

**From:** ".Box.UKLINK.Manual" <uklink@xoserve.com>  
**Subject:** LJ/1033/DJ - COR0962 Proposed changes to MOD517 - 'ECO' process  
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▶ 1 Attachment, 20.8 KB

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Communication Ref : LJ/1033/DJ

Subject : COR0962 Proposed changes to MOD517 - 'ECO' process

Dear Colleague

A 'MOD517' is a request from a User to provide assistance in isolating, withdrawing and seeking the refund of charges levied on a site which has been erroneously confirmed as a result of the nomination / confirmation process on UK Link. Users currently submit MOD517 requests, with a supporting Warranty letter to xoserve via email.

As part of the ongoing communications for change order COR962 regarding the Query and Workflow Management project the following change proposal was raised with the ConQuest External User Group in respect of the MOD517 process. This change proposal has been for a period of consultation with the relevant business contacts. Within this period no negative comments were received for the proposal.

The process changes proposed that will become effective upon implementation of the Q system are:-

- The MOD517 process will be renamed to 'Erroneous Confirmation'.
- Users will be required to submit the request for resolution of an erroneous confirmation under a new contact code '**ECO**' via the User Interface on an one-by-one request basis.
- The Warranty letter required to support the request will be displayed for Users to view prior to submission and the stated Terms and Conditions of the Warranty letter will need to be approved by the User for the contact to be successfully submitted.
- xoserve will undertake validation on the contact upon receipt to check that a Voluntary Withdrawal (S39) file has been submitted for the MPRN stated in the ECO contact on UK Link. Where xoserve's validation indicate that a User has not received acceptance/ acknowledgment of the Voluntary Withdrawal the contact will not be accepted.
- Two new mandatory fields will be introduced which Users will need to complete when raising contacts:
  - '**Type of Service**' requires Users to confirm if the site has a '**Single**' service i.e. there is only MPRN registered for the site on UK Link or '**Multiple**' service which is denoted by multiple MPRNs registered on UK Link for the site.
  - '**Physical Service of Site**' which needs to indicate the User's understanding of the status of the service i.e. '**Live**' or '**Dead**'. Where the User is not certain of the status of the service '**No Information**' should be used.

Details of all mandatory data items required when raising ECO contacts via the User Interface are listed below in the embedded document.

<<ECO\_Mandatory\_Fields\_V1 0 (2).pdf>>

As ECO contacts can only be raised via the User Interface there is no impact to the \*.QMP file.

User's comments are invited upon this change by Friday 7th January 2011 to [uklink@xoserve.com](mailto:uklink@xoserve.com)

Kind regards

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