


Change Request Proposal & Portfolio Board Appeal Form - Version 9

Originator Details			
Submitted By	Richard Cresswell	Contact Number	0121 623 2535
		Email Address	Richard.cresswell@xoserve.com
Authorising Manager M2/E2*	Dave Ackers	Business Area	CDS
		Cost Centre	XOS014

*M2/E2 Approval required for all Change Requests and EXEC Approval is required for Business & Process Improvements (Prior to ICAF Review)

Change Request Details			
Change Request Title	<i>MIV File Changes for MUR Invoice - CMS</i>		
Internal/External Change	Internal Change	Analysis Only?	No
Change Driver Type	Business / Process Improvement		
Change Description	<p>An issue has been identified whereby MRPNS are being included within the CMS MIV file which are not eligible for charging and therefore the Must Read Invoice being calculated and produced in SAP PO is incorrect with additional MPRNS being potentially invoiced to Shippers.</p> <p>This change seeks to define and deliver a solution that ensures only MPRNs which are deemed billable per the following business rules are included in the MIV file and subsequent Must Read Invoices issued in SAP PO:-</p> <p>Business Rules:</p> <ol style="list-style-type: none"> 1) Any Contacts that go to CLRD or FWDS, that have had a read procured by the MRA, are invoiced <ol style="list-style-type: none"> a. If a read is procured by the MRA and the 'Read Status' is 'Rejected', they are invoiced b. If a read is procured by the MRA and the 'Read Status' is blank, they are invoiced 2) Any Contacts that go to CLRD or FWDS, that have not had a read procured by the MRA, are not invoiced 3) Whether the Contact is a Level 3 or not has no bearing on whether it is invoiced or not 4) If a Contact is chargeable and goes to FWDS, then this is the date that determines the month in which it is invoiced. 5) If a Contact does not go to FWDS, the date that it goes to CLRD determines the month in which it is invoiced. <p>The attachment below shows each scenario of when a Contact should and should not be included in the MIV</p> <ul style="list-style-type: none"> • The Must Read invoice is produced accurately and issued on it's Invoice due date to meet Xoserve KPIs. • Only billable items are calculated and included in the Must Read Invoice produced each month. • The risk of MPRNs being billed incorrectly as a result of the current manual intervention needed to correct the Must Read Invoice is mitigated. • Remove the additional manual activities associatd with the correction of the MIV file and Must Read Invoice currently estimated to be between 3-4 FTE days across both CMS and SAP Operational teams <p>ASAP</p> <div style="text-align: center;">  <p>Backing info for MIV CR.xlsx</p> </div>		
Solution Type	Enduring Solution	Interim Solution Duration (If Known)	

Target Date	01/12/2015	Urgency	Medium
Associated XRN Number(s)			
Associated COR Number(s)			
Associated MOD Number(s)			
Associated Risk Reference(s)			

Impact to Systems / Processes

Detail of UKLP Scope / Impact Assessment	
Other Impacted System(s) / Processes	CMS/UKLink
Detail of Impact to System(s) / Processes	
Has this change been approved in UK Link Committee?	<p>If the Change Impacts UK Link Systems / UK Link Manual / File Formats it has to be approved by UK Link Committee.</p> <p>Please mention the outcome of discussing this change in UK Link Committee.</p>
Date of UK Link Committee approval	

Network Code Impact

Detail of Impact to Network Code	
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Change Request Scoring

Mandatory/ Network Code	Customer Service/Satisfaction	Safety	Cost Benefit (£)	Total*
3 = Significant Impact	3 = Significant Impact	1 = Little or no Impact	2 = >Ten Thousand	9

* The Total is automated and will refresh when you reopen this Change Request

Please submit your Change Request along with the appropriate authorising evidence to the following mail address:

bss.change.mgt@xoserve.com

Portfolio Board Appeal

(Section to be completed only if seeking to appeal a rejection at ICAF)

Date of ICAF Rejection	Click Here For Calendar	Portfolio Board Appeal Date	Click Here For Calendar
Reason for Appeal			
Impact of changing the ICAF Decision			
Impact of not changing the ICAF Decision			
Outcome of Portfolio Board Appeal			
Outcome of Portfolio Board Appeal			