TPS Services

Practical TPS solutions for businesses

QUICK START GUIDE TO TPS SCREENING

COVERING THE TPS/CTPS/FPS AND CUSTOM DNC

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*Calls cost 5p per minute plus your phone company's access charge.

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> **Please read this guide carefully. It's very brief, but it will help you get the most from your TPS Screening.**

GET THE MOST OUT OF YOUR DATA

What many TPS Screening companies won't tell you is that your data is badly formatted, but they'll still charge you for checking it.

At TPS Services we will only charge you for checking valid numbers.

This is a simple step-by-step guide to help you understand what kind of data we can accept and screen for you and what causes us problems (and therefore will affect your results).

WE CAN TAKE ALMOST ANYTHING YOU THROW AT US

We can cope with most things our customers throw at us and below are some samples of the kind of things we find in your telephone fields.

	Telephone
1	01234567890 this is his home number
2	01234567890 [check this with him]
3	01234567890 (looks ok, not sure will need more £££ first)
4	01234567890----------dead
5	(012345) 657897 (might be ready next Thursday)
6	(012534] 567890
7	(0121) 23654799 – call him back (after Tuesday)
8	01236487987 +

All of these and more present no problems for us to accurately screen your data, because each of these items ultimately only contains one telephone number.
That means we can locate, identify and properly screen it against the TPS.

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WHAT WE CAN'T CATCH

There are limitations on what our system can cope with and here are some examples of what our system will NOT recognise as a valid number.

	Telephone
1	0123456798/0123654987
2	013214 3213//021543214
3	01326548213-0132165487
4	(0121) 23654799 (012534] 567890
5	01234567890----------01326548213
6	01239876541 (call after 3pm)

In simple terms, each of these examples contains more than just one complete telephone number. When our system removes all the non-number characters, we're left with what is effectively a list of invalid telephone numbers.

So if your data contains numbers like this, our system will simply tag them as 'INVALID' because it cannot properly identify them as a valid UK landline or mobile number.

This will not help you get an answer as to whether these numbers are or are not on the TPS, CTPS, FPS registers.

Warning: *although our system will not be able to recognise the numbers in cases like these, when your data is returned you will still be able to dial them. So you need to acknowledge that the numbers in this format will be marked as 'INVALID' and will have therefore not been checked and so can neither be confirmed as on or not on the Telephone Preference Service register.*

The Children's Society

The Children's Society

TPS Services are proud to announce our support for The Children's Society. Established for over 100 years, the Children's Society runs local projects, helping children and young people when they are at their most vulnerable.

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WHAT CAN YOU DO TO HELP?

If you have badly formatted data (with more than one telephone number in a single field) then here's what you can do to give us a helping hand.

- You could delete the excess numbers from fields that contain more than one telephone number and reduce each field to a single telephone number; or
- You could add more telephone number columns to your data and move the extra telephone numbers into a second and third telephone number field (our system can clean as many columns of telephone numbers in a single file as you like); or
- You could check the numbers yourself manually against either www.tpschecker.co.uk (where you can check up to 10 numbers a day for free) or log in to your www.tpsservices.co.uk account and run the checks against the available credits on your account.

HOW DOES MY DATA COME BACK TO ME?

You have three fundamental choices when you download your data.

- In its original unscreened format; or
- we can remove all the TPS, CTPS, FPS or DNC numbers so there is no confusion; or
- we can add an extra column and tag each number as TPS, CTPS, FPS or DNC or OK (which means you can call it).

Don't worry, whatever choice you make we still hold your data on file so you can re-download it as many times in as many different ways as you like completely free of charge. You only pay to screen the data, we'll store your files for up to 60 days from the date you uploaded them or the date of your last screening, which ever was the most recent.

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HOW IT ALL WORKS

During the screening process you will be asked to identify what columns in your data contain the telephone or fax number(s) that you want screened.

Once you've done this, we will scan through your data and analyse each of the fields you've identified as containing a telephone or fax number and temporarily strip out all the non-numerical data such as letters, brackets, dashes, full stops, spaces and so on.

FOR EXAMPLE

Number	Becomes	Test Result	Date Registered*
01234 456789	01234456789	OK	03/07/14
01251 811223 (££)	01251811223	TPS	02/01/13
01214 456789 – call Tue	01214456789	TPS,CTPS	13/07/11,14/02/12
0132654 54455 (call after 6)	0132654544556	INVALID	
0121 456 7899 / 01234 4567899	01214567899012344567899	INVALID	

***Note** the date the number was first appeared on the register (where it's available).

The last two examples are invalid because they contain additional numbers that, after filtering, the system thinks form part of the telephone/fax number resulting in an invalid number. Don't worry, we don't charge to screen invalid numbers.

To the human eye this is simple enough and we're working on new algorithms to make our system even more flexible, but for now that's how it works.

STORING YOUR DATA ONLINE

We will store your uploaded lists online for up to 60 days from the date of upload or the last time you checked your data. Whichever gives you the greatest storage time.

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SCREENING

The actual screening process is very quick. Whether you upload 100 numbers or 1,000,000 numbers, you can expect your data to be ready with minutes.

While we screen your data, we don't actually change it any way because we take copies. This allows us to hold your data intact so you can download it whenever you want.

The screening process will run your data against the Telephone Preference Service, Corporate Telephone Preference Service and/or Fax Preference Service registers as you choose.

DOWNLOADING YOUR DATA

You can download your data in one of three ways:

- Original format, not screened; or
- Screened and with all the TPS, CTPS, FPS and DNC numbers removed (useful for dialler data or for printing manual call sheets); or
- Screened and tagged. This means each number is identified as on the TPS, CTPS, FPS, DNC, OK to call, INVALID or EMPTY if no number is present.

Scan Me

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