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UK Link Committee

14 June 2012

Agenda

- File Formats
 - QEX & QCL changes
 - Phase 2 File changes - FFD Bulk Download, USP User Pays Invoice Supporting Information
 - Phase 2 Files not changing
- Access Controls (PAWS)
 - Use of Special Characters in User Id
- Search Q vs ConQuest parameters

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File Formats Change Proposals

File Format - 1

- QEX file propose to change field conditionality for:-
 - Stakeholder Reference Identifier from M to O
 - Contact Explanation from M to O
 - Exit Zone from M to O
 - Local Distribution Zone from M to O
- QCL file propose to change field conditionality for:-
 - Stakeholder Reference Identifier from M to O
 - Contact Explanation from M to O
- *Please refer to full File Format document in appendices*

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File Format - 2

- Proposed changes to the FFD (Filter Failure download) file:-
 - ‘ConQuest Reference Number’ field to be renamed to ‘Q Reference Number’
 - Reduce the following date fields length from 10 to 8 characters to be compliant with other file formats
 - Start Read Date
 - End Read Date
 - Filter Failure Date
 - Add 1 new Mandatory field ‘Contact Code’
- *Please refer to appendices for full file format*

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- Proposed change to USP User Pays Invoice Supporting Information file:-
 - Currently contains 8 record types
 - Propose to introduce 2 new additional record types specific to Q for:
 - R15 - USRV charge details; and
 - R16 - MUR Reads charge details
- *Please refer to appendices for full file format*

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File Formats - 4

There will be no changes to the following file formats as a result of Phase 2 Implementation:

FILE TYPE	DESCRIPTION	INTERFACE	CURRENTLY USED IN
ABU	Filter Failure Approval Adjustment File	IN	CONQUEST
CBU	Consumption Adjustment File	IN	CONQUEST
QMP	New Contact Submission File	IN	Q PHASE 1
ACF	Filter Failure Approval Response File	OUT	CONQUEST
APR	Filter Failure Approval Adjustment File Rejected	OUT	CONQUEST
CCF	Consumption Adjustment Acknowledgement File (accepted & rejected records)	OUT	CONQUEST
CRJ	Notification of Rejected CBU File	OUT	CONQUEST
QEX	Shipper Data Extract File	OUT	Q PHASE 1
QCL	Contact Closure Notification File	OUT	Q PHASE 1
QMJ	Notification of Rejected QMP File	OUT	Q PHASE 1
QMR	Acknowledgement for QMP File (accepted & rejected contacts)	OUT	Q PHASE 1
SUI	Supporting Information For Incentive Invoice	OUT	CONQUEST
SUJ	Supporting Information For Sharing Invoice	OUT	CONQUEST



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Access Controls (PAWS) Changes To User Id

Access Controls (PAWS)

- User Id should be a minimum of 5 & maximum of 25 characters long & unique across the system
- User Id cannot include certain special characters
- No change to password conventions

USER ID CAN HAVE

- ✓ 0-9
- ✓ A-Z (upper & lower case)
- ✓ .(dot)
- ✓ -(dash)
- ✓ _(underscore)

USER ID CAN NOT HAVE

Special characters e.g.

- ✗ < >
- ✗ / \ (forward/backslash)
- ✗ [] (open close brackets)
- ✗ *(asterisks)
- ✗ ,(comma)
- ✗ spaces

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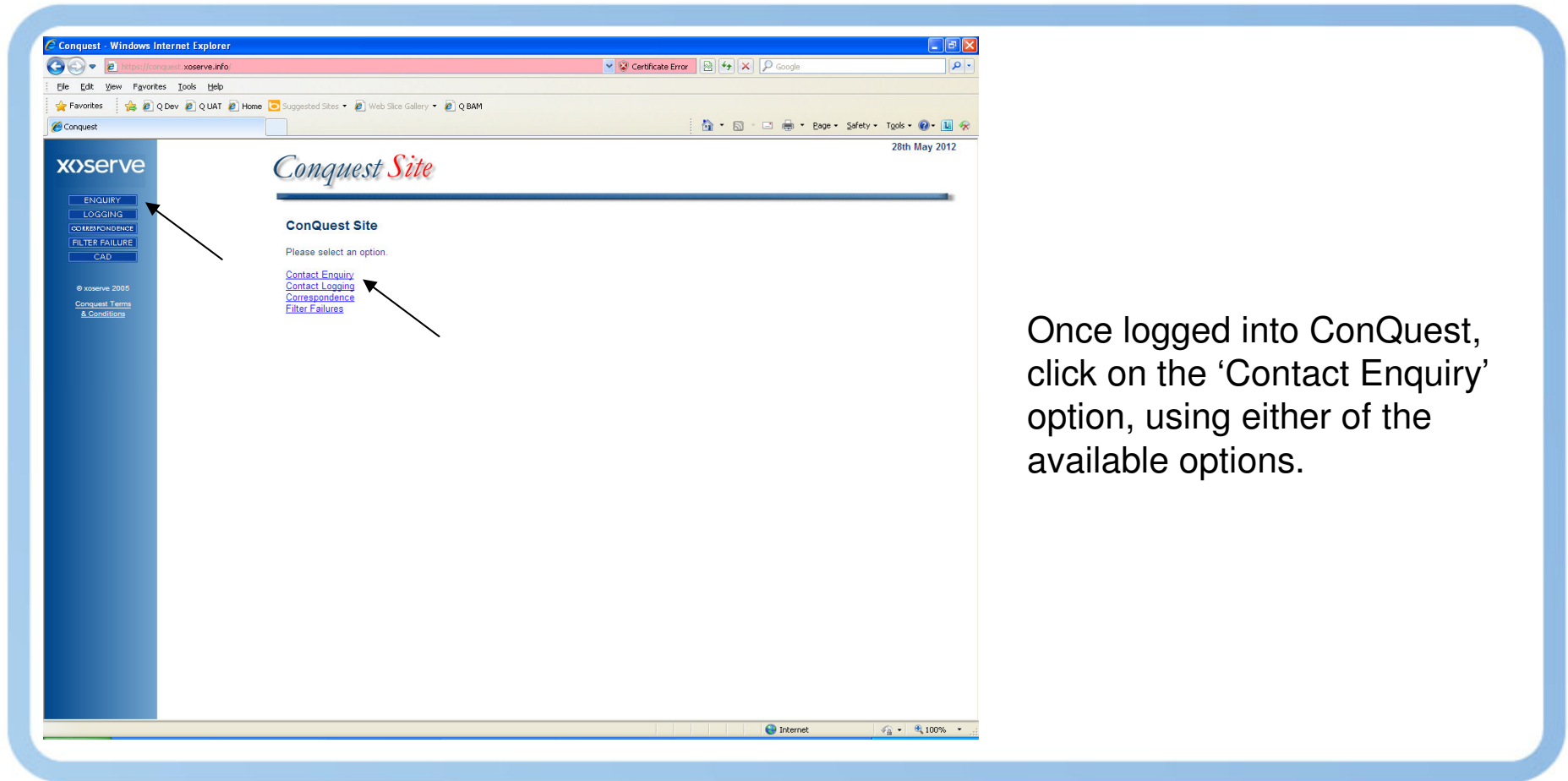
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Search Q vs ConQuest

ConQuest Search Functionality - Current



Once logged into ConQuest, click on the 'Contact Enquiry' option, using either of the available options.

ConQuest Search Functionality - Current

The screenshot shows the 'Contact Enquiry' search page. The page title is 'Contact Enquiry' and the date is '28th May 2012'. The interface includes a sidebar with navigation links (ENQUIRY, LOGGING, CORRESPONDENCE, FILTER FAILURE) and a main search area with various input fields and dropdown menus. Two arrows point to the 'Contact Enquiry' title and the 'Search' button.

There are 2 main options on this screen.

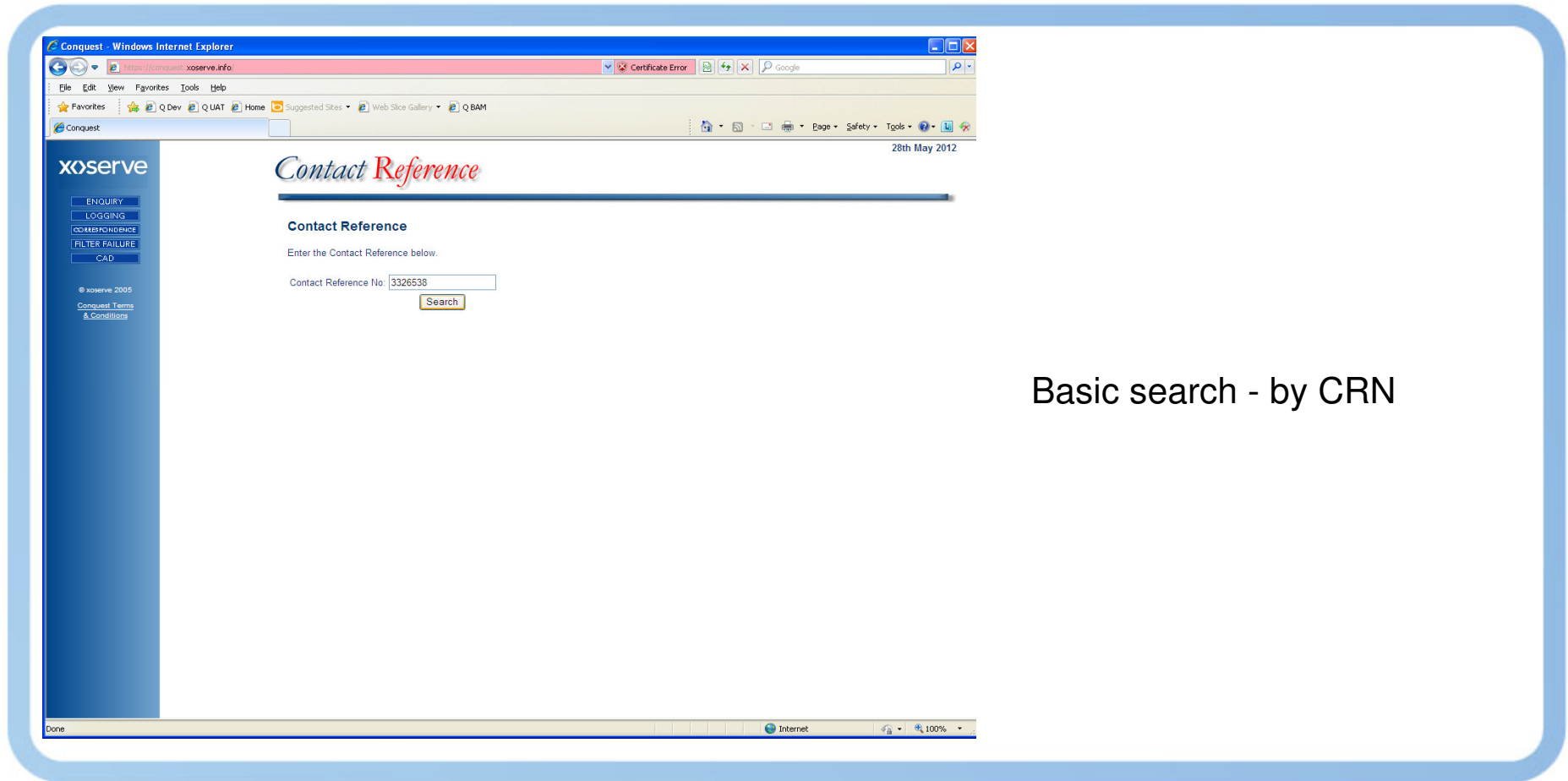
- 1 – Basic search - by CRN
- 2 – Advanced search – using the fields available to narrow down what you're looking for

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ConQuest Search Functionality - Current



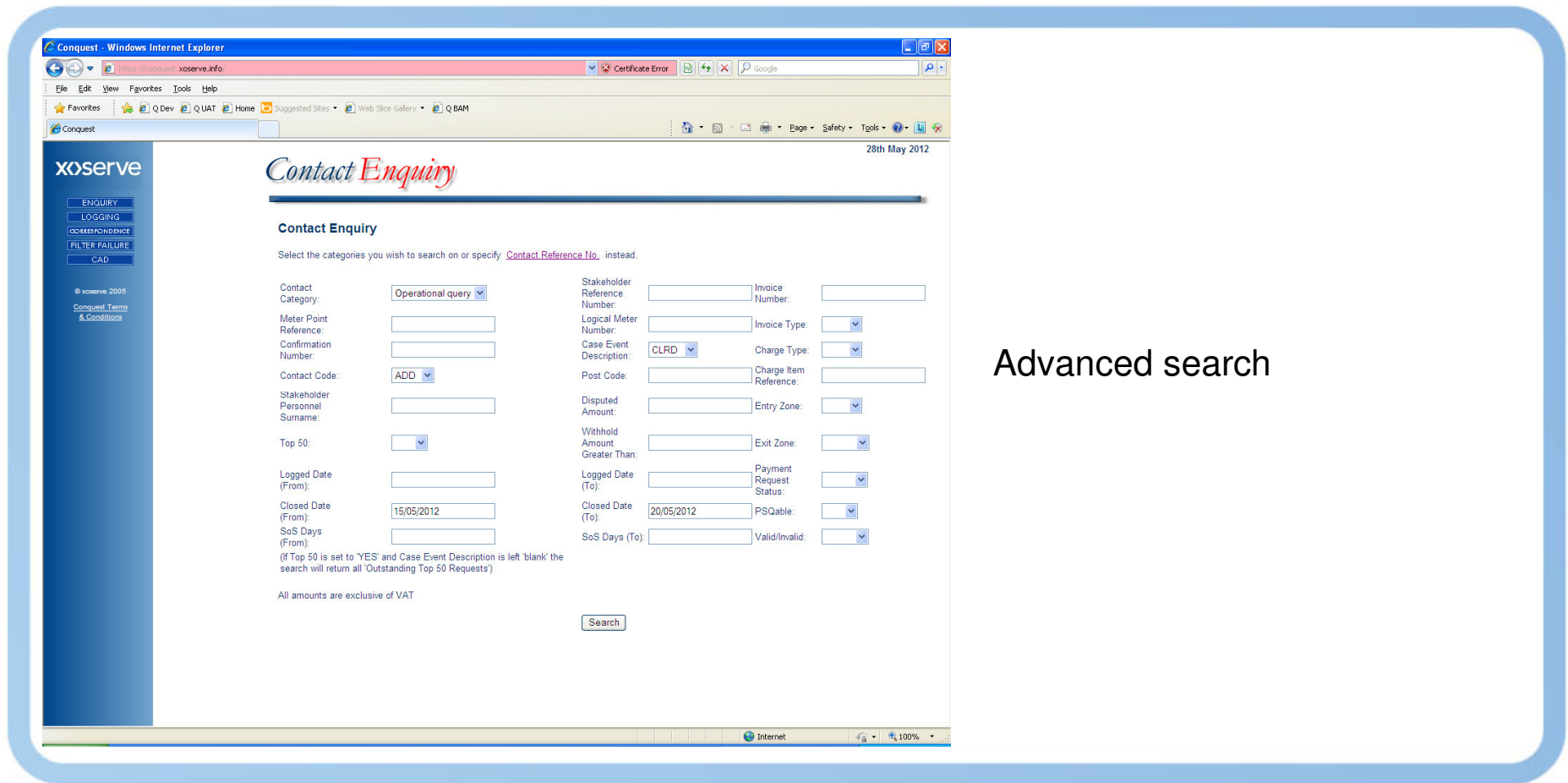
Basic search - by CRN

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ConQuest Search Functionality - Current



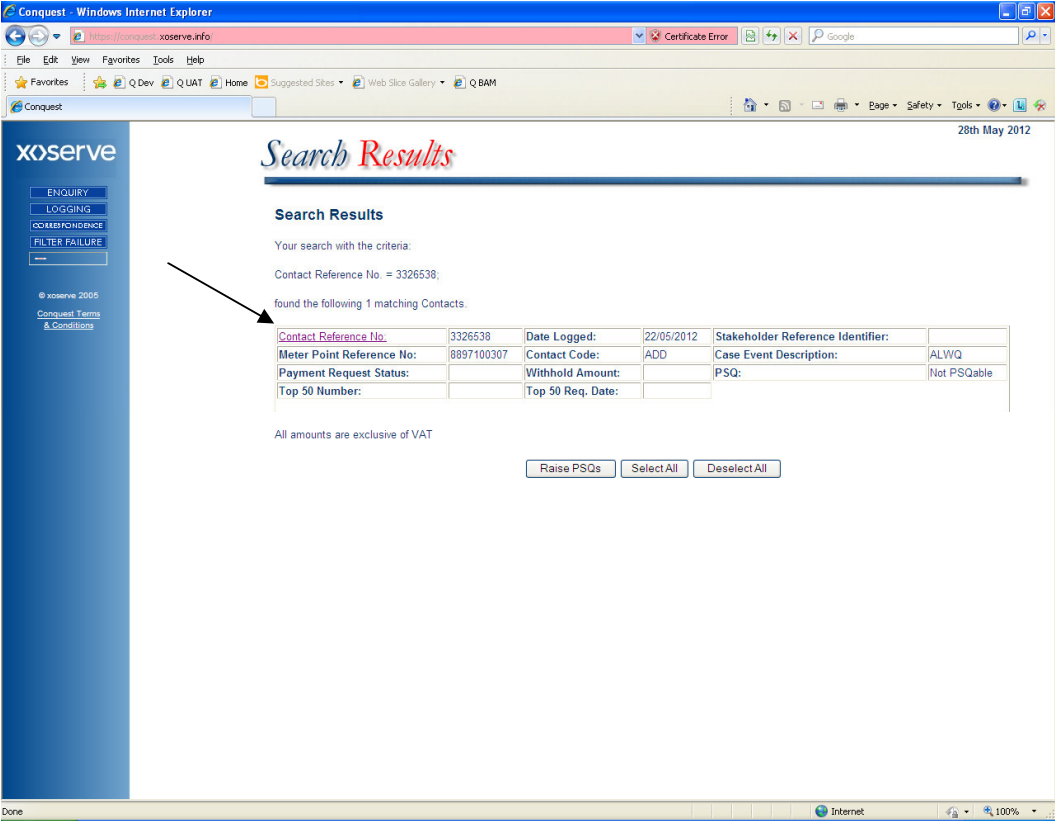
Advanced search

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ConQuest Search Functionality - Current



The screenshot shows a web browser window titled "Conquest - Windows Internet Explorer" with the address bar displaying "https://conquest.xoserve.info". The page content includes a sidebar with navigation links like "ENQUIRY", "LOGGING", "CORRESPONDENCE", and "FILTER FAILURE". The main area is titled "Search Results" and shows the search criteria: "Contact Reference No. = 3326538". It states "found the following 1 matching Contacts." and displays a table with the following data:

Contact Reference No.	3326538	Date Logged:	22/05/2012	Stakeholder Reference Identifier:	
Meter Point Reference No:	8897100307	Contact Code:	ADD	Case Event Description:	ALWQ
Payment Request Status:		Withhold Amount:		PSQ:	Not PSQable
Top 50 Number:		Top 50 Req. Date:			

Below the table, it says "All amounts are exclusive of VAT" and provides buttons for "Raise PSQs", "Select All", and "Deselect All". An arrow points to the "Contact Reference No." hyperlink in the first row of the table.

Click required CRN hyperlink to view contact details.

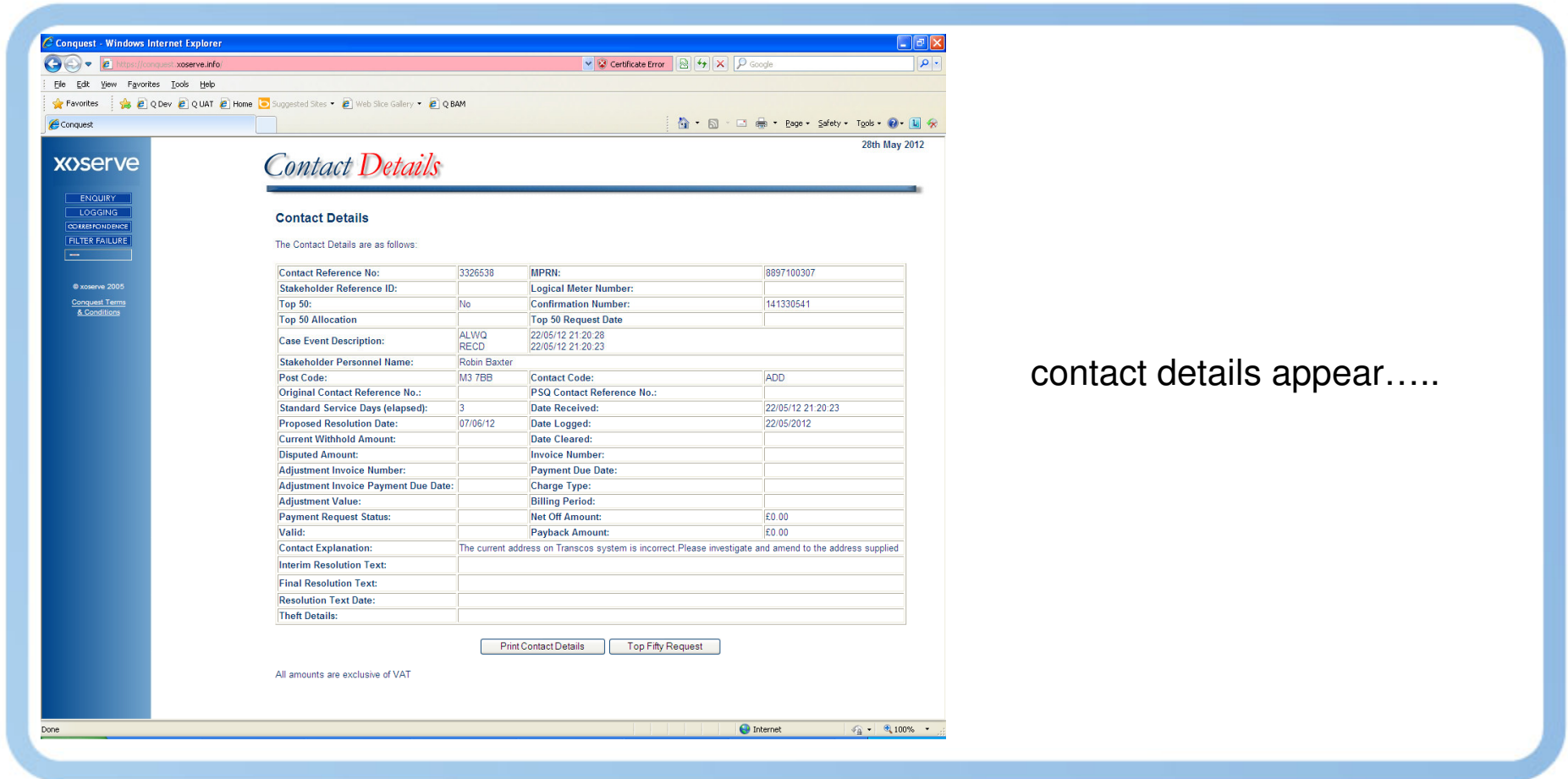
*If using 'advanced search' criteria, more than one CRN may appear

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ConQuest Search Functionality - Current



The screenshot shows a Windows Internet Explorer browser window displaying the ConQuest search results page. The page title is "Contact Details" and the date is "28th May 2012". The page content includes a table of contact details and two buttons: "Print Contact Details" and "Top Fifty Request".

Contact Details

The Contact Details are as follows:

Contact Reference No:	3326538	MPRN:	8897100307
Stakeholder Reference ID:		Logical Meter Number:	
Top 50:	No	Confirmation Number:	141330541
Top 50 Allocation		Top 50 Request Date	
Case Event Description:	ALWQ RECD	22/05/12 21:20:28 22/05/12 21:20:23	
Stakeholder Personnel Name:	Robin Baxter		
Post Code:	M3 7BB	Contact Code:	ADD
Original Contact Reference No.:		PSQ Contact Reference No.:	
Standard Service Days (elapsed):	3	Date Received:	22/05/12 21:20:23
Proposed Resolution Date:	07/06/12	Date Logged:	22/05/2012
Current Withhold Amount:		Date Cleared:	
Disputed Amount:		Invoice Number:	
Adjustment Invoice Number:		Payment Due Date:	
Adjustment Invoice Payment Due Date:		Charge Type:	
Adjustment Value:		Billing Period:	
Payment Request Status:		Net Off Amount:	£0.00
Valid:		Payback Amount:	£0.00
Contact Explanation:	The current address on Transcos system is incorrect. Please investigate and amend to the address supplied.		
Interim Resolution Text:			
Final Resolution Text:			
Resolution Text Date:			
Theft Details:			

Print Contact Details Top Fifty Request

All amounts are exclusive of VAT

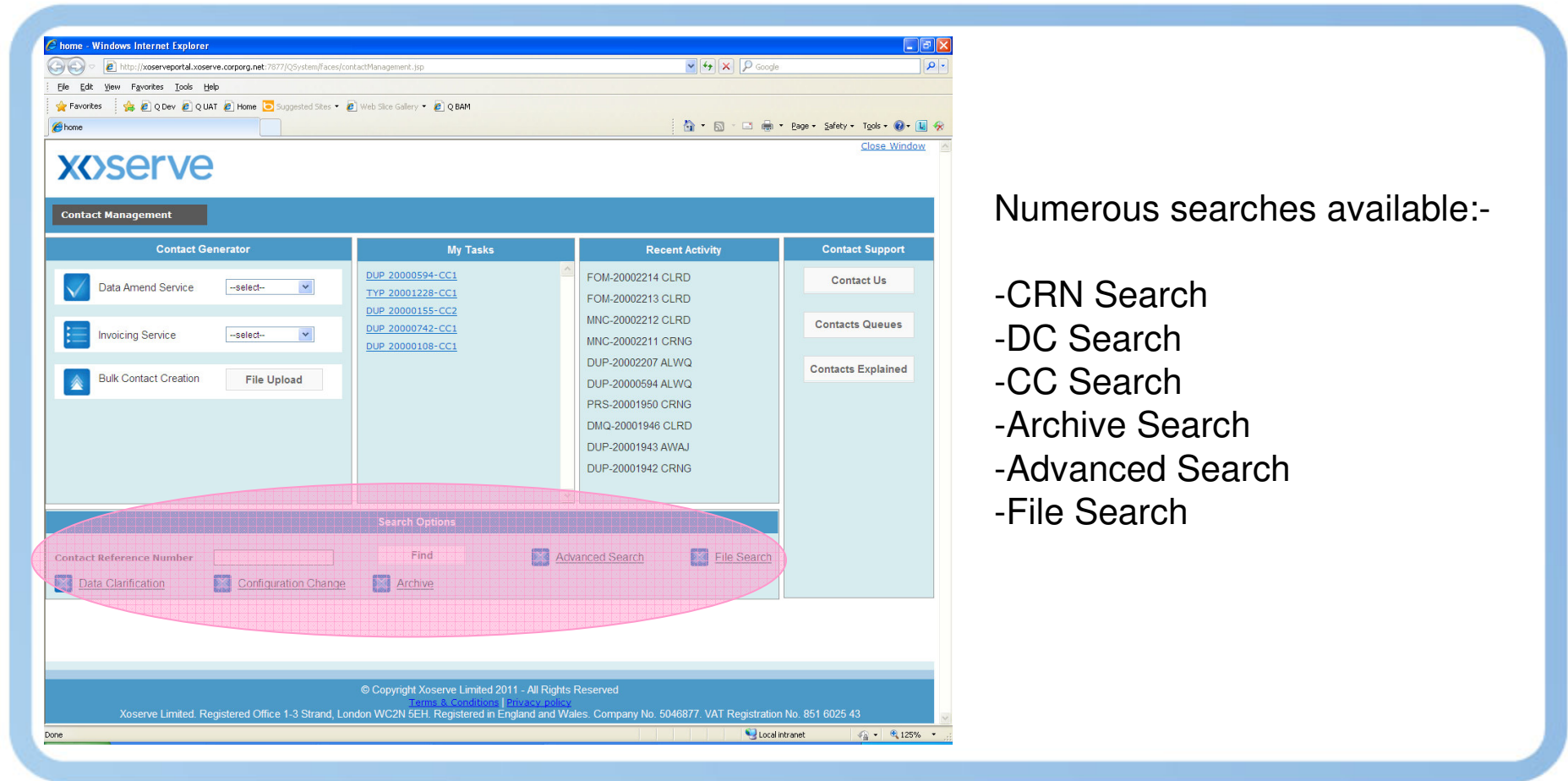
contact details appear.....

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Contact Management Search Functionality - New



Numerous searches available:-

- CRN Search
- DC Search
- CC Search
- Archive Search
- Advanced Search
- File Search

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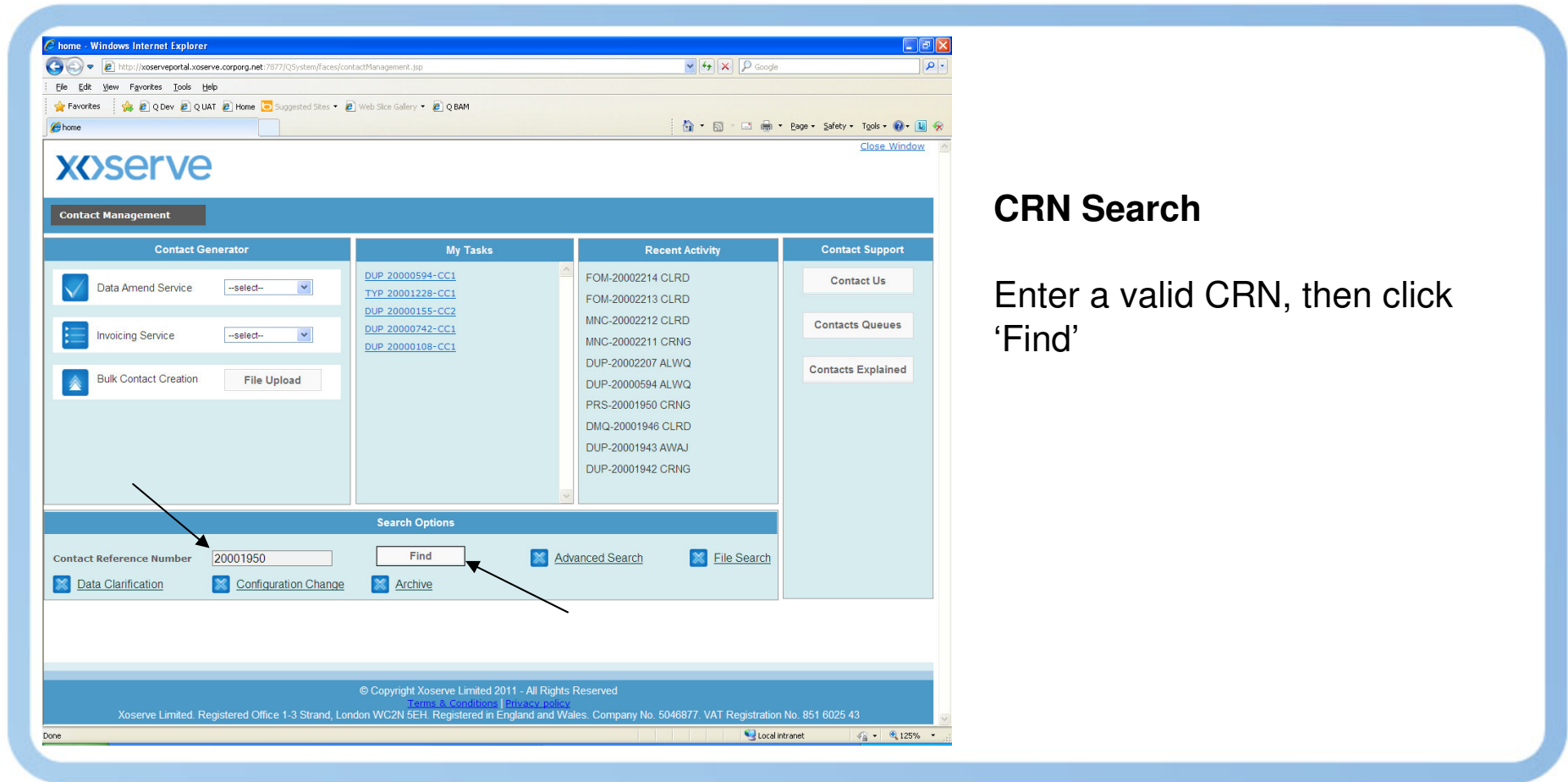


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Contact Management Search Functionality - New

CRN Search

Enter a valid CRN, then click 'Find'



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Contact Management Search Functionality - New

The following screen will appear.....

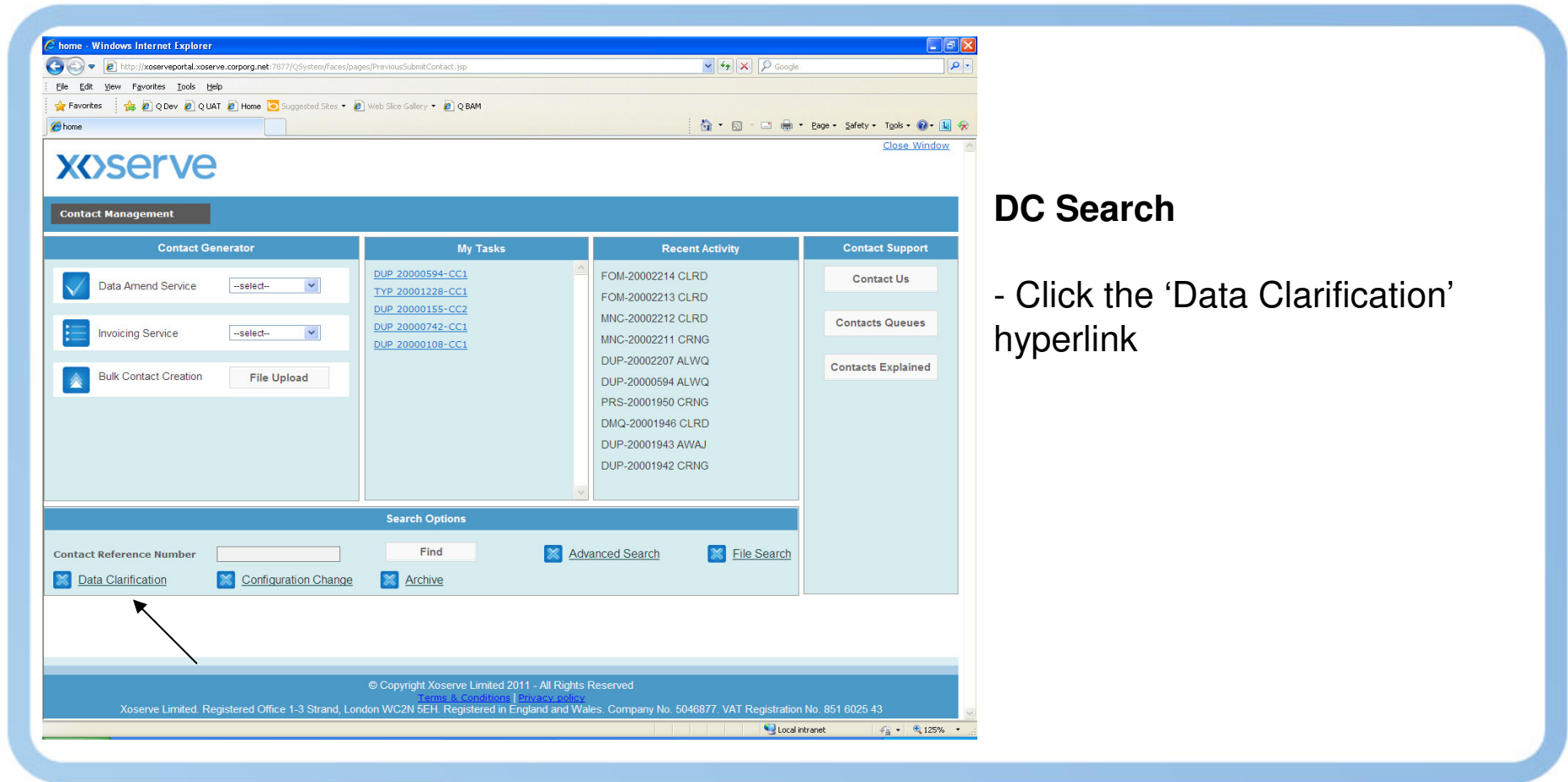
Security elements detail the contact originator (as created in PAWS)

Contact details are presented (read only)

Contact Management Search Functionality - New

DC Search

- Click the 'Data Clarification' hyperlink

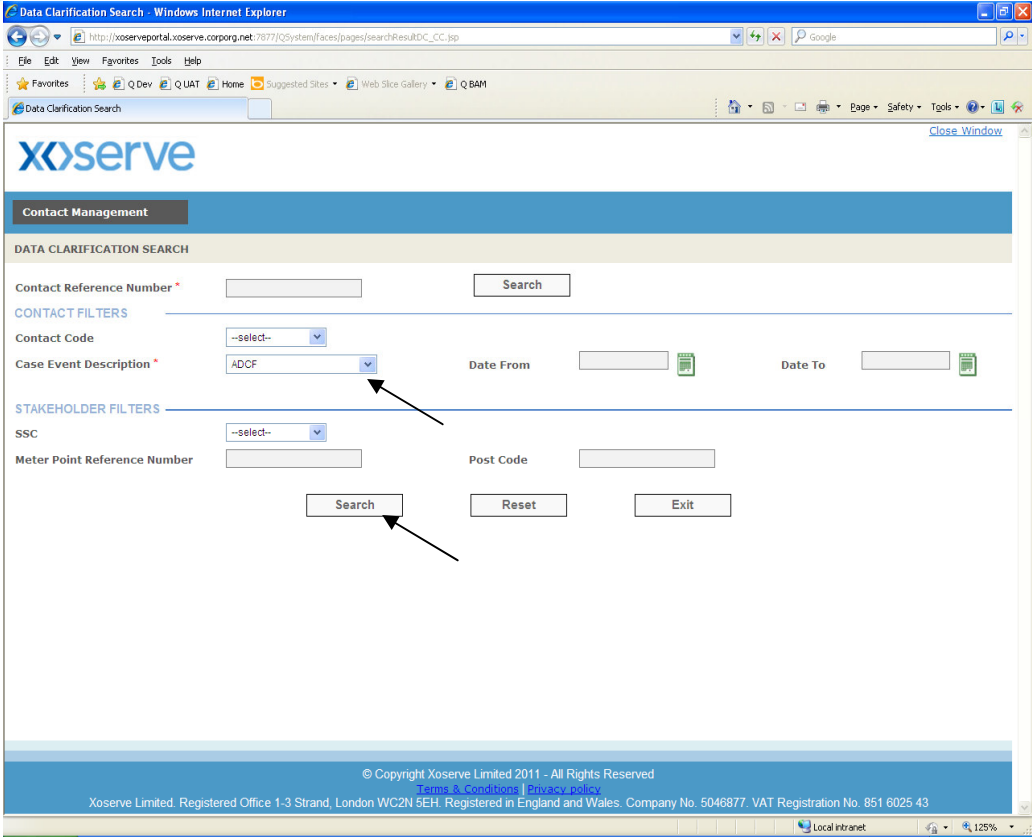


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Contact Management Search Functionality - New



The screenshot displays the 'Data Clarification Search' interface within a Windows Internet Explorer browser window. The page title is 'Data Clarification Search - Windows Internet Explorer'. The URL in the address bar is 'http://xoserveportal.xoserve.corp.ng.net:7877/QSystem/faces/jpages/search/ResultDC_CC.jsp'. The interface features the Xoserve logo at the top left and a 'Close Window' link at the top right. Below the logo is a 'Contact Management' tab. The main content area is titled 'DATA CLARIFICATION SEARCH' and contains several search filters: 'Contact Reference Number' with a text input and a 'Search' button; 'CONTACT FILTERS' section with 'Contact Code' (dropdown menu), 'Case Event Description' (dropdown menu with 'ADCF' selected), 'Date From' and 'Date To' (date pickers); 'STAKEHOLDER FILTERS' section with 'SSC' (dropdown menu) and 'Meter Point Reference Number' (text input). At the bottom of the filter section are 'Search', 'Reset', and 'Exit' buttons. Two black arrows point to the 'Case Event Description' dropdown and the 'Search' button. The footer contains copyright information: '© Copyright Xoserve Limited 2011 - All Rights Reserved' and 'Xoserve Limited. Registered Office 1-3 Strand, London WC2N 5EH. Registered in England and Wales. Company No. 5046877. VAT Registration No. 851 6025 43'. The browser status bar shows 'Local intranet' and '125%' zoom.

DC search criteria screen appears.

Numerous filters allow you to widen/narrow your search criteria

This example is searching for anything at ADCF (Case Event Description)

Click 'Search'.

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Contact Management Search Functionality - New

SEARCH CRITERIA

CONTACT STATUS: AD CF PRIORITY

CASE EVENT DESCRIPTION: AD CF MODIFY SEARCH NEW SEARCH

SEARCH RESULTS

DOWNLOAD RESULT

CRN	Contact Code	SSC	CED	Event Date	Logged Date	Priority	Contact Handler	SoS Days	StakeHolder Ref Id	Closed Date	Requested Date	Response Date
20001528	ISO		ADCF	23/5/2012	22/5/2012	HI		1			23/5/2012	
20001927	ADD		ADCF	28/5/2012	25/5/2012	LO		1			28/5/2012	
20001928	ADD		ADCF	25/5/2012	25/5/2012	LO		0			25/5/2012	
20001996	ISO		ADCF	28/5/2012	28/5/2012	HI		0			28/5/2012	
20001998	ISO		ADCF	28/5/2012	28/5/2012	HI		0			28/5/2012	
20001999	ISO		ADCF	28/5/2012	28/5/2012	HI		0			28/5/2012	
20002188	ISO		ADCF	28/5/2012	28/5/2012	HI		0			28/5/2012	
20002200	ISO		ADCF	28/5/2012	28/5/2012	HI		0			28/5/2012	

Exit

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Any results matching criteria will be displayed in this screen.

The results can be downloaded (.csv)

The search can be modified, or a new search initiated.

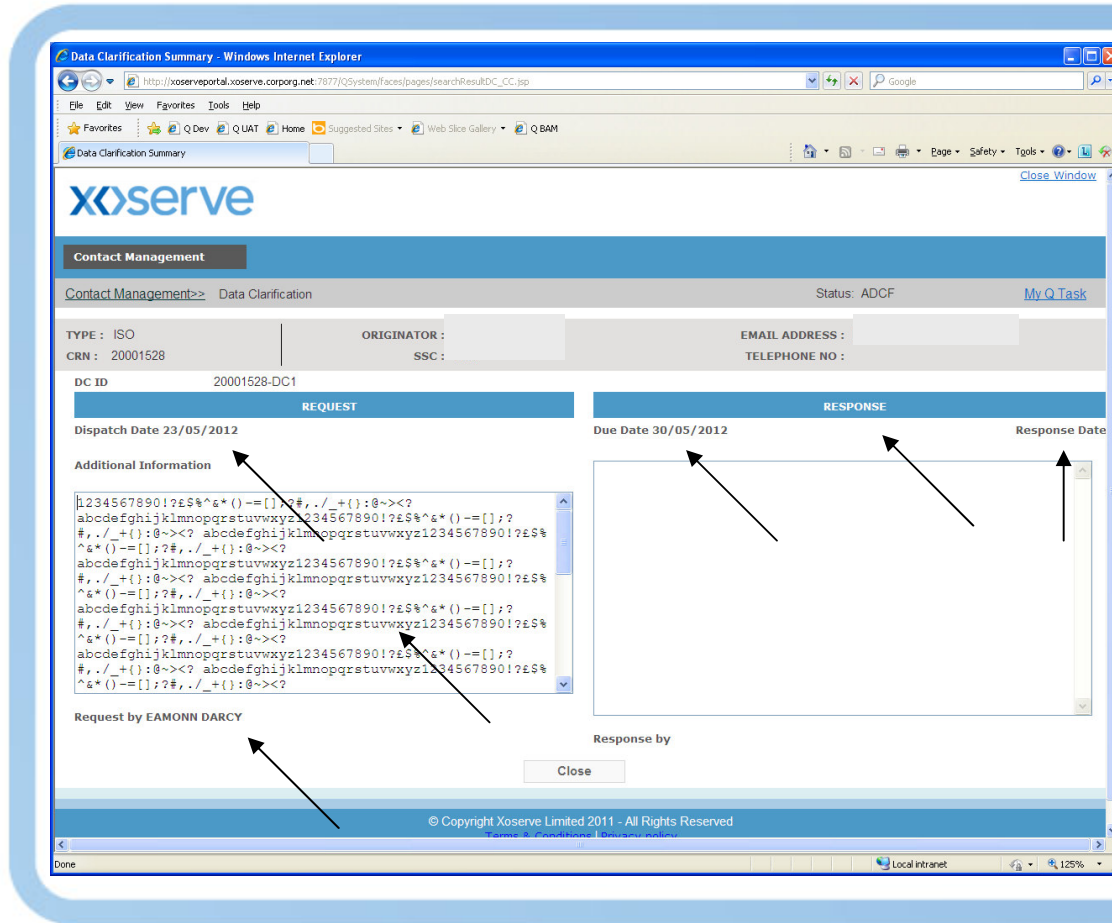
Hyperlinks allow you to view the o/s DC – in this example I will click the hyperlink for CRN 20001528

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Contact Management Search Functionality - New



The following screen appears.

You will see the DC request/response details (Response is blank in this example as the filter used was ADCF).

You can also see who raised the DC.

Raised/Due/Response Dates will be visible.

Screen is read only.

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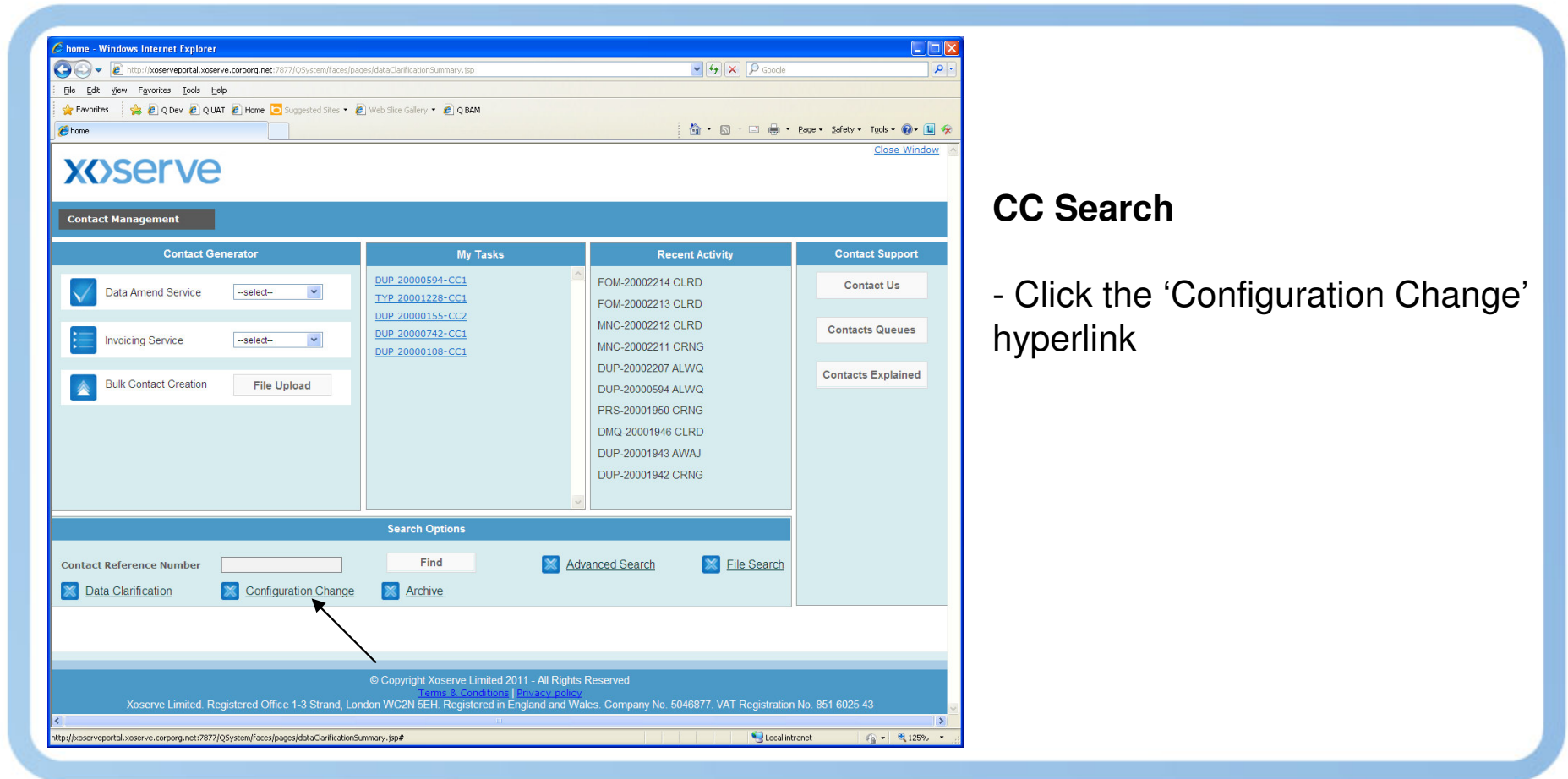


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Contact Management Search Functionality - New

CC Search

- Click the 'Configuration Change' hyperlink

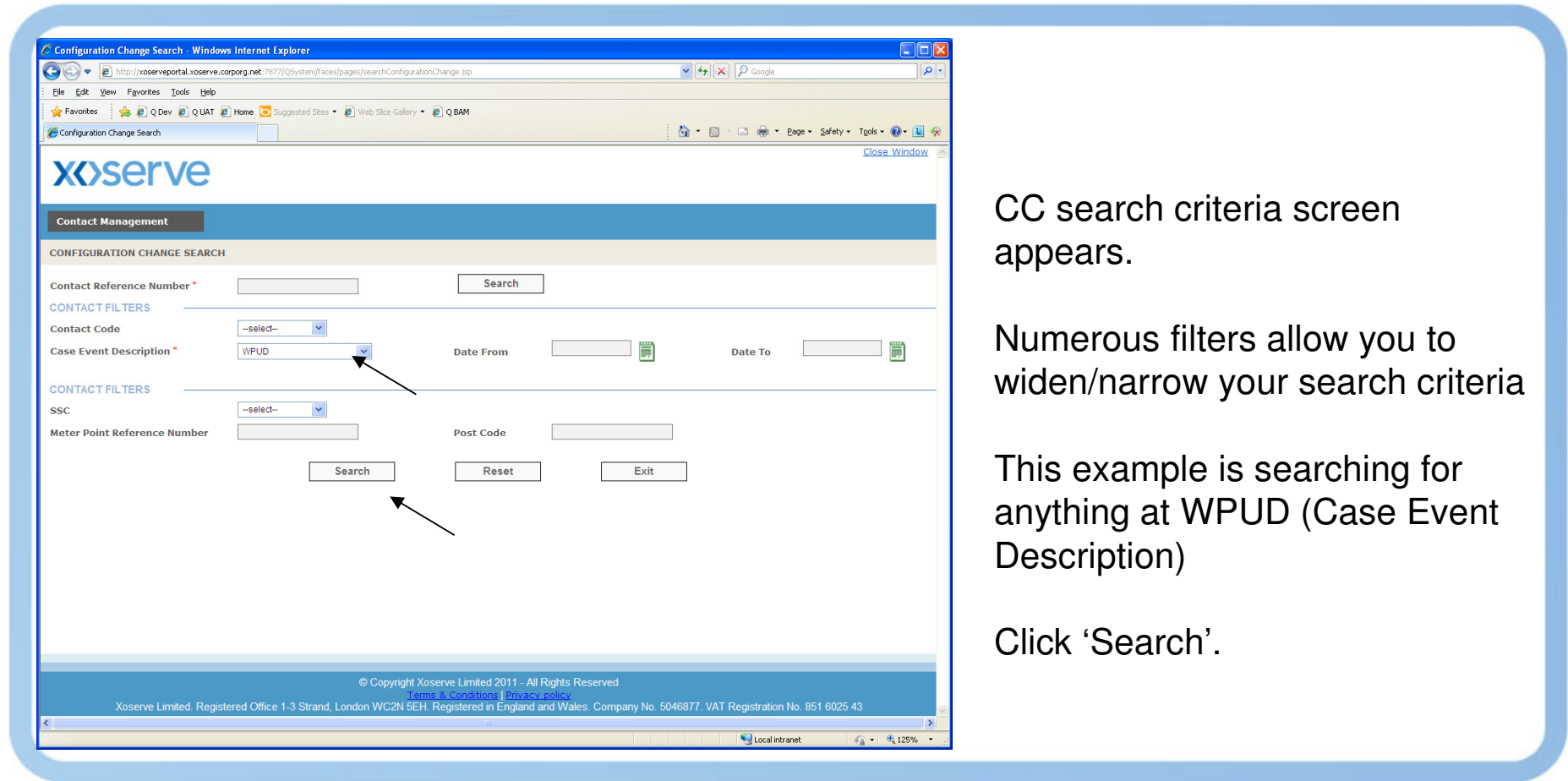


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Contact Management Search Functionality - New



CC search criteria screen appears.

Numerous filters allow you to widen/narrow your search criteria

This example is searching for anything at WPUD (Case Event Description)

Click 'Search'.

Contact Management Search Functionality - New

Any results matching criteria will be displayed in this screen.

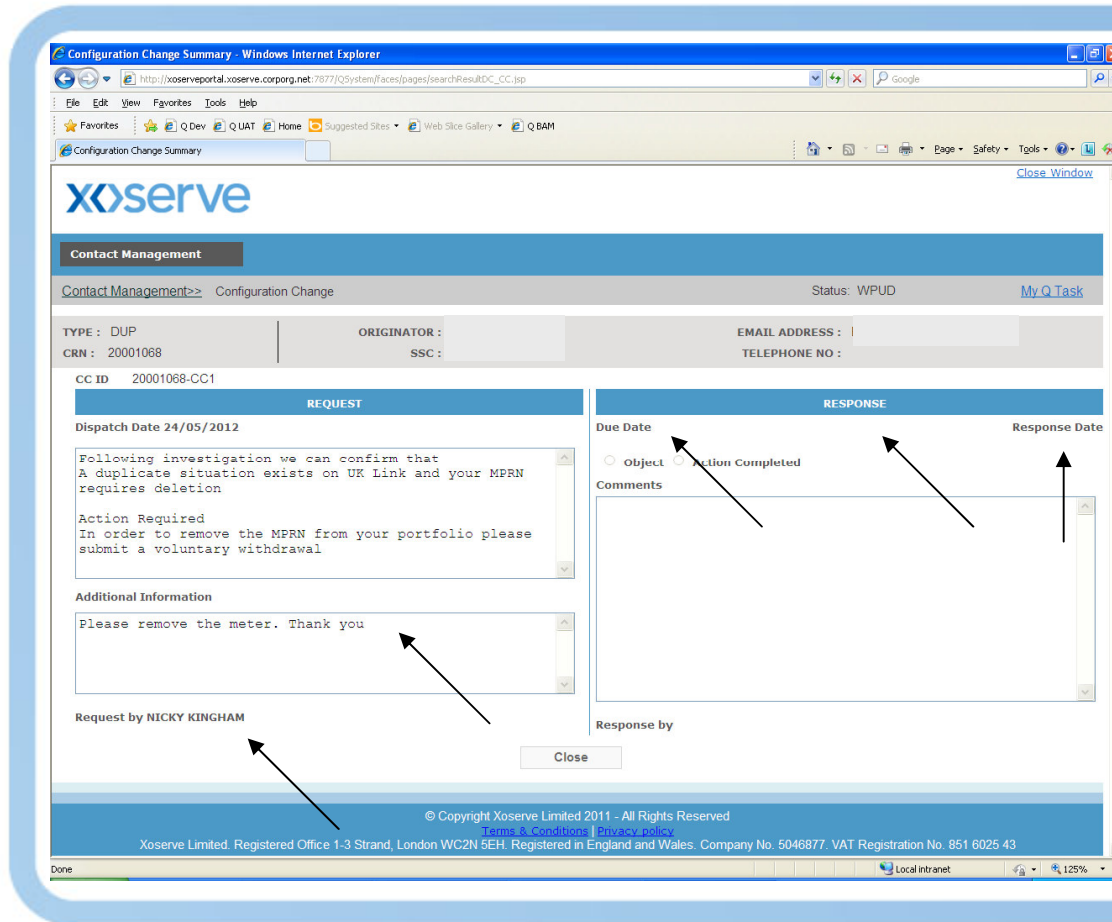
The results can be downloaded (.csv)

The search can be modified, or a new search initiated.

Hyperlinks allow you to view the o/s CC – in this example I will click the hyperlink for CRN 20001068

CRN	Contact Code	SSC	CED	Event Date	Logged Date	Priority	Contact Handler	SoS Days	StakeHolder Ref Id	Closed Date	Requested Date	Response Date
20001068	DUP		WPUD	24/5/2012	14/5/2012	LO		8			24/5/2012	
20000178	DUP		WPUD	14/5/2012	8/5/2012	LO		4			10/5/2012	
20001233	DUP		WPUD	17/5/2012	16/5/2012	LO		1			17/5/2012	
20001030	DUP		WPUD	17/5/2012	14/5/2012	LO		3			17/5/2012	
20001478	DUP		WPUD	24/5/2012	21/5/2012	LO		3			24/5/2012	
20000155	DUP		WPUD	16/5/2012	18/4/2012	LO		19			16/5/2012	

Contact Management Search Functionality - New



The following screen appears.

You will see the CC request/response details (Response is blank in this example as the filter used was WPUD).

You can also see who raised the CC.

Raised/Due/Response Dates will be visible.

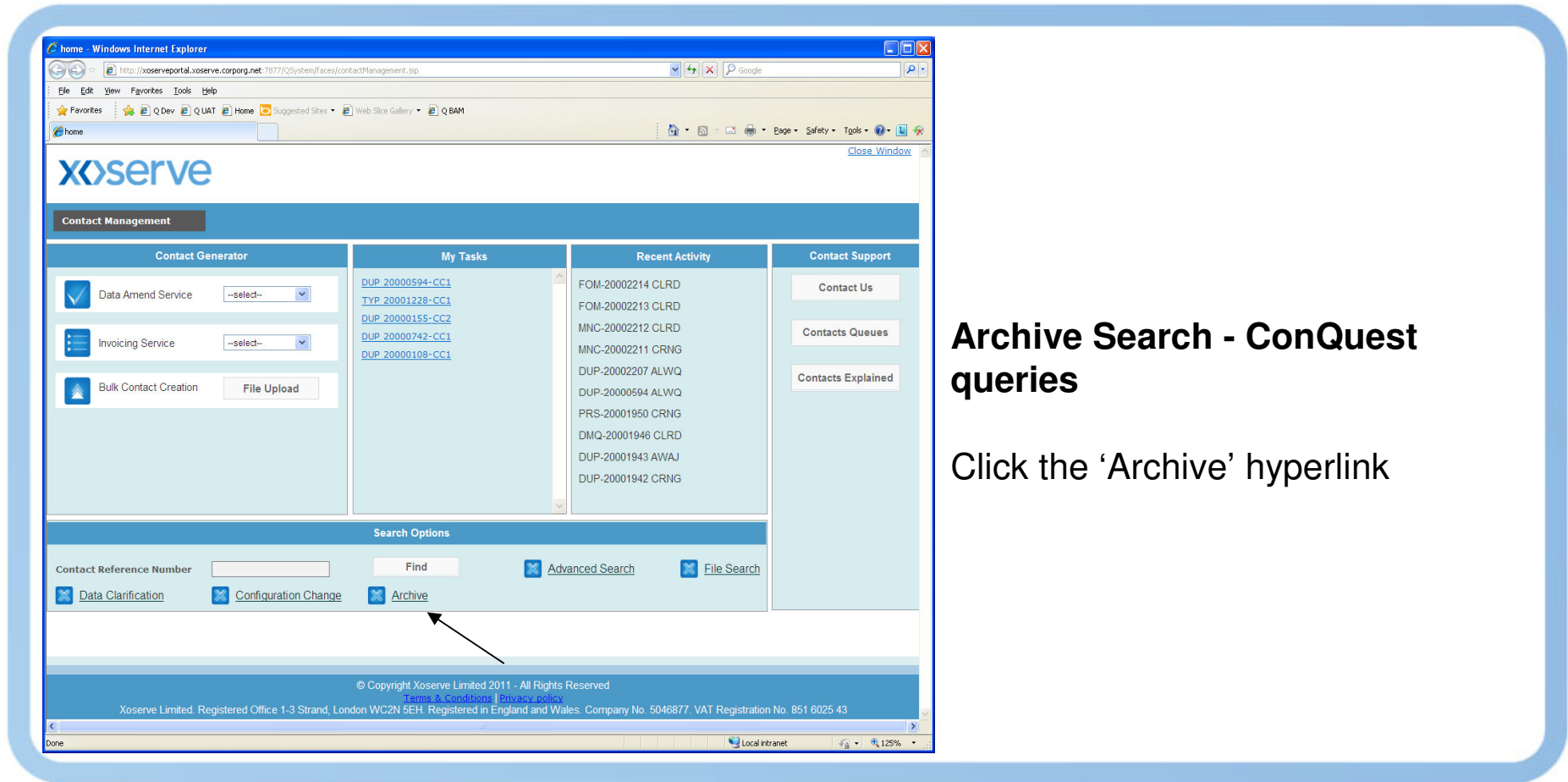
Screen is read only.

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Contact Management Search Functionality - New



Archive Search - ConQuest queries

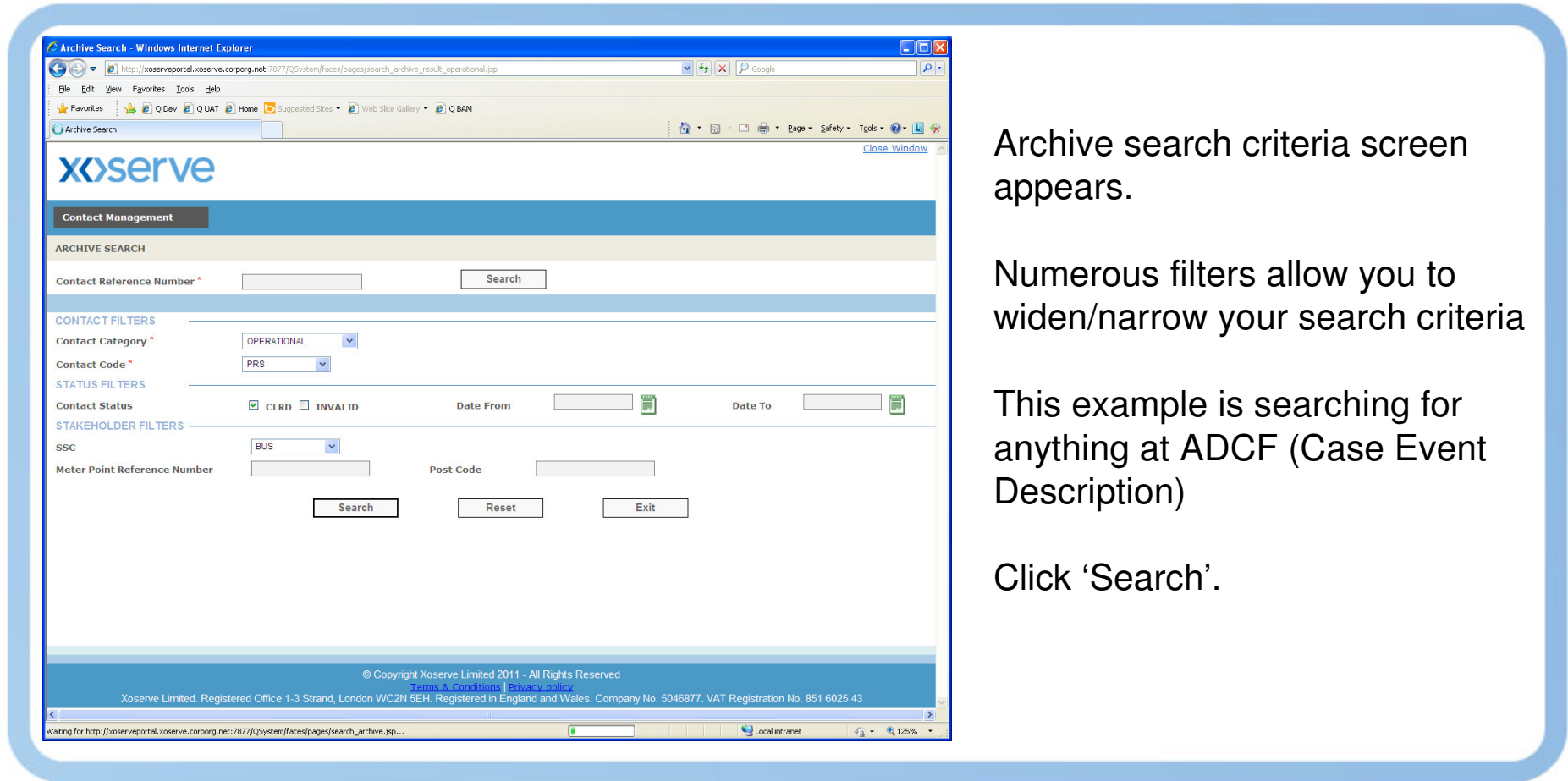
Click the 'Archive' hyperlink

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Contact Management Search Functionality - New



Archive search criteria screen appears.

Numerous filters allow you to widen/narrow your search criteria

This example is searching for anything at ADCF (Case Event Description)

Click 'Search'.

Contact Management Search Functionality - New

ARCHIVE SEARCH CRITERIA

CONTACT CATEGORY OPERATIONAL

CONTACT STATUS

MODIFY SEARCH NEW SEARCH

SEARCH RESULTS

DOWNLOAD RESULT Previous 1-10 of 215 Next 10

CRN	Contact Code	Shon Code	MPRN	Confirmation Number	Postcode	CED	Event Date	Logged Date	Contact Handler
1709731	PRS		1806793607	8129980	BD8 8JY	CLRD	5/6/2007	17/5/2007	
1635489	PRS		8824169510	157373037	DE22 3NB	CLRD	21/2/2007	20/2/2007	
1599516	PRS		4195866105	159044616	BS23 2PN	CLRD	1/2/2007	15/1/2007	
1621501	PRS		4214208300	1682356	PL1 5DG	CLRD	20/2/2007	5/2/2007	
1689854	PRS		8938925208	145284041	TW7 4QR	CLRD	30/4/2007	25/4/2007	
1635508	PRS		676741507	2830487	ME7 5TU	CLRD	2/3/2007	20/2/2007	
1637005	PRS		3991507902	143313565	RG19 4NL	CLRD	2/3/2007	21/2/2007	
1606730	PRS		3991507902	143313565	RG19 4NL	CLRD	6/2/2007	18/1/2007	
1631413	PRS		1607448502	44885639	SK14 6EB	CLRD	21/2/2007	16/2/2007	
1606618	PRS		8932483901	161225506	HA3 0NB	CLRD	30/1/2007	18/1/2007	

Exit

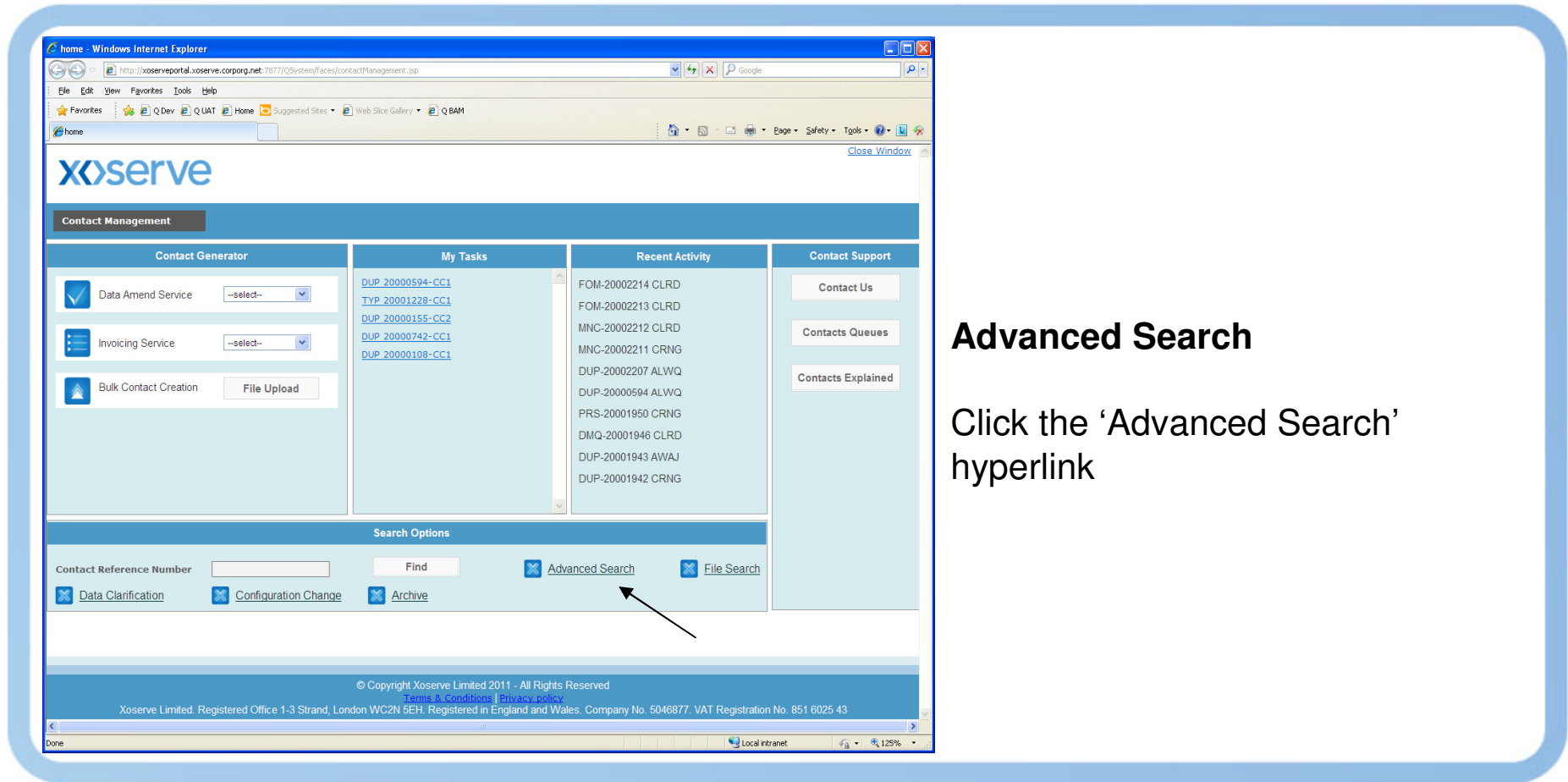
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Any results matching criteria will be displayed in this screen.

The results can be downloaded (.csv)

The search can be modified, or a new search initiated.

Contact Management Search Functionality - New



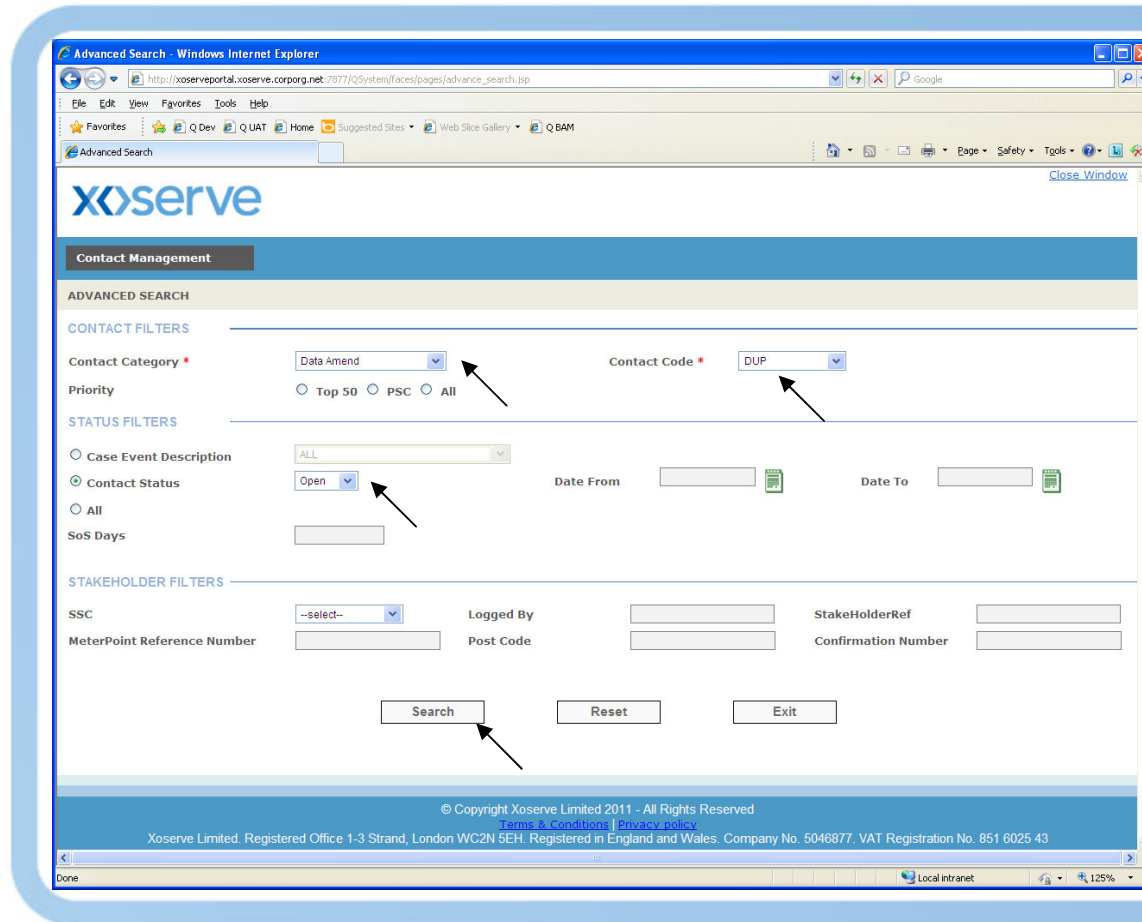
Advanced Search

Click the 'Advanced Search' hyperlink



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Contact Management Search Functionality - New



Advanced search criteria screen appears.

Numerous filters allow you to widen/narrow your search criteria

This example is searching for:-
-Data Amend Service
-Open DUP contacts

Click 'Search'.

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Contact Management Search Functionality - New

SEARCH CRITERIA

CONTACT STATUS: OPEN PRIORITY

CASE EVENT DESCRIPTION

MODIFY SEARCH NEW SEARCH

SEARCH RESULTS

DOWNLOAD RESULT

Previous 1-10 of 96 Next 10

CRN	Contact Code	MPRN	Confirmation Number	SSC	Post Code	CED	Event Date	Logged Date	Priority	Contact Handler	SoS Days	StakeHolder Ref Id	Closed Date
20001123	DUP	9304488206				CRNG	14/5/2012	14/5/2012	LO		11		
20001066	DUP	9124739203				CRNG	14/5/2012	14/5/2012	LO		11		
20001043	DUP	9191654301				ALWQ	15/5/2012	14/5/2012	LO		11		
20001043	DUP	8814506103				ALWQ	15/5/2012	14/5/2012	LO		11		
20001486	DUP	9186965708				ALWQ	21/5/2012	21/5/2012	LO		6		
20001117	DUP	1356323306				CRNG	14/5/2012	14/5/2012	LO		11		
20001032	DUP	9172337102				ALWQ	15/5/2012	14/5/2012	LO		11		
20001507	DUP	3361517406				ALWQ	22/5/2012	22/5/2012	LO		5		
20001511	DUP	9212911202				ALWQ	22/5/2012	22/5/2012	LO		5		
20001099	DUP	9124738504				CRNG	14/5/2012	14/5/2012	LO		11		

Exit

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Any results matching criteria will be displayed in this screen.

The results can be downloaded (.csv)

The search can be modified, or a new search initiated.

Hyperlinks allow you to view the o/s DC – in this example I will click the hyperlink for CRN 20001123

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Contact Management Search Functionality - New

The following screen will appear.....

Security elements detail the contact originator (as created in PAWS)

Contact details are presented (read only)

Contact Management Search Functionality - New

File Search

Click the 'Advanced Search' hyperlink

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Contact Management Search Functionality - New

File search criteria screen appears.

Any files previously loaded will be visible.

Numerous filters allow you to widen/narrow your search criteria.

You can download your results.

You can drill down to look at individual file data. In this example hyperlink 289 is clicked.

File Search - Windows Internet Explorer

http://xoserveportal.xoserve.corporg.net:7877/QSystem/faces/pages/FileSearch.jsp

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Contact Management

FILE SEARCH

File Reference Number: File Name: SSC: All Uploaded By:

Date From: Date To: Input Channel: All

File Status: ACCEPTED PROCESSED REJECTED

SEARCH RESULTS

DOWNLOAD RESULTS Previous 1-5 of 31 Next 5

Date Uploaded	File Reference Number	File Name	Input Channel	For Short Code	Uploaded By	Status
25/5/2012	289	.PN010014.QMP	WEB			ACCEPTED
21/5/2012	265	.PN010011.QMP	WEB			ACCEPTED
14/5/2012	187	.PN000051.qmp	WEB			ACCEPTED
14/5/2012	188	.PN000052.qmp	WEB			ACCEPTED
14/5/2012	189	.PN010004.QMP	WEB			ACCEPTED

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Contact Management Search Functionality - New

SearchResult - Windows Internet Explorer
http://xoserveportal.xoserve.corporg.net:7077/QSystem/aces/pages/FileSearchResult.jsp

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Contact Management

FILE SEARCH
File Reference Number: 289
Status: ACCEPTED
Contacts Logged On: 25/5/2012
Status Description: ACCEPTED
[MODIFY SEARCH] [NEW SEARCH]

SEARCH RESULTS
By Contact Code: All
By Contact Status: Accepted Rejected
[DOWNLOAD RESULT] [Refine]

CRN/Record ID	MPRN	Invoice Number	Contact Code	Short Code	Logged By	Status
20001915	205310		DMQ			ACCEPTED
20001918	17761910		DMQ			ACCEPTED
20001920	13245804		DMQ			ACCEPTED
20001921	8820086901		DMQ			ACCEPTED
20001922	6435201		DMQ			ACCEPTED
20001914	183607		DMQ			ACCEPTED
20001916	11194904		DMQ			ACCEPTED
20001917	11899303		DMQ			ACCEPTED
20001919	56219203		DMQ			ACCEPTED
3						REJECTED

Previous 1-10 of 14 Next 4
[Exit]

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Any results matching criteria will be displayed in this screen.

The results can be downloaded (.csv)

The search can be modified, or a new search initiated.

Hyperlinks allow you to view the loaded CRNs, but also view rejections – in this example I will click the hyperlink for CRN 20001915

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Contact Management Search Functionality - New

The following screen will appear.....

Security elements detail the contact originator (as created in PAWS)

Contact details are presented (read only)

Search Functionality - Summary

	ConQuest	Contact Management
CRN Search	Yes	Yes
Advanced Search	Yes	Yes
DC Search	No	Yes
CC Search	No	Yes
Archive Search	No	Yes
File Search	No	Yes
Response Time	Delayed	Instant
Search Engine	Disperate	Centralised
Search Criteria	Complex	Refined Set
Download	Filter Failures Only	All Results

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