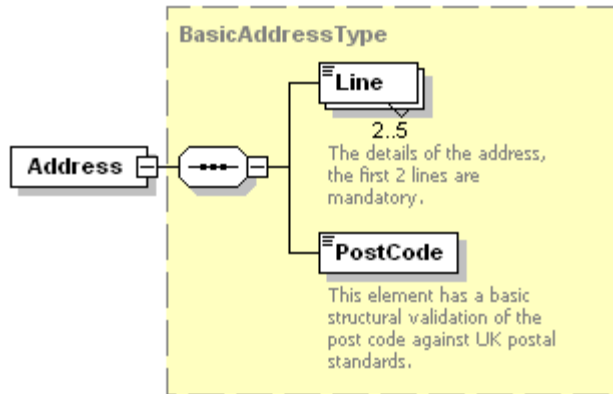
type **xs:string**

complexType **ContactDetailsType**



element **ContactDetailsType/Address**

diagram

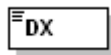


type [BasicAddressType](#)

attributes	Name	Type	Use	Default	Fixed	Annotation
	id	xs:string	optional			

element **ContactDetailsType/DX**

diagram



type **xs:string**

element **ContactDetailsType/TelephoneNumber**

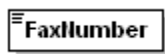
diagram



type **xs:string**

element **ContactDetailsType/FaxNumber**

diagram



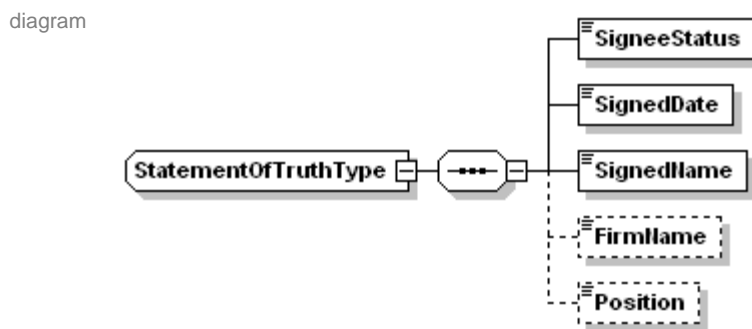
type **xs:string**

element **ContactDetailsType/EmailAddress**



type **xs:string**

complexType **StatementOfTruthType**



element **StatementOfTruthType/SigneeStatus**



type restriction of **xs:string**

- facets
- enumeration Party
  - enumeration LitigationFriend
  - enumeration Partysolicitor

element **StatementOfTruthType/SignedDate**



type **xs:date**

element **StatementOfTruthType/SignedName**

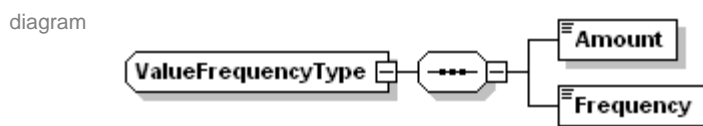
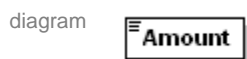
type **xs:string**

element **StatementOfTruthType/FirmName**

type **xs:string**


element **StatementOfTruthType/Position**

type **xs:string**

complexType **ValueFrequencyType**element **ValueFrequencyType/Amount**

type **xs:float**

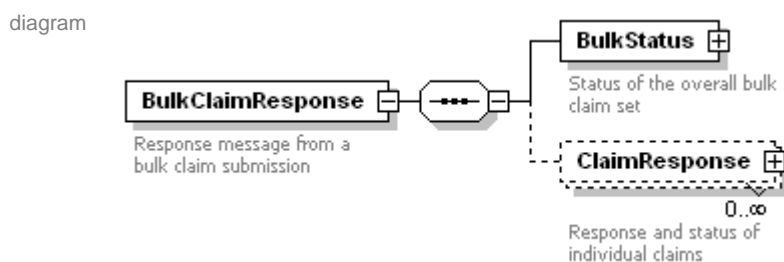
element **ValueFrequencyType/Frequency**

diagram	
type	restriction of <b>xs:string</b>
facets	enumeration Week
	enumeration Fortnight
	enumeration Month
	enumeration Quarter
	enumeration Year
	enumeration Other

**3.3 RESPONSE**

This section provides a graphical representation of the key elements of the XML schema which will be returned as a response to a mortgage or rental bulk claim submission.. A description of the XML Schema definition for responses can be found at ANNEX A. The .XSD definition file for the response can be downloaded from [www.hmcourts-service.gov.uk/pcol](http://www.hmcourts-service.gov.uk/pcol) .

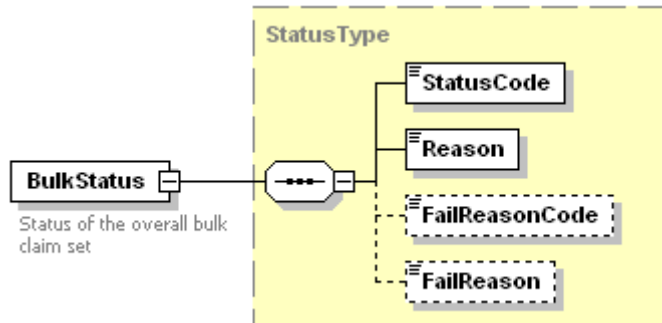
element **BulkClaimResponse**



annotation documentation Response message from a bulk claim submission

element **BulkClaimResponse/BulkStatus**

diagram

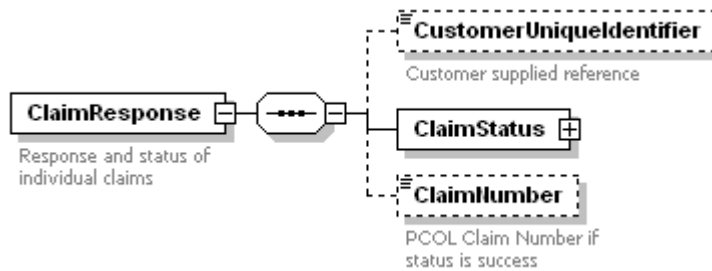


type [StatusType](#)

annotation documentation Status of the overall bulk claim set

element **BulkClaimResponse/ClaimResponse**

diagram



annotation documentation Response and status of individual claims

element **BulkClaimResponse/ClaimResponse/CustomerUniquelIdentifier**

diagram

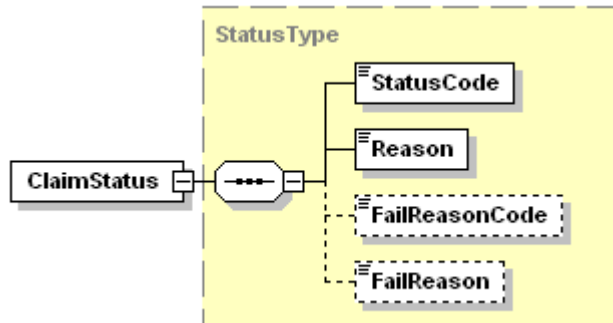


type **xs:string**

annotation documentation Customer supplied reference

element **BulkClaimResponse/ClaimResponse/ClaimStatus**

diagram



type [StatusType](#)

element **BulkClaimResponse/ClaimResponse/ClaimNumber**

diagram

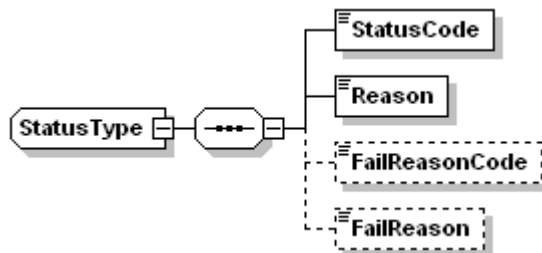


type **xs:string**

annotation documentation PCOL Claim Number if status is success

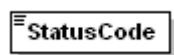
complexType **StatusType**

diagram



element **StatusType/StatusCode**

diagram



type **xs:int**

element **StatusType/Reason**

type **xs:string**

element **StatusType/FailReasonCode**

type **xs:int**

element **StatusType/FailReason**

type **xs:string**

The table below provides the set of status codes and reasons which can be returned by the bulk claims service within the bulk status section of the response.

<b>StatusCode</b>	<b>Reason</b>	<b>FailReasonCode</b>	<b>FailReason</b>
1	All claims processed successfully		
2	At least one claim failed to process completely. See individual claim responses for reason	1	A direct debit mandate must be set up before using this service
		3	The request sent does not conform to the XML schema for BulkClaim

The table below provides the set of status codes and reasons which can be returned by the bulk claims service for individual claims. These responses are provided within the claim status section of the response.

<b>StatusCode</b>	<b>Reason</b>	<b>FailReasonCode</b>	<b>FailReason</b>
1	This claim was processed successfully		
1 <sup>1</sup>	This claim was accepted however solicitors must submit a notice of acting before their details are stored		
2	This claim failed to be processed	5	Failed to generate a claim reference number. Please try again
		6	Failed to save claim. Please try again

---

<sup>1</sup> This situation arises if a Claimant is submitting the bulk claims but has specified solicitor details. The solicitor must register on PCOL and submit a notice of acting before they can manage the claim on behalf of the claimant.

## 4 ANNEX A – XML SCHEMA DEFINITION FILES

### 4.1 SCHEMA DEFINITIONS

The complete set of schema definitions can be downloaded from [www.hmcourts-service.gov.uk/pcol](http://www.hmcourts-service.gov.uk/pcol) . The relationships between the files are illustrated in the diagrams below.

### 4.2 MORTGAGE CLAIM SCHEMA

The MortgageClaim schema is the primary or root definition schema for mortgage claims. It includes a number of common type definition schema.

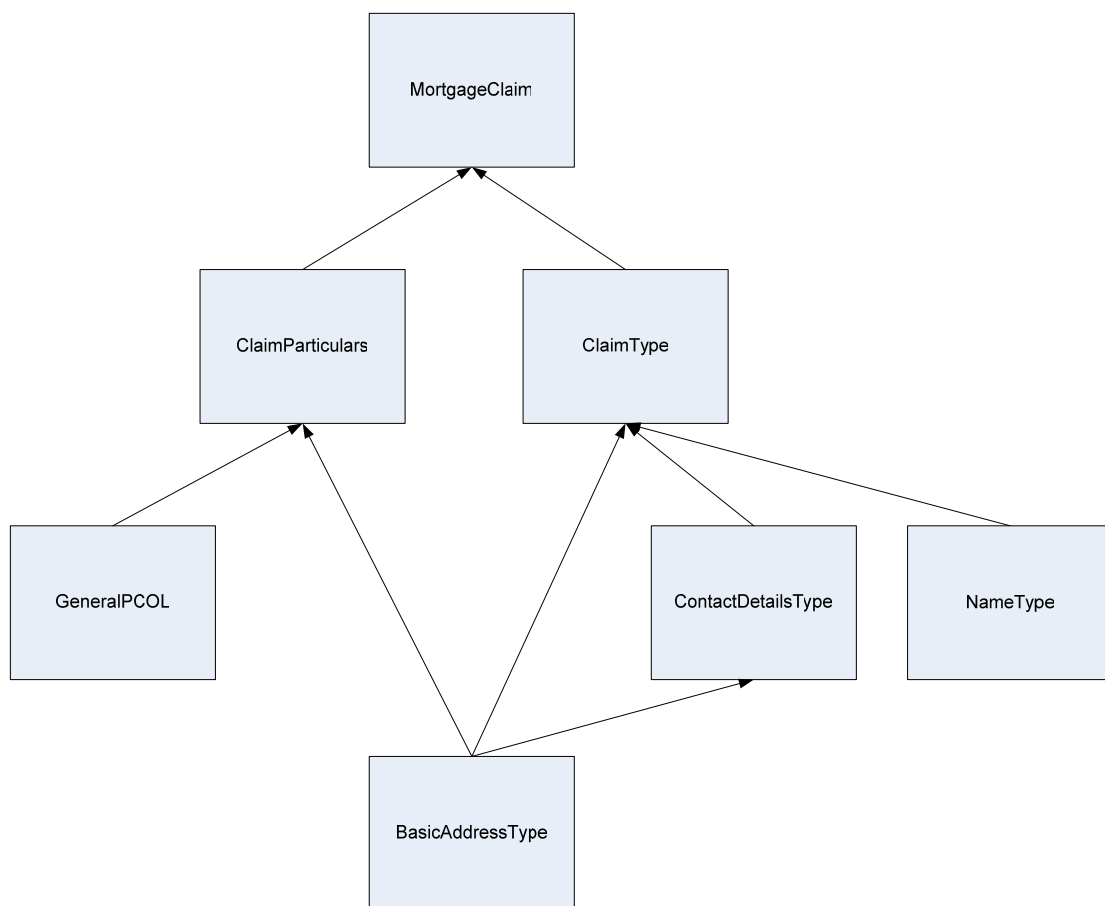
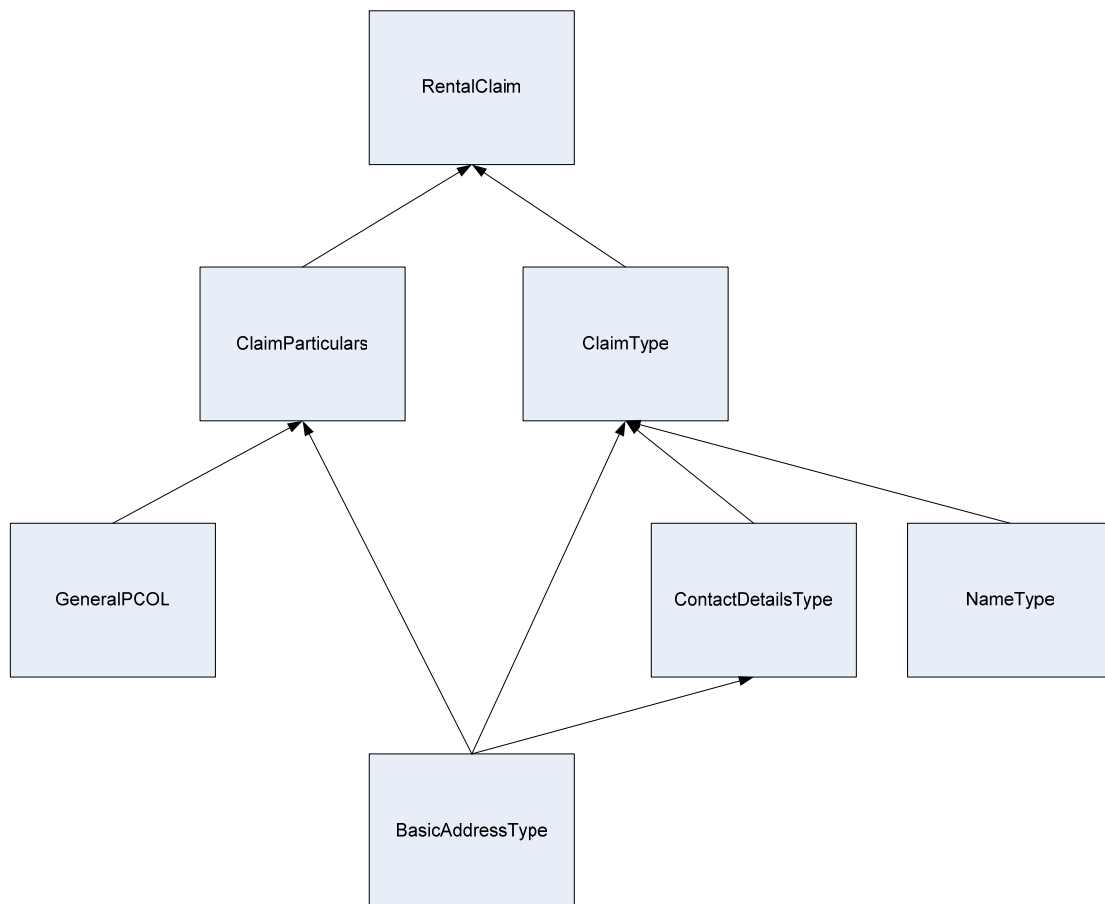


Figure 1: Mortgage Claim hierarchy

### 4.3 RENTAL CLAIM SCHEMA

The RentalClaim schema is the primary or root definition schema for rental claims. It includes a number of common type definition schema.



**Figure 2: Rental Claim hierarchy**

#### 4.4 COMMON TYPE DEFINITIONS

This section describes the schema definition files containing type definitions, many of which are used in both the Mortgage schema and the Rental schema.

The ClaimParticulars file contains type definitions for the detailed particulars of claim including a ParticularsOfClaim type which provides for the common elements identified for Mortgage and Rental claims and additionally two complex types which extend this for mortgage and rental specific elements.

The ClaimType file contains general type definitions for a number of common elements including claimants, solicitors and defendants.

The ContactDetailsType file contains the type definition for contact details.

The BasicAddressType file contains the basic address type definition which is used by a number of elements within both types of claim.

The NameType file contains the definition for the Name type which is used by a number of elements within both types of claim.

The GeneralPCOL file contains type definitions for value frequency and statement of truth types.

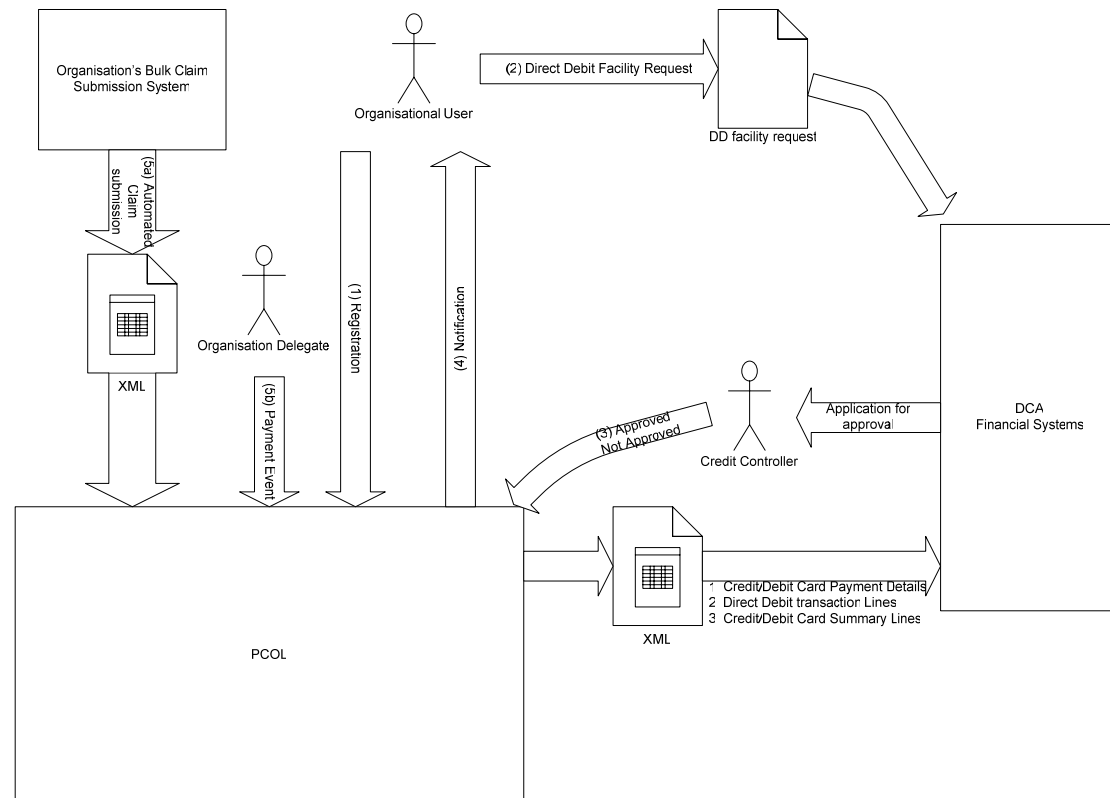
#### **4.5 BULK REPOSE SCHEMA**

The BulkResponseSynch file provides the definition of the PCOL response document included as part of the SOAP response.

## 5 ANNEX B – PROCESSES AND PROCEDURES

### 5.1 OVERVIEW

Figure 3 illustrates the steps required to register an organisation to submit bulk claims to PCOL and have fees paid by Direct Debit.



**Figure 3: Overview of the steps for registering for direct debit and bulk claim submission**

### 5.2 ORGANISATIONAL USER REGISTRATION

An organisation wishing to submit bulk claims to PCOL must first register the organisation with PCOL(1). As part of this registration the organisation must select the option to request a direct debit facility. At this point they are presented with an application form in pdf format which should be completed and printed out. The form will be pre-populated with a PCOL registration number which is used to identify the organisation. Once the form has been completed it must be sent to the DCA credit controller (2) who performs the appropriate credit checks. When the credit checks are complete the credit controller accesses PCOL via a registered credit control user(3). At this point they are required to enter the PCOL registration number provided on the Direct Debit application form to identify the organisation. Once PCOL has identified the organisation the user enters the appropriate information. If the facility has been approved the credit controller enters Aramis reference details which will be used on all direct debit transactions for this user and sets a credit limit, otherwise they indicate that there is no approval. PCOL will be responsible for notifying the organisation of the outcome of their request(4). Assuming the application has been approved the organisational user can now use the administrator username and password, set up when

they registered with PCOL, in their bulk submission system to submit bulk claims in the agreed format to the PCOL system (5a).

At any point after step (1) the organisational user can create delegate accounts which will allow employees of the organisation to log into PCOL to monitor the progress of claims and perform certain tasks for progressing a claim e.g. such as requesting warrants (5b).

### **5.3 PAYMENT EVENTS**

Certain interactions with PCOL are subject to a fee, for example the submission of a claim or the request for a warrant. For organisations with approved direct debit facilities each fee bearing transaction will be recorded against an invoice number. Invoices will be sent to the organisations on a monthly basis with the direct debit drawdown following some time after that.

## 6 ANNEX C – JAVA EXAMPLES

This annex provides example java code fragments to assist the developers of client systems to develop their interface to the PCOL web service. The web service exposes two actions: processRentalClaim and processMortgageClaim. Both methods accepts and return a w3c dom element (xml representation). The request xml must conform to the given XML schema defined in the schema definition files available from [www.hmcourts-service.gov.uk/pcol](http://www.hmcourts-service.gov.uk/pcol).

The following example uses Apache Axis, the most widely used web service tool for Java (<http://ws.apache.org/axis/>). Here are the steps:

1. Compile the wsdl using apache **wsdl2java** tool. This will result in a generated client code to execute the web service.
2. Build the xml structure (the w3c dom element) of all the claims that you wish to submit. The structure must conform to the request xml schema as described above.
3. Execute the web service using the axis generated client.

The following code fragment illustrates the code used to execute the web service. Items in bold are specified or implemented by the developer.

```
eg.stubs.BulkClaimSoapBindingStub binding = (eg.stubs.BulkClaimSoapBindingStub) new
    eg.stubs.BulkClaimServiceImplServiceLocator(host, port,
"pcol").getBulkClaim();
binding.setUsername(username);
binding.setPassword(password);
```

-- For rental claim submission

```
org.w3c.dom.Element rental = buildRentalRequest();
-- buildRentalRequest is the user written class to create the request XML document.
org.w3c.dom.Element response = binding.processRentalClaim(request);
processResponse(response);
-- processResponse is the user written class to process the response XML document.
```

-- For mortgage claim submission

```
org.w3c.dom.Element mortgage = buildMortgageRequest();
-- buildMortgageRequest is the user written class to create the request XML document.
org.w3c.dom.Element response = binding.processMortgageClaim(mortgage);
processResponse(response);
```