CMS Rebuild – Known Meter Issue (KMI)

A request to flag/unflag Supply meter qualification (SMP) for the IGT Must Read (MUR) process where the SMP has a known meter issue

V0.1 September 2023

Customer Journey:

| 1. Raise | 2. Investigate & Resolve | 3. Challenge | 4. Track & Report |

Shipper
- 1.1a Raise a contact
- 1.4 Re-submit?
- 3.1 View notification
- 3.2 Raise PSC?
- 4.1 Search for a contact

<<Person>> CDSP Agent
- 1.1b Raise a contact
- 1.4 Re-submit?
- 3.3 Create PSC
- 3.4 Display CRN for PSC
- Click submit

<<System>> CMS Rebuild
- 1.2 First Stage Validations
- 1.3b Rejected With reason
- 1.3a Logged and CRN displayed
- 2.1 Second Stage Validations
- 2.2 Move to CDSP queue
- 2.3 Manage Contact
- 2.3c Resolve
- 2.8 Resolve as Invalid
- 2.6 Add or remove flag in UK Link
- 2.10 Check for Existing open MUR contacts & update
- 2.7 Resolve as Valid
- 2.9 Send Notification
- 4.2 Display contact and history

<<System>> UK Link
- Pull data
- Push Data

Labels: ≤12 working days, >12 working days, Accept, Reject, Invalid, Valid, Y, N

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Glossary
CRN: Contact Reference Number
DC: Data Clarification
PSC: Previously Submitted Contact
CDSP: Central Data Service Provider
RT: Resolution Text