

DWP Change Programme

# JSA Online

## The customer journey

**jobcentreplus**

Department for  
Work and Pensions

# JSA Online – the customer journey

## What will the JSA Online service mean for a customer?

Click on each of the steps above to see the journey a customer undertakes in order to submit a JSA application.



# Step 1

The customer completes and submits the online digital application on Directgov.

- Whilst online the service advises the customer they need to attend a New Jobseeker Interview (NJI) and explains what evidence they will need to bring with them.
- When the application is submitted it will be available in 'near real time' for processing by the Contact Centre Customer Service Agent, using the Call Booking System.



## Step 2

The Contact Centre Customer Service Agent will review the application details on the Customer Management System (CMS) and telephone the customer to book the NJI. Once booked, the application is pushed into the Jobseeker's Allowance Payment System (JSAPS), where the Customer Service Officer can begin processing the application.



## Step 3

The customer attends the NJI on the date agreed and provides the evidence they were advised to take whilst online.



## Step 4

The Financial Assessor confirms the CMS customer statement with the customer, completes the verification (which includes confirming the correct post office), and notifies the Benefit Delivery Centre.



# Step 5

The Customer Service Officer finishes processing the application in JSAPS, makes a decision and (if applicable) authorises payment.



## Step 6

The customer receives notification of the decision and (if applicable) their payment.

The customer can then continue their journey back into work with Jobcentre Plus support and using the '[Find your way back to work](#)' service via Directgov.

