



DM Read Rejection knowledge Sharing
29th November 2017



Supplier of the Year 2015

DM Read Rejection Feedback

Positive Actions

- **Weekly call with XOServe, DMSP & Shipper – ensured progression of actions and solution sharing.**
- **XOServe being able to action amendments on our behalf (with consent) within 24hrs notice.**

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Improvements

- **Weekly calls for all parties established sooner. DMSP attended, it took XOServe a few weeks to engage with SME support;**
- **SME availability due to holidays caused delays. Also SME availability was not often known until the calls, when we would have benefitted from re-arranging;**
- **Updates provided earlier, usually only available an hour before the meeting. No updates provided after the calls;**
- **Actual Readings were available and not provided to shipper. Readings were provided via the DMSP on shipper request, but could have been provided sooner where DMSP/XOServe deemed data to be valid. This had an impact on Customer Service.**

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Main Issues

- Lack of knowledge of submission rules for RGMA updates in NEXUS world;
- Awaiting MAM resolution – Delays caused by issues with MAM service providers;
- Legacy Data – DMSP data correct, unable to submit reads until Shipper updates UK Link.