

Communication Ref : LJ/1090.6/DJ
Subject : COR0962 - File Changes for Phase 1 Implementation Contact Management Service (Q Project)
Date : 11/11/11

Colleague,

As discussed at the UK Link Committee meeting, please find below details of the changes proposed to the file formats and submission in respect of the QCL Daily Closure file and QEX Weekly Shipper Update Extract. Comments are sought on the changes proposed for:-

- 1] Potential Field changes in the QCL and QEX file formats
- 2] Reduction in number of records displayed per contact in the QEX file
- 3] Cessation of QCL file from ConQuest during cutover period
- 4] Cessation of QEX file from ConQuest during cutover period

Details of those changes proposed are as follows for your consideration:

1] Potential Field changes in the QCL and QEX file formats - Revised proposed QEX and QCL file formats are detailed in the embedded documents. These formats represent the formats with the reduced fields as proposed in the meeting.



QEX_FileFormat_V2QCL_FileFormat_V2
_11Nov2011.pdf... _11Nov2011.pdf...

Details of the changes, i.e. potential fields to be removed, renamed or additional are detailed in the embedded document below.



QEX_FileFormats_CQCL_FileFormats_C
hanges_V1.pdf... hanges_V1.pdf...

2] Reduction in number of records displayed per contact within the QEX file - In the current QEX file a record is generated for each contact status that a contact has been through during that reporting period, this results in many contacts having multiple records displayed in the file. It was proposed to reduce the number of records displayed in the QEX file to one per contact, this record will detail the current status for the contact. An example of how the proposed change will differ to the current file format is in the embedded document for your reference.



QEX_Proposed_Rec
ord_Change_V11...

3] Cessation of QCL file from ConQuest during cutover period - Following Phase 1 implementation of the Contact Management Service the new file formats will only be used by the

Contact Management Service between Phase 1 and Phase 2 implementations, it is proposed that the QCL file will not be issued from the ConQuest system.

For any contact still open in ConQuest at cutover, as it is resolved the contact data will be migrated to the Contact Management Service system and populated in the Archive area. Details of those contacts resolved on ConQuest will be provided within the QCL file generated by Contact Management Service system in the new QCL file format. This data migration process will happen over night. As the data migration activity occurs nightly there will be a 24 hour delay between when the QCL file would have been generated for the resolved contact on ConQuest and when the data will be captured within the QCL file generated by the Contact Management Service system.

This option was discussed at the UK Link Committee and proposed as the preferred option.

4] Cessation of QEX file from ConQuest during cutover period - It was proposed to cease issuing the QEX file containing data for any contacts held in ConQuest during the cutover period. If required, Xoserve will generate and provide this file for ConQuest held contacts via email to Users upon their request. This is to ensure that Users have clarity of the format of the QEX that they will receive. This option was discussed at the UK Link Committee and again proposed as the preferred option.

Users comments are invited upon the potential changes proposed by Friday 18 November 2011 to uklink@xoserve.com This will be then discussed at the extraordinary UK Link Committee meeting.

Please note the files do not conform with UKLC standards. The formats will be amended prior to publication.

Regards,

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