Communication Ref : LJ/1037/DA

Subject : COR0962.17 Proposed change to Generic Invoicing process - Introduction of INV, AQQ and DMQ contact codes

Colleague,

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 Generic Invoicing process. This change proposal has been for a period of consultation with the relevant business contacts. Within this period no negative comments were received that impacted the proposal relating to the file formats issued via the web interface or the existing I'X Link.

Due to the low volume of queries received, these contacts can only be submitted via the User Interface screens.

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

- **Introduction of a new 'INV' Code** - Ten individual contact codes (as detailed below) will be merged under one single contact code '**INV**'.
  - '**ADJ**' challenge to an adjustment that has been invoiced
  - '**MRQ**' challenge to the validation of the reconciliation charge calculation
  - '**RAC**' challenge to the ratchet charge
  - '**RBD**' challenge to the RBD invoice
  - '**CSE**' challenge to invoiced charges for a CSEPs site
  - '**ITR**' challenge to the charges levied on the Adhoc interest charges invoice
  - '**RAT**' challenge to the rate applied on the invoice
  - '**UQS**' incorrect calculation of charges applied to a Unique Site
  - '**ECB**' challenge to charges billed on the entry capacity buybacks invoice
  - '**NTE**' challenge to charges levied on the NTE invoice

  For your information the mandatory data items required for the '**INV**' contact code are listed in the embedded document.

  <<Mandatory_Data_Items_INV_Contact_Code_Format_V0.1DR.xls>>

- **Four Invoicing contact codes will be reclassified under the existing Generic Operational contact code 'AQQ'** - Invoicing contact codes '**AQQ**' Incorrect AQ does not match UK Link; '**SOQ**' Incorrect SOQ or Bottom Stop SOQ; '**SQQ**' Billed SOQ is incorrect, does not match UK Link; '**PSI**' Instruction to amend current meter details within a Prime and Sub Deduct configuration.

  For your information the mandatory data items required for the '**AQQ**' contact code are listed in the embedded document.

  <<Mandatory_Data_Items_AQQ_Contact_Code_Format_V0.1DR.xls>>

- **Creation of new contact code "DMR"** - to enable Users to raise challenges to Meter Configurations for Daily Metered Sites on UK Link which are currently raised by Users via email and completed offline by xoserve.

- **Removal of 17 Invoice Codes** - In line with Users request to remove redundant and inactive Invoicing contact codes the following will be removed:-
  - '**AMC**' challenge to the meter asset invoice - where Users with to challenge a rate dispute this should be raised using the '**INV**' contact code, for data enquiry in relation to meter asset challenges the 'RFA' code should be used.
  - '**DUP**' any contact challenging two MPRN's for one service to a property and where the meter asset information matches and '**DMQ**' challenge to the consumption billed in relation to DM Datalogger Data, both contact codes are duplicated with Operational codes. Future challenges should be raised using appropriate Operational contact code.
  - '**EXT**' challenge to the Exit Zone for an invoiced charge; '**EUC**' challenge to the End User Category for an invoiced charge; '**IRC**' challenge to Meter Reading Charges; '**ISO**' challenge to the status of a supply point; '**LIA**' challenge to the charges levied on the Ad-hoc invoice; '**MFF**' Meter Read frequency used to bill this site is incorrect; '**OVR**' challenge to the validity of an overrun charge. Users wishing to raise any of the aforementioned challenges should use the '**INV**' contact code.

  The remaining seven inactive contact codes (detailed below) will also be removed as they have not been used within the last 6 years:-

  - '**COR**' challenge to NDM Corrector queries
  - '**CFQ**' challenge to the Correction Factor
  - '**MFR**' incorrect Meter Read frequency
  - '**MTR**' challenge to the attributes of a meter
  - '**OWN**' incorrect ownership
  - '**PPM**' incorrect pre-payment meter details

- 'UNQ' incorrect set up of a Unique Site

User's comments are invited upon this change by Friday 11th February 2011 to uklink@xoserve.com

Regards,

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DOCUMENT CONTROL DETAILS

DOCUMENT DETAILS	
Project Name:	Q Project
Document Name:	Mandatory Data Items For AQQ Contact Code
Document reference:	Mandatory_Data_Items_AQQ_Contact_Code_Format_V0.1DR
Version:	Version 0.1
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Document Owner:	xoserve Ltd
Document Author This Version:	Debi Jones

Version	Status	Date	Author	Summary of Changes
0.1	Draft	05/01/2011	Debi Jones	

AQQ Contact Code	
Data Items	Future Conditionality
Transaction Type	
Stakeholder Type	
Stakeholder ID	
Stakeholder Personnel's Name	
Q System User ID	M
Contact Category	
Contact Code	M
Top 50 Flag	O
Domestic vs Industrial Indicator	
Stakeholder Reference Identifier	O
Response (Source) Channel	
Contact Explanation	M
Confirmation Number	
Meter Point Reference Number	M
Meter Point AQ	O

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DOCUMENT DETAILS	
Project Name:	Q Project
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Document Author This Version:	Debi Jones

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0.1	Draft	05/01/2011	Debi Jones	

INV Contact Code	
Data Items	**Future Conditionality**
Transaction Type	
Stakeholder Type	
Originator Code	M
Stakeholder ID	
Stakeholder Personnel's Name	
Q System User ID	M
Contact Category	
Contact Code	M
Top 50 Flag	O
Domestic vs Industrial Indicator	
Stakeholder Reference Identifier	O
Contact Explanation	M
Exit Zone	O
Charge Item Amount in dispute	M
Charge Type amount in dispute	M
Charge Type Withheld Amount	O
Charge Item Reference Number	M
Charge Item Witheld Amount	O
Charge Type Code	M
Invoice Number	M